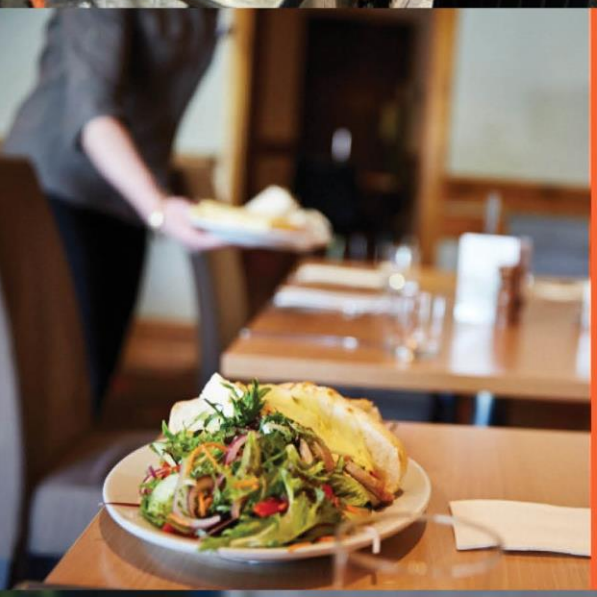

SIT TOURISM, TRAVEL AND HOSPITALITY TRAINING PACKAGE

COMPANION VOLUME IMPLEMENTATION GUIDE

SERVICE SKILLS AUSTRALIA

Version control and modification history

The latest version of the Implementation Guide is shown on the top row. The table tracks modifications to training components in this Training Package made after the initial release. Please check that you are using the current version of the *SIT Tourism, Travel and Hospitality Training Package* by accessing information from training.gov.au.

Version	Release Date	Comments
1	February 2016	Primary release – replaces SIT12 Tourism, Travel and Hospitality Training Package V2.0

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SERVICE SKILLS AUSTRALIA

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Introduction

This Companion Volume Implementation Guide has been developed to provide advice and guidance on the implementation of the *SIT Tourism, Travel and Hospitality Training Package*. It also includes key information on the industry and its workforce needs.

Background

In 2012 the National Skills Standards Council (NSSC) endorsed a set of *Standards for Training Packages*, to ensure that Training Packages are of high quality and meet the workforce development needs of industry, enterprises and individuals. The *Standards for Training Packages* apply to the design and development of Training Packages for endorsement consideration.

Standard 1 identifies the products that must comprise a Training Package. This includes:

- Four endorsed components:
  - Units of competency
  - Assessment requirements (associated with each unit of competency)
  - Qualifications
  - Credit arrangements
- One or more quality assured companion volumes.

Quality assurance of companion volumes

The companion volumes developed by Service Skills Australia follow a quality assurance process throughout development to ensure that the guides produced are available at the time of endorsement of the Training Package and that the Implementation Guide complies with the template.

Steps in the quality assurance process:

Consult

1. Project Advisory Group informs content.
2. Industry and registered training organisations (RTOs) provide input.

Develop

1. Draft Companion Volume(s) prepared.
2. Format and copy edit first draft.
3. Draft 2 Companion Volume(s) prepared.
4. Cross-check Companion Volume(s) with draft Training Package components for endorsement.
5. Review by Project Advisory Group.

Quality Assurance

6. Copy edit and proofread.
7. Final internal quality assurance checks.

Sign off

8. Sign-off by Project Advisory Group.
9. Implementation Guide made available for external quality assurance panel member.
10. Desktop publish and upload to website.

Overview Information

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

1.1 SIT qualifications

Qualifications are created by combining units of competency into groups that meet job roles and are meaningful in the workplace, and aligning those groups of competencies to vocational qualifications in the Australian Qualifications Framework (AQF).

Qualifications therefore:

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

Qualification Code	Qualification Title
SIT10116	Certificate I in Tourism (Australian Indigenous Culture)
SIT10216	Certificate I in Hospitality
SIT20116	Certificate II in Tourism
SIT20216	Certificate II in Holiday Parks and Resorts
SIT20316	Certificate II in Hospitality
SIT20416	Certificate II in Kitchen Operations
SIT20516	Certificate II in Asian Cookery
SIT30116	Certificate III in Tourism
SIT30216	Certificate III in Travel
SIT30316	Certificate III in Guiding
SIT30416	Certificate III in Holiday Parks and Resorts
SIT30516	Certificate III in Events
SIT30616	Certificate III in Hospitality
SIT30716	Certificate III in Hospitality (Restaurant Front of House)
SIT30816	Certificate III in Commercial Cookery
SIT30916	Certificate III in Catering Operations
SIT31016	Certificate III in Patisserie
SIT31116	Certificate III in Asian Cookery
SIT40116	Certificate IV in Travel and Tourism
SIT40216	Certificate IV in Guiding
SIT40316	Certificate IV in Holiday Parks and Resorts
SIT40416	Certificate IV in Hospitality
SIT40516	Certificate IV in Commercial Cookery
SIT40616	Certificate IV in Catering Operations
SIT40716	Certificate IV in Patisserie
SIT40816	Certificate IV in Asian Cookery

Qualification Code	Qualification Title
SIT50116	Diploma of Travel and Tourism Management
SIT50216	Diploma of Holiday Park and Resort Management
SIT50316	Diploma of Event Management
SIT50416	Diploma of Hospitality Management
SIT60116	Advanced Diploma of Travel and Tourism Management
SIT60216	Advanced Diploma of Event Management
SIT60316	Advanced Diploma of Hospitality Management

1.2 SIT skill sets

Skill sets are single units of competency, or combinations of units of competency from an endorsed Training Package that link to a licensing or regulatory requirement or a defined industry need. Skill sets are NOT qualifications.

This Training Package contains the following skill sets. Refer to Appendix 1: Skill Sets in the *SIT Tourism, Travel and Hospitality Training Package* for detailed information.

Skill Set Code	Skill Set Title
Cross-Sector	
SITSS00034	Business Management
SITSS00035	Customer Service Management
SITSS00036	Customer Service
SITSS00037	Essential Business Skills for a Franchisee
SITSS00038	Governance for Board Members
SITSS00039	Mentoring and Supervision
SITSS00040	Product Development for International Visitor Markets
SITSS00041	Product Sales for International Visitor Markets
SITSS00042	Service for International Visitors
SITSS00043	Understanding Financial Concepts for Budgeting
SITSS00062	Online Engagement for Small Business
Events	
SITSS00044	Event Coordination
SITSS00045	Event Development
Hospitality	
SITSS00046	Beverage Advice
SITSS00047	Essential Business Skills for a Restaurant Manager
SITSS00048	Espresso Machine Operation
SITSS00049	Food Advice
SITSS00050	Food Handling
SITSS00051	Food Safety Supervision
SITSS00052	Hospitality Compliance
SITSS00053	Housekeeping Service
SITSS00054	Kitchen Management
SITSS00055	Responsible Service of Alcohol
SITSS00056	Sommelier
SITSS00057	Supervision of Cookery Apprentices
SITSS00058	Environmentally Sustainable Hospitality and Restaurant Operations
Tourism and Travel	
SITSS00059	Airfare Construction
SITSS00060	Grounds Keeping and Maintenance
SITSS00061	Visitor Information Services

1.3 SIT units of competency and prerequisite units

Units of competency in Training Packages are developed by industry to meet the identified skill needs of industry. Each unit of competency identifies a discrete workplace requirement and includes the skills and knowledge that underpin competency, as well as language, literacy and numeracy requirements. Units of competency therefore:

- are nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function
- describe work outcomes
- logically stand alone when applied in a work situation.

A prerequisite is a unit of competency in which the individual must be deemed competent prior to the determination of competency in another unit. Prerequisites are applicable when competency cannot be achieved in a given unit of competency without first gaining essential skills and knowledge from other unit(s) of competency. Prerequisite units are included as part of the full qualification and contribute to the total outcome of the qualification.

Unit Code	Unit Title	Prerequisite Unit(s)
EVENTS (E)		
Events (EVT)		
SITEEVT001	Source and use information on the events industry	Nil
SITEEVT002	Process and monitor event registrations	Nil
SITEEVT003	Coordinate on-site event registrations	Nil
SITEEVT004	Provide event staging support	Nil
SITEEVT005	Plan in-house events or functions	Nil
SITEEVT006	Develop conference programs	Nil
SITEEVT007	Select event venues and sites	Nil
SITEEVT008	Manage event staging components	Nil
SITEEVT009	Organise event infrastructure	Nil
SITEEVT010	Manage on-site event operations	Nil
SITEEVT011	Research event trends and practice	Nil
SITEEVT012	Develop event concepts	Nil
SITEEVT013	Determine event feasibility	Nil
SITEEVT014	Develop and implement event management plans	Nil
SITEEVT015	Develop event transport plans	Nil
SITEEVT016	Develop crowd management plans	Nil
SITEEVT017	Develop multi-venue event plans	Nil
SITEEVT018	Plan and allocate exhibition space	Nil
SITEEVT019	Recruit and manage exhibitors	Nil
HOSPITALITY (H)		
Accommodation Services (ACS)		
SITHACS001	Clean premises and equipment	Nil
SITHACS002	Provide housekeeping services to guests	Nil
SITHACS003	Prepare rooms for guests	Nil
SITHACS004	Launder linen and guest clothes	Nil
SITHACS005	Provide porter services	Nil

Unit Code	Unit Title	Prerequisite Unit(s)
SITHACS006	Provide valet services	Nil
SITHACS007	Conduct night audit	Nil
SITHACS008	Provide accommodation reception services	Nil
Asian Cookery (ASC)		
SITHASC001	Prepare dishes using basic methods of Asian cookery	SITXFSA001 Use hygienic practices for food safety
SITHASC002	Prepare Asian appetisers and snacks	SITXFSA001 Use hygienic practices for food safety
SITHASC003	Prepare Asian stocks and soups	SITXFSA001 Use hygienic practices for food safety
SITHASC004	Prepare Asian sauces, dips and accompaniments	SITXFSA001 Use hygienic practices for food safety
SITHASC005	Prepare Asian salads	SITXFSA001 Use hygienic practices for food safety
SITHASC006	Prepare Asian rice and noodles	SITXFSA001 Use hygienic practices for food safety
SITHASC007	Prepare curry pastes and powders	SITXFSA001 Use hygienic practices for food safety
SITHASC008	Prepare Asian cooked dishes	SITXFSA001 Use hygienic practices for food safety
SITHASC009	Prepare Asian desserts	SITXFSA001 Use hygienic practices for food safety
SITHASC010	Prepare Japanese cooked dishes	SITXFSA001 Use hygienic practices for food safety
SITHASC011	Prepare sashimi	SITXFSA001 Use hygienic practices for food safety
SITHASC012	Prepare sushi	SITXFSA001 Use hygienic practices for food safety
SITHASC013	Produce Japanese desserts	SITXFSA001 Use hygienic practices for food safety
SITHASC014	Prepare dim sum	SITXFSA001 Use hygienic practices for food safety
SITHASC015	Prepare Chinese roast meat and poultry dishes	SITXFSA001 Use hygienic practices for food safety
SITHASC016	Prepare tandoori dishes	SITXFSA001 Use hygienic practices for food safety
SITHASC017	Prepare Indian breads	SITXFSA001 Use hygienic practices for food safety
SITHASC018	Prepare Indian sweetmeats	SITXFSA001 Use hygienic practices for food safety
SITHASC019	Prepare Indian pickles and chutneys	SITXFSA001 Use hygienic practices for food safety
Commercial Cookery and Catering (CCC)		
SITHCCC001	Use food preparation equipment	SITXFSA001 Use hygienic practices for food safety
SITHCCC002	Prepare and present simple dishes	SITXFSA001 Use hygienic practices for food safety
SITHCCC003	Prepare and present sandwiches	SITXFSA001 Use hygienic practices for food safety
SITHCCC004	Package prepared foodstuffs	SITXFSA001 Use hygienic practices for food safety
SITHCCC005	Prepare dishes using basic methods of cookery	SITXFSA001 Use hygienic practices for food safety
SITHCCC006	Prepare appetisers and salads	SITXFSA001 Use hygienic practices for food safety

Unit Code	Unit Title	Prerequisite Unit(s)
SITHCCC007	Prepare stocks, sauces and soups	SITXFSA001 Use hygienic practices for food safety
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes	SITXFSA001 Use hygienic practices for food safety
SITHCCC009	Produce cook-chill and cook-freeze foods	SITXFSA001 Use hygienic practices for food safety
SITHCCC010	Re-thermalise chilled and frozen foods	SITXFSA001 Use hygienic practices for food safety
SITHCCC011	Use cookery skills effectively	SITXFSA001 Use hygienic practices for food safety
SITHCCC012	Prepare poultry dishes	SITXFSA001 Use hygienic practices for food safety
SITHCCC013	Prepare seafood dishes	SITXFSA001 Use hygienic practices for food safety
SITHCCC014	Prepare meat dishes	SITXFSA001 Use hygienic practices for food safety
SITHCCC015	Produce and serve food for buffets	SITXFSA001 Use hygienic practices for food safety
SITHCCC016	Produce pates and terrines	SITXFSA001 Use hygienic practices for food safety
SITHCCC017	Handle and serve cheese	SITXFSA001 Use hygienic practices for food safety
SITHCCC018	Prepare food to meet special dietary requirements	SITXFSA001 Use hygienic practices for food safety
SITHCCC019	Produce cakes, pastries and breads	SITXFSA001 Use hygienic practices for food safety
SITHCCC020	Work effectively as a cook	SITXFSA001 Use hygienic practices for food safety
SITHCCC021	Prepare specialised food items	SITXFSA001 Use hygienic practices for food safety
SITHCCC022	Prepare portion-controlled meat cuts	SITXFSA001 Use hygienic practices for food safety
Food and Beverage (FAB)		
SITHFAB001	Clean and tidy bar areas	SITXFSA001 Use hygienic practices for food safety
SITHFAB002	Provide responsible service of alcohol	Nil
SITHFAB003	Operate a bar	SITHFAB002 Provide responsible service of alcohol SITXFSA001 Use hygienic practices for food safety
SITHFAB004	Prepare and serve non-alcoholic beverages	SITXFSA001 Use hygienic practices for food safety
SITHFAB005	Prepare and serve espresso coffee	SITXFSA001 Use hygienic practices for food safety
SITHFAB006	Provide room service	SITXFSA001 Use hygienic practices for food safety
SITHFAB007	Serve food and beverage	SITXFSA001 Use hygienic practices for food safety
SITHFAB008	Operate and monitor cellar systems	Nil
SITHFAB009	Conduct a product tasting for alcoholic beverages	SITHFAB002 Provide responsible service of alcohol
SITHFAB010	Prepare and serve cocktails	SITHFAB002 Provide responsible service of alcohol SITXFSA001 Use hygienic practices for food safety
SITHFAB011	Provide advice on beers, spirits and liqueurs	SITHFAB002 Provide responsible service of alcohol

Unit Code	Unit Title	Prerequisite Unit(s)
SITHFAB012	Provide advice on Australian wines	SITHFAB002 Provide responsible service of alcohol
SITHFAB013	Provide advice on imported wines	SITHFAB002 Provide responsible service of alcohol
SITHFAB014	Provide table service of food and beverage	SITHFAB002 Provide responsible service of alcohol SITXFSA001 Use hygienic practices for food safety
SITHFAB015	Provide silver service	SITXFSA001 Use hygienic practices for food safety
SITHFAB016	Provide advice on food	Nil
SITHFAB017	Provide advice on food and beverage matching	SITHFAB002 Provide responsible service of alcohol
SITHFAB018	Provide gueridon service	SITXFSA001 Use hygienic practices for food safety
SITHFAB019	Plan and monitor espresso coffee service	Nil.
SITHFAB020	Manage the sale or service of wine	SITHFAB012 Provide advice on Australian wines SITHFAB013 Provide advice on imported wines
Gaming (GAM)		
SITHGAM001	Provide responsible gambling services	Nil
SITHGAM002	Attend gaming machines	SITHGAM001 Provide responsible gambling services
SITHGAM003	Operate a TAB outlet	SITHGAM001 Provide responsible gambling services
SITHGAM004	Conduct Keno games	SITHGAM001 Provide responsible gambling services
SITHGAM005	Analyse and report on gaming machine data	Nil
SITHGAM006	Deal Baccarat games	SITHGAM001 Provide responsible gambling services
SITHGAM007	Conduct Big Wheel games	SITHGAM001 Provide responsible gambling services
SITHGAM008	Deal Blackjack games	SITHGAM001 Provide responsible gambling services
SITHGAM009	Deal Poker games	SITHGAM001 Provide responsible gambling services
SITHGAM010	Deal Pontoon games	SITHGAM001 Provide responsible gambling services
SITHGAM011	Conduct Rapid Roulette games	SITHGAM001 Provide responsible gambling services
SITHGAM012	Conduct Roulette games	SITHGAM001 Provide responsible gambling services
SITHGAM013	Conduct Sic Bo games	SITHGAM001 Provide responsible gambling services
SITHGAM014	Manage gaming activities	SITHGAM001 Provide responsible gambling services
SITHGAM015	Attend casino gaming machines	SITHGAM001 Provide responsible gambling services
SITHGAM016	Deal Caribbean Stud games	SITHGAM001 Provide responsible gambling services
SITHGAM017	Deal Casino War games	SITHGAM001 Provide responsible gambling services
SITHGAM018	Deal Mississippi Stud games	SITHGAM001 Provide responsible gambling services

Unit Code	Unit Title	Prerequisite Unit(s)
SITHGAM019	Conduct Rapid Baccarat games	SITHGAM001 Provide responsible gambling services
SITHGAM020	Conduct Rapid Big Wheel games	SITHGAM001 Provide responsible gambling services
SITHGAM021	Deal Three Card Poker games	SITHGAM001 Provide responsible gambling services
Working in Industry (IND)		
SITHIND001	Use hygienic practices for hospitality service	Nil
SITHIND002	Source and use information on the hospitality industry	Nil
SITHIND003	Use hospitality skills effectively	Nil
SITHIND004	Work effectively in hospitality service	Nil
Kitchen Operations (KOP)		
SITHKOP001	Clean kitchen premises and equipment	SITXFSA001 Use hygienic practices for food safety
SITHKOP002	Plan and cost basic menus	Nil
SITHKOP003	Plan and display buffets	SITXFSA001 Use hygienic practices for food safety
SITHKOP004	Develop menus for special dietary requirements	Nil
SITHKOP005	Coordinate cooking operations	SITXFSA001 Use hygienic practices for food safety
SITHKOP006	Plan catering for events or functions	Nil
SITHKOP007	Design and cost menus	Nil
SITHKOP008	Select catering systems	Nil
Patisserie (PAT)		
SITHPAT001	Produce cakes	SITXFSA001 Use hygienic practices for food safety
SITHPAT002	Produce gateaux, torten and cakes	SITXFSA001 Use hygienic practices for food safety
SITHPAT003	Produce pastries	SITXFSA001 Use hygienic practices for food safety
SITHPAT004	Produce yeast-based bakery products	SITXFSA001 Use hygienic practices for food safety
SITHPAT005	Produce petits fours	SITXFSA001 Use hygienic practices for food safety
SITHPAT006	Produce desserts	SITXFSA001 Use hygienic practices for food safety
SITHPAT007	Prepare and model marzipan	SITXFSA001 Use hygienic practices for food safety
SITHPAT008	Produce chocolate confectionery	SITXFSA001 Use hygienic practices for food safety
SITHPAT009	Model sugar-based decorations	SITXFSA001 Use hygienic practices for food safety
SITHPAT010	Design and produce sweet buffet showpieces	SITXFSA001 Use hygienic practices for food safety
TOURISM (T)		
Guiding (GDE)		
SITTGDE001	Interpret aspects of local Australian Indigenous culture	Nil

Unit Code	Unit Title	Prerequisite Unit(s)
SITTGDE002	Work as a guide	Nil
SITTGDE003	Provide arrival and departure assistance	Nil
SITTGDE004	Lead tour groups	Nil
SITTGDE005	Prepare and present tour commentaries or activities	Nil
SITTGDE006	Develop and maintain the general and regional knowledge required by guides	Nil
SITTGDE007	Research and share information on Australian Indigenous cultures	Nil
SITTGDE008	Prepare specialised interpretive content on flora, fauna and landscape	Nil
SITTGDE009	Prepare specialised interpretive content on marine environments	Nil
SITTGDE010	Prepare specialised interpretive content on cultural and heritage environments	Nil
SITTGDE011	Coordinate and operate tours	Nil
SITTGDE012	Manage extended touring programs	Nil
Working in Industry (IND)		
SITTIND001	Source and use information on the tourism and travel industry	Nil
SITTIND002	Source and use information on the holiday park and resort industry	Nil
Planning and Product Development (PPD)		
SITTPPD001	Package tourism products	Nil
SITTPPD002	Develop interpretive activities	Nil
SITTPPD003	Coordinate and operate sustainable tourism activities	Nil
SITTPPD004	Develop in-house recreational activities	Nil
SITTPPD005	Develop host community awareness of tourism	Nil
SITTPPD006	Assess tourism opportunities for local communities	Nil
SITTPPD007	Research and analyse tourism data	Nil
SITTPPD008	Develop tourism products	Nil
SITTPPD009	Develop environmentally sustainable tourism operations	Nil
SITTPPD010	Develop culturally appropriate tourism operations	Nil
SITTPPD011	Develop and implement local or regional tourism plan	Nil
Tour Operations (TOP)		
SITTTOP001	Load touring equipment and supplies	Nil
SITTTOP002	Provide outdoor catering	SITXFSA001 Use hygienic practices for food safety
SITTTOP003	Allocate tour or activity resources	Nil
SITTTOP004	Set up and operate a camp site	Nil
SITTTOP005	Operate tours in a remote area	Nil

Unit Code	Unit Title	Prerequisite Unit(s)
Tourism Sales and Operations (TSL)		
SITTTSL001	Operate online information systems	Nil
SITTTSL002	Access and interpret product information	Nil
SITTTSL003	Provide advice on international destinations	Nil
SITTTSL004	Provide advice on Australian destinations	Nil
SITTTSL005	Sell tourism products and services	Nil
SITTTSL006	Prepare quotations	Nil
SITTTSL007	Process reservations	Nil
SITTTSL008	Book supplier products and services	Nil
SITTTSL009	Process travel-related documentation	Nil
SITTTSL010	Use a computerised reservations or operations system	Nil
SITTTSL011	Source airfares for domestic flights	Nil
SITTTSL012	Construct normal international airfares	Nil
SITTTSL013	Construct promotional international airfares	SITTTSL012 Construct normal international airfares
SITTTSL014	Construct advanced international airfares	SITTTSL012 Construct normal international airfares
SITTTSL015	Administer billing and settlement plans	Nil
SITTTSL016	Provide specialist advice on cruises	Nil
SITTTSL017	Maintain product inventories	Nil
Venue and Facility Operations (VAF)		
SITTVAF001	Load and unload a ride	Nil
SITTVAF002	Operate a ride location	Nil
SITTVAF003	Operate a games location	Nil
SITTVAF004	Tow and site recreational vehicles	Nil
SITTVAF005	Fill LPG gas cylinders	Nil
Cross-Sector (X)		
Client and Customer Service (CCS)		
SITXCCS001	Provide customer information and assistance	Nil
SITXCCS002	Provide visitor information	Nil
SITXCCS003	Interact with customers	Nil
SITXCCS004	Provide lost and found services	Nil
SITXCCS005	Provide club reception services	Nil
SITXCCS006	Provide service to customers	Nil
SITXCCS007	Enhance customer service experiences	Nil
SITXCCS008	Develop and manage quality customer service practices	Nil
Communication and Teamwork (COM)		
SITXCOM001	Source and present information	Nil
SITXCOM002	Show social and cultural sensitivity	Nil
SITXCOM003	Provide a briefing or scripted commentary	Nil

Unit Code	Unit Title	Prerequisite Unit(s)
SITXCOM004	Address protocol requirements	Nil
SITXCOM005	Manage conflict	Nil
Crisis Management (CRI)		
SITXCRI001	Respond to a customer in crisis	Nil
SITXCRI002	Manage a business continuity crisis	Nil
E-Business (EBS)		
SITXEBS001	Use social media in a business	Nil
SITXEBS002	Develop, implement and monitor the use of social media in a business	Nil
SITXEBS003	Build and launch a small business website	Nil
Finance (FIN)		
SITXFIN001	Process financial transactions	Nil
SITXFIN002	Interpret financial information	Nil
SITXFIN003	Manage finances within a budget	Nil
SITXFIN004	Prepare and monitor budgets	Nil
SITXFIN005	Manage physical assets	Nil
SITXFIN006	Manage revenue	Nil
Food Safety (FSA)		
SITXFSA001	Use hygienic practices for food safety	Nil
SITXFSA002	Participate in safe food handling practices	Nil
SITXFSA003	Transport and store food	Nil
SITXFSA004	Develop and implement a food safety program	Nil
Governance and Legal Compliance (GLC)		
SITXGLC001	Research and comply with regulatory requirements	Nil
Human Resource Management (HRM)		
SITXHRM001	Coach others in job skills	Nil
SITXHRM002	Roster staff	Nil
SITXHRM003	Lead and manage people	Nil
SITXHRM004	Recruit, select and induct staff	Nil
SITXHRM005	Manage volunteers	Nil
SITXHRM006	Monitor staff performance	Nil
Inventory (INV)		
SITXINV001	Receive and store stock	Nil
SITXINV002	Maintain the quality of perishable items	SITXFSA001 Use hygienic practices for food safety
SITXINV003	Purchase goods	Nil
SITXINV004	Control stock	Nil
SITXINV005	Establish stock purchasing and control systems	Nil

Unit Code	Unit Title	Prerequisite Unit(s)
Languages other than English (LAN)		
SITXLAN001	Conduct basic oral communication in a language other than English	Nil
SITXLAN002	Conduct routine oral communication in a language other than English	Nil
SITXLAN003	Conduct oral communication in a language other than English	Nil
SITXLAN004	Conduct complex oral communication in a language other than English	Nil
SITXLAN005	Read and write information in a language other than English	Nil
SITXLAN006	Read and write documents in a language other than English	Nil
Management and Leadership (MGT)		
SITXMGT001	Monitor work operations	Nil
SITXMGT002	Establish and conduct business relationships	Nil
SITXMGT003	Manage projects	Nil
Marketing and Public Relations (MPR)		
SITXMPR001	Coordinate production of brochures and marketing materials	Nil
SITXMPR002	Create a promotional display or stand	Nil
SITXMPR003	Plan and implement sales activities	Nil
SITXMPR004	Coordinate marketing activities	Nil
SITXMPR005	Participate in cooperative online marketing initiatives	Nil
SITXMPR006	Obtain and manage sponsorship	Nil
SITXMPR007	Develop and implement marketing strategies	Nil
SITXMPR008	Prepare and present proposals	Nil
Work Health and Safety (WHS)		
SITXWHS001	Participate in safe work practices	Nil
SITXWHS002	Identify hazards, assess and control safety risks	Nil
SITXWHS003	Implement and monitor work health and safety practices	Nil
SITXWHS004	Establish and maintain a work health and safety system	Nil

1.4 Imported units of competency and prerequisite units

Codes, titles and prerequisite requirements for imported units of competency are applicable and current at the time of release of the *SIT Tourism, Travel and Hospitality Training Package*.

The parent Training Package is identified before each group of imported units of competency.

Unit Code	Unit Title	Prerequisite(s)
AHC10 Agriculture, Horticulture and Conservation and Land Management		
AHCIRG302A	Install irrigation systems	Nil
AHCIRG306A	Troubleshoot irrigation systems	Nil
AHCLSC202A	Construct low-profile timber or modular retaining walls	Nil
AHCLSC204A	Lay paving	Nil
AHCLSC301A	Set out site for construction works	Nil
AHCLSC302A	Construct landscape features using concrete	Nil
AHCPGD203A	Prune shrubs and small trees	Nil
AHCPGD302A	Plan and maintain plant displays	Nil
BSB Business Services		
BSBADM502	Manage meetings	Nil
BSBCMM201	Communicate in the workplace	Nil
BSBCMM401	Make a presentation	Nil
BSBDIV501	Manage diversity in the workplace	Nil
BSBEBU501	Investigate and design e-business solutions	Nil
BSBEBU502	Implement e-business solutions	Nil
BSBFIA301	Maintain financial records	Nil
BSBFIA302	Process payroll	Nil
BSBFIA303	Process accounts payable and receivable	Nil
BSBFIA304	Maintain a general ledger	Nil
BSBFIA401	Prepare financial reports	Nil
BSBFIM502	Manage payroll	Nil
BSBFIM601	Manage finances	Nil
BSBFRA401	Manage compliance with franchisee obligations and legislative requirements	Nil
BSBFRA402	Establish a franchise	Nil
BSBFRA403	Manage relationship with franchisor	Nil
BSBFRA502	Manage a franchise operation	Nil
BSBGOV401	Implement board member responsibilities	Nil
BSBGOV402	Work within organisational structure	Nil
BSBHRM604	Manage employee relations	Nil
BSBITU102	Develop keyboard skills	Nil
BSBITU201	Produce simple word processed documents	Nil
BSBITU202	Create and use spreadsheets	Nil

Unit Code	Unit Title	Prerequisite(s)
BSBITU301	Create and use databases	Nil
BSBITU302	Create electronic presentations	Nil
BSBITU305	Conduct online transactions	Nil
BSBITU306	Design and produce business documents	Nil
BSBITU402	Develop and use complex spreadsheets	Nil
BSBLIB504	Develop exhibition concepts	Nil
BSBMGT517	Manage operational plan	Nil
BSBMGT608	Manage innovation and continuous improvement	Nil
BSBMGT617	Develop and implement a business plan	Nil
BSBMKG401	Profile the market	Nil
BSBMKG412	Conduct e-marketing communications	Nil
BSBMKG509	Implement and monitor direct marketing activities	Nil
BSBMKG510	Plan e-marketing communications	Nil
BSBMKG605	Evaluate international marketing opportunities	Nil
BSBMKG607	Manage market research	Nil
BSBPUB402	Develop public relations campaigns	Nil
BSBREL401	Establish networks	Nil
BSBREL402	Build client relationships and business networks	Nil
BSBRES401	Analyse and present research information	Nil
BSBRSK501	Manage risk	Nil
BSBSMB401	Establish legal and risk management requirements of small business	Nil
BSBSMB403	Market the small business	Nil
BSBSMB404	Undertake small business planning	Nil
BSBSUS201	Participate in environmentally sustainable work practices	Nil
BSBSUS401	Implement and monitor environmentally sustainable work practices	Nil
BSBSUS501	Develop workplace policy and procedures for sustainability	Nil
BSBWOR202	Organise and complete daily work activities	Nil
BSBWOR203	Work effectively with others	Nil
BSBWOR204	Use business technology	Nil
BSBWRT401	Write complex documents	Nil
CHC Community Services		
CHCAGE001	Facilitate the empowerment of older people	Nil
CPP Property Services		
CPPCLO2001A	Maintain hard floor surfaces	Nil
CPPCLO2004A	Maintain carpeted floors	Nil

Unit Code	Unit Title	Prerequisite(s)
CPPCLO2009A	Clean glass surfaces	Nil
CPPCLO2010A	Clean ceiling surfaces and fittings	Nil
CPPCLO2017A	Clean wet areas	Nil
CPPCLO2019A	Sort and remove waste and recyclable materials	Nil
CPPCLO2035A	Maintain cleaning storage areas	Nil
CPPCLO3013A	Clean window coverings	Nil
CPPCLO3016A	Clean and maintain furniture and fittings	Nil
CPPDSM5027A	Provide facilities and amenities for property users	Nil
CPPSEC2012A	Monitor and control individual and crowd behaviour	Nil
CPPSEC3017A	Plan and conduct evacuation of premises	Nil
CPPSEC3018A	Provide for the safety of persons at risk	Nil
CUA Creative Arts and Culture Training Package		
CUACMP501	Manage copyright arrangements	Nil
CUACNM201	Monitor collections for changes in condition	Nil
CUAEVP201	Assist with the staging of public activities and events	Nil
CUAEVP403	Install and dismantle exhibition elements	Nil
CUAEVP501	Coordinate the installation and dismantling of exhibitions	Nil
CUAIND202	Develop and apply knowledge of information and cultural services organisations	Nil
CUFIND401	Provide freelance services	Nil
CUAFOH501	Manage front of house services	Nil
CUALGT201	Develop basic lighting skills and knowledge	Nil
CUALGT301	Operate basic lighting	Nil
CUAPPM411	Compile production schedules	Nil
CUAPPM412	Organise and facilitate rehearsals	Nil
CUAPPM503	Incorporate creative and technical needs into management processes	Nil
CUAPPM504	Manage bump in and bump out of shows	Nil
CUAPPM601	Manage pre-production for shows and events	Nil
CUAPRP401	Coordinate props	Nil
CUASET201	Develop basic skills in set construction	Nil
CUASMT501	Stage manage productions and events	Nil
CUASMT503	Develop and maintain production documents	Nil
CUASOU201	Develop basic audio skills and knowledge	Nil
CUASTA201	Develop basic staging skills	Nil
CUASTA302	Install staging elements	Nil
CUASTA304	Maintain physical production elements	Nil
CUAVSS201	Develop basic vision system skills	Nil

Unit Code	Unit Title	Prerequisite(s)
HLT Health		
HLTAHA019	Assist with the monitoring and modification of meals and menus according to individualised plans	Nil
HLTAID003	Provide first aid	Nil
HLTAID005	Provide first aid in remote situations	Nil
MEM05 Metal and Engineering		
MEM18001C	Use hand tools	Nil
MEM18002B	Use power tools/hand held operations	Nil
MSS11 Sustainability		
MSS405070A	Develop and manage sustainable energy practices	Nil
RII09 Resources and Infrastructure Industry		
RIISAM204D	Operate small plant and equipment	Nil
SIF Funeral Services		
SIFCBGM001	Provide general grounds care	Nil
SIFCBGM002	Maintain property and structures	Nil
SIFCBGM007	Evaluate building and grounds maintenance and development needs	Nil
SIFCBGM008	Coordinate building and grounds maintenance and development	Nil
SIR07 Retail Services		
SIRRRPK006A	Recommend liquor products	Nil
SIRXMER201	Merchandise products	Nil
SIRXSLS002A	Advise on products and services	Nil
SIRXSLS201	Sell products and services	Nil
SIS10 Sport, Fitness and Recreation		
SISOSCB301A	SCUBA dive in open water to a maximum depth of 18 metres	Nil
SISOSCB306A	Perform diver rescues	Nil
SISOSCB308A	Guide a SCUBA dive	Nil
SISOSCB419A	Instruct SCUBA diving skills	Nil
SIS Sport, Fitness and Recreation		
SISCAQU001	Test pool water quality	Nil
SISCAQU003	Maintain aquatic facility plant and equipment	Nil
SISCAQU004	Develop and implement pool water maintenance procedures	Nil
SISCAQU014	Operate self-contained breathing apparatus in an aquatic facility	Nil

Unit Code	Unit Title	Prerequisite(s)
TAE10 Training and Education		
TAEASS301B	Contribute to assessment	Nil
TAEDEL301A	Provide work skill instruction	Nil
TAEDEL404A	Mentor in the workplace	Nil
TLI10 Transport and Logistics		
TLIB2003	Carry out vehicle servicing and maintenance	Nil
TLIC1051	Operate commercial vehicle	Nil
TLIC2025	Operate four wheel drive vehicle	Nil
TLIC3042	Operate coach/bus	Nil
TLIE1005	Carry out basic workplace calculations	Nil

1.5 Qualification mapping

1.5.1 Determination of equivalence

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

- core units remain the same or are replaced by similar units that provide the same skill and knowledge outcomes
- number of elective units remain the same or are increased or decreased slightly.

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

- units have been added to the core, providing additional skill and knowledge outcomes
- units have been removed from the core, reducing skill and knowledge outcomes
- a significant number of additional elective units are required
- entry requirements are altered creating significant differences to the structure of the qualification.

Qualification Mapping – SIT12 V2.0 to SIT V1.0		
Previous qualification **SIT12 V2.0**	**Replacement qualification** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SIT10112 Certificate I in Tourism (Australian Indigenous Culture)	SIT10116 Certificate I in Tourism (Australian Indigenous Culture)	• E
SIT10213 Certificate I in Hospitality	SIT10216 Certificate I in Hospitality	• E
SIT20112 Certificate II in Tourism	SIT20116 Certificate II in Tourism	• E
SIT20213 Certificate II in Hospitality	SIT20316 Certificate II in Hospitality	• E
SIT20312 Certificate II in Kitchen Operations	SIT20416 Certificate II in Kitchen Operations	• E
SIT20412 Certificate II in Asian Cookery	SIT20516 Certificate II in Asian Cookery	• E
SIT20512 Certificate II in Holiday Parks and Resorts	SIT20216 Certificate II in Holiday Parks and Resorts	• E

SIT30112 Certificate III in Tourism	SIT30116 Certificate III in Tourism	• N
		• Specialisations created for:
		  ○ office-based roles involving planning and coordinating tourism services
		  ○ roles in the field where products are delivered.
		• Significant changes to packaging rules due to creation of specialisations.
		• Non-equivalence based on redesign of qualification structure and numbers.

SIT30513 Certificate III in Guiding	SIT30316 Certificate III in Guiding	• E
SIT30612 Certificate III in Events	SIT30516 Certificate III in Events	• N • SITEEVT002 Process and monitor event registrations added to core. • Core increased by one unit and electives decreased by one unit. • Non-equivalence based on addition of unit to core.

Qualification Mapping – SIT12 V2.0 to SIT V1.0		
Previous qualification **SIT12 V2.0**	**Replacement qualification** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SIT30713 Certificate III in Hospitality	SIT30616 Certificate III in Hospitality	• E
	SIT30716 Certificate III in Hospitality (Restaurant Front of House)	• New qualification.
SIT30813 Certificate III in Commercial Cookery	SIT30816 Certificate III in Commercial Cookery	• N • First aid unit moved from core to electives. • Non-equivalence based on removal of first aid unit from core.
SIT30913 Certificate III in Asian Cookery	SIT31116 Certificate III in Asian Cookery	• N • First aid unit moved from core to electives. • Non-equivalence based on removal of first aid unit from core.
SIT31013 Certificate III in Catering Operations	SIT30916 Certificate III in Catering Operations	• N • First aid unit moved from core to electives. • Non-equivalence based on removal of first aid unit from core.
SIT31113 Certificate III in Patisserie	SIT31016 Certificate III in Patisserie	• N • First aid unit moved from core to electives. • Non-equivalence based on removal of first aid unit from core.
SIT31212 Certificate III in Holiday Parks and Resorts	SIT30416 Certificate III in Holiday Parks and Resorts	• E
SIT31312 Certificate III in Travel	SIT30216 Certificate III in Travel	• E
SIT40112 Certificate IV in Guiding	SIT40216 Certificate IV in Guiding	• N • Entry requirement removed; additional units in core. • Non-equivalence based on redesign of qualification and changes to core.
SIT40212 Certificate IV in Travel and Tourism	SIT40116 Certificate IV in Travel and Tourism	• N • Entry requirement removed. • Significant changes to packaging rules due to removal of entry requirement. • Non-equivalence based on redesign of qualification structure and number of required units.
SIT40313 Certificate IV in Hospitality	SIT40416 Certificate IV in Hospitality	• E
SIT40413 Certificate IV in Commercial Cookery	SIT40516 Certificate IV in Commercial Cookery	• N • First aid unit moved from core to electives. • Non-equivalence based on removal of first aid unit from core.
SIT40513 Certificate IV in Asian Cookery	SIT40816 Certificate IV in Asian Cookery	• N • First aid unit moved from core to electives. • Non-equivalence based on removal of first aid unit from core.
SIT40613 Certificate IV in Catering Operations	SIT40616 Certificate IV in Catering Operations	• N • First aid unit moved from core to electives. • Non-equivalence based on removal of first aid unit from core.

Qualification Mapping – SIT12 V2.0 to SIT V1.0		
Previous qualification **SIT12 V2.0**	**Replacement qualification** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SIT40713 Certificate IV in Patisserie	SIT40716 Certificate IV in Patisserie	• N • First aid unit moved from core to electives. • Non-equivalence based on removal of first aid unit from core.
SIT40812 Certificate IV in Holiday Parks and Resorts	SIT40316 Certificate IV in Holiday Parks and Resorts	• E
SIT50112 Diploma of Travel and Tourism	SIT50116 Diploma of Travel and Tourism Management	• N • Entry requirement removed. • Significant changes to packaging rules due to removal of entry requirement. • Non-equivalence based on redesign of qualification structure and number of required units.
SIT50212 Diploma of Events	SIT50316 Diploma of Event Management	• N • SITEEVT003 Coordinate on-site event registrations and SITEEVT010 Manage on-site event operations added to core, increasing core by two units and decreasing electives by two units. • Non-equivalence based on redesign of qualification and addition of units to core.
SIT50313 Diploma of Hospitality	SIT50416 Diploma of Hospitality Management	• E
SIT50412 Diploma of Holiday Parks and Resorts	SIT50216 Diploma of Holiday Park and Resort Management	• E
SIT60112 Advanced Diploma of Travel and Tourism	SIT60116 Advanced Diploma of Travel and Tourism Management	• N • Entry requirement removed. • Significant changes to packaging rules due to removal of entry requirement. • Non-equivalence based on redesign of qualification structure and number of required units.
SIT60212 Advanced Diploma of Events	SIT60216 Advanced Diploma of Event Management	• E
SIT60313 Advanced Diploma of Hospitality	SIT60316 Advanced Diploma of Hospitality Management	• E

1.6 Unit mapping

1.6.1 Determination of equivalence

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

- elements and performance criteria are the same, but are re-ordered and/or expressed differently for clarity
- knowledge requirements are the same, but are expressed differently for clarity.

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

- elements and/or performance criteria have been added or removed
- knowledge requirements have been added or removed.

In all cases, the requirements for assessment are now more fully prescribed in the Assessment Requirements associated with each unit of competency, but this does not affect the skill and knowledge content of the unit.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
EVENTS (E)		
Events (EVT)		
SITXEVT301 Access information on event industry operations	SITEEVT001 Source and use information on the events industry	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events. • Title changed to better reflect intent of the unit.
SITXEVT302 Process and monitor event registrations	SITEEVT002 Process and monitor event registrations	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT303 Coordinate on-site event registrations	SITEEVT003 Coordinate on-site event registrations	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT304 Provide event staging support	SITEEVT004 Provide event staging support	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT401 Plan in-house events or functions	SITEEVT005 Plan in-house events or functions	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXEVT501 Develop conference programs	SITEEVT006 Develop conference programs	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT502 Select event venues and sites	SITEEVT007 Select event venues and sites	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT503 Manage event staging components	SITEEVT008 Manage event staging components	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT504 Organise event infrastructure	SITEEVT009 Organise event infrastructure	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT505 Manage on-site event operations	SITEEVT010 Manage on-site event operations	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT601 Research event trends and practice	SITEEVT011 Research event trends and practice	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT602 Develop event concepts	SITEEVT012 Develop event concepts	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT603 Determine event feasibility	SITEEVT013 Determine event feasibility	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXEVT604 Develop and implement event management plans	SITEEVT014 Develop and implement event management plans	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT605 Develop event transport plans	SITEEVT015 Develop event transport plans	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT606 Develop crowd management plans	SITEEVT016 Develop crowd management plans	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT607 Develop multi-venue event plans	SITEEVT017 Develop multi-venue event plans	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT608 Plan and allocate exhibition space	SITEEVT018 Plan and allocate exhibition space	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
SITXEVT609 Recruit and manage exhibitors	SITEEVT019 Recruit and manage exhibitors	• E • Unit updated to meet the Standards for Training Packages. • Unit sector changed from Cross-Sector to Events.
HOSPITALITY (H)		
Accommodation Services (ACS)		
SITHACS101 Clean premises and equipment	SITHACS001 Clean premises and equipment	• E • Unit updated to meet the Standards for Training Packages.
SITHACS201 Provide housekeeping services to guests	SITHACS002 Provide housekeeping services to guests	• E • Unit updated to meet the Standards for Training Packages.
SITHACS202 Prepare rooms for guests	SITHACS003 Prepare rooms for guests	• E

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
		• Unit updated to meet the Standards for Training Packages.
SITHACS203 Launder linen and guest clothes	SITHACS004 Launder linen and guest clothes	• E • Unit updated to meet the Standards for Training Packages.
SITHACS204 Provide porter services	SITHACS005 Provide porter services	• E • Unit updated to meet the Standards for Training Packages.
SITHACS301 Provide valet service	SITHACS006 Provide valet services	• E • Unit updated to meet the Standards for Training Packages.
SITHACS302 Conduct night audit	SITHACS007 Conduct night audit	• E • Unit updated to meet the Standards for Training Packages.
SITHACS303 Provide accommodation reception services	SITHACS008 Provide accommodation reception services	• E • Unit updated to meet the Standards for Training Packages.
Asian Cookery (ASC)		
SITHASC201 Produce dishes using basic methods of Asian cookery	SITHASC001 Prepare dishes using basic methods of Asian cookery	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC202 Produce Asian appetisers and snacks	SITHASC002 Prepare Asian appetisers and snacks	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC203 Produce Asian stocks and soups	SITHASC003 Prepare Asian stocks and soups	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC204 Produce Asian sauces, dips and accompaniments	SITHASC004 Prepare Asian sauces, dips and accompaniments	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITHASC205 Produce Asian salads	SITHASC005 Prepare Asian salads	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC206 Produce Asian rice and noodles	SITHASC006 Prepare Asian rice and noodles	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC207 Produce curry pastes and powders	SITHASC007 Prepare curry pastes and powders	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC301 Produce Asian cooked dishes	SITHASC008 Prepare Asian cooked dishes	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC302 Produce Asian desserts	SITHASC009 Prepare Asian desserts	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC303 Produce Japanese cooked dishes	SITHASC010 Prepare Japanese cooked dishes	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC304 Produce sashimi	SITHASC011 Prepare sashimi	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC305 Produce sushi	SITHASC012 Prepare sushi	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC306 Produce Japanese desserts	SITHASC013 Produce Japanese desserts	• E

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
		• Unit updated to meet the Standards for Training Packages.
SITHASC307 Produce dim sum	SITHASC014 Prepare dim sum	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC308 Produce Chinese roast meat and poultry dishes	SITHASC015 Prepare Chinese roast meat and poultry dishes	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC309 Produce Tandoori dishes	SITHASC016 Prepare tandoori dishes	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC310 Produce Indian breads	SITHASC017 Prepare Indian breads	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC311 Produce Indian sweetmeats	SITHASC018 Prepare Indian sweetmeats	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHASC312 Produce Indian pickles and chutneys	SITHASC019 Prepare Indian pickles and chutneys	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
Commercial Cookery and Catering (CCC)		
SITHCCC101 Use food preparation equipment	SITHCCC001 Use food preparation equipment	• E • Unit updated to meet the Standards for Training Packages.
SITHCCC102 Prepare simple dishes	SITHCCC002 Prepare and present simple dishes	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
		• Title changed to better reflect cookery tasks.
SITHCCC103 Prepare sandwiches	SITHCCC003 Prepare and present sandwiches	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHCCC104 Package prepared foodstuffs	SITHCCC004 Package prepared foodstuffs	• E • Unit updated to meet the Standards for Training Packages.
SITHCCC201 Produce dishes using basic methods of cookery	SITHCCC005 Prepare dishes using basic methods of cookery	• E • Unit updated to reflect the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHCCC202 Produce appetisers and salads	SITHCCC006 Prepare appetisers and salads	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHCCC203 Produce stocks, sauces and soups	SITHCCC007 Prepare stocks, sauces and soups	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHCCC204 Produce vegetable, fruit, egg and farinaceous dishes	SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHCCC205 Produce cook-chill and cook-freeze foods	SITHCCC009 Produce cook-chill and cook-freeze foods	• E • Unit updated to meet the Standards for Training Packages.
SITHCCC206 Rethermalise chilled and frozen foods	SITHCCC010 Re-thermalise chilled and frozen foods	• E • Unit updated to meet the Standards for Training Packages.
SITHCCC207 Use cookery skills effectively	SITHCCC011 Use cookery skills effectively	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITHCCC301 Produce poultry dishes	SITHCCC012 Prepare poultry dishes	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHCCC302 Produce seafood dishes	SITHCCC013 Prepare seafood dishes	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHCCC303 Produce meat dishes	SITHCCC014 Prepare meat dishes	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.
SITHCCC304 Produce and serve food for buffets	SITHCCC015 Produce and serve food for buffets	• E • Unit updated to meet the Standards for Training Packages.
SITHCCC305 Produce pates and terrines	SITHCCC016 Produce pates and terrines	• E • Unit updated to meet the Standards for Training Packages.
SITHCCC306 Handle and serve cheese	SITHCCC017 Handle and serve cheese	• E • Unit updated to meet the Standards for Training Packages.
SITHCCC307 Prepare food to meet special dietary requirements	SITHCCC018 Prepare food to meet special dietary requirements	• E • Unit updated to meet the Standards for Training Packages.
SITHCCC308 Produce cakes, pastries and breads	SITHCCC019 Produce cakes, pastries and breads	• E • Unit updated to meet the Standards for Training Packages.
SITHCCC309 Work effectively as a cook	SITHCCC020 Work effectively as a cook	• E • Unit updated to meet the Standards for Training Packages.
SITHCCC401 Produce specialised food items	SITHCCC021 Prepare specialised food items	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect cookery tasks.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITHCCC402 Prepare portion-controlled meat cuts	SITHCCC022 Prepare portion-controlled meat cuts and meat products	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect content of unit.
Food and Beverage (FAB)		
SITHFAB101 Clean and tidy bar areas	SITHFAB001 Clean and tidy bar areas	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB201 Provide responsible service of alcohol	SITHFAB002 Provide responsible service of alcohol	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB202 Operate a bar	SITHFAB003 Operate a bar	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB203 Prepare and serve non-alcoholic beverages	SITHFAB004 Prepare and serve non-alcoholic beverages	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB204 Prepare and serve espresso coffee	SITHFAB005 Prepare and serve espresso coffee	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB205 Provide room service	SITHFAB006 Provide room service	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB206 Serve food and beverage	SITHFAB007 Serve food and beverage	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB301 Operate and monitor cellar systems	SITHFAB008 Operate and monitor cellar systems	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB302 Conduct a product tasting for alcoholic beverages	SITHFAB009 Conduct a product tasting for alcoholic beverages	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB303 Prepare and serve cocktails	SITHFAB010 Prepare and serve cocktails	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITHFAB304 Provide advice on beers, spirits and liqueurs	SITHFAB011 Provide advice on beers, spirits and liqueurs	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB305 Provide advice on Australian wines	SITHFAB012 Provide advice on Australian wines	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB306 Provide advice on imported wines	SITHFAB013 Provide advice on imported wines	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB307 Provide table service of food and beverage	SITHFAB014 Provide table service of food and beverage	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB308 Provide silver service	SITHFAB015 Provide silver service	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB309 Provide advice on food	SITHFAB016 Provide advice on food	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB310 Provide advice on food and beverage matching	SITHFAB017 Provide advice on food and beverage matching	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB311 Provide gueridon service	SITHFAB018 Provide gueridon service	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB401 Plan and monitor espresso coffee service	SITHFAB019 Plan and monitor espresso coffee service	• E • Unit updated to meet the Standards for Training Packages.
SITHFAB501 Manage the sale or service of wine	SITHFAB020 Manage the sale or service of wine	• E • Unit updated to meet the Standards for Training Packages.
Gaming (GAM)		
SITHGAM201 Provide responsible gambling services	SITHGAM001 Provide responsible gambling services	• E • Unit updated to meet the Standards for Training Packages.
SITHGAM202 Attend gaming machines	SITHGAM002 Attend gaming machines	• E

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
		• Unit updated to meet the Standards for Training Packages.
SITHGAM203 Operate a TAB outlet	SITHGAM003 Operate a TAB outlet	• E • Unit updated to meet the Standards for Training Packages.
SITHGAM204 Conduct Keno games	SITHGAM004 Conduct Keno games	• E • Unit updated to meet the Standards for Training Packages.
SITHGAM301 Analyse and report on gaming machine data	SITHGAM005 Analyse and report on gaming machine data	• N • Unit updated to meet the Standards for Training Packages. • Prerequisite deleted: SITHGAM001 Provide responsible gambling services.
SITHGAM302 Operate table games		• Unit deleted. • Outcomes integrated into: ○ SITHGAM006 Deal Baccarat games ○ SITHGAM007 Conduct Big Wheel games ○ SITHGAM008 Deal Blackjack games ○ SITHGAM009 Deal Poker games ○ SITHGAM010 Deal Pontoon games ○ SITHGAM011 Conduct Rapid Roulette Games ○ SITHGAM012 Conduct Roulette games ○ SITHGAM013 Conduct Sic Bo games.
SITHGAM303 Deal Baccarat games	SITHGAM006 Deal Baccarat games	• N • Unit updated to meet the Standards for Training Packages. • New elements and performance criteria to incorporate outcomes of deleted unit SITHGAM302 Operate table games.
SITHGAM304 Conduct Big Wheel games	SITHGAM007 Conduct Big Wheel games	• N • Unit updated to meet the Standards for Training Packages. • New elements and performance criteria to incorporate outcomes of deleted unit SITHGAM302 Operate table games.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITHGAM305 Deal Blackjack games	SITHGAM008 Deal Blackjack games	• N • Unit updated to meet the Standards for Training Packages. • New elements and performance criteria to incorporate outcomes of deleted unit SITHGAM302 Operate table games.
SITHGAM306 Deal Poker games	SITHGAM009 Deal Poker games	• N • Unit updated to meet the Standards for Training Packages. • New elements and performance criteria to incorporate outcomes of deleted unit SITHGAM302 Operate table games.
SITHGAM307 Deal Pontoon games	SITHGAM010 Deal Pontoon games	• N • Unit updated to meet the Standards for Training Packages. • New elements and performance criteria to incorporate outcomes of deleted unit SITHGAM302 Operate table games.
SITHGAM308 Conduct Rapid Roulette games	SITHGAM011 Conduct Rapid Roulette games	• N • Unit updated to meet the Standards for Training Packages. • New elements and performance criteria to incorporate outcomes of deleted unit SITHGAM302 Operate table games.
SITHGAM309 Conduct Roulette games	SITHGAM012 Conduct Roulette games	• N • Unit updated to meet the Standards for Training Packages. • New elements and performance criteria to incorporate outcomes of deleted unit SITHGAM302 Operate table games.
SITHGAM310 Conduct Sic Bo games	SITHGAM013 Conduct Sic Bo games	• N • Unit updated to meet the Standards for Training Packages. • New elements and performance criteria to incorporate outcomes of deleted unit SITHGAM302 Operate table games.
SITHGAM501 Manage gaming activities	SITHGAM014 Manage gaming activities	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
	SITHGAM015 Attend casino gaming machines	• New unit
	SITHGAM016 Deal Caribbean Stud games	• New unit
	SITHGAM017 Deal Casino War games	• New unit
	SITHGAM018 Deal Mississippi Stud games	• New unit
	SITHGAM019 Conduct Rapid Baccarat games	• New unit
	SITHGAM020 Conduct Rapid Big Wheel games	• New unit
	SITHGAM021 Deal Three Card Poker games	• New unit
Working in Industry (IND)		
SITHIND101 Use hygienic practices for hospitality service	SITHIND001 Use hygienic practices for hospitality service	• E • Unit updated to meet the Standards for Training Packages.
SITHIND201 Source and use information on the hospitality industry	SITHIND002 Source and use information on the hospitality industry	• E • Unit updated to meet the Standards for Training Packages.
SITHIND202 Use hospitality skills effectively	SITHIND003 Use hospitality skills effectively	• E • Unit updated to meet the Standards for Training Packages.
SITHIND301 Work effectively in hospitality service	SITHIND004 Work effectively in hospitality service	• E • Unit updated to meet the Standards for Training Packages.
Kitchen Operations (KOP)		
SITHKOP101 Clean kitchen premises and equipment	SITHKOP001 Clean kitchen premises and equipment	• E • Unit updated to meet the Standards for Training Packages.
SITHKOP302 Plan and cost basic menus	SITHKOP002 Plan and cost basic menus	• E • Unit updated to meet the Standards for Training Packages.
SITHKOP401 Plan and display buffets	SITHKOP003 Plan and display buffets	• E • Unit updated to meet the Standards for Training Packages.
SITHKOP402 Develop menus for special dietary requirements	SITHKOP004 Develop menus for special dietary requirements	• E

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
		• Unit updated to meet the Standards for Training Packages.
SITHKOP403 Coordinate cooking operations	SITHKOP005 Coordinate cooking operations	• E • Unit updated to meet the Standards for Training Packages.
SITHKOP404 Plan catering for events or functions	SITHKOP006 Plan catering for events or functions	• E • Unit updated to meet the Standards for Training Packages.
SITHKOP501 Design and cost menus	SITHKOP007 Design and cost menus	• E • Unit updated to meet the Standards for Training Packages.
SITHKOP502 Select catering systems	SITHKOP008 Select catering systems	• E • Unit updated to meet the Standards for Training Packages.
Patisserie (PAT)		
SITHPAT301 Produce cakes	SITHPAT001 Produce cakes	• E • Unit updated to meet the Standards for Training Packages.
SITHPAT302 Produce gateaux, torten and cakes	SITHPAT002 Produce gateaux, torten and cakes	• E • Unit updated to meet the Standards for Training Packages.
SITHPAT303 Produce pastries	SITHPAT003 Produce pastries	• E • Unit updated to meet the Standards for Training Packages.
SITHPAT304 Produce yeast based bakery products	SITHPAT004 Produce yeast-based bakery products	• E • Unit updated to meet the Standards for Training Packages.
SITHPAT305 Produce petits fours	SITHPAT005 Produce petits fours	• E • Unit updated to meet the Standards for Training Packages.
SITHPAT306 Produce desserts	SITHPAT006 Produce desserts	• E • Unit updated to meet the Standards for Training Packages.
SITHPAT401 Prepare and model marzipan	SITHPAT007 Prepare and model marzipan	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITHPAT402 Produce chocolate confectionery	SITHPAT008 Produce chocolate confectionery	• E • Unit updated to meet the Standards for Training Packages.
SITHPAT403 Model sugar based decorations	SITHPAT009 Model sugar-based decorations	• E • Unit updated to meet the Standards for Training Packages.
SITHPAT404 Design and produce sweet buffet showpieces	SITHPAT010 Design and produce sweet buffet showpieces	• E • Unit updated to meet the Standards for Training Packages.
TOURISM (T)		
Guiding (GDE)		
SITTGDE101 Interpret aspects of local Australian Indigenous culture	SITTGDE001 Interpret aspects of local Australian Indigenous culture	• E • Unit updated to meet the Standards for Training Packages.
SITTGDE301 Work as a guide	SITTGDE002 Work as a guide	• E • Unit updated to meet the Standards for Training Packages.
SITTGDE302 Provide arrival and departure assistance	SITTGDE003 Provide arrival and departure assistance	• E • Unit updated to meet the Standards for Training Packages.
SITTGDE303 Lead tour groups	SITTGDE004 Lead tour groups	• E • Unit updated to meet the Standards for Training Packages.
SITTGDE304 Prepare and present tour commentaries or activities	SITTGDE005 Prepare and present tour commentaries or activities	• E • Unit updated to meet the Standards for Training Packages.
SITTGDE305 Develop and maintain the general and regional knowledge required by guides	SITTGDE006 Develop and maintain the general and regional knowledge required by guides	• E • Unit updated to meet the Standards for Training Packages.
SITTGDE306 Research and share general information on Australian Indigenous cultures	SITTGDE007 Research and share information on Australian Indigenous cultures	• E • Unit updated to meet the Standards for Training Packages.
SITTGDE307 Prepare specialised interpretive content on flora, fauna and landscape	SITTGDE008 Prepare specialised interpretive content on flora, fauna and landscape	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITTGDE308 Prepare specialised interpretive content on marine environments	SITTGDE009 Prepare specialised interpretive content on marine environments	• E • Unit updated to meet the Standards for Training Packages.
SITTGDE309 Prepare specialised interpretive content on cultural and heritage environments	SITTGDE010 Prepare specialised interpretive content on cultural and heritage environments	• E • Unit updated to meet the Standards for Training Packages.
SITTGDE401 Coordinate and operate tours	SITTGDE011 Coordinate and operate tours	• E • Unit updated to meet the Standards for Training Packages.
SITTGDE402 Manage extended touring programs	SITTGDE012 Manage extended touring programs	• E • Unit updated to meet the Standards for Training Packages.
Working in Industry (IND)		
SITTIND201 Source and use information on the tourism and travel industry	SITTIND001 Source and use information on the tourism and travel industry	• E • Unit updated to meet the Standards for Training Packages.
SITTIND202 Source and use information on the holiday park and resort industry	SITTIND002 Source and use information on the holiday park and resort industry	• E • Unit updated to meet the Standards for Training Packages.
Planning and Product Development (PPD)		
SITTPPD401 Package tourism products	SITTPPD001 Package tourism products	• E • Unit updated to meet the Standards for Training Packages.
SITTPPD402 Develop interpretive activities	SITTPPD002 Develop interpretive activities	• N • Unit updated to meet the Standards for Training Packages. • Performance criterion 2.10 removed.
SITTPPD403 Coordinate and operate sustainable tourism activities	SITTPPD003 Coordinate and operate sustainable tourism activities	• E • Unit updated to meet the Standards for Training Packages.
SITTPPD404 Develop in-house recreational activities	SITTPPD004 Develop in-house recreational activities	• E • Unit updated to meet the Standards for Training Packages.
SITTPPD501 Develop host community awareness of tourism	SITTPPD005 Develop host community awareness of tourism	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITTPPD502 Assess tourism opportunities for local communities	SITTPPD006 Assess tourism opportunities for local communities	• E • Unit updated to meet the Standards for Training Packages.
SITTPPD503 Research and analyse tourism data	SITTPPD007 Research and analyse tourism data	• E • Unit updated to meet the Standards for Training Packages.
SITTPPD601 Develop tourism products	SITTPPD008 Develop tourism products	• E • Unit updated to meet the Standards for Training Packages.
SITTPPD602 Develop environmentally sustainable tourism operations	SITTPPD009 Develop environmentally sustainable tourism operations	• E • Unit updated to meet the Standards for Training Packages.
SITTPPD603 Develop culturally appropriate tourism operations	SITTPPD010 Develop culturally appropriate tourism operations	• E • Unit updated to meet the Standards for Training Packages.
SITTPPD604 Develop and implement local or regional tourism plan	SITTPPD011 Develop and implement local or regional tourism plan	• E • Unit updated to meet the Standards for Training Packages.
Tour Operations (TOP)		
SITTTOP301 Load touring equipment	SITTTOP001 Load touring equipment and supplies	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect content of unit.
SITTTOP302 Provide outdoor catering	SITTTOP002 Provide outdoor catering	• N • Unit updated to meet the Standards for Training Packages. • Prerequisite added.
SITTTOP401 Allocate tour or activity resources	SITTTOP003 Allocate tour or activity resources	• E • Unit updated to meet the Standards for Training Packages.
SITTTOP402 Set up and operate a camp site	SITTTOP004 Set up and operate a camp site	• E • Unit updated to meet the Standards for Training Packages.
SITTTOP403 Operate tours in a remote area	SITTTOP005 Operate tours in a remote area	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
Tourism Sales and Operations (TSL)		
SITTTSL201 Operate an online information system	SITTTSL001 Operate online information systems	• E • Unit updated to meet the Standards for Training Packages. • Title changed to plural.
SITTTSL202 Access and interpret product information	SITTTSL002 Access and interpret product information	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL301 Provide advice on international destinations	SITTTSL003 Provide advice on international destinations	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL302 Provide advice on Australian destinations	SITTTSL004 Provide advice on Australian destinations	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL303 Sell tourism products and services	SITTTSL005 Sell tourism products and services	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL304 Prepare quotations	SITTTSL006 Prepare quotations	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL305 Process reservations	SITTTSL007 Process reservations	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL306 Book supplier services	SITTTSL008 Book supplier products and services	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect coverage of the unit.
SITTTSL307 Process travel-related documentation	SITTTSL009 Process travel-related documentation	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL308 Use a computerised reservations or operations system	SITTTSL010 Use a computerised reservations or operations system	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL309 Source airfares for domestic flights	SITTTSL011 Source airfares for domestic flights	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITTTSL310 Construct normal international airfares	SITTTSL012 Construct normal international airfares	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL311 Construct promotional international airfares	SITTTSL013 Construct promotional international airfares	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL312 Construct advanced international airfares	SITTTSL014 Construct advanced international airfares	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL313 Administer billing and settlement plan	SITTTSL015 Administer billing and settlement plans	• E • Unit updated to meet the Standards for Training Packages.
SITTTSL314 Provide specialist advice on cruises	SITTTSL016 Provide specialist advice on cruises	• N • Unit updated to meet the Standards for Training Packages.
SITTTSL401 Maintain a product inventory	SITTTSL017 Maintain product inventories	• E • Unit updated to meet the Standards for Training Packages. • Title changed to plural.
Venue and Facility Operations (VAF)		
SITTVAF201 Load and unload a ride	SITTVAF001 Load and unload a ride	• E • Unit updated to meet the Standards for Training Packages. • Performance criteria 1.5 and 3.3 removed.
SITTVAF301 Operate a ride location	SITTVAF002 Operate a ride location	• E • Unit updated to meet the Standards for Training Packages. • Performance criterion 4.6 removed.
SITTVAF302 Operate a games location	SITTVAF003 Operate a games location	• E • Unit updated to meet the Standards for Training Packages.
SITTVAF303 Tow and site recreational vehicles	SITTVAF004 Tow and site recreational vehicles	• E • Unit updated to meet the Standards for Training Packages.
	SITTVAF005 Fill LPG gas cylinders	• New unit

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
CROSS-SECTOR (X)		
Client and Customer Service (CCS)		
SITXCCS101 Provide information and assistance	SITXCCS001 Provide customer information and assistance	• E • Unit updated to meet the Standards for Training Packages. • Title changed.
SITXCCS201 Provide visitor information	SITXCCS002 Provide visitor information	• E • Unit updated to meet the Standards for Training Packages.
SITXCCS202 Interact with customers	SITXCCS003 Interact with customers	• E • Unit updated to meet the Standards for Training Packages.
SITXCCS301 Provide lost and found services	SITXCCS004 Provide lost and found services	• E • Unit updated to meet the Standards for Training Packages.
SITXCCS302 Provide club reception services	SITXCCS005 Provide club reception services	• E • Unit updated to meet the Standards for Training Packages.
SITXCCS303 Provide service to customers	SITXCCS006 Provide service to customers	• E • Unit updated to meet the Standards for Training Packages.
SITXCCS401 Enhance the customer service experience	SITXCCS007 Enhance customer service experiences	• E • Unit updated to meet the Standards for Training Packages.
SITXCCS501 Manage quality customer service	SITXCCS008 Develop and manage quality customer service practices	• E • Unit updated to meet the Standards for Training Packages. • Title changed to better reflect content and intent of unit.
Communication and Teamwork (COM)		
SITXCOM101 Source and present information	SITXCOM001 Source and present information	• E • Unit updated to meet the Standards for Training Packages.
SITXCOM201 Show social and cultural sensitivity	SITXCOM002 Show social and cultural sensitivity	• E • Unit updated to meet the Standards for Training Packages.
SITXCOM202 Provide a briefing or scripted commentary	SITXCOM003 Provide a briefing or scripted commentary	• E

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
		• Unit updated to meet the Standards for Training Packages.
SITXCOM301 Address protocol requirements	SITXCOM004 Address protocol requirements	• E • Unit updated to meet the Standards for Training Packages.
SITXCOM401 Manage conflict	SITXCOM005 Manage conflict	• E • Unit updated to meet the Standards for Training Packages.
Crisis Management (CRI)		
SITXCRI401 Respond to a customer in crisis	SITXCRI001 Respond to a customer in crisis	• E • Unit updated to meet the Standards for Training Packages.
SITXCRI601 Manage a business continuity crisis	SITXCRI002 Manage a business continuity crisis	• E • Unit updated to meet the Standards for Training Packages.
E-Business (EBS)		
	SITXEBS001 Use social media in a business	• New unit
	SITXEBS002 Develop, implement and monitor the use of social media in a business	• New unit
SITXICT401 Build and launch a small business website	SITXEBS003 Build and launch a small business website	• E • Unit updated to meet the Standards for Training Packages. • Competency field changed to better reflect application of unit.
Finance (FIN)		
SITXFIN201 Process financial transactions	SITXFIN001 Process financial transactions	• E • Unit updated to meet the Standards for Training Packages.
SITXFIN401 Interpret financial information	SITXFIN002 Interpret financial information	• E • Unit updated to meet the Standards for Training Packages.
SITXFIN402 Manage finances within a budget	SITXFIN003 Manage finances within a budget	• E • Unit updated to meet the Standards for Training Packages.
SITXFIN501 Prepare and monitor budgets	SITXFIN004 Prepare and monitor budgets	• E

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
		• Unit updated to meet the Standards for Training Packages.
SITXFIN601 Manage physical assets	SITXFIN005 Manage physical assets	• E • Unit updated to meet the Standards for Training Packages.
SITXFIN602 Manage revenue	SITXFIN006 Manage revenue	• E • Unit updated to meet the Standards for Training Packages.
Food Safety (FSA)		
SITXFSA101 Use hygienic practices for food safety	SITXFSA001 Use hygienic practices for food safety	• E • Unit updated to meet the Standards for Training Packages.
SITXFSA201 Participate in safe food handling practices	SITXFSA002 Participate in safe food handling practices	• E • Unit updated to meet the Standards for Training Packages.
SITXFSA202 Transport and store food	SITXFSA003 Transport and store food	• E • Unit updated to meet the Standards for Training Packages.
SITXFSA401 Develop and implement a food safety program	SITXFSA004 Develop and implement a food safety program	• E • Unit updated to meet the Standards for Training Packages.
Governance and Legal Compliance (GLC)		
SITXGLC501 Research and comply with regulatory requirements	SITXGLC001 Research and comply with regulatory requirements	• E • Unit updated to meet the Standards for Training Packages.
Human Resource Management (HRM)		
SITXHRM301 Coach others in job skills	SITXHRM001 Coach others in job skills	• E • Unit updated to meet the Standards for Training Packages.
SITXHRM401 Roster staff	SITXHRM002 Roster staff	• E • Unit updated to meet the Standards for Training Packages.
SITXHRM402 Lead and manage people	SITXHRM003 Lead and manage people	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXHRM501 Recruit, select and induct staff	SITXHRM004 Recruit, select and induct staff	• E • Unit updated to meet the Standards for Training Packages.
SITXHRM502 Manage volunteers	SITXHRM005 Manage volunteers	• E • Unit updated to meet the Standards for Training Packages.
SITXHRM503 Monitor staff performance	SITXHRM006 Monitor staff performance	• E • Unit updated to meet the Standards for Training Packages.
Inventory (INV)		
SITXINV201 Receive and store stock	SITXINV001 Receive and store stock	• E • Unit updated to meet the Standards for Training Packages.
SITXINV202 Maintain the quality of perishable items	SITXINV002 Maintain the quality of perishable items	• E • Unit updated to meet the Standards for Training Packages.
SITXINV301 Purchase goods	SITXINV003 Purchase goods	• E • Unit updated to meet the Standards for Training Packages.
SITXINV401 Control stock	SITXINV004 Control stock	• E • Unit updated to meet the Standards for Training Packages.
SITXINV601 Establish stock purchasing and control systems	SITXINV005 Establish stock purchasing and control systems	• E • Unit updated to meet the Standards for Training Packages.
Languages other than English (LAN)		
SITXLAN21 Conduct basic oral communication in a language other than English SITXLAN2101 Conduct basic oral communication in a language other than English (Arabic) SITXLAN2102 Conduct basic oral communication in a language other than English (Indonesian) SITXLAN2103 Conduct basic oral communication in a language other than English (Cantonese)	SITXLAN001 Conduct basic oral communication in a language other than English	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN2104 - Conduct basic oral communication in a language other than English (Dutch)		
SITXLAN2105 Conduct basic oral communication in a language other than English (Finnish)		
SITXLAN2106 Conduct basic oral communication in a language other than English (French)		
SITXLAN2107 Conduct basic oral communication in a language other than English (German)		
SITXLAN2108 Conduct basic oral communication in a language other than English (Greek)		
SITXLAN2109 Conduct basic oral communication in a language other than English (Hindi)		
SITXLAN2110 Conduct basic oral communication in a language other than English (Hungarian)		
SITXLAN2111 Conduct basic oral communication in a language other than English (Italian)		
SITXLAN2112 Conduct basic oral communication in a language other than English (Japanese)		
SITXLAN2113 Conduct basic oral communication in a language other than English (Korean)		
SITXLAN2114 Conduct basic oral communication in a language other than English (Malay)		
SITXLAN2115 Conduct basic oral communication in a language other than English (Mandarin)		
SITXLAN2116 Conduct basic oral communication in a language other than English (Polish)		
SITXLAN2117 Conduct basic oral communication in a language other than English (Portuguese)		
SITXLAN2118 Conduct basic oral communication in a language other than English (Russian)		

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN2119 Conduct basic oral communication in a language other than English (Serbian) SITXLAN2120 Conduct basic oral communication in a language other than English (Spanish) SITXLAN2121 Conduct basic oral communication in a language other than English (Swedish) SITXLAN2122 Conduct basic oral communication in a language other than English (Swiss German) SITXLAN2123 Conduct basic oral communication in a language other than English (Taiwanese) SITXLAN2124 Conduct basic oral communication in a language other than English (Thai) SITXLAN2125 Conduct basic oral communication in a language other than English (Turkish) SITXLAN2126 Conduct basic oral communication in a language other than English (Croatian) SITXLAN2127 Conduct basic oral communication in a language other than English (Bosnian) SITXLAN2128 Conduct basic oral communication in a language other than English (Australian Indigenous languages) SITXLAN2129 Conduct basic oral communication in a language other than English (AUSLAN)		
SITXLAN22 Conduct routine oral communication in a language other than English SITXLAN2201 Conduct routine oral communication in a language other than English (Arabic) SITXLAN2202 Conduct routine oral communication in a language other than English (Indonesian) SITXLAN2203 Conduct routine oral communication in a language other than English (Cantonese)	SITXLAN002 Conduct routine oral communication in a language other than English	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN2204 Conduct routine oral communication in a language other than English (Dutch)		
SITXLAN2205 Conduct routine oral communication in a language other than English (Finnish)		
SITXLAN2206 Conduct routine oral communication in a language other than English (French)		
SITXLAN2207 Conduct routine oral communication in a language other than English (German)		
SITXLAN2208 Conduct routine oral communication in a language other than English (Greek)		
SITXLAN2209 Conduct routine oral communication in a language other than English (Hindi)		
SITXLAN2210 Conduct routine oral communication in a language other than English (Hungarian)		
SITXLAN2211 Conduct routine oral communication in a language other than English (Italian)		
SITXLAN2212 Conduct routine oral communication in a language other than English (Japanese)		
SITXLAN2213 Conduct routine oral communication in a language other than English (Korean)		
SITXLAN2214 Conduct routine oral communication in a language other than English (Malay)		
SITXLAN2215 Conduct routine oral communication in a language other than English (Mandarin)		
SITXLAN2216 Conduct routine oral communication in a language other than English (Polish)		
SITXLAN2217 Conduct routine oral communication in a language other than English (Portuguese)		
SITXLAN2218 Conduct routine oral communication in a language other than English (Russian)		

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN2219 Conduct routine oral communication in a language other than English (Serbian) SITXLAN2220 Conduct routine oral communication in a language other than English (Spanish) SITXLAN2221 Conduct routine oral communication in a language other than English (Swedish) SITXLAN2222 Conduct routine oral communication in a language other than English (Swiss German) SITXLAN2223 Conduct routine oral communication in a language other than English (Taiwanese) SITXLAN2224 Conduct routine oral communication in a language other than English (Thai) SITXLAN2225 Conduct routine oral communication in a language other than English (Turkish) SITXLAN2226 Conduct routine oral communication in a language other than English (Croatian) SITXLAN2227 Conduct routine oral communication in a language other than English (Bosnian) SITXLAN2228 Conduct routine oral communication in a language other than English(Australian Indigenous languages SITXLAN2229 Conduct routine oral communication in a language other than English (AUSLAN)		
SITXLAN31 Conduct oral communication in a language other than English SITXLAN3101 Conduct oral communication in a language other than English (Arabic) SITXLAN3102 Conduct oral communication in a language other than English (Indonesian) SITXLAN3103 Conduct oral communication in a language other than English (Cantonese)	SITXLAN003 Conduct oral communication in a language other than English	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN3104 Conduct oral communication in a language other than English (Dutch)		
SITXLAN3105 Conduct oral communication in a language other than English (Finnish)		
SITXLAN3106 Conduct oral communication in a language other than English (French)		
SITXLAN3107 Conduct oral communication in a language other than English (German)		
SITXLAN3108 Conduct oral communication in a language other than English (Greek)		
SITXLAN3109 Conduct oral communication in a language other than English (Hindi)		
SITXLAN3110 Conduct oral communication in a language other than English (Hungarian)		
SITXLAN3111 Conduct oral communication in a language other than English (Italian)		
SITXLAN3112 Conduct oral communication in a language other than English (Japanese)		
SITXLAN3113 Conduct oral communication in a language other than English (Korean)		
SITXLAN3114 Conduct oral communication in a language other than English (Malay)		
SITXLAN3115 Conduct oral communication in a language other than English (Mandarin)		
SITXLAN3116 Conduct oral communication in a language other than English (Polish)		
SITXLAN3117 Conduct oral communication in a language other than English (Portuguese)		
SITXLAN3118 Conduct oral communication in a language other than English (Russian)		

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN3119 Conduct oral communication in a language other than English (Serbian) SITXLAN3120 Conduct oral communication in a language other than English (Spanish) SITXLAN3121 Conduct oral communication in a language other than English (Swedish) SITXLAN3122 Conduct oral communication in a language other than English (Swiss German) SITXLAN3123 Conduct oral communication in a language other than English (Taiwanese) SITXLAN3124 Conduct oral communication in a language other than English (Thai) SITXLAN3125 Conduct oral communication in a language other than English (Turkish) SITXLAN3126 Conduct oral communication in a language other than English (Croatian) SITXLAN3127 Conduct oral communication in a language other than English (Bosnian) SITXLAN3128 Conduct oral communication in a language other than English (Australian Indigenous languages) SITXLAN3129 Conduct oral communication in a language other than English (AUSLAN)		
SITXLAN32 Conduct complex oral communication in a language other than English SITXLAN3201 Conduct complex oral communication in a language other than English (Arabic) SITXLAN3202 Conduct complex oral communication in a language other than English (Indonesian) SITXLAN3203 Conduct complex oral communication in a language other than English (Cantonese)	SITXLAN004 Conduct complex oral communication in a language other than English	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN3204 Conduct complex oral communication in a language other than English (Dutch) SITXLAN3205 Conduct complex oral communication in a language other than English (Finnish) SITXLAN3206 Conduct complex oral communication in a language other than English (French) SITXLAN3207 Conduct complex oral communication in a language other than English (German) SITXLAN3208 Conduct complex oral communication in a language other than English (Greek) SITXLAN3209 Conduct complex oral communication in a language other than English (Hindi) SITXLAN3210 Conduct complex oral communication in a language other than English (Hungarian) SITXLAN3211 Conduct complex oral communication in a language other than English (Italian) SITXLAN3212 Conduct complex oral communication in a language other than English (Japanese) SITXLAN3213 Conduct complex oral communication in a language other than English (Korean) SITXLAN3214 Conduct complex oral communication in a language other than English (Malay) SITXLAN3215 Conduct complex oral communication in a language other than English (Mandarin) SITXLAN3216 Conduct complex oral communication in a language other than English (Polish) SITXLAN3217 Conduct complex oral communication in a language other than English (Portuguese) SITXLAN3218 Conduct complex oral communication in a language other than English (Russian)		

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN3219 Conduct complex oral communication in a language other than English (Serbian) SITXLAN3220 Conduct complex oral communication in a language other than English (Spanish) SITXLAN3221 Conduct complex oral communication in a language other than English (Swedish) SITXLAN3222 Conduct complex oral communication in a language other than English (Swiss German) SITXLAN3223 Conduct complex oral communication in a language other than English (Taiwanese) SITXLAN3224 Conduct complex oral communication in a language other than English (Thai) SITXLAN3225 Conduct complex oral communication in a language other than English (Turkish) SITXLAN3226 Conduct complex oral communication in a language other than English (Croatian) SITXLAN3227 Conduct complex oral communication in a language other than English (Bosnian) SITXLAN3228 Conduct complex oral communication in a language other than English(Australian Indigenous languages SITXLAN3229 Conduct complex oral communication in a language other than English (AUSLAN)		
SITXLAN33 Read and write information in a language other than English SITXLAN3301 Read and write information in a language other than English (Arabic) SITXLAN3302 Read and write information in a language other than English (Indonesian) SITXLAN3303 Read and write information in a language other than English (Cantonese)	SITXLAN005 Read and write information in a language other than English	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN3304 Read and write information in a language other than English (Dutch)		
SITXLAN3305 Read and write information in a language other than English (Finnish)		
SITXLAN3306 Read and write information in a language other than English (French)		
SITXLAN3307 Read and write information in a language other than English (German)		
SITXLAN3308 Read and write information in a language other than English (Greek)		
SITXLAN3309 Read and write information in a language other than English (Hindi)		
SITXLAN3310 Read and write information in a language other than English (Hungarian)		
SITXLAN3311 Read and write information in a language other than English (Italian)		
SITXLAN3312 Read and write information in a language other than English (Japanese)		
SITXLAN3313 Read and write information in a language other than English (Korean)		
SITXLAN3314 Read and write information in a language other than English (Malay)		
SITXLAN3315 Read and write information in a language other than English (Mandarin)		
SITXLAN3316 Read and write information in a language other than English (Polish)		
SITXLAN3317 Read and write information in a language other than English (Portuguese)		
SITXLAN3318 Read and write information in a language other than English (Russian)		

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN3319 Read and write information in a language other than English (Serbian) SITXLAN3320 Read and write information in a language other than English (Spanish) SITXLAN3321 Read and write information in a language other than English (Swedish) SITXLAN3322 Read and write information in a language other than English (Swiss German) SITXLAN3323 Read and write information in a language other than English (Taiwanese) SITXLAN3324 Read and write information in a language other than English (Thai) SITXLAN3325 Read and write information in a language other than English (Turkish) SITXLAN3326 Read and write information in a language other than English (Croatian) SITXLAN3327 Read and write information in a language other than English (Bosnian) SITXLAN3328 Read and write information in a language other than English (Australian Indigenous languages) SITXLAN3329 Read and write information in a language other than English (AUSLAN)		
SITXLAN34 Read and write documents in a language other than English SITXLAN3401 Read and write documents in a language other than English (Arabic) SITXLAN3402 Read and write documents in a language other than English (Indonesian) SITXLAN3403 Read and write documents in a language other than English (Cantonese)	SITXLAN006 Read and write documents in a language other than English	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN3404 Read and write documents in a language other than English (Dutch)		
SITXLAN3405 Read and write documents in a language other than English (Finnish)		
SITXLAN3406 Read and write documents in a language other than English (French)		
SITXLAN3407 Read and write documents in a language other than English (German)		
SITXLAN3408 Read and write documents in a language other than English (Greek)		
SITXLAN3409 Read and write documents in a language other than English (Hindi)		
SITXLAN3410 Read and write documents in a language other than English (Hungarian)		
SITXLAN3411 Read and write documents in a language other than English (Italian)		
SITXLAN3412 Read and write documents in a language other than English (Japanese)		
SITXLAN3413 Read and write documents in a language other than English (Korean)		
SITXLAN3414 Read and write documents in a language other than English (Malay)		
SITXLAN3415 Read and write documents in a language other than English (Mandarin)		
SITXLAN3416 Read and write documents in a language other than English (Polish)		
SITXLAN3417 Read and write documents in a language other than English (Portuguese)		
SITXLAN3418 Read and write documents in a language other than English (Russian)		

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXLAN3419 Read and write documents in a language other than English (Serbian) SITXLAN3420 Read and write documents in a language other than English (Spanish) SITXLAN3421 Read and write documents in a language other than English (Swedish) SITXLAN3422 Read and write documents in a language other than English (Swiss German) SITXLAN3423 Read and write documents in a language other than English (Taiwanese) SITXLAN3424 Read and write documents in a language other than English (Thai) SITXLAN3425 Read and write documents in a language other than English (Turkish) SITXLAN3426 Read and write documents in a language other than English (Croatian) SITXLAN3427 Read and write documents in a language other than English (Bosnian) SITXLAN3428 Read and write documents in a language other than English (Australian Indigenous languages) SITXLAN3429 Read and write documents in a language other than English (AUSLAN)		
Management and Leadership (MGT)		
SITXMGT401 Monitor work operations	SITXMGT001 Monitor work operations	• E • Unit updated to meet the Standards for Training Packages.
SITXMGT501 Establish and conduct business relationships	SITXMGT002 Establish and conduct business relationships	• E • Unit updated to meet the Standards for Training Packages.
SITXMGT502 Manage projects	SITXMGT003 Manage projects	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
Marketing and Public Relations (MPR)		
SITXMPR401 Coordinate production of brochures and marketing materials	SITXMPR001 Coordinate production of brochures and marketing materials	• E • Unit updated to meet the Standards for Training Packages.
SITXMPR402 Create a promotional display or stand	SITXMPR002 Create a promotional display or stand	• E • Unit updated to meet the Standards for Training Packages.
SITXMPR403 Plan and implement sales activities	SITXMPR003 Plan and implement sales activities	• E • Unit updated to meet the Standards for Training Packages.
SITXMPR404 Coordinate marketing activities	SITXMPR004 Coordinate marketing activities	• E • Unit updated to meet the Standards for Training Packages.
SITXMPR405 Participate in cooperative online marketing initiatives	SITXMPR005 Participate in cooperative online marketing initiatives	• E • Unit updated to meet the Standards for Training Packages.
SITXMPR501 Obtain and manage sponsorship	SITXMPR006 Obtain and manage sponsorship	• E • Unit updated to meet the Standards for Training Packages.
SITXMPR502 Develop and implement marketing strategies	SITXMPR007 Develop and implement marketing strategies	• E • Unit updated to meet the Standards for Training Packages.
SITXADM501 Prepare and present proposals	SITXMPR008 Prepare and present proposals	• E • Unit updated to meet the Standards for Training Packages. • Competency field changed to better reflect application of unit.
Work Health and Safety (WHS)		
SITXWHS101 Participate in safe work practices	SITXWHS001 Participate in safe work practices	• E • Unit updated to meet the Standards for Training Packages.
SITXWHS301 Identify hazards, assess and control safety risks	SITXWHS002 Identify hazards, assess and control safety risks	• E • Unit updated to meet the Standards for Training Packages.
SITXWHS401 Implement and monitor work health and safety practices	SITXWHS003 Implement and monitor work health and safety practices	• E • Unit updated to meet the Standards for Training Packages.

Unit of Competency Mapping – SIT12 V2.0 to SIT V1.0		
Previous unit of competency **SIT12 V2.0**	**Replacement unit of competency** **SIT V1.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not equivalent**
SITXWHS601 Establish and maintain a work health and safety system	SITXWHS004 Establish and maintain a work health and safety system	• E • Unit updated to meet the Standards for Training Packages.

For an explanation of how content has been housed in the new format for the *Standards for Training Packages*, refer to: Appendix 3: Unit of Competency and Assessment Requirements Explained.

1.7 Key work and training requirements in the industry

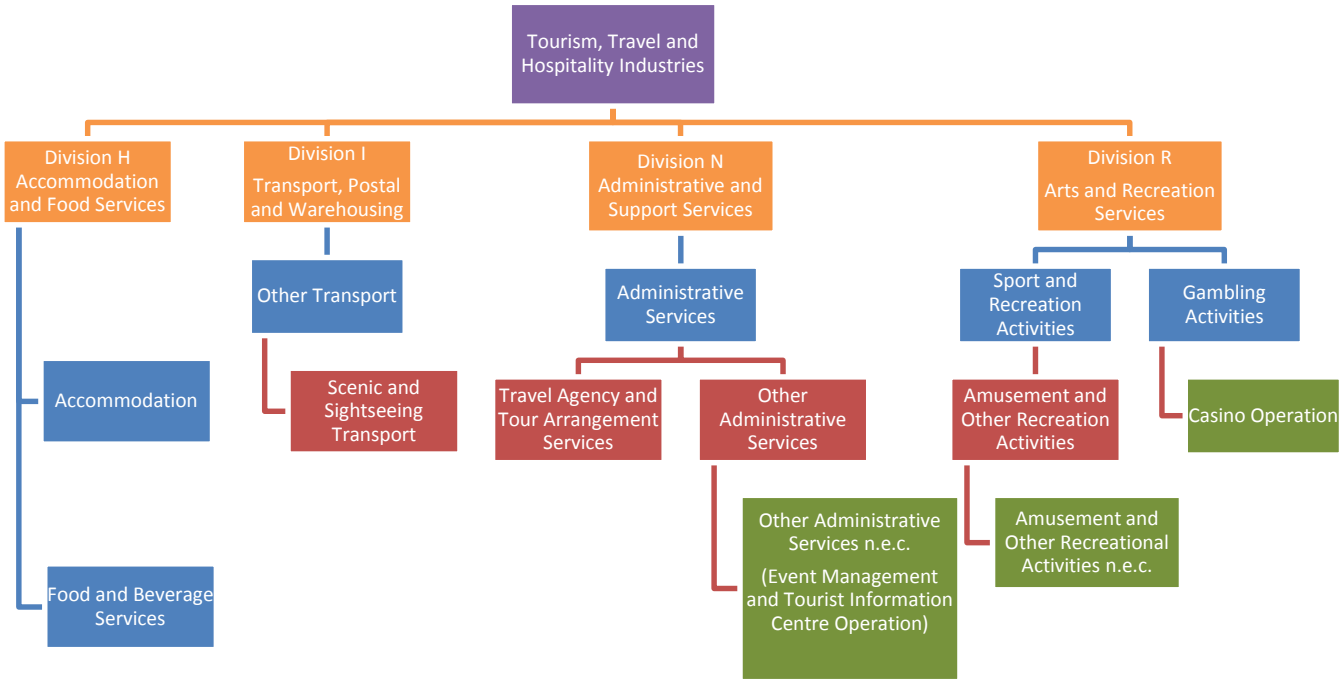
1.7.1 Overview of the tourism, travel and hospitality industries

The breadth of what can be collectively considered the tourism, travel and hospitality industries is defined in the Australia and New Zealand Standard Industrial Classification (ANZSIC)[1] as:

- accommodation and food services
- scenic and sightseeing transport
- travel agency and tour arrangement services
- event management and tourist information centre operation
- amusement and other recreational activities
- casino operation.

An outline of these industries is shown below in Figure 1. There is a significant degree of interrelationship between tourism, travel and hospitality firms because of the integrated products and services produced, the close business-to-business relationships that exist across all the industries, the common customers serviced, and the sales and service staff employed, who often cross industries during their career. As at November 2014, these industries totaled almost 1 million employees, accounting for a little over eight per cent of the Australian workforce.[2]

Figure 1: The tourism, travel and hospitality industries



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

The hospitality industry encompasses businesses that provide accommodation, food and beverages. This includes restaurants, cafés and takeaway food, pubs and bars, hotels, motels and other accommodation, and hospitality clubs and casinos. These businesses make up the entirety of what is classified under 'Accommodation and Food Services' and 'Casino Operation' in the ANZSIC. Key job roles, based on the Australia New Zealand Standard Classification of Occupations (ANZSCO)[3], include:

- Bar Attendants and Baristas
- Café Workers

[1] Australian Bureau of Statistics (ABS), 2013, *Australia and New Zealand Standard Industrial Classification (ANZSIC), 2006 (Revision 2.0),* Cat. no. 1292.0, Canberra.
[2] Australian Bureau of Statistics (ABS), *Labour Force Survey,* Australia, Cat. no. 6202.0, Canberra.
[3] Australian Bureau of Statistics (ABS), 2013, *Australia and New Zealand Standard Classification of Occupations (ANZSCO), 2013, Version 1.2,* Cat. no. 1220.0, Canberra.

- Gaming Workers
- Hotel Service Managers
    - Front Office Manager (Hotel)
    - Head Housekeeper
    - Head Porter (Hotel)
    - Hotel Concierge
    - Hotel Office Manager
    - Hotel Service Supervisor
- Waiters
- Other Hospitality Workers
    - Bar Useful
    - Doorperson or Luggage Porter
- Bakers and Pastrycooks
- Chefs
- Cooks
- Cafe and Restaurant Managers
- Caravan Park and Camping Ground Managers
- Hotel and Motel Managers
- Licensed Club Managers

The travel industry encompasses businesses acting as agents to sell travel, tour and accommodation services, as well as businesses that mainly arrange, assemble, wholesale and retail tours. This is captured in the classification of 'Travel Agency and Tour Arrangement Services' in the ANZSIC. Key job roles, based on the ANZSCO, include:

- Tourism and Travel Advisers

Tourism, in the context of the Tourism, Travel and Hospitality Training Package, is primarily related to tours, guiding and visitor information services. These activities are captured in 'Scenic and Sightseeing Transport' and 'Other Administrative Services n.e.c.'. Key job roles, based on the ANZSCO, include:

- Gallery, Museum and Tour Guides

Finally, event coordination and management services are classified under 'Other Administrative Services' in the ANZSIC. This Training Package is relevant to event organisation and management by professional conference organisers, exhibition and event management companies, hospitality and cultural venues. Events are diverse in nature and the skills for coordination can apply to many types, including business events (conventions, meetings, seminars and incentive travel), festivals and arts-based events.

Key job roles, based on the ANZSCO, include:

- Conference and Event Organisers

It should be noted that the tourism industry has its own definition and framework, as defined by Australia's Tourism Satellite Account.[4] This framework encompasses the sum of all the industries in which 'visitors' consume a substantial proportion of their products or services. From this perspective, the tourism industry is mostly made up of accommodation and food services, but it also involves a portion of industries, such as retail, transport and arts and recreation services — of which the training needs of these industries are largely served by other Training Packages. It should also be noted that the term 'tourism', according to Australian and international standards, is not restricted to leisure-based travel; it also includes business and education travel, as well as any travel for any reason provided the destination is outside the person's usual environment.[5] Clearly, the *SIT Tourism, Travel and Hospitality Training Package* is relevant to the tourism industry, but also to the hospitality and events industries that serve the local clientele, who are not 'visitors'.

1.7.2 Industry trends and issues

Service Skills Australia produces an annual Environmental Scan for the tourism, travel and hospitality industry, which identifies key and current factors impacting on the skills needs of industry. The following table outlines current industry and workforce issues and how they have been addressed within the *SIT Tourism, Travel and Hospitality Training Package*.

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

Industry and Work Issue	Training Package Response
Key industry skills Customer service, problem-solving and decision-making skills are key industry skills. Training is required in: • quality customer service • problem solving and decision making.	SIT includes a suite of customer service units, which are generally packaged in the core of qualifications designed for frontline service roles: • *SITXCCS003 Interact with customers* • *SITXCCS006 Provide service to customers* • *SITXCCS007 Enhance the customer service experience* • *SITXCCS008 Develop and manage quality customer service practices.* SIT includes three skill sets to equip individuals with communication and service skills: • *SITSS00035 Customer Service Management* • *SITSS00036 Customer Service* • *SITSS00042 Service for International Visitors.*
Attraction, retention and career paths Industry has problems with attracting and keeping the right staff: those with the right attitude to work in an industry where service is paramount. People no longer maintain a constant vertical career path within the one industry. They may engage in a variety of job roles across a range of industries or industry sectors. Training is required in: • good recruitment and induction processes • skills that are transferable across all industry sectors, business models and product styles.	The unit *SITXHRM004 Recruit, select and induct staff* provides skills tailored to the service industries. SIT contains a suite of cross-sector units that are written broadly to apply to all industry sectors. These provide for the acquisition of generic and transferable skills in product development, finances, sales, marketing, business and people management. Technical units, such as those for cookery, event and travel and tourism coordination, are also written broadly so they can apply to a range of product styles. Qualifications are structured to: • apply to different business models and product styles, allowing individuals to acquire skills that readily transfer to any type of operator, e.g. food, beverage and cooking skills for cafés, fine dining restaurants and clubs; tourism coordination skills tour wholesalers who deliver a range of products or tour operators that specialise in Indigenous, adventure or ecotourism • allow credit transfer for those wishing to complete secondary qualifications to gain additional skills for different job roles and sectors, e.g. it is possible to gain credit towards an events qualification after a tourism qualification; a tourism qualification after a travel qualification; and a hospitality qualification after any of these qualifications. The flexible packaging of units and qualifications reflects the fact that people are likely to work in multiple industry job roles and sectors and require transferable skills. They are designed to encourage the retention of trained people within the tourism, travel and hospitality industry.
Mentoring for retention Industry newcomers are often unaware of industry conditions and the significant service demands. If not properly encouraged to recognise and work with these demands, they are more likely to leave the industry. Training is required in mentoring skills.	SIT includes the following units and skill sets: • *SITXHRM001 Coach others in job skills* • *SITXHRM003 Lead and manage people* • *SITXHRM006 Monitor staff performance* • *SITSS00039 Mentoring and Supervision* • *SITSS00057 Supervision of Cookery Apprentices.*

Industry and Work Issue	Training Package Response
Casual workforce and seasonality Some sectors of the workforce, especially hospitality, are characterised by a high casual workforce. The impact of peak and off-peak seasons in some tourism destinations is a major concern for many tourism, travel and hospitality businesses. Industry needs the right people with the right skills at the right time. Individuals need skills that are transferable across industry sectors, business models and product styles to: • create 'portfolio jobs' where they can work for a number of businesses in casual positions • readily re-locate to different regions to gain work when it is available.	In SIT, flexible units and qualifications recognise that people are likely to work within multiple industry job roles and sectors and require transferable skills. They are designed to allow individuals to acquire skills that readily transfer to any type of operator and destination.
Online marketing and sales Technology is having a major impact on how consumers obtain destination and product information and how industry markets and distributes it product. There are a number of implications: • Consumers are well educated in destination and product knowledge or have the ability to readily research details. This means industry personnel need expert destination and product knowledge to answer detailed enquiries. • The propensity of social media users to provide feedback, sometimes negative, is well known. Businesses need to manage feedback provided not only on their own social media page but on external review platforms. • Tourism, travel and hospitality businesses are moving away from traditional distribution models, including bricks and mortar travel agencies and reservation call centres, with a stronger online presence. Training is required in: • expert destination and product knowledge • managing feedback and public complaints • developing and maintaining website and social media platforms • using online sales channels for receiving bookings and payments • strategy and planning for online engagement • risk management and crisis management for online engagement • using social media for communication.	SIT includes the following units and skill set: • *SITTTSL002 Access and interpret product information* • *SITTTSL003 Provide advice on international destinations* • *SITTTSL004 Provide advice on Australian destinations* • *SITTTSL017 Maintain product inventories* • *SITXEBS001 Use social media in a business* • *SITXEBS002 Develop, implement and monitor the use of social media in a business* • *SITXEBS003 Build and launch a small business website* • *SITSS00062 Online Engagement for Small Business.* It also includes the following imported units of competency: • *BSBEBU501 Investigate and design e-business solutions* • *BSBEBU502 Implement e-business solutions* • *BSBITU305 Conduct online transactions* • *BSBMKG412 Conduct e-marketing communications* • *BSBMKG510 Plan e-marketing communications.*

Industry and Work Issue	Training Package Response
Attracting and servicing international visitors Australia is now attracting more than six million international visitors a year and this custom is crucial to the success of the tourism and hospitality industry. There are a number of implications: • Tourism and hospitality operators need to engage in international marketing activities to maintain and grow international visitation. • Products need to be tailored to meet the needs of different markets and the unique experiences some international visitors seek. • The experience needs to match the promise of world class service, not only in major cities, but also in regional Australia. Training is required in: • marketing and sales, especially via web and social media based platforms • planning and product development • cultural awareness and language skills.	SIT includes the following marketing, product development, cultural awareness and language units: • *SITXMPR005 Participate in cooperative online marketing initiatives* • *SITXMPR007 Develop and implement marketing strategies* • *a range of e-business units mentioned under the previous section addressing Online marketing and sales* • *SITTPPD006 Assess tourism opportunities for local communities* • *SITTPPD007 Research and analyse tourism data* • *SITTPPD008 Develop tourism products* • *SITTPPD010 Develop culturally appropriate tourism operations* • *SITTPPD011 Develop and implement local or regional tourism plan* • *SITXCOM002 Show social and cultural sensitivity* • *SITXLAN001 Conduct basic oral communication in a language other than English* • *SITXLAN002 Conduct routine oral communication in a language other than English* • *SITXLAN003 Conduct oral communication in a language other than English* • *SITXLAN004 Conduct complex oral communication in a language other than English* • *SITXLAN005 Read and write information in a language other than English* • *SITXLAN006 Read and write documents in a language other than English.* It also includes the following imported units of competency: • *BSBMKG401 Profile the market* • *BSBMKG607 Manage market research* • *BSBSMB403 Market the small business.* Higher level qualifications have a focus on marketing and product development: • *SIT50116 Diploma of Travel and Tourism Management* • *SIT50216 Diploma of Holiday Park and Resort Management* • *SIT50416 Diploma of Hospitality Management* • *SIT60116 Advanced Diploma of Travel and Tourism Management* • *SIT60216 Advanced Diploma of Event Management* • *SIT60316 Advanced Diploma of Hospitality Management.* There are also three skill sets to equip individuals with skills to attract and service the international visitor market: • *SITSS00040 Product Development for International Visitor Markets* • *SITSS00041Product Sales for International Visitor Markets* • *SITSS00042 Service for International Visitors.*

Industry and Work Issue	Training Package Response
Sustainability Sustainability incorporates environmental, economic and social issues, and involves the following key issues for the tourism, travel and hospitality industry: • industry personnel need to know about and participate in practices that minimise harm to the environment • industry personnel at all levels should proactively contribute to positive social outcomes at work and to business profitability • management practices are required to create profitable growing businesses, and to manage risk and crises, such as financial downturns and natural disasters. Training is required in: • environmentally sustainable practices • practices to sustain positive social outcomes • contributing to business profitability • business, governance, financial, risk and crisis management.	Environmental, economic and social sustainability skills are explicitly embedded within SIT units of competency. They will be more evident in certain units, e.g. cookery units will have a focus on techniques that minimise environmental harm, sales and service units will have a focus on maximising sales and contributing to profitability. SIT includes the following specific units of competency: • *SITTPPD003 Coordinate and operate sustainable tourism activities* • *SITTPPD009 Develop environmentally sustainable tourism operations* • *SITTPPD010 Develop culturally appropriate tourism operations* • *SITXCOM002 Show social and cultural sensitivity* • *SITXCRI002 Manage a business continuity crisis* • *SITXFIN006 Manage revenue.* It also includes the following imported units of competency: • *BSBDIV501 Manage diversity in the workplace* • *BSBFIM601 Manage finances* • *BSBMGT617 Develop and implement a business plan* • *BSBRSK501 Manage risk* • *BSBSMB404 Undertake small business planning* • *BSBSUS201 Participate in environmentally sustainable workplace practices* • *BSBSUS301 Implement and monitor environmentally sustainable work practices* • *BSBSUS501 Develop workplace policy and procedures for sustainability.* Diploma and Advanced Diploma qualifications include units for sustainable business operation and there are several skill sets that equip individuals with relevant skills: • *SITSS00034 Business Management* • *SITSS00037 Essential Business Skills for a Franchisee* • *SITSS00038 Governance for Board Members* • *SITSS00043 Understanding Financial Concepts for Budgeting* • *SITSS00047 Essential Business Skills for a Restaurant Manager* • *SITSS00058 Environmentally Sustainable Hospitality and Restaurant Operations.*
Experiential tourism and specialist products Consumers want experiences and quality, diversity and novelty of experiences when travelling are key to customer satisfaction when engaging with the tourism, travel and hospitality industries. These experiential 'specialist products' include: • adventure and outdoor recreation activities • ecotourism • food and wine tourism • Indigenous tourism • wellness tourism • marine tourism • international cruises.	SIT includes the following planning and product development units: • *SITTPPD002 Develop interpretive activities* • *SITTPPD003 Coordinate and operate sustainable tourism activities* • *SITTPPD004 Develop in-house recreational activities* • *SITTPPD006 Assess tourism opportunities for local communities* • *SITTPPD008 Develop tourism products* • *SITTPPD009 Develop environmentally sustainable tourism operations* • *SITTPPD010 Develop culturally appropriate tourism operations*

Industry and Work Issue	Training Package Response
Tourism operators need to understand this market need and have products for it. Training is required in both: • planning and product development • delivering quality products and services; particularly by food service providers, tour operators and their guides.	• *SITTTSL016 Provide specialist advice on cruises.* SIT includes units relevant to food service providers: • *SITHFAB012 Provide advice on Australian wines* • *SITHFAB013 Provide advice on imported wines* • *SITHFAB016 Provide advice on food* • *SITHFAB017 Provide advice on food and beverage matching* • *SITHFAB020 Manage the sale or service of wine* • *SITHKOP007 Design and cost menus.* SIT includes a range of specialist units used by tour operators and guides: • *SITTGDE001 Interpret aspects of local Australian Indigenous culture* • *SITTGDE007 Research and share information on Australian Indigenous cultures* • *SITTGDE008 Prepare specialised interpretive content on flora, fauna and landscape* • *SITTGDE009 Prepare specialised interpretive content on marine environments* • *SITTGDE010 Prepare specialised interpretive content on cultural and heritage environments* • *SITTTOP005 Operate tours in a remote area.* The following qualifications focus on the coordination and delivery of experiential tours and allow importation of units relevant to the product style, e.g. adventure and outdoor recreation units: • SIT10116 Certificate I in Tourism (Australian Indigenous Culture) • SIT30116 Certificate III in Tourism • SIT30316 Certificate III in Guiding • SIT40116 Certificate IV in Travel and Tourism • SIT40216 Certificate IV in Guiding.

1.8 Regulation and licensing implications for implementation

1.8.1 General laws

Tourism, travel and hospitality industry personnel must comply with general laws that regulate customer, business and employee interaction for all types of businesses, for example consumer protection and work health and safety law.

Wherever knowledge of a general law is required to effectively perform a job task described in the unit of competency, it is covered in the knowledge evidence field of the Assessment Requirements. The Assessment Conditions field requires RTOs to provide current regulatory documents to assist the assessment.

For example, the unit *SITTTSL006 Prepare quotations*:

Knowledge Evidence of Relevant Law	Assessment Conditions Resource Requirement
Primary components of consumer protection laws that relate to providing quotations, including organisational responsibility for: • nominating and charging cancellation fees • providing information on potential price increases • providing refunds • supplying products as described or substituting suitable products when product is unavailable.	Current plain English regulatory documents distributed by government consumer protection regulators.

1.8.2 Laws that specifically apply to the tourism, travel and hospitality industry

There is a range of laws and codes of specific relevance to the tourism, travel and hospitality industry. Wherever a specific law, regulation, business or occupational licensing arrangement exists, it is mentioned in the Application section of a unit of competency.

Required knowledge of that law is also described, as above, in the Knowledge Evidence field and any required resources are also prescribed in the Assessment Conditions. At the time of publication, these laws and codes and related units include:

- Criminal Code Act (1995) – provisions for child sex offences outside Australia and child sex tourism
  - SITTTSL005 Sell tourism products and services
- Financial Services Reform Act (2001) – provisions for the sale of travel insurance
  - SITTTSL005 Sell tourism products and services
- Food Standards Australia New Zealand Act 1991 and the Australia New Zealand Food Standards Code
  - SITXFSA001 Use hygienic practices for food safety
  - SITXFSA002 Participate in safe food handling practices
  - SITXFSA003 Transport and store food
  - SITXFSA004 Develop and implement a food safety program
- Queensland Tourism Services Act (2003) – affects inbound tour operators, no matter where located, selling tours that operate within Queensland; also guides, residing anywhere in Australia, when working in Queensland and selling local products
  - SITTTSL005 Sell tourism products and services
  - SITTGDE002 Work as a guide
- State and territory gambling/gaming Acts – provisions for the responsible conduct/service of gambling/gaming
  - SITHGAM001 Provide responsible gambling services
- State and territory liquor licensing Acts – provisions for the responsible sale or service of alcohol in licensed venues
  - SITHFAB002 Provide responsible service of alcohol

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

1.8.3 Occupational certification requirements for the tourism, travel and hospitality industry

Individuals being assessed under statutory or industry occupational licensing or certification systems must comply with training and experience requirements additional to the requirements identified in this Training Package.

These additional requirements and implications for individuals and registered training organisations are outlined in the following table.

Occupational Licensing or Certification Requirement and Associated Units of Competency	Jurisdiction	Implications for Individuals and RTOs
Dealers in licensed casinos. • *SITHGAM006 Deal Baccarat games* • *SITHGAM007 Conduct Big Wheel games* • *SITHGAM008 Deal Blackjack games* • *SITHGAM009 Deal Poker games* • *SITHGAM010 Deal Pontoon games* • *SITHGAM011 Conduct Rapid Roulette games* • *SITHGAM012 Conduct Roulette games* • *SITHGAM013 Conduct Sic Bo games* • *SITHGAM014 Manage gaming activities* • *SITHGAM015 Attend casino gaming machines* • *SITHGAM016 Deal Caribbean Stud games* • *SITHGAM017 Deal Casino War games* • *SITHGAM018 Deal Mississippi Stud games* • *SITHGAM019 Conduct Rapid Baccarat games* • *SITHGAM020 Conduct Rapid Big Wheel games* • *SITHGAM021 Deal Three Card Poker games.*	State and territory gaming authorities	**Individuals** Under some state and territory laws these are required occupational licensing units for dealers conducting table games in licensed casinos. Individuals should seek advice from their local gaming authority and their casino employer on their requirement to complete one or more of these units. **RTOs** State and territory gaming authorities restrict the training and assessment of casino table game units to licensed casinos and partnership RTOs. Those developing training and assessment strategies for these units must consult with the relevant state or territory gaming authority to determine accreditation arrangements for their organisation, courses, trainers and assessors.
Food handlers and food safety supervisors. • *SITXFSA001 Use hygienic practices for food safety* • *SITXFSA002 Participate in safe food handling practices.*	State and territory food safety authorities	**Individuals** In some States and Territories there is a requirement for certain personnel involved in food handling and/or food safety supervision to complete training in these units. Certification requirements differ across States and Territories. Individuals should seek advice from their local food safety authority on their requirement to complete one or more of these units. **RTOs** Some state and territory food safety authorities have specific requirements for training organisations. Those developing training and assessment strategies for the units must consult with the relevant state or territory food safety authority to determine accreditation arrangements for courses, trainers and assessors.

Occupational Licensing or Certification Requirement and Associated Units of Competency	Jurisdiction	Implications for Individuals and RTOs
Guides operating within Kakadu and Uluru - Kata Tjuta National Parks, Northern Territory. • *SITTGDE001 Interpret aspects of local Australian Indigenous culture* • *SITTGDE007 Research and share information on Australian Indigenous cultures.*	Parks Australia	**Individuals** Guides residing anywhere in Australia are required to undertake training and assessment prescribed by Parks Australia to guide within Kakadu and Uluru – Kata Tjuta National Parks in the Northern Territory. Training is based on these units and is specifically tailored to each park environment. Guides should seek advice from Parks Australia on this requirement and the availability of training. Refer to: environment.gov.au/node/20951 **RTOs** Parks Australia designates the RTO approved to deliver and assess required training.
Those undertaking responsible conduct/service of gambling/gaming. • *SITHGAM001 Provide responsible gambling services.*	State and territory gaming authorities	**Individuals** In some States and Territories there is a requirement for certain personnel involved in the provision of gambling/gaming services in licensed venues to complete training in this unit. Certification requirements differ across States and Territories. Individuals should seek advice from their local gaming authority on their requirement to complete this unit. **RTOs** Some state and territory gaming authorities have specific requirements for training organisations. Those developing training and assessment strategies for this unit must consult with the relevant state or territory gaming authority to determine accreditation arrangements for courses, trainers and assessors.
Those undertaking responsible service of alcohol. • *SITHFAB002 Provide responsible service of alcohol.*	State and territory liquor licensing authorities	**Individuals** In some states and territories there is a requirement for certain personnel involved in the sale or service of alcohol in licensed venues to complete training in this unit. Certification requirements differ across States and Territories. Certification achieved in one State or Territory is not always accepted by interstate authorities. Individuals should seek advice from the local liquor licensing authority on their requirement to complete this unit or to complete additional training when working interstate. **RTOs** Some state and territory liquor licensing authorities have specific requirements for training organisations. Those developing training and assessment strategies for this unit must consult with the relevant state or territory liquor licensing authority to determine accreditation arrangements for courses, trainers and assessors.
Sale of travel insurance.	Australian Securities and	**Individuals**

Occupational Licensing or Certification Requirement and Associated Units of Competency	Jurisdiction	Implications for Individuals and RTOs
Certification is not based on a Training Package unit but relates to: • *SITTTSL005 Sell tourism products and services.*	Investment Commission (ASIC)	Travel and tourism businesses that sell travel insurance must be registered with the Australian Securities and Investment Commission (ASIC). Under the Financial Services Reform Act (2001), theymust ensure that adequate training is provided to all staff members who provide advice on and sell travel insurance. Travel and tourism personnel selling travel insurance must complete a course delivered by the insurance provider whose product they are selling. Individuals should seek advice from their employer on certification requirements. **RTOs** Insurance providers provide the training.

2.0 Implementation Information

2.1 Key features of the Training Package and the industry that will impact on the selection of training pathways

The skills outlined in this Training Package may be attained via:

- formal or informal education and training
- experience in the workplace
- general life experience
- any combination of the above.

2.1.1 Resourcing training and assessment pathways

The delivery of training and assessment in a realistic operational environment using current industry tools, equipment, documents and other resources plays an essential role in skills development and produces graduates that should be immediately useful and competent in an industry environment.

Mandatory conditions and resources are specified in the Assessment Conditions field in the Assessment Requirements for each unit of competency. The mandatory resources include the:

- physical environment where assessment must take place
- equipment and resources that must be provided
- consumable resources or stock that must be provided
- workplace documentation required
- people who must be present, if relevant
- time imperatives and/or time constraints
- assessor requirements.

The availability of the above resources will be a key factor in selecting an appropriate training and assessment pathway.

An example from *SITHFAB003 Operate a bar*

Skills must be demonstrated in an operational commercial bar. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- fixtures and large equipment:
  - bar service area
  - cashiering facilities:
    - electric cash register
    - credit card
    - EFTPOS facilities
  - coffee- and tea-making equipment
  - glass washer
  - ice:
    - crusher
    - maker
    - shaver
    - grinder
  - post-mix dispensing system
  - refrigerator
  - reticulated beer dispensing system
  - storage area for glassware and drinks
  - water supply
- small equipment:
  - bar towels
  - blenders
  - coasters
  - coffee and tea service-ware
  - cutting boards
  - garnish containers

    - ice buckets
    - jugs
    - juicers
    - napkins
    - powder shakers
    - pourers:
        - speed
        - optic
        - inverted optic
        - nip measures
    - utensils:
        - small knives
        - tongs
        - spoons: bar spoons and teaspoons
    - range of glassware:
        - highball glasses
        - liqueur and liqueur coffee glasses
        - old fashioned glasses
        - beer glasses
        - red wine, white wine, champagne flute, brandy, sherry and port glasses
        - water glasses
    - service trays and liners
    - straws, swizzle sticks and toothpicks
    - waiter's friend
- stock:
    - edible and non-edible garnishes and accompaniments
    - ice
    - wide commercial range of:
        - bottled mixers
        - bottled and canned beers
        - liqueurs
        - wines
        - basic spirits
    - wide commercial range of non-alcoholic beverages:
        - tea
        - coffee
        - carbonated drinks
        - juices
- cleaning materials and equipment:
    - cleaning cloths
    - commercial cleaning and sanitising agents and chemicals for cleaning bar areas and equipment
    - dishwashers
    - dustpans and brooms
    - garbage bins and bags
    - hand towel dispenser and hand towels
    - mops and buckets
    - separate hand basin and antiseptic liquid soap dispenser for hand washing
    - sponges, brushes and scourers
    - tea towels
- organisational specifications:
    - equipment manufacturer instructions
    - cleaning schedules
    - bar menus
    - cocktail menus
    - standard recipes, preparation methods and presentation standards for cocktails
    - wine lists
    - price lists
    - retail promotional materials
    - safety data sheets (SDS) for cleaning agents and chemicals or plain English workplace documents or diagrams that interpret the content of SDS
- industry-realistic ratio of bar staff to customers; these can be:
    - customers in an industry workplace during the assessment process; or

- individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

2.2 Industry sectors

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

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

This Training Package provides flexible units of competency and qualifications to meet the needs of the very diverse occupations that exist within each of these sectors. Occupations covered by SIT include a range of activities in the tourism, travel and hospitality industries, such as customer service and sales, travel and tour coordination, tour delivery, commercial cookery and catering, food and beverage service, accommodation services, product development, and marketing and public relations.

2.2.1 Occupational outcomes of qualifications

Qualification	Outcome
SIT10116 Certificate I in Tourism (Australian Indigenous Culture)	This qualification reflects the role of individuals who participate in a range of routine and predictable tourism work activities. They work under close supervision and are given clear directions to complete tasks. This qualification provides a pathway to work in a range of job roles in the tourism industry in organisations with an Indigenous focus. These include tour operators or operators of a site or cultural or heritage centre. Individuals may have a very specific role, as an Australian Indigenous person or other individual approved of by local elders to share aspects of their culture with visitors in a formal or informal way. Possible job titles include: • assistant in an Indigenous cultural centre • assistant Indigenous guide • Indigenous storyteller.
SIT10216 Certificate I in Hospitality	This qualification reflects the role of individuals who participate in a range of routine and predictable hospitality work activities. They work under close supervision and are given clear directions to complete tasks. This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. Possible job titles include: • bar useful • food runner • glass runner

Qualification	Outcome
	• housekeeping assistant • kitchen steward • kitchen useful.
SIT20116 Certificate II in Tourism	This qualification reflects the role of individuals who have a defined and limited range of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification provides a pathway to work in many tourism and travel industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, attractions, cultural and heritage sites, and any small tourism business. Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered, or a combination of both. Possible job titles include: • documentation clerk for a tour wholesaler or travel agency • museum attendant • office assistant for a tour operator • receptionist and office assistant for a professional conference organiser or event management business • receptionist and office assistant in a travel agency • retail sales assistant in an attraction • ride attendant in an attraction.
SIT20216 Certificate II in Holiday Parks and Resorts	This qualification reflects the role of individuals who have a defined and limited range of operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification provides a pathway to work in a holiday park and resort office, housekeeping, grounds maintenance, or across different operational areas. Possible job titles include: • housekeeping assistant • junior handyperson • office assistant.
SIT20316 Certificate II in Hospitality	This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. Possible job titles include: • bar attendant • café attendant • catering assistant • food and beverage attendant • front office assistant • porter • room attendant.
SIT20416 Certificate II in Kitchen Operations	This qualification reflects the role of individuals working in kitchens who use a defined and limited range of food preparation and cookery skills to prepare food and menu items. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification does not provide the skills required by commercial cooks, which are covered in SIT30816 Certificate III in Commercial Cookery. This qualification provides a pathway to work in kitchen operations in organisations such as restaurants, hotels, catering operations, clubs, pubs, cafés,

Qualification	Outcome
	and coffee shops; and institutions such as aged care facilities, hospitals, prisons, and schools. Possible job titles include: • breakfast cook • catering assistant • fast food cook • sandwich hand • takeaway cook.
SIT20516 Certificate II in Asian Cookery	This qualification reflects the role of individuals working in kitchens who use a defined and limited range of food preparation and cookery skills to prepare Asian food and menu items. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification provides a pathway to work in Asian kitchen operations in organisations such as restaurants, hotels, catering operations, clubs, pubs, and cafés. Possible job titles include: • fast food cook • takeaway cook.
SIT30116 Certificate III in Tourism	This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations to coordinate tourism services. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work in many tourism industry sectors and for a diversity of employers including tour operators, inbound tour operators, visitor information centres, attractions, cultural and heritage sites, and any small tourism business. This qualification allows for multiskilling and for specialisation in office based roles involving the planning and coordination of tourism services, or roles in the field where products are delivered. Possible job titles include: • adventure tourism guide • attendant or senior ride operator in an attraction or theme park • booking agent • cellar door salesperson and guide in a winery • customer service agent • guide and salesperson in an Indigenous cultural centre • inbound tour coordinator • marine tourism guide or dive tour operator • museum attendant • operations consultant for a tour operator • reservation sales agent • sales consultant • visitor information officer.
SIT30216 Certificate III in Travel	This qualification reflects the role of individuals who use a range of well-developed retail travel or wholesale sales and operational skills and sound knowledge of industry operations to coordinate travel services. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work in the retail travel or tour wholesale sector for employers that cover or specialise in leisure, corporate, domestic or international sales. Work could be undertaken in an office, shopfront, or online or mobile environment.

Qualification	Outcome
	Possible job titles include: • call centre sales agent • corporate consultant • cruise consultant • customer service agent • domestic travel consultant • incentive coordinator • international travel consultant • mobile travel consultant • online travel consultant • reservations sales agent • wholesale consultant.
SIT30316 Certificate III in Guiding	This qualification reflects the role of individuals who use a range of well-developed guiding skills combined with a substantial depth of subject matter knowledge to deliver tours. They work with some independence and under limited supervision using discretion and judgement to resolve problems. This qualification provides a pathway to work as a guide in many tourism industry sectors. Guides at this level usually work in particular areas or sites, including attractions, cultural and heritage sites, tourist precincts, marine and national parks, wineries, or on board day or extended cruise vessels. Possible job titles include: • cultural guide • heritage guide • historical guide • interpretive guide • museum guide • nature-based site guide • site guide • tour guide • walking guide • winery guide.
SIT30416 Certificate III in Holiday Parks and Resorts	This qualification reflects the role of individuals who use a range of well-developed operational skills and knowledge of industry operations to complete work activities. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work in holiday parks and resorts as a specialist in front office, housekeeping or grounds maintenance, or a multi-skilled worker across different operational areas. Possible job titles include: • grounds person • handyperson • housekeeper • receptionist.
SIT30516 Certificate III in Events	This qualification reflects the role of individuals who use a range of well-developed events administration or operational skills and knowledge to complete event-related work activities. Using discretion and judgement, they work with some independence under the guidance of more senior event personnel, using plans, policies and procedures to guide work activities. Events are diverse in nature and this qualification provides a pathway to work for event or exhibition organisations operating in a range of industries including the tourism and travel, hospitality, sport, cultural and community sectors. The diversity of employers includes event or exhibition management companies, event venues, or organisations that organise their own events. Work could be

Qualification	Outcome
	undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged or a combination of both. Possible job titles include: • conference assistant • event or exhibition administrative assistant • event or exhibition assistant • event or exhibition operations assistant • functions assistant • in-house meetings assistant • junior event or exhibition coordinator • logistics assistant • meetings assistant • venue assistant.
SIT30616 Certificate III in Hospitality	This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming. Possible job titles include: • espresso coffee machine operator • food and beverage attendant • front desk receptionist • front office assistant • function attendant • function host • gaming attendant • guest service agent • housekeeper • restaurant host • senior bar attendant • waiter.
SIT30716 Certificate III in Hospitality (Restaurant Front of House)	This qualification reflects the role of individuals who have a range of well-developed front of house food and beverage service and sales skills combined with sound product knowledge. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This specialist qualification provides a pathway to work in various front of house roles in restaurants and cafés. Possible job titles include: • senior bar attendant • sommelier • waiter.
SIT30816 Certificate III in Commercial Cookery	This qualification reflects the role of commercial cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work as a commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafés, and coffee shops.

Qualification	Outcome
SIT30916 Certificate III in Catering Operations	This qualification reflects the role of individuals working in catering operations who use a range of cookery skills and sound knowledge of kitchen operations to prepare food items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification does not provide the skills required by commercial cooks, which are covered in SIT30816 Certificate III in Commercial Cookery. 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. Possible job titles include: • catering assistant • cook • food service assistant.
SIT31016 Certificate III in Patisserie	This qualification reflects the role of pastry chefs who use a wide range of well-developed patisserie skills and sound knowledge of kitchen operations to produce patisserie products. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work in various organisations where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafés, and coffee shops. Possible job titles include: • pastry chef • patissier.
SIT31116 Certificate III in Asian Cookery	This qualification reflects the role of commercial cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare Asian food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work as a cook in organisations where Asian food is prepared and served, including restaurants, hotels, clubs, pubs, and cafés.
SIT40116 Certificate IV in Travel and Tourism	This qualification reflects the role of skilled operators who use a broad range of tourism or travel skills and sound knowledge of industry operations to coordinate travel or tourism services. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. Many people have supervisory responsibilities and plan, monitor and evaluate the work of team members. This qualification provides a pathway to work in many travel and tourism industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, inbound tour operators, tourist attractions, visitor information centres, and other tourism businesses. Possible job titles include: • account coordinator • assistant manager • marketing coordinator • operations supervisor • product coordinator • promotions officer • reservations sales or call centre supervisor • senior operations coordinator

Qualification	Outcome
	• senior or supervisory retail consultant • sales coordinator • sales executive.
SIT40216 Certificate IV in Guiding	This qualification reflects the role of individuals who use a broad range of specialist guiding skills combined with a substantial depth of subject matter knowledge to deliver tours. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work as a guide in many tourism industry sectors. Guides at this level usually conduct tours that involve multiple products, services and sites involving the management of tour logistics. They are employed or contracted by inbound tour operators, outbound tour wholesalers, local tour operators, or they may be owner-operators of small tourism or travel businesses. Possible job titles include: • cultural guide • heritage guide • interpretive guide • nature-based guide • tour director • tour guide • tour manager • walking guide.
SIT40316 Certificate IV in Holiday Parks and Resorts	This qualification reflects the role of skilled operators who use a broad range of skills and sound knowledge of industry operations to plan, monitor and evaluate the work of team members. They operate independently or with limited guidance from others, and use discretion to solve non-routine problems. This qualification provides a pathway to work as a supervisor in holiday parks and resorts. They may be a specialist in front office, housekeeping or grounds maintenance, or be multi-skilled across different operational areas. Possible job titles include: • assistant manager • front office supervisor • grounds and maintenance supervisor • operations supervisor.
SIT40416 Certificate IV in Hospitality	This qualification reflects the role of skilled operators who use a broad range of hospitality service, sales or operational skills combined with supervisory skills and sound knowledge of industry operations to plan, monitor and evaluate the work of team members. They operate independently or with limited guidance from others, and use discretion to solve non-routine problems. This qualification provides a pathway to work as a supervisor in hospitality organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, food and beverage, and gaming. Possible job titles include: • bar supervisor or team leader • concierge • duty manager • food and beverage supervisor or team leader • front office supervisor or team leader • housekeeping supervisor or team leader • gaming supervisor or team leader • shift manager.

Qualification	Outcome
SIT40516 Certificate IV in Commercial Cookery	This qualification reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafés, and coffee shops, or to run a small business in these sectors. Possible job titles include: • chef • chef de partie.
SIT40616 Certificate IV in Catering Operations	This qualification reflects the role of individuals working in catering operations who have a supervisory or team leading role. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in various catering settings, such as hospitals and aged care facilities, sporting and entertainment venues, hotel banqueting departments, cook–chill production kitchens, and mobile catering businesses of varying size. Possible job titles include: • catering supervisor • kitchen administrator • small business caterer.
SIT40716 Certificate IV in Patisserie	This qualification reflects the role of pastry chefs who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in various organisations where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafés, and coffee shops. Possible job titles include: • chef de partie • chef patissier.
SIT40816 Certificate IV in Asian Cookery	This qualification reflects the role of commercial cooks who have a supervisory or team leading role in kitchens preparing Asian food. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in organisations where Asian food is prepared and served, including restaurants, hotels, clubs, pubs, and cafés. Possible job titles include: • chef • chef de partie.
SIT50116 Diploma of Travel and Tourism Management	This qualification reflects the role of highly skilled senior operators who use a broad range of tourism or travel skills combined with managerial skills and sound knowledge of industry operations to coordinate travel or tourism operations. They operate independently, have responsibility for others, and make a range of operational business decisions. This qualification provides a pathway to work in many travel and tourism industry sectors as a departmental or small business manager. The diversity of employers includes travel agencies, tour wholesalers, tour operators, inbound tour operators, tourist attractions, visitor information centres, and other tourism businesses. Possible job titles include: • inbound groups manager • inbound sales manager • incentives manager

Qualification	Outcome
	• tour operations manager • marketing manager • product development manager • reservations manager • travel agency manager • sales manager • visitor information centre manager.
SIT50216 Diploma of Holiday Park and Resort Management	This qualification reflects the role of individuals who use a broad range of managerial skills and sound knowledge of industry operations to coordinate holiday park and resort operations which may include marketing and product development activities. They operate independently, have responsibility for others and make a range of operational business decisions. This qualification provides a pathway to work as a business manager or owner-operator of a holiday park or resort. Possible job titles include: • manager • operations manager • park manager.
SIT50316 Diploma of Event Management	This qualification reflects the role of individuals who use a broad range of event-related skills and sound knowledge of event management processes to coordinate event operations. They operate independently and make operational event management decisions. Events are diverse in nature and this qualification provides a pathway to work for event or exhibition organisations operating in a range of industries, including the tourism and travel, hospitality, sport, cultural, and community sectors. The diversity of employers includes event or exhibition management companies, event venues, or organisations that organise their own events. Work could be undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged or a combination of both. Possible job titles include: • conference coordinator • event or exhibition coordinator • event or exhibition planner • event sales coordinator • function coordinator • in-house meetings coordinator • meetings coordinator • staging coordinator • venue coordinator.
SIT50416 Diploma of Hospitality Management	This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions. This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming. Possible job titles include: • banquet or function manager • bar manager • café manager • chef de cuisine

Qualification	Outcome
	• chef patissier • club manager • executive housekeeper • front office manager • gaming manager • kitchen manager • motel manager • restaurant manager • sous chef • unit manager catering operations.
SIT60116 Advanced Diploma of Travel and Tourism Management	This qualification reflects the role of senior managers with advanced operational skills who use a broad range of travel or tourism skills, combined with specialised managerial skills and substantial knowledge of industry operations, to coordinate travel or tourism operations. They operate with significant autonomy and are responsible for making strategic business management and operational decisions. This qualification provides a pathway to work in many travel and tourism industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, inbound tour operators, tourist attractions, visitor information centres, and other tourism businesses. Possible job titles include: • account manager • business development manager • director of groups and incentives • director of marketing • director of product development operations manager • director of sales • general manager.
SIT60216 Advanced Diploma of Event Management	This qualification reflects the role of individuals operating at a senior level who use a wide range of specialised managerial skills and substantial knowledge of event management processes to conceive, plan and stage events. They operate with significant autonomy and are responsible for making strategic business and event management decisions. Events are diverse in nature and this qualification provides a pathway to work for event or exhibition organisations operating in a range of industries, including the tourism and travel, hospitality, sport, cultural, and community sectors. The diversity of employers includes event or exhibition management companies, event venues, or organisations that organise their own events. Work could be undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged, or a combination of both. Possible job titles include: • conference manager • event director • event producer • event or exhibition manager • functions manager • in-house meetings manager • meetings manager • project manager • venue manager.
SIT60316 Advanced Diploma of Hospitality Management	This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.

Qualification	Outcome
	This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming. Possible job titles include: • area manager or operations manager • café owner or manager • club secretary or manager • executive chef • executive housekeeper • executive sous chef • food and beverage manager • head chef • motel owner or manager • rooms division manager.

2.3 Entry requirements for qualifications

Where entry requirements are identified in a qualification, they are mandatory. Entry requirements are identified because industry identified it essential that one level of competence and/or experience in industry is achieved prior to entering the next level qualification.

Entry requirements:

- do not form part of a qualification for training and assessment purposes
- must be achieved prior to enrolling in a qualification
- are specific to the skills, knowledge or experience required to enter a qualification
- may be expressed as:
  - a qualification
  - core units of competency of a lower AQF level qualification
  - a significant number of units of competency from a lower level qualification
  - specialist units of competency from a related stream
  - vocational expertise
  - a combination of units of competency and vocational expertise.

The majority of *SIT Tourism, Travel and Hospitality Training Package* qualifications allow direct entry.

The following qualifications have an entry requirement as outlined in the table below.

Qualification	Entry Requirement
SIT40316 Certificate IV in Holiday Parks and Resorts	Entry to this qualification is open to individuals who are able to demonstrate holiday parks and resorts industry knowledge, customer service and operational skills. The individual must: EITHER 1. Be formally assessed through a training program or recognition process against one of the unit clusters below. OR 2. Have relevant holiday parks and resorts industry experience. Work that has involved the application of skills and knowledge described in one of the unit clusters below would be a satisfactory indicator for entry. The unit clusters for different pathways are: **Front office pathway** Application of the skills and knowledge of the following units or their equivalent: • *BSBSUS201 Participate in environmentally sustainable work practices*

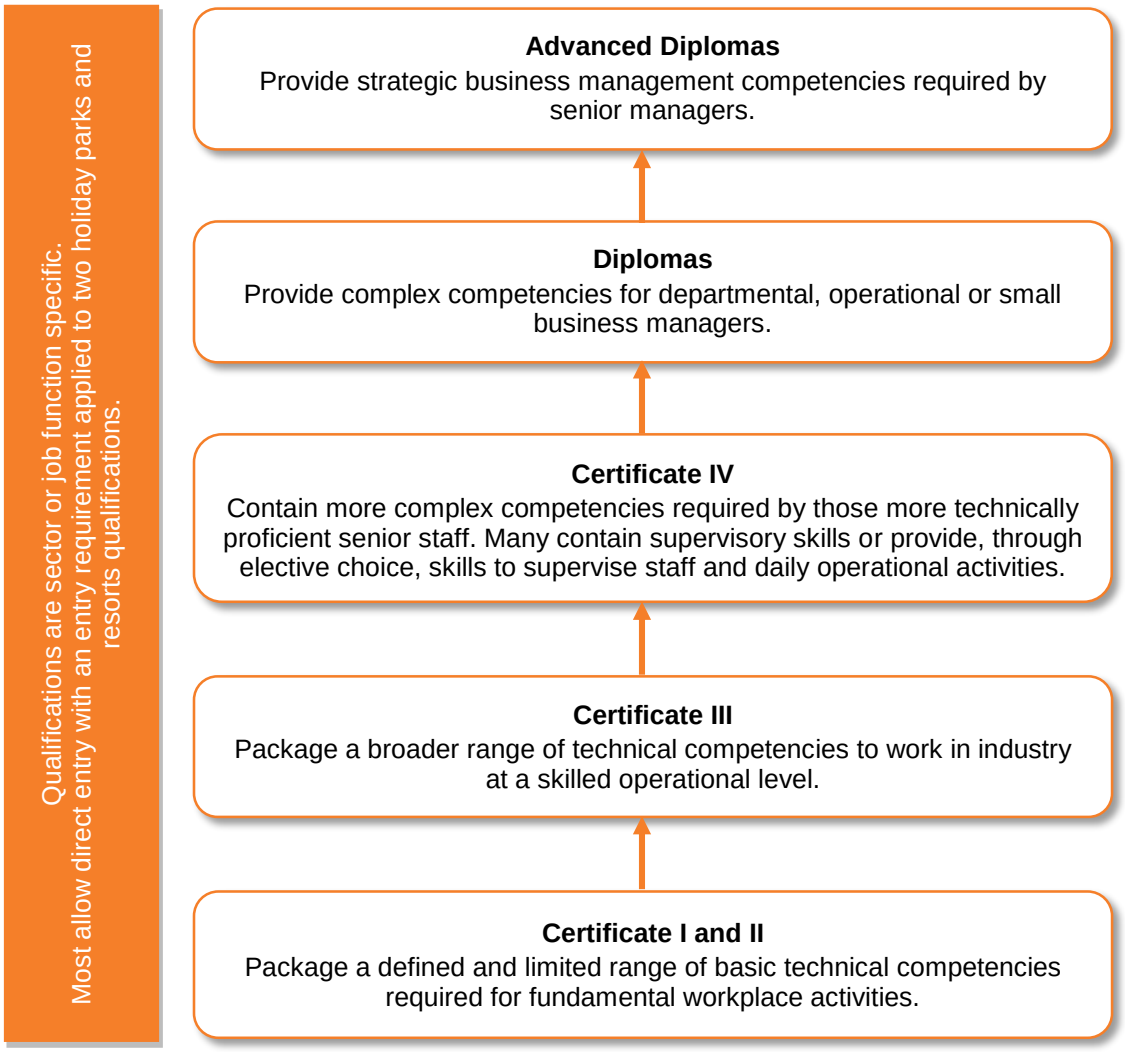
Qualification	Entry Requirement
	• *BSBWOR202 Organise and complete daily work activities* • *SITHACS008 Provide accommodation reception services* • *SITTIND002 Source and use information on the holiday park and resort industry* • *SITTTSL007 Process reservations* • *SITXCCS006 Provide service to customers* • *SITXCOM002 Show social and cultural sensitivity* • *SITXWHS002 Identify hazards, assess and control safety risks* **Grounds maintenance pathway** Application of the skills and knowledge of the following units or their equivalent: • *BSBSUS201 Participate in environmentally sustainable work practices* • *BSBWOR202 Organise and complete daily work activities* • *RIISAM204D Operate small plant and equipment* • *SIFCBGM001 Provide general grounds care* • *SIFCBGM002 Maintain property and structures* • *SITTIND002 Source and use information on the holiday park and resort industry* • *SITXCCS006 Provide service to customers* • *SITXCOM002 Show social and cultural sensitivity* • *SITXWHS002 Identify hazards, assess and control safety risks* **Housekeeping pathway** Application of the skills and knowledge of the following units or their equivalent: • *BSBSUS201 Participate in environmentally sustainable work practices* • *BSBWOR202 Organise and complete daily work activities* • *SITHACS001 Clean premises and equipment* • *SITHACS002 Provide housekeeping services to guests* • *SITHACS003 Prepare rooms for guests* • *SITTIND002 Source and use information on the holiday park and resort industry* • *SITXCCS006 Provide service to customers* • *SITXCOM002 Show social and cultural sensitivity* • *SITXWHS002 Identify hazards, assess and control safety risks*
SIT50216 Diploma of Holiday Park and Resort Management	Entry to this qualification is open to individuals who are able to demonstrate holiday parks and resorts industry knowledge, customer service and operational skills. The individual must: EITHER 1. Be formally assessed through a training program or recognition process against one of the unit clusters below. OR 2. Have relevant holiday parks and resorts industry experience. Work that has involved the application of skills and knowledge described in one of the unit clusters below would be a satisfactory indicator for entry. The unit clusters for different pathways are: **Front office pathway** Application of the skills and knowledge of the following units or their equivalent: • *BSBSUS201 Participate in environmentally sustainable work practices* • *BSBWOR202 Organise and complete daily work activities* • *SITHACS008 Provide accommodation reception services* • *SITTIND002 Source and use information on the holiday park and resort industry* • *SITTTSL007 Process reservations* • *SITXCCS006 Provide service to customers* • *SITXCOM002 Show social and cultural sensitivity*

Qualification	Entry Requirement
	• *SITXWHS001 Participate in safe work practices* • *SITXWHS002 Identify hazards, assess and control safety risks* **Grounds maintenance pathway** Application of the skills and knowledge of the following units or their equivalent: • *BSBSUS201 Participate in environmentally sustainable work practices* • *BSBWOR202 Organise and complete daily work activities* • *RIISAM204D Operate small plant and equipment* • *SIFCBGM001 Provide general grounds care* • *SIFCBGM002 Maintain property and structures* • *SITTIND002 Source and use information on the holiday park and resort industry* • *SITXCCS006 Provide service to customers* • *SITXCOM002 Show social and cultural sensitivity* • *SITXWHS001 Participate in safe work practices* • *SITXWHS002 Identify hazards, assess and control safety risks* **Housekeeping pathway** Application of the skills and knowledge of the following units or their equivalent: • *BSBSUS201 Participate in environmentally sustainable work practices* • *BSBWOR202 Organise and complete daily work activities* • *SITHACS001 Clean premises and equipment* • *SITHACS002 Provide housekeeping services to guests* • *SITHACS003 Prepare rooms for guests* • *SITTIND002 Source and use information on the holiday park and resort industry* • *SITXCCS006 Provide service to customers* • *SITXCOM002 Show social and cultural sensitivity* • *SITXWHS001 Participate in safe work practices* • *SITXWHS002 Identify hazards, assess and control safety risks*

2.4 Pathways advice

The following pathways chart shows the pathways into and from qualifications that are possible with this Training Package.

SIT Tourism, Travel and Hospitality Training Package qualifications provide a clear progression from entry level to more senior, supervisory and management job roles.



In the tourism, travel and hospitality industries supervisors and managers regularly undertake operational duties. Executive chefs in restaurants, clubs and hotel environments still cook; tourism and travel managers sell and quote on travel products on a daily basis; managers in accommodation establishments will regularly take reservations and check-in guests.

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

2.4.1 Pathways into SIT qualifications

Direct entry is allowed for all *SIT Tourism, Travel and Hospitality Training Package* qualifications except the following which have an entry requirement:

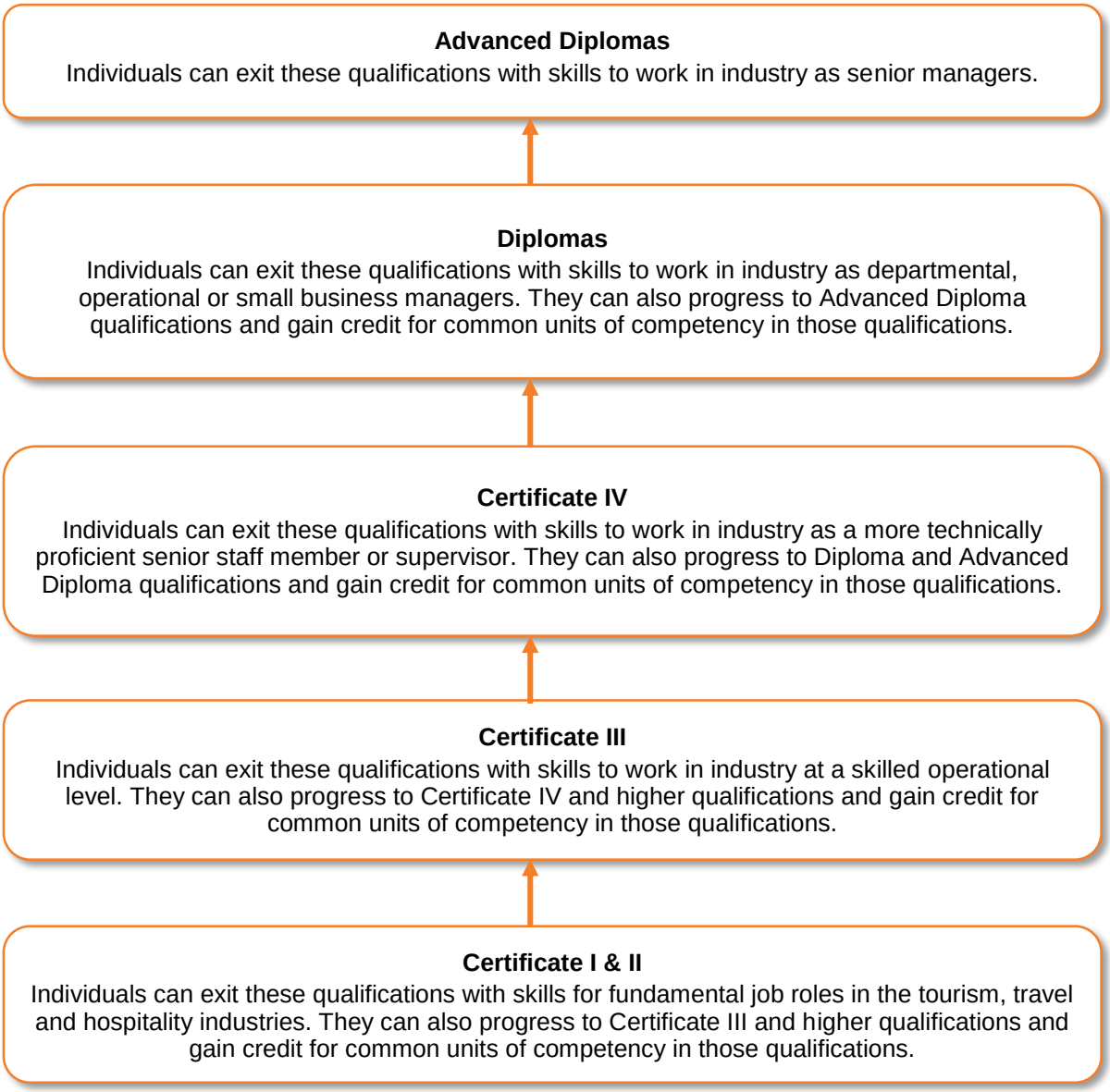
- *SIT40316 Certificate IV in Holiday Parks and Resorts*
- *SIT50216 Diploma of Holiday Park and Resort Management.*

For all other qualifications, individuals may enter the qualification with no vocational experience, without prior achievement of any units of competency and without a lower level qualification in any discipline.

The tourism, travel and hospitality industries, however, highly recommend that individuals complete the relevant Certificate III qualification and gain vocational experience in industry before progressing to a Certificate IV qualification. Certificate IV qualifications provide for the acquisition of more senior or supervisory skills. Industry has an expectation that people in supervisory roles would have gained workplace experience in operational duties before coordinating the duties of others.

Industry also strongly recommends that individuals complete the relevant Certificate III qualification and gain vocational experience in industry before progressing to a Diploma or Advanced Diploma. These higher level qualifications provide for the acquisition of managerial skills at an operational and strategic level. Industry has an expectation that individuals would have gained workplace experience in operational duties before progressing to managerial roles of significant responsibility.

2.4.2 Pathways from SIT qualifications



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

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

2.4.3 Qualifications suited to VET delivered to secondary school students

SIT qualifications are designed to provide particular job outcomes at all AQF levels. All are regarded by the tourism, travel and hospitality industry as 'pathway or preparatory' study for other qualifications. For example, SIT20316 Certificate II in Hospitality provides for a variety of job outcomes that include bar attendant, porter and room attendant. Employers expect graduates with this qualification, and all SIT qualifications, to be ready to work and to be competent in the required skills. Delivery to secondary school students, therefore, must comply – in the same way as any other delivery – with the requirements outlined in the Training Package, including those for environments, equipment and assessors.

The following *SIT Tourism, Travel and Hospitality Training Package* qualifications are suitable for delivery to secondary school students:

- *SIT10116 Certificate I in Tourism (Australian Indigenous Culture)*
- *SIT10216 Certificate I in Hospitality*
- *SIT20116 Certificate II in Tourism*
- *SIT20216 Certificate II in Holiday Parks and Resorts*
- *SIT20316 Certificate II in Hospitality*
- *SIT20416 Certificate II in Kitchen Operations*
- *SIT20516 Certificate II in Asian Cookery.*

Part-time school-based apprenticeships and traineeships are delivered by RTOs in conjunction with on-the-job training provided by employers. This would be appropriate provided the requirements for the above qualifications can be met alongside the requirements for completion of the Senior Secondary Certificate of Education, e.g. HSC, VCE, WACE, etc.

Industry does not support the delivery of qualifications above Certificate II level to secondary school students.

2.4.4 Qualifications suited to Australian traineeships or apprenticeships

All *SIT Tourism, Travel and Hospitality Training Package* qualifications from Certificate II through to Advanced Diploma are suitable for an Australian Apprenticeship pathway:

2.5 Access and equity considerations

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

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

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

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

2.5.1 Reasonable adjustment

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

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

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

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

It is important that providers understand that the content of the unit cannot be changed as this describes a workplace outcome. For example, the workplace requires an individual to know the key features of food and beverage items on the menu in order to provide information to customers when undertaking *SITHFAB007 Serve food and beverage.*

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

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

2.6 Foundation skills

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

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

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

- Relevant skills essential to performance are explicit in the performance criteria, written in a way that reflects both the context and the skill level.
- Those skills essential to performance of a unit of competency that are NOT explicit in the performance criteria are summarised in the foundation skills field within the unit of competency, together with a description reflecting the workplace skill.

The foundation skill statements are specific to each unit of competency and explain what the person is doing with the foundation skill; for example, the specific numeracy and technology skills required in SITXINV002 to maintain the quality of perishable items.

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

An example from *SITXINV002 Maintain the quality of perishable items* is provided below.

Performance criteria
1.1. Conduct temperature checks on delivered goods ensuring they are within specified tolerances. **(numeracy, technology)**
1.2. Record temperature results according to organisational procedures. **(writing, numeracy)**
1.3. Identify deficiencies with delivered food items, and reject supply within scope of own responsibility, or report findings. **(problem solving, oral communication/writing)**
1.4. Choose and prepare correct environmental conditions for the storage of perishable supplies. **(planning and organising, technology)**
1.5. Date code all perishable supplies to maximise their use. **(writing, numeracy)**
1.6. Promptly store supplies in appropriate storage area to minimise wastage and avoid food contamination. **(planning and organising)**

2.1. Regularly check and adjust the environmental conditions of all storage areas and equipment to maintain perishable supplies at optimum quality. **(planning and organising, technology)** 2.2. Conduct temperature checks according to food safety procedures. and protect supplies from spoilage. **(numeracy, technology)** 2.3. Protect supplies from damage of cross-contamination and pests. 2.4. Rotate perishable supplies for maximum use according to expiration dates. **(reading, planning and organising)**
3.1. Regularly check perishable supplies for quality. **(planning and organising)** 3.2. Inspect items for animal and pest damage and report incidents of infestation. **(problem solving, oral communication/writing)** 3.3. Identify any deficiencies, and report findings or dispose of any non-usable supplies within scope of own responsibility. .**(problem solving, oral communication/writing)** 3.4. Safely dispose of spoilt stock and waste to minimise negative environmental impacts.

Foundation Skills	
Skill	**Description**
Writing skills to:	• write stock rotation labels and simple documents that record temperature results.
Oral communication skills to:	• make simple verbal reports on the disposal of perished supplies.
Numeracy skills to:	• read a thermometer correctly to measure temperatures • estimate times for regular temperature checks.
Technology skills to:	• use thermometers and adjust temperature and humidity controls on storage equipment.

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

Work in the tourism, travel and hospitality industry is diverse and involves varied environments and equipment. Particular risks to health and safety are as follows.

For frontline service personnel in hotels, pubs, taverns and clubs, injury from:

- violent robberies
- aggressive or intoxicated customers.

For those working in kitchens, injury and illness from:

- using hot stoves, ovens, deep fryers and dishwashers (burns)
- using knives and slicing machines (cuts and abrasions)
- slips, trips and falls from wet floors
- lifting, shifting and moving heavy pots, pans, stock and kitchen waste
- inhaling and ingesting, and skin and eye contact with, hazardous cleaning substances
- exposure to hot and cold environments, e.g. cool rooms.

For those working in bars and cellars, injury and illness from:

- using glass-washers (burns)
- using knives (cuts and abrasions)
- slips, trips and falls from wet floors
- lifting, shifting and moving heavy stock and bar waste
- inhaling and ingesting, and skin and eye contact with, hazardous cleaning substances
- inert gases and gas leaks in confined spaces.

For those working in grounds and facility maintenance, injury or illness from:

- use of power tools and heavy mechanical equipment (burns, cuts, abrasions and electric shock)
- lifting, shifting and moving heavy items and waste
- inhaling and ingesting, and skin and eye contact with, hazardous chemicals and cleaning substances
- exposure to extreme heat or cold.

For those working in tourism delivery (attractions, guiding, tour operations), injury or illness from:

- ride, vehicle, aircraft or vessel accidents
- accidents associated with outdoor recreation equipment or activities
- lifting, shifting and moving heavy items, such as luggage and camping equipment
- exposure to extreme heat and cold, storms, floods and bushfires
- wild animals and local wildlife.

Learners in the workplace or simulated environment are equally exposed to these risks. These risks can be managed through:

- following procedures to manage risks
- providing suitable personal protective equipment
- work health and safety induction and training
- involving learners in hazard identification and risk assessment practices
- close supervision by trainers, assessors, workplace supervisors and managers.

Each qualification in the *SIT Tourism, Travel and Hospitality Training Package* contains work health and safety unit(s) of competency requiring learners to achieve skills and knowledge to participate in, implement or manage safe work practices as appropriate to the qualification and job outcome. It is recommended that RTOs integrate the acquisition of these workplace skills and knowledge into daily training and assessment activities.

The *SIT Tourism, Travel and Hospitality Training Package* includes the following work health and safety (WHS) units of competency:

- *SITXWHS001 Participate in safe work practices*
- *SITXWHS002 Identify hazards, assess and control safety risks*
- *SITXWHS003 Implement and monitor work health and safety practices*
- *SITXWHS004 Establish and maintain a work health and safety system.*

2.8 Legal considerations for learners in the workplace or on placements

Legitimate work-based learning programs and placements give learners an opportunity to gain experience in the workplace. Under the *Fair Work Act 2009*, a vocational placement is a working arrangement where all of the following apply:

- the worker is not paid a wage
- it is a requirement of an Australian-based education or training course
- it is authorised under a law or administrative arrangement of the Commonwealth, or a State or Territory.

A learner in an arrangement that meets all of the above criteria is not covered by the Fair Work Act; and is not entitled to the minimum wages and other entitlements provided in the National Employment Standards and any applicable modern awards or agreement.

Refer: fairwork.gov.au/pay/student-placement-and-unpaid-work/pages/student-placements-work-experience-and-internships.aspx

Learners engaged as trainees or apprentices and those on work placements must comply with any general laws that regulate customer, business and employee interaction and should be inducted and supervised to ensure compliance.

Trainees, apprentices and learners gaining work experience are considered to be workers under work health and safety (WHS) law. Provisions of law relating to worker and employer responsibilities apply. Learners should be inducted and supervised to ensure compliance.

Individuals in the workplace, including learners, cannot be involved in the sale or service of alcohol or the provision of gambling services until they are 18 years old.

2.9 Resources and equipment

The assessment requirements for each unit of competency specify the equipment and other resources that must be provided by the RTO for assessment. This information is also relevant to delivery and is found in the Assessment Conditions field, which specifies:

- where the assessment must take place, the physical environment, e.g. an operational commercial bar, and indicates whether a simulated environment is appropriate
- what equipment must be provided for assessment, e.g. the fixtures and large and small equipment required to operate, for example, a bar
- what types of consumable resources or stock must be provided for assessment; e.g. commercial range of alcoholic and non-alcoholic beverages for a bar
- what workplace documentation must be provided, e.g. bar menus, wine lists, or cocktail recipes used in a bar
- if relevant, other people who must be present during assessment, e.g. customers with whom the bar attendant must interact.

2.10 Simulation

Simulation, set up for the purpose of assessment, involves two components:

- simulated environments
- simulated activities.

Some SIT units require a defined number of “service periods” as a part of the performance evidence in the assessment requirements. It is noted that whether the assessment takes place in a workplace or a simulated environment, a service period should be defined by the context of the work skill being assessed. Service periods do not necessarily align with shift periods worked.

For example a “service period” in a hospitality environment such as a restaurant may be a breakfast service, lunch service or dinner service. A “shift” worked in a restaurant may incorporate one or more of these service periods. A learner may work a shift that incorporates a breakfast service and a lunch service and although this is one “shift” worked, it may be used for two service periods for the purpose of assessment. However, the two service periods must be clearly defined and the start/set-up and finish/close of each service period must be clearly identified.

2.10.1 Simulated environments for assessment

Because assessment in the workplace is not always possible, each SIT unit of competency allows assessment to be conducted in a simulated environment. Whenever a simulated assessment is conducted it is essential that the environment is as realistic as possible. Assessment must be conducted in the specified environment using the equipment and resources mandated in the Assessment Conditions field of the Assessment Requirements. This involves:

- using the appropriate environment, for example an operational touring environment, an operational accommodation environment, an operational commercial kitchen, or an operational events context
- providing current equipment and technology: that which is typically available in a modern tourism, travel or hospitality business
- providing a diverse, comprehensive and commercially realistic range of consumable resources or stock
- providing workplace documents currently used in industry: those that are typically available in a tourism, travel or hospitality business, including items such as policies, procedures, product manuals, plans, and report templates
- providing sufficient numbers of equipment and resources to service the assessment needs of each learner; sharing and “taking turns” using inadequate numbers leads to down-time for tasks and does not allow learners to demonstrate their capacity to work within commercial speed, timing and productivity timeframes
- ensuring that other required people are present, e.g. customers or team members.

2.10.2 Simulated workplace activities for assessment

The tourism, travel and hospitality industries highly value graduates who are ready to work in their businesses because they have been exposed to industry conditions. Whenever a simulated assessment activity is conducted it is essential that industry-relevant conditions are provided; those as close to a real work situation as possible.

This can involve:

- providing sufficient customer traffic that allows:
    - prioritisation of tasks so that customers are served effectively in a logical sequence

    - learners to deal with multiple sales, service or operational tasks simultaneously
- integrating multiple competencies that an individual would naturally complete simultaneously as part of their job function
- learners working and communicating with multiple and varied team members, supervisors, managers and customers, including difficult ones
- requiring learners to work with commercial speed, timing and productivity
- building in a time and efficiency imperative, which might include:
    - deadlines for certain tasks
    - a number of items that must be produced within a set timeframe
    - a number of tasks that must be handled simultaneously
- expecting learners to deal with multiple and varied problems and prioritise competing tasks in given timeframes
- incorporating interruptions to work, typical of the workplace
- integrating health and safety issues, employment skills and compliance demands
- incorporating requirements to use the appropriate level of language, literacy and numeracy required by the work tasks
- asking learners practically oriented, applied knowledge questions.

2.11 Integrated (holistic) assessment

Holistic assessment brings together a number of units of competency, relevant to the business type, workplace and job role, that reflect actual workplace practices. The assessor should design integrated assessment activities to collect evidence for a number of units of competency together. Industry sees this realistic approach as essential for both delivery and assessment.

Related units of competency can be grouped together in a number of combinations for a logical integrated assessment. Any units of competency that relate to a job function can be combined to ensure an efficient and effective assessment process. The combination must be identified by the assessor to support the needs of industry businesses and job functions.

2.12 Assessor requirements

Assessors must meet certain requirements to assess units of competency in the *SIT Tourism, Travel and Hospitality Training Package*. These requirements align to the *Standards for Registered Training Organisations*. They also prescribe specific industry requirements to ensure that assessors have the correct vocational competency (occupational experience) to assess individuals against industry's standards.

SIT defines the requirements to be met by assessors on a unit by unit basis. Information is found in the Assessment Conditions field within the assessment requirements associated with each unit of competency. Requirements vary across units because they are tailored to the specific unit.

An example from *SITEEVT004 Provide event staging support*:

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

The Standards for Registered Training Organisations nominate that assessors must have:

- vocational competencies at least to the level being delivered and assessed; and
- current industry skills directly relevant to the training and assessment being provided; and
- current knowledge and skills in vocational training and learning that informs their training and assessment; and
- the appropriate assessor qualification or skill set.

This requires assessors to have the relevant vocational competencies for the units of competency they are assessing. For the tourism, travel and hospitality industries, vocational competency means that assessors must have relevant industry experience in the unit to fully understand the unit's workplace requirements and apply them to assessment.

In the above example, SIT defines this as having worked in industry for at least three years where they have applied the skills and knowledge contained in the unit of competency. This does not have to be in the events industry per se, as it is recognised that these skills could be gained when working in events, but likewise could be gained in other industries or sectors, such as venue management.

For many commercial cookery units, the requirement is:

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have achieved the Certificate III in Commercial Cookery or Certificate IV in Commercial Cookery to asses this unit as part of a Certificate III in Commercial Cookery or Certificate IV in Commercial Cookery qualification; and

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Currency of vocational competence, as required by the *Standards for Registered Training Organisations*, is crucial to the success of assessment outcomes for the tourism, travel and hospitality industries. It ensures that those involved in assessment processes have current industry knowledge, expertise in current operational practice, and knowledge of what workplace equipment is currently used so that assessments reflect up-to-date workplace practice.

In some cases RTOs may elect to use a collaborative approach to assessment, in order to meet the requirements for industry skills and knowledge and training and assessment competencies required under the assessor requirements.

Co-assessment allows for an individual who meets the three year industry experience requirement found in some SIT units to assess in collaboration with an individual who holds the necessary training and assessment qualifications and competencies under the Standards for Registered Training Organisations. Co-assessment requires both the industry party and the assessor party to work together to collect the evidence to determine competence. The final determination of competence is made by the qualified assessor, who determines that the evidence collected is valid and sufficient to meet the assessment requirement.

Co-assessment may involve the parties gathering the evidence in a face-to-face environment, for example when a learner is completing mandated service periods required in the performance evidence of a unit of competency, or it may involve one party sending evidence to the other for consideration.

It is important, when considering a co-assessment model, that the assessment tools used are explicit in terms of the requirements for evidence and that these requirements are explained in detail to those using them to gather the evidence of competence.

3.0 Links

3.1 General

Australian Apprenticeships
australianapprenticeships.gov.au/

Australian Skills Quality Authority (ASQA)
asqa.gov.au/

Australian Qualifications Framework
aqf.edu.au/

Department of Education and Training
education.gov.au/

Industry Skills Councils
isc.org.au

Training Accreditation Council of Western Australia (TAC)
tac.wa.gov.au/

Training.gov.au
training.gov.au

Victorian Registration and Qualifications Authority (VRQA)
vrqa.vic.gov.au/Pages/default.aspx

3.2 State and Territory Training Authority

Australian Capital Territory
det.act.gov.au/home

New South Wales
det.nsw.edu.au/

Northern Territory
det.nt.gov.au/

Queensland
training.qld.gov.au/

South Australia
www.skills.sa.gov.au

Tasmania
education.tas.gov.au/

Victoria
vrqa.vic.gov.au/

Western Australia
dtwd.wa.gov.au/

Appendix 1: Skill Sets in *SIT Tourism, Travel and Hospitality Training Package*

Cross-sector skill sets

SITSS00034	**Business Management**	
Description	A set of business management skills to equip individuals for work in any sector of the tourism, travel and hospitality industry.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package* and qualifications in *the BSB Business Services Training Package.*	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	BSBWRT401	Write complex documents
	SITXCCS008	Develop and manage quality customer service practices
	SITXCOM005	Manage conflict
	SITXFIN003	Manage finances within a budget
	SITXFIN004	Prepare and monitor budgets
	SITXHRM003	Lead and manage people
	SITXMGT001	Monitor work operations
	SITXMGT002	Establish and conduct business relationships
	SITXWHS003	Implement and monitor work health and safety practices
Target group	This skill set is for those tourism, travel and hospitality, industry personnel with frontline operational skills who require business management skills.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of business management skills to work in the tourism, travel and hospitality industry.	

SITSS00035	**Customer Service Management**	
Description	A set of skills to equip individuals managing quality customer service provision in any sector of the tourism, travel and hospitality industry.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITXCCS007	Enhance customer service experiences
	SITXCCS008	Develop and manage quality customer service practices
	SITXCOM005	Manage conflict

Target group	This skill set is for those tourism, travel and hospitality industry personnel with frontline customer service skills who require customer service management skills.
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to manage the delivery of quality customer service in the tourism, travel and hospitality industry.

SITSS00036	**Customer Service**	
Description	A set of skills to equip individuals to provide quality customer service when working in any sector of the tourism, travel and hospitality industry.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, guiding, and holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package.*	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITXCCS006	Provide service to customers
	SITXCOM002	Show social and cultural sensitivity
Target group	This skill set is for those tourism, travel and hospitality industry frontline service personnel who deal directly with customers on a daily basis.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to communicate effectively with, and provide quality service to, both internal and external customers.	

SITSS00037	**Essential Business Skills For A Franchisee**	
Description	A set of business skills to equip individuals managing a tourism, travel or hospitality franchise operation.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package* and qualifications in the *BSB Business Services Training Package.*	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	BSBFRA402	Establish a franchise
	SITXFIN004	Prepare and monitor budgets
	SITXFIN006	Manage revenue
	SITXHRM006	Monitor staff performance
	SITXWHS004	Establish and maintain a work health and safety system
Target group	This skill set is for individuals in the tourism, travel and hospitality industry responsible for managing a franchise operation.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to manage franchise operations in the tourism, travel and hospitality industry.	

SITSS00038	**Governance For Board Members**	
Description	A set of skills to equip individuals responsible for organisational governance.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package* and qualifications in *the BSB Business Services Training Package.*	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	BSBGOV401	Implement board member responsibilities
	BSBGOV402	Work within organisational structure
	SITXCOM005	Manage conflict
	SITXFIN002	Interpret financial information
	SITXGLC001	Research and comply with regulatory requirements
Target group	This skill set is for individuals taking on roles, including voluntary roles, as board and committee members who require governance skills for tourism, travel and hospitality organisations or special projects.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to effectively participate as a paid or voluntary board or committee member in the tourism, travel and hospitality industry.	

SITSS00039	**Mentoring And Supervision**	
Description	A set of mentoring and supervision skills to equip individuals for work in any sector of the tourism, travel and hospitality industry.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITXCOM005	Manage conflict
	SITXHRM001	Coach others in job skills
	SITXHRM003	Lead and manage people
	SITXMGT001	Monitor work operations
Target group	This skill set is for those tourism, travel and hospitality industry personnel with operational skills who require mentoring and supervisory skills.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of mentoring and supervisory skills to work in the tourism, travel and hospitality industry.	

SITSS00040	**Product Development For International Visitor Markets**	
Description	A set of skills to equip individuals to develop tourism products tailored to international visitor markets.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package* and qualifications in the *BSB Business Services Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	BSBMKG605	Evaluate international marketing opportunities
	SITTPPD007	Research and analyse tourism data
	SITTPPD008	Develop tourism products
Target group	This skill set is for senior tourism, travel and hospitality industry personnel working in strategic planning and product development roles for international markets.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to develop tourism products tailored to international visitor markets.	

SITSS00041	**Product Sales For International Visitor Markets**	
Description	A set of skills to equip individuals to package and sell tourism products tailored to international visitor markets.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITTPPD001	Package tourism products
	SITTTSL005	Sell tourism products and services
Target group	This skill set is for senior operational personnel working in tourism, travel and hospitality who package and sell tourism products to meet the preferences of international visitor markets.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to package and sell tourism products tailored to international visitor markets.	

SITSS00042	**Service For International Visitors**	
Description	A set of skills to equip individuals in cross-cultural communication and customer service for international visitors.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, guiding, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITXCCS006	Provide service to customers
	SITXCOM002	Show social and cultural sensitivity
	SITXLAN001	Conduct basic oral communication in a language other than English
Target group	This skill set is for those tourism, travel and hospitality industry frontline service personnel who deal directly with visitors from international markets on a daily basis.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to provide quality service tailored to the cultural and language needs of international visitors.	

SITSS00043	**Understanding Financial Concepts For Budgeting**	
Description	A set of skills to understand basic financial concepts in budget preparation and management to equip individuals for work in any sector of the tourism, travel and hospitality industry.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITXFIN002	Interpret financial information
	SITXFIN003	Manage finances within a budget
	SITXFIN004	Prepare and monitor budgets
Target group	This skill set is for those tourism, travel and hospitality industry personnel who have responsibility for budget preparation and management.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to understand basic financial concepts to effectively prepare and manage budgets.	

SITSS00062	**Online Engagement For Small Business**	
Description	A set of skills relating to social media management and website development and maintenance that equip individuals for work in a small business in the tourism, travel and hospitality industry.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITXEBS001	Use social media in a business
	SITXEBS002	Develop implement and monitor the use of social media in a business
	SITXEBS003	Build and launch a small business website
Target group	This skill set is for those tourism, travel and hospitality industry personnel responsible for managing the online presence of a small business.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills in social media management and website development and maintenance to work in the tourism, travel and hospitality industry.	

Events skill sets

SITSS00044	**Event Coordination**	
Description	A set of fundamental skills to equip individuals to work in event coordination.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality and events in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITEEVT002	Process and monitor event registrations
	SITEEVT008	Manage event staging components
Target group	This skill set is for individuals working in administrative roles where event coordination is sometimes required.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of fundamental event coordination skills.	

SITSS00045	**Event Development**	
Description	A set of skills to equip individuals in developing and funding event concepts.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality and events in the *SIT Tourism, Travel and Hospitality Training Package* and qualifications in the *CUS Music Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	CUAFIM501	Source funding for projects
	SITEEVT012	Develop event concepts
	SITEEVT013	Determine event feasibility
Target group	This skill set is for event personnel who work on event development and funding, including those involved in community and cultural events.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills required for initial event development and funding.	

Hospitality skill sets

SITSS00046	**Beverage Advice**	
Description	A set of skills to equip individuals in providing specialist advice on Australian wines and imported alcoholic beverages.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	Certification requirements apply at a state and territory level to individuals involved in the sale, service and promotional service of alcohol in licenced premises. Certification in some States relies on the achievement of SITHFAB002 Provide responsible service of alcohol. Responsible service of alcohol (RSA) legislative and knowledge requirements may differ across borders. Those developing training to support the RSA unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.	
Skill set requirements	**Unit code**	**Unit title**
	SITHFAB002	Provide responsible service of alcohol
	SITHFAB011	Provide advice on beers, spirits and liqueurs
	SITHFAB012	Provide advice on Australian wines
	SITHFAB017	Provide advice on food and beverage matching
Target group	This skill set is for frontline food and beverage service personnel working in hospitality, winery, retail and wholesale organisations, who provide specialist advice on alcoholic beverages.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to provide specialist advice on Australian wines and imported alcoholic beverages.	

SITSS00047	**Essential Business Skills For A Restaurant Manager**
Description	A set of skills to equip individuals to manage a restaurant.
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package* and qualifications in the *BSB Business Services Training Package*.
Licensing / regulatory information	Certification requirements apply at a state and territory level to individuals involved in the sale, service, and promotional service of alcohol in licenced premises. It also applies to the licensee who is ultimately responsible for managing the responsible service of alcohol (RSA). Certification in some States relies on the achievement of SITHFAB002 Provide responsible service of alcohol. Responsible service of alcohol (RSA) legislative and knowledge requirements differ across borders. Those developing training to support the RSA unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors. Certification requirements also apply at a state and territory level to individuals involved in food handling. Certification in some States relies on the achievement of SIXFSA001 Use hygienic practices for food safety. Food safety legislative and knowledge requirements may differ across borders. Those developing training to support the unit must consult the relevant state or territory food safety authority to determine any accreditation arrangements for courses, trainers and assessors.

Skill set requirements	**Unit code**	**Unit title**
	BSBMGT517	Manage operational plan
	SITHFAB002	Provide responsible service of alcohol
	SITXCCS008	Develop and manage quality customer service practices
	SITXFSA001	Use hygienic practices for food safety
	SITXHRM003	Lead and manage people
	SITXHRM004	Recruit, select and induct staff
	SITXWHS003	Implement and monitor work health and safety practices
Target group	This skill set is for restaurant managers with operational and service skills who require management skills to operate a restaurant.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills for restaurant management.	

SITSS00048	**Espresso Machine Operation**	
Description	A set of skills to equip individuals in preparing and selling espresso coffee beverages.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITHFAB005	Prepare and serve espresso coffee
	SITXCCS006	Provide service to customers
	SITXFIN001	Process financial transactions
	SITXFSA001	Use hygienic practices for food safety
Target group	This skill set is for espresso machine operators who prepare and sell espresso coffee beverages in cafés, restaurants, bars, clubs, and function and event venues.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to prepare and sell espresso coffee beverages.	

SITSS00049	**Food Advice**	
Description	A set of skills to equip individuals in providing specialist advice on a diverse range of food items and cuisines.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	Certification requirements apply at a state and territory level to individuals involved in the sale, service and promotional service of alcohol in licenced premises. Certification in some States relies on the achievement of SITHFAB002 Provide responsible service of alcohol. Responsible service of alcohol (RSA) legislative and knowledge requirements differ across borders. Those developing training to support the RSA unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.	
Skill set requirements	**Unit code**	**Unit title**

	SITHFAB002	Provide responsible service of alcohol
	SITHFAB016	Provide advice on food
	SITHFAB017	Provide advice on food and beverage matching
Target group	This skill set is for frontline food and beverage service personnel in hospitality environments such as fine dining restaurants, who provide specialist advice on a diverse range of food items and cuisines.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to provide specialist advice on a diverse range of food items and cuisines.	

SITSS00050	**Food Handling**	
Description	A set of skills to equip individuals for work in food handling to ensure food safety.	
Pathways information	Achievement of this unit provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package.*	
Licensing / regulatory information	Certification requirements apply at a state and territory level to individuals involved in food handling. Certification in some States relies on the achievement of SIXFSA001 Use hygienic practices for food safety. Food safety legislative and knowledge requirements may differ across borders. Those developing training to support the unit must consult the relevant state or territory food safety authority to determine any accreditation arrangements for courses, trainers and assessors.	
Skill set requirements	**Unit code**	**Unit title**
	SITXFSA001	Use hygienic practices for food safety
Target group	This skill set is for food handling personnel working in tourism, hospitality and catering organisations with permanent or temporary kitchen premises, and smaller food preparation or bar areas.	
Suggested words for statement of attainment	This unit of competency from the *SIT Tourism, Travel and Hospitality Training Package* provides a set of skills to work hygienically when handling food.	

SITSS00051	**Food Safety Supervision**	
Description	A set of skills to equip individuals in hygienic practices and handling food safely during the storage, preparation, display, service, and disposal of food.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	Certification requirements apply at a state and territory level to individuals involved in food handling or supervision. Certification in some States relies on the achievement of SIXFSA001 Use hygienic practices for food safety and SITXFSA002 Participate in safe food handling practices. Food safety legislative and knowledge requirements may differ across borders. Those developing training to support the SITXFSA001 and SITXFSA002 units must consult the relevant state or territory food safety authority to determine any accreditation arrangements for courses, trainers and assessors.	
Skill set requirements	**Unit code**	**Unit title**
	SITXFSA001	Use hygienic practices for food safety
	SITXFSA002	Participate in safe food handling practices

Target group	This skill set is for food handling personnel or food safety supervisors working in tourism, hospitality and catering organisations with permanent or temporary kitchen premises, and smaller food preparation or bar areas.
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to work hygienically when handling food and supervising the safety of food during its storage, preparation, display, service and disposal.

SITSS00052	**Hospitality Compliance**	
Description	A set of skills to equip individuals to work in compliance with laws of particular relevance to the hospitality industry.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	Certification requirements apply at a state and territory level to individuals involved in the sale, service, and promotional service of alcohol in licenced premises. Certification in some States relies on the achievement of SITHFAB002 Provide responsible service of alcohol. Responsible service of alcohol (RSA) legislative and knowledge requirements differ across borders. Those developing training to support the RSA unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors. Certification requirements also apply at a state and territory level to individuals involved in food handling or supervision. Certification in some States relies on the achievement of SIXFSA001 Use hygienic practices for food safety and SITXFSA002 Participate in safe food handling practices. Food safety legislative and knowledge requirements may differ across borders. Those developing training to support SITXFSA001 and SITXFSA002 must consult the relevant state or territory food safety authority to determine any accreditation arrangements for courses, trainers and assessors.	
Skill set requirements	**Unit code**	**Unit title**
	SITHFAB002	Provide responsible service of alcohol
	SITHGAM001	Provide responsible gambling services
	SITXFSA001	Use hygienic practices for food safety
	SITXFSA002	Participate in safe food handling practices
Target group	This skill set is for frontline hospitality service personnel whose jobs involve food handling, the sale and service of alcohol, and the provision of gaming services; and who must comply with laws of particular relevance to these job functions.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide frontline service personnel with the skills to work in compliance with laws of particular relevance to the hospitality industry.	

SITSS00053	**Housekeeping Service**	
Description	A set of skills to equip individuals in providing housekeeping services.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package.*	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITHACS001	Clean premises and equipment
	SITHACS002	Provide housekeeping services to guests
	SITHACS003	Prepare rooms for guests
	SITXWHS001	Participate in safe work practices
Target group	This skill set is for housekeeping attendants in commercial accommodation establishments.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills in providing housekeeping services.	

SITSS00054	**Kitchen Management**	
Description	A set of skills to equip individuals to manage the operation of a commercial kitchen.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the SIT Tourism, Travel and Hospitality Training Package and qualifications in the BSB Business Services Training Package.	
Licensing / regulatory information	Certification requirements apply at a state and territory level to individuals involved in food handling. Certification in some states relies on the achievement of SIXFSA001 Use hygienic practices for food safety. Food safety legislative and knowledge requirements may differ across borders. Those developing training to support the SITXFSA001 unit must consult the relevant state or territory food safety authority to determine any accreditation arrangements for courses, trainers and assessors.	
Skill set requirements	**Unit code**	**Unit title**
	BSBDIV501	Manage diversity in the workplace
	BSBSUS301	Implement and monitor environmentally sustainable work practices
	SITHKOP005	Coordinate cooking operations
	SITXCOM005	Manage conflict
	SITXFIN003	Manage finances within a budget
	SITXFSA001	Use hygienic practices for food safety
	SITXHRM003	Lead and manage people
	SITXMGT001	Monitor work operations
	SITXWHS003	Implement and monitor work health and safety practices
Target group	This skill set is for commercial cooks, including those who specialise in Asian cookery or patisserie, with a trade qualification who require kitchen management skills.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills for managing the operation of a commercial kitchen.	

SITSS00055	**Responsible Service Of Alcohol**	
Description	A set of skills to equip individuals for serving alcohol responsibly.	
Pathways information	Achievement of this unit provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	Certification requirements apply at a state and territory level to individuals involved in the sale, service and promotional service of alcohol in licenced premises. Certification in some states relies on the achievement of SITHFAB002 Provide responsible service of alcohol. Responsible service of alcohol (RSA) legislative and knowledge requirements differ across borders. Those developing training to support the RSA unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.	
Skill set requirements	**Unit code**	**Unit title**
	SITHFAB002	Provide responsible service of alcohol
Target group	This skill set is for personnel involved in the sale, service, and promotional service of alcohol in licensed premises. It also applies to the licensee who is ultimately responsible for managing the responsible service of alcohol.	
Suggested words for statement of attainment	This unit of competency from the *SIT Tourism, Travel and Hospitality Training Package* provides the skills and knowledge for individuals to responsibly sell or serve alcohol.	

SITSS00056	**Sommelier**	
Description	A set of skills to equip individuals in providing specialist advice on Australian and imported wine and other alcoholic beverages, and in coordinating wine service and sales.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	Certification requirements apply at a state and territory level to individuals involved in the sale, service and promotional service of alcohol in licenced premises. Certification in some states relies on the achievement of SITHFAB002 Provide responsible service of alcohol. Some responsible service of alcohol (RSA) legislative and knowledge requirements differ across borders. Those developing training to support the RSA unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.	
Skill set requirements	**Unit code**	**Unit title**
	SITHFAB002	Provide responsible service of alcohol
	SITHFAB011	Provide advice on beers, spirits and liqueurs
	SITHFAB012	Provide advice on Australian wines
	SITHFAB013	Provide advice on imported wines
	SITHFAB017	Provide advice on food and beverage matching
	SITHFAB020	Manage the sale or service of wine
	SITXFIN003	Manage finances within a budget

Target group	This skill set is for sommeliers working in hospitality organisations, wineries, and retail and wholesale liquor businesses, who provide specialist advice on alcoholic beverages and coordinate wine sales and service.
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to provide specialist advice on Australian and imported wine and other alcoholic beverages and to coordinate wine sales and service.

SITSS00057	**Supervision Of Cookery Apprentices**	
Description	A set of skills to equip individuals to supervise and mentor cookery apprentices.	
Pathways information	Achievement of these units provides credit towards Certificate IV qualifications in catering and commercial cookery in the *SIT Tourism, Travel and Hospitality Training Package* and qualifications in the *TAE Training and Education Training Package*.	
Licensing / regulatory information	Certification requirements apply at a state and territory level to individuals involved in food handling. Certification in some states relies on the achievement of SIXFSA001 Use hygienic practices for food safety. Food safety legislative and knowledge requirements may differ across borders. Those developing training to support the SITXFSA001 unit must consult the relevant state or territory food safety authority to determine any accreditation arrangements for courses, trainers and assessors.	
Skill set requirements	**Unit code**	**Unit title**
	SITHKOP005	Coordinate cooking operations
	SITXFSA001	Use hygienic practices for food safety
	SITXHRM001	Coach others in job skills
	TAEASS301B	Contribute to assessment
	TAEDEL404A	Mentor in the workplace
Target group	This skill set is for trade qualified cooks or chefs who are responsible for the supervision of apprentices in a commercial kitchen and play a role in the assessment process.	
Suggested words for statement of attainment	These units from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills for supervising and mentoring apprentices in a commercial kitchen.	

SITSS00058	**Environmentally Sustainable Hospitality And Restaurant Operations**	
Description	A set of skills to equip individuals to develop and implement environmentally sustainable work practices in the hospitality industry.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package* and qualifications in the *BSB Business Services Training Package.*	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	BSBSUS301	Implement and monitor environmentally sustainable work practices
	BSBSUS501	Develop workplace policy and procedures for sustainability
Target group	This skill set is for hospitality industry senior service personnel and managers who develop and implement environmentally sustainable work practices.	
Suggested words for statement of attainment	These units of competency from the B*SB Business Services Training Package* provide a set of skills to effectively develop and implement sustainable work practices for the hospitality industry.	

Tourism and travel skill sets

SITSS00059	**Airfare Construction**	
Description	A set of skills to equip individuals to construct normal, promotional and advanced airfares.	
Pathways information	Achievement of these units provides credit towards SIT30215 Certificate III in Travel.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITTTSL011	Source airfares for domestic flights
	SITTTSL012	Construct normal international airfares
	SITTTSL013	Construct promotional international airfares
	SITTTSL014	Construct advanced international airfares
Target group	This skill set is for specialist staff within travel agencies, tour wholesalers, consolidators and airlines who construct airfares.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to construct normal, promotional and advanced airfares.	

SITSS00060	**Grounds Keeping And Maintenance**	
Description	A set of skills to equip individuals to care for grounds and maintain property structures.	
Pathways information	Achievement of these units provides credit towards qualifications in Holiday Parks and Resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SIFCBGM001	Provide general grounds care
	SIFCBGM002	Maintain property and structures
	SITXCCS006	Provide service to customers
	SITXWHS001	Participate in safe work practices
	SITXWHS002	Identify hazards, assess and control safety risks
Target group	This skill set is for grounds keeping and maintenance staff in holiday parks and resorts.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills in grounds keeping and maintenance.	

SITSS00061	**Visitor Information Services**	
Description	A set of skills to equip individuals to service the information needs of visitors to the local area.	
Pathways information	Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the *SIT Tourism, Travel and Hospitality Training Package*.	
Licensing / regulatory information	No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.	
Skill set requirements	**Unit code**	**Unit title**
	SITTIND001	Source and use information on the tourism and travel industry
	SITTTSL001	Operate online information systems
	SITTTSL002	Access and interpret product information
	SITTTSL004	Provide advice on Australian destinations
	SITXCCS002	Provide visitor information
	SITXCCS006	Provide service to customers
Target group	This skill set is for individuals working in visitor information centres who provide information on the local area.	
Suggested words for statement of attainment	These units of competency from the *SIT Tourism, Travel and Hospitality Training Package* provide a set of skills to provide visitor information on the local area.	

Appendix 2: Packaging of Units in *SIT Tourism, Travel and Hospitality Training Package*

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

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

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
EVENTS (E)							
Events (EVT)							
SITEEVT001	Source and use information on the events industry			✓	✓	✓	
SITEEVT002	Process and monitor event registrations			✓	✓	✓	
SITEEVT003	Coordinate on-site event registrations			✓	✓	✓	
SITEEVT004	Provide event staging support			✓	✓		
SITEEVT005	Plan in-house events or functions				✓	✓	✓
SITEEVT006	Develop conference programs					✓	✓
SITEEVT007	Select event venues and sites					✓	✓
SITEEVT008	Manage event staging components			✓		✓	✓
SITEEVT009	Organise event infrastructure					✓	✓
SITEEVT010	Manage on-site event operations			✓		✓	✓
SITEEVT011	Research event trends and practice						✓
SITEEVT012	Develop event concepts						✓
SITEEVT013	Determine event feasibility						✓
SITEEVT014	Develop and implement event management plans						✓
SITEEVT015	Develop event transport plans						✓
SITEEVT016	Develop crowd management plans						✓
SITEEVT017	Develop multi-venue event plans						✓
SITEEVT018	Plan and allocate exhibition space						✓
SITEEVT019	Recruit and manage exhibitors						✓
HOSPITALITY (H)							
Accommodation Services (ACS)							
SITHACS001	Clean premises and equipment	✓	✓	✓	✓	✓	✓
SITHACS002	Provide housekeeping services to guests		✓	✓	✓	✓	✓
SITHACS003	Prepare rooms for guests		✓	✓	✓	✓	✓
SITHACS004	Launder linen and guest clothes		✓	✓	✓	✓	✓

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
SITHACS005	Provide porter services		✓	✓	✓	✓	✓
SITHACS006	Provide valet services			✓	✓	✓	✓
SITHACS007	Conduct night audit			✓	✓	✓	✓
SITHACS008	Provide accommodation reception services			✓	✓	✓	✓
Asian Cookery (ASC)							
SITHASC001	Prepare dishes using basic methods of Asian cookery		✓	✓	✓	✓	✓
SITHASC002	Prepare Asian appetisers and snacks		✓	✓	✓	✓	✓
SITHASC003	Prepare Asian stocks and soups		✓	✓	✓	✓	✓
SITHASC004	Prepare Asian sauces, dips and accompaniments		✓	✓	✓	✓	✓
SITHASC005	Prepare Asian salads		✓	✓	✓	✓	✓
SITHASC006	Prepare Asian rice and noodles		✓	✓	✓	✓	✓
SITHASC007	Prepare curry pastes and powders		✓	✓	✓	✓	✓
SITHASC008	Prepare Asian cooked dishes			✓	✓	✓	✓
SITHASC009	Prepare Asian desserts			✓	✓	✓	✓
SITHASC010	Prepare Japanese cooked dishes			✓	✓	✓	✓
SITHASC011	Prepare sashimi			✓	✓	✓	✓
SITHASC012	Prepare sushi			✓	✓	✓	✓
SITHASC013	Produce Japanese desserts			✓	✓	✓	✓
SITHASC014	Prepare dim sum			✓	✓	✓	✓
SITHASC015	Prepare Chinese roast meat and poultry dishes			✓	✓	✓	✓
SITHASC016	Prepare tandoori dishes			✓	✓	✓	✓
SITHASC017	Prepare Indian breads			✓	✓	✓	✓
SITHASC018	Prepare Indian sweetmeats			✓	✓	✓	✓
SITHASC019	Prepare Indian pickles and chutneys			✓	✓	✓	✓
Commercial Cookery and Catering (CCC)							
SITHCCC001	Use food preparation equipment	✓	✓	✓	✓	✓	✓
SITHCCC002	Prepare and present simple dishes	✓	✓	✓			
SITHCCC003	Prepare and present sandwiches	✓	✓	✓		✓	✓
SITHCCC004	Package prepared foodstuffs	✓	✓	✓	✓	✓	✓
SITHCCC005	Prepare dishes using basic methods of cookery		✓	✓	✓	✓	✓
SITHCCC006	Prepare appetisers and salads		✓	✓	✓	✓	✓
SITHCCC007	Prepare stocks, sauces and soups		✓	✓	✓	✓	✓
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes		✓	✓	✓	✓	✓
SITHCCC009	Produce cook-chill and cook-freeze foods		✓	✓	✓	✓	✓
SITHCCC010	Re-thermalise chilled and frozen foods		✓	✓	✓	✓	✓
SITHCCC011	Use cookery skills effectively		✓	✓	✓	✓	✓

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
SITHCCC012	Prepare poultry dishes			✓	✓	✓	✓
SITHCCC013	Prepare seafood dishes			✓	✓	✓	✓
SITHCCC014	Prepare meat dishes			✓	✓	✓	✓
SITHCCC015	Produce and serve food for buffets			✓	✓	✓	✓
SITHCCC016	Produce pates and terrines			✓	✓	✓	✓
SITHCCC017	Handle and serve cheese			✓	✓	✓	✓
SITHCCC018	Prepare food to meet special dietary requirements			✓	✓	✓	✓
SITHCCC019	Produce cakes, pastries and breads			✓	✓	✓	✓
SITHCCC020	Work effectively as a cook			✓	✓	✓	✓
SITHCCC021	Prepare specialised food items			✓	✓	✓	✓
SITHCCC022	Prepare portion-controlled meat cuts and meat products			✓	✓	✓	✓
Food and Beverage (FAB)							
SITHFAB001	Clean and tidy bar areas	✓	✓	✓	✓		
SITHFAB002	Provide responsible service of alcohol		✓	✓	✓	✓	✓
SITHFAB003	Operate a bar		✓	✓	✓	✓	✓
SITHFAB004	Prepare and serve non-alcoholic beverages		✓	✓	✓	✓	✓
SITHFAB005	Prepare and serve espresso coffee		✓	✓	✓	✓	✓
SITHFAB006	Provide room service		✓	✓	✓	✓	✓
SITHFAB007	Serve food and beverage		✓	✓	✓	✓	✓
SITHFAB008	Operate and monitor cellar systems			✓	✓	✓	✓
SITHFAB009	Conduct a product tasting for alcoholic beverages			✓	✓	✓	✓
SITHFAB010	Prepare and serve cocktails			✓	✓	✓	✓
SITHFAB011	Provide advice on beers, spirits and liqueurs			✓	✓	✓	✓
SITHFAB012	Provide advice on Australian wines			✓	✓	✓	✓
SITHFAB013	Provide advice on imported wines			✓	✓	✓	✓
SITHFAB014	Provide table service of food and beverage			✓	✓	✓	✓
SITHFAB015	Provide silver service			✓	✓	✓	✓
SITHFAB016	Provide advice on food			✓	✓	✓	✓
SITHFAB017	Provide advice on food and beverage matching			✓	✓	✓	✓
SITHFAB018	Provide gueridon service			✓	✓	✓	✓
SITHFAB019	Plan and monitor espresso coffee service				✓	✓	✓
SITHFAB020	Manage the sale or service of wine			✓		✓	✓
Gaming (GAM)							
SITHGAM001	Provide responsible gambling services		✓	✓	✓	✓	✓
SITHGAM002	Attend gaming machines		✓	✓	✓	✓	✓
SITHGAM003	Operate a TAB outlet		✓	✓	✓	✓	✓

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
SITHGAM004	Conduct Keno games		✓	✓	✓	✓	✓
SITHGAM005	Analyse and report on gaming machine data			✓	✓	✓	✓
SITHGAM006	Deal Baccarat games			✓	✓	✓	✓
SITHGAM007	Conduct Big Wheel games			✓	✓	✓	✓
SITHGAM008	Deal Blackjack games			✓	✓	✓	✓
SITHGAM009	Deal Poker games			✓	✓	✓	✓
SITHGAM010	Deal Pontoon games			✓	✓	✓	✓
SITHGAM011	Conduct Rapid Roulette games			✓	✓	✓	✓
SITHGAM012	Conduct Roulette games			✓	✓	✓	✓
SITHGAM013	Conduct Sic Bo games			✓	✓	✓	✓
SITHGAM014	Manage gaming activities					✓	✓
SITHGAM015	Attend casino gaming machines			✓	✓	✓	✓
SITHGAM016	Deal Caribbean Stud games			✓	✓	✓	✓
SITHGAM017	Deal Casino War games			✓	✓	✓	✓
SITHGAM018	Deal Mississippi Stud games			✓	✓	✓	✓
SITHGAM019	Conduct Rapid Baccarat games			✓	✓	✓	✓
SITHGAM020	Conduct Rapid Big Wheel games			✓	✓	✓	✓
SITHGAM021	Deal Three Card Poker games			✓	✓	✓	✓
Working in Industry (IND)							
SITHIND001	Use hygienic practices for hospitality service	✓	✓	✓	✓	✓	✓
SITHIND002	Source and use information on the hospitality industry		✓	✓	✓	✓	✓
SITHIND003	Use hospitality skills effectively		✓				
SITHIND004	Work effectively in hospitality service			✓	✓	✓	✓
Kitchen Operations (KOP)							
SITHKOP001	Clean kitchen premises and equipment	✓	✓	✓			
SITHKOP002	Plan and cost basic menus			✓	✓		
SITHKOP003	Plan and display buffets				✓	✓	✓
SITHKOP004	Develop menus for special dietary requirements				✓	✓	✓
SITHKOP005	Coordinate cooking operations				✓	✓	✓
SITHKOP006	Plan catering for events or functions				✓	✓	✓
SITHKOP007	Design and cost menus					✓	✓
SITHKOP008	Select catering systems					✓	✓
Patisserie (PAT)							
SITHPAT001	Produce cakes			✓	✓	✓	✓
SITHPAT002	Produce gateaux, torten and cakes			✓	✓	✓	✓

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
SITHPAT003	Produce pastries			✓	✓	✓	✓
SITHPAT004	Produce yeast-based bakery products			✓	✓	✓	✓
SITHPAT005	Produce petits fours			✓	✓	✓	✓
SITHPAT006	Produce desserts			✓	✓	✓	✓
SITHPAT007	Prepare and model marzipan				✓	✓	✓
SITHPAT008	Produce chocolate confectionery				✓	✓	✓
SITHPAT009	Model sugar-based decorations				✓	✓	✓
SITHPAT010	Design and produce sweet buffet showpieces				✓	✓	✓
TOURISM (T)							
Guiding (GDE)							
SITTGDE001	Interpret aspects of local Australian Indigenous culture	✓	✓	✓	✓		
SITTGDE002	Work as a guide			✓	✓		
SITTGDE003	Provide arrival and departure assistance			✓	✓		
SITTGDE004	Lead tour groups			✓	✓	✓	✓
SITTGDE005	Prepare and present tour commentaries or activities			✓	✓	✓	✓
SITTGDE006	Develop and maintain the general and regional knowledge required by guides			✓	✓	✓	✓
SITTGDE007	Research and share information on Australian Indigenous cultures			✓	✓	✓	✓
SITTGDE008	Prepare specialised interpretive content on flora, fauna and landscape			✓	✓	✓	✓
SITTGDE009	Prepare specialised interpretive content on marine environments			✓	✓	✓	✓
SITTGDE010	Prepare specialised interpretive content on cultural and heritage environments			✓	✓	✓	✓
SITTGDE011	Coordinate and operate tours				✓	✓	✓
SITTGDE012	Manage extended touring programs				✓		
Working in Industry (IND)							
SITTIND001	Source and use information on the tourism and travel industry		✓	✓	✓	✓	✓
SITTIND002	Source and use information on the holiday park and resort industry		✓	✓			
Planning and Product Development (PPD)							
SITTPPD001	Package tourism products				✓	✓	
SITTPPD002	Develop interpretive activities				✓	✓	
SITTPPD003	Coordinate and operate sustainable tourism activities				✓	✓	
SITTPPD004	Develop in-house recreational activities				✓	✓	
SITTPPD005	Develop host community awareness of tourism					✓	✓
SITTPPD006	Assess tourism opportunities for local communities					✓	✓
SITTPPD007	Research and analyse tourism data					✓	✓

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
SITTPPD008	Develop tourism products						✓
SITTPPD009	Develop environmentally sustainable tourism operations						✓
SITTPPD010	Develop culturally appropriate tourism operations						✓
SITTPPD011	Develop and implement local or regional tourism plan						✓
Tour Operations (TOP)							
SITTTOP001	Load touring equipment and supplies			✓	✓	✓	✓
SITTTOP002	Provide outdoor catering			✓	✓	✓	✓
SITTTOP003	Allocate tour or activity resources				✓	✓	✓
SITTTOP004	Set up and operate a camp site				✓	✓	✓
SITTTOP005	Operate tours in a remote area				✓	✓	✓
Tourism Sales and Operations (TSL)							
SITTTSL001	Operate online information systems		✓	✓			
SITTTSL002	Access and interpret product information		✓	✓	✓	✓	✓
SITTTSL003	Provide advice on international destinations			✓	✓	✓	✓
SITTTSL004	Provide advice on Australian destinations			✓	✓	✓	✓
SITTTSL005	Sell tourism products and services			✓	✓	✓	✓
SITTTSL006	Prepare quotations			✓	✓	✓	✓
SITTTSL007	Process reservations			✓	✓	✓	✓
SITTTSL008	Book supplier products and services			✓	✓	✓	✓
SITTTSL009	Process travel-related documentation		✓	✓	✓	✓	✓
SITTTSL010	Use a computerised reservations or operations system			✓	✓	✓	✓
SITTTSL011	Source airfares for domestic flights			✓	✓	✓	✓
SITTTSL012	Construct normal international airfares			✓	✓	✓	✓
SITTTSL013	Construct promotional international airfares			✓	✓	✓	✓
SITTTSL014	Construct advanced international airfares			✓	✓	✓	✓
SITTTSL015	Administer billing and settlement plans			✓	✓	✓	✓
SITTTSL016	Provide specialist advice on cruises			✓	✓	✓	✓
SITTTSL017	Maintain product inventories				✓	✓	✓
Venue and Facility Operations (VAF)							
SITTVAF001	Load and unload a ride		✓	✓			
SITTVAF002	Operate a ride location		✓	✓			
SITTVAF003	Operate a games location			✓			
SITTVAF004	Tow and site recreational vehicles			✓	✓		
SITTVAF005	Fill LPG gas cylinders			✓	✓		

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
CROSS-SECTOR (X)							
Client and Customer Service (CCS)							
SITXCCS001	Provide customer information and assistance	✓	✓	✓			
SITXCCS002	Provide visitor information		✓	✓	✓	✓	✓
SITXCCS003	Interact with customers		✓				
SITXCCS004	Provide lost and found services			✓	✓	✓	✓
SITXCCS005	Provide club reception services			✓	✓	✓	✓
SITXCCS006	Provide service to customers			✓	✓		
SITXCCS007	Enhance customer service experiences				✓	✓	✓
SITXCCS008	Develop and manage quality customer service practices					✓	✓
Communication and Teamwork (COM)							
SITXCOM001	Source and present information	✓	✓	✓			
SITXCOM002	Show social and cultural sensitivity		✓	✓	✓		
SITXCOM003	Provide a briefing or scripted commentary		✓	✓			
SITXCOM004	Address protocol requirements			✓	✓	✓	✓
SITXCOM005	Manage conflict				✓	✓	✓
Crisis Management (CRI)							
SITXCRI001	Respond to a customer in crisis			✓	✓	✓	
SITXCRI002	Manage a business continuity crisis					✓	✓
E-Business (EBS)							
SITXEBS001	Use social media in a business			✓	✓		
SITXEBS002	Develop, implement and monitor the use of social media in a business					✓	✓
SITXEBS003	Build and launch a small business website				✓	✓	✓
Finance (FIN)							
SITXFIN001	Process financial transactions		✓	✓	✓	✓	
SITXFIN002	Interpret financial information				✓	✓	✓
SITXFIN003	Manage finances within a budget			✓	✓	✓	✓
SITXFIN004	Prepare and monitor budgets					✓	✓
SITXFIN005	Manage physical assets						✓
SITXFIN006	Manage revenue						✓
Food Safety (FSA)							
SITXFSA001	Use hygienic practices for food safety	✓	✓	✓	✓	✓	✓
SITXFSA002	Participate in safe food handling practices		✓	✓	✓	✓	✓

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
SITXFSA003	Transport and store food		✓	✓	✓	✓	✓
SITXFSA004	Develop and implement a food safety program				✓	✓	✓
Governance and Legal Compliance (GLC)							
SITXGLC001	Research and comply with regulatory requirements					✓	✓
Human Resource Management (HRM)							
SITXHRM001	Coach others in job skills			✓	✓	✓	
SITXHRM002	Roster staff				✓	✓	✓
SITXHRM003	Lead and manage people				✓	✓	✓
SITXHRM004	Recruit, select and induct staff					✓	✓
SITXHRM005	Manage volunteers					✓	✓
SITXHRM006	Monitor staff performance					✓	✓
Inventory (INV)							
SITXINV001	Receive and store stock		✓	✓	✓		
SITXINV002	Maintain the quality of perishable items		✓	✓	✓	✓	✓
SITXINV003	Purchase goods			✓	✓	✓	
SITXINV004	Control stock				✓	✓	✓
SITXINV005	Establish stock purchasing and control systems						✓
Languages other than English (LAN)							
SITXLAN001	Conduct basic oral communication in a language other than English		✓	✓			
SITXLAN002	Conduct routine oral communication in a language other than English		✓	✓			
SITXLAN003	Conduct oral communication in a language other than English			✓	✓	✓	
SITXLAN004	Conduct complex oral communication in a language other than English			✓	✓	✓	
SITXLAN005	Read and write information in a language other than English			✓	✓	✓	
SITXLAN006	Read and write documents in a language other than English			✓	✓	✓	
Management and Leadership (MGT)							
SITXMGT001	Monitor work operations				✓	✓	✓
SITXMGT002	Establish and conduct business relationships					✓	✓
SITXMGT003	Manage projects					✓	✓
Marketing and Public Relations (MPR)							
SITXMPR001	Coordinate production of brochures and marketing materials				✓	✓	✓
SITXMPR002	Create a promotional display or stand				✓	✓	✓
SITXMPR003	Plan and implement sales activities				✓	✓	✓

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
SITXMPR004	Coordinate marketing activities				✓	✓	✓
SITXMPR005	Participate in cooperative online marketing initiatives				✓	✓	✓
SITXMPR006	Obtain and manage sponsorship					✓	✓
SITXMPR007	Develop and implement marketing strategies					✓	✓
SITXMPR008	Prepare and present proposals					✓	✓
Work Health and Safety (WHS)							
SITXWHS001	Participate in safe work practices	✓	✓	✓	✓		
SITXWHS002	Identify hazards, assess and control safety risks			✓	✓	✓	✓
SITXWHS003	Implement and monitor work health and safety practices				✓	✓	
SITXWHS004	Establish and maintain a work health and safety system						✓

Appendix 3: Unit of Competency and Assessment Requirements Explained

Each Unit of Competency follows this format:

UNIT CODE Version indicators (A, B etc.) have been removed. Subsequent versions of units will be given a new and unique code.	Units are coded in sequence from 001 onwards, for example SITHFABS001 – 020 Food and Beverage. SI = Service Industries T = Training Package identifier (Tourism, Travel and Hospitality) H = Sector (Hospitality) Codes no longer contain an AQF indicator which previously identified where a unit of competency was first packaged in a qualification. Units do not have an AQF level; qualifications do. Inclusion caused confusion for RTO users when selecting electives and RTO auditors when checking compliance with packaging rules. Some believed, for example, that a unit of competency with an AQF indicator 3 or 4, should not or cannot be packaged in a Diploma qualification. Users should: • read the unit of competency in its entirety to determine the complexity of skills and knowledge covered • read the Application statement which describes to whom the unit applies • refer to the table in this Companion Volume Implementation Guide to check where units of competency first appear in a qualification.
UNIT TITLE	Titles tell the user at a glance what the unit is about and describe the skill succinctly in workplace language. Changes for clarity include: • Titles changed for consistency with other units of the same type e.g. SITXEVT301 Access information on event industry operations updated to SITEEVT001 Source and use information on the events industry • Titles changed to plural e.g. SITXEVT601 Research event industry trends and practice updated to SITEEVT011 Research event trends and practices • Titles changed from Produce to Prepare to better reflect cookery tasks e.g. SITHASC201 Produce dishes using basic methods of Asian cookery updated to SITHASC001 Prepare dishes using basic methods of Asian cookery • Titles changed to better meet content of unit e.g. SITTTOP301 Load touring equipment updated to SITTTOP001 Load touring equipment and supplies.
APPLICATION This combines the unit Descriptor and Application statement in previous units.	This statement introduces the unit, assists users to understand its complexity, and includes the following information: • a brief description of unit content • who performs the function described by the unit and at what level of workplace responsibility • typical job titles to clarify the unit's applicability to different jobs • the unit's relationship to any specific occupational licensing, certification or laws; where none exist this is stated.
PREREQUISITE UNIT	Where there is a prerequisite unit, the code and title are shown. Where none exist, the entry is shown as 'Nil'.
COMPETENCY FIELD	Units are divided into a number of fields which describe similar functions, e.g. customer service, commercial cookery and catering, tour operations.

UNIT SECTOR	Units are categorised as: • Events (E) • Cross-Sector (X) • Hospitality (H) • Tourism (T)
ELEMENTS	**PERFORMANCE CRITERIA**
Elements break down and describe the key outcomes which make up the Unit of Competency	Performance Criteria describe the performance needed to demonstrate the achievement of the element – breaks down the element into smaller measurable "tasks".

FOUNDATION SKILLS

This section describes the language, literacy, numeracy and employment skills that are essential to performance and which must be assessed along with technical skills. Not every unit will contain every foundation skill.

Foundation skills can include:

- reading
- writing
- oral communication
- numeracy
- learning
- problem-solving
- initiative and enterprise
- teamwork
- planning and organising
- self-management
- technology

They will only be described in this section of the unit if they are not explicit in the performance criteria, or where a more detailed description will assist trainers and assessors to understand the unit-specific requirements and level of foundation skill required.

RANGE OF CONDITIONS

This is an optional field in units. If used, the Range of Conditions cannot provide long explanatory lists of things that might apply. **It is not** used in the way that Range Statements were previously.

Anything identified is mandatory for performance in a job and, therefore, must be assessed.

Any Range of Conditions statements can only provide details of essential but different work environments or operating conditions.

Information in previous Range Statements has been moved – "must" statements.

Some important content previously in Range Statements moved to other fields for a better fit. Look in:

- performance evidence (e.g. essential products or techniques)
- knowledge evidence
- assessment conditions (e.g. equipment).

Some SIT units include Range of Conditions but a number of non-essential items have been deleted.

UNIT MAPPING INFORMATION	Specifies code and title of any equivalent unit of competency from SIT12. Does not include detailed information about changes to a unit of competency. Full details are provided in a mapping table of units of competency in this Companion Volume Implementation Guide.
LINKS	This provides a hyperlink to the Companion Volume Implementation Guide.

Each Assessment Requirements follows this format:

TITLE	Assessment Requirements for [unit of competency code and title]
PERFORMANCE EVIDENCE This field replaces but is not the same as **Critical Aspects**. Critical aspects summarised the essence of a rigorous assessment. Performance evidence is very specific.	Performance evidence specifies the mandatory: • types of product and process evidence • volume and/or frequency of product or process evidence. This section uses sufficiency, consistency and adaptability as guiding principles for valid assessment. In other words, what does an individual have to do to prove they: • are competent in the unit? (e.g. prove they can prepare quotations) • can complete all the tasks described by the performance criteria? • have all the necessary foundation skills? • have all the knowledge to effectively perform the work task? • can consistently demonstrate the outcomes? • can adapt to different situations or product requirements? Performance evidence statements stipulate the type and amount of evidence that a learner must provide and an assessor must collect. The requirements for assessment are clear, measurable, auditable and standardised across all RTOs.
KNOWLEDGE EVIDENCE This field replaces **Required Knowledge.**	Knowledge evidence specifies: • what the individual must know in order to effectively complete the work task described in the unit of competency • the breadth and depth of what the individual must know • the amount of evidence that must be collected. Knowledge evidence relates directly to the performance criteria and can relate to Range of Conditions, if included.
ASSESSMENT CONDITIONS This field includes information previously contained in: • Context of and specific resources for assessment and • Assessment Guidelines.	This field stipulates mandatory conditions for assessment of the unit of competency. It lists all the things that an RTO must provide. It specifies: • where the assessment must take place and the physical environment, and indicates whether a simulated environment is allowed • what equipment must be provided for assessment • what types of consumable resources or stock must be provided for assessment • what workplace documentation must be provided • if relevant, other people who must be present during assessment, e.g. customers or team members • any essential time or timing requirements • the competency requirements for assessors, including requirements for industry experience and vocational qualifications.
LINKS	This provides a hyperlink to the Companion Volume Implementation Guide.

Appendix 4: Mandatory Equipment and Resource Requirements

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
EVENTS (E)					
Events (EVT)					
SITEEVT001 Source and use information on the events industry	Skills must be demonstrated in an operational events business or activity. This can be: • an industry workplace • a simulated industry environment.	• communication technology and information programs used to source industry information.		• information on current events industry practice, products and services from: ◦ accredited operators ◦ associations and organisations ◦ journals ◦ seminars ◦ colleagues ◦ media ◦ personal observations and experience ◦ reference books ◦ training courses ◦ unions ◦ the internet • information on codes of conduct, membership and benefits distributed by: ◦ industry associations ◦ accreditation operators ◦ unions • plain English documents issued by government regulators that describe	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				• laws specifically relevant to the events industry.	
SITEEVT002 Process and monitor event registrations	Skills must be demonstrated in an operational events business or activity where event registrations are processed and monitored. This can be: • an industry workplace • a simulated event set up for the purpose of skills assessment.			• event registration documentation: ◦ event program ◦ event schedules ◦ event inclusions and costs ◦ information or sales kit ◦ confirmation letters ◦ credit notes ◦ invoices ◦ name lists ◦ participant name badge or identification document ◦ receipts ◦ service vouchers ◦ site maps ◦ sponsor advertisements ◦ tickets • comprehensive operational and capacity information for venues and sites for the events listed in the performance evidence.	• event registrants with whom the individual can interact; these can be: ◦ registrants in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITEEVT003 Coordinate on-site event registrations	Skills must be demonstrated in an operational events business or activity where event registrations are coordinated. This can be:	• industry current technology and software for processing on-site event registrations.	• registration equipment and materials: ◦ attendee kits ◦ cash float ◦ computer ◦ display stands ◦ event program and running sheet ◦ lanyards	• industry current templates for: ◦ attendee lists ◦ financial administration of on-site event payments ◦ registration reports • event registration documentation:	• venue or site personnel with whom the individual can interact • industry-realistic ratios of registration staff to attendees; these can be: ◦ in an industry workplace who are assisted by the individual during

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• an industry workplace • a simulated event set up for the purpose of skills assessment. • venues or sites where events are operated with a designated on-site registration area.		◦ name badge or identification documents ◦ promotional display materials ◦ receipts ◦ service vouchers ◦ signage ◦ site maps ◦ stationery ◦ tickets.	◦ attendance lists per session, site, venue or table ◦ event programs ◦ event schedules ◦ inclusions and costs ◦ name lists ◦ payment status ◦ special requests ◦ venue or site agreements • organisational procedures for processing on-site registrations.	◦ the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organization.
SITEEVT004 Provide event staging support	Skills must be demonstrated in an operational events business or activity where event staging support is required. This can be: • an industry workplace • a simulated event set up for the purpose of skills assessment.	• technical equipment and production services from the following list as required for the event: ◦ audiovisual ◦ costumes ◦ props ◦ pyrotechnics ◦ rigging ◦ sets ◦ sound and lighting ◦ special effects ◦ stage design and construction ◦ venue styling.		• operational documentation used to manage on-site event staging: ◦ briefing papers ◦ contact numbers for contractors and emergency services ◦ event program and scheduled time for activities ◦ event orders ◦ itemised lists of resources ◦ layout plan for venue or site ◦ plans and procedures ◦ registration reports ◦ running sheets for delivery of event ◦ service vouchers ◦ signage ◦ site maps ◦ staffing rosters.	• venue personnel, event staging and technical production specialists with whom the individual can interact; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITEEVT005 Plan in-house events or functions	Skills must be demonstrated in an operational events business or activity where in-house events and functions are planned. This can be: • an industry workplace • a simulated event set up for the purpose of skills assessment.	• computerised operations system currently used in the events industry to administer event planning functions • technical equipment and services from the following list as required for the event: ◦ audiovisual ◦ rigging ◦ stage design and construction ◦ venue styling.		• current and comprehensive event venue information: ◦ product information within sales kits, brochures, product manuals, information kits or information databases ◦ site specifications, operational and capacity information ◦ technical production and staging specifications ◦ access and security details ◦ car parking facilities • industry current template documents for: ◦ event proposals ◦ event run sheet ◦ event documentation issued to customers: ▪ booking conditions ▪ confirmation letters ▪ contracts ▪ invoices ◦ event operational documentation ◦ floor plans ◦ menus.	• event operations team, internal personnel, external suppliers and customers with whom the individual can interact; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITEEVT006 Develop conference programs	Skills must be demonstrated in an operational events context where development of a conference program is required. This can be: • a live event • a simulated event, set up for the purpose of skills assessment.	• computers and word processing software to produce conference programs.		• dedicated conference budgets • current industry documentation relating to at least three different conference venues: ◦ audio visual ◦ banquet event orders ◦ floors plans ◦ insurance and indemnity ◦ menus ◦ venue access information ◦ venue requirements • organisational templates: ◦ booking forms ◦ event run sheets ◦ registration reports ◦ risk assessments ◦ sign-in and sign-out records.	• stakeholders with whom the individual consults and develops a conference program; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITEEVT007 Select event venues and sites	Skills must be demonstrated in an operational events context where the selection of event venues and sites is required. This can be: • a live event • a simulated event set up for the purpose of skills assessment. • venues and sites where events are operated.			• dedicated event budgets • comprehensive event plans • current and comprehensive event venue and site information: ◦ product information within sales kits, brochures, product manuals, supplier information kits or information databases ◦ site specifications, operational and	• event stakeholders with whom the individual consults • venue personnel and an event operational team with whom the individual liaises during the selection process; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				◦ capacity information ◦ technical production and staging specifications • industry current template venue or site specifications for the staging of events.	plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITEEVT008 Manage event staging components	Skills must be demonstrated in an operational events context where selection of event staging is required. This can be: • a live event • a simulated event set up for the purpose of skills assessment. • venues and sites where events are operated.			• dedicated event budgets • comprehensive event plans • formal communications plans • current industry documentation and publications relating to staging products and services.	• interaction with contractors to select and manage event staging requirements, and • stakeholders, for whom the event is organised; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITEEVT009 Organise event infrastructure	Skills must be demonstrated in an operational events context where event			• comprehensive event plans • dedicated event budgets • formal communications plans.	• suppliers, local authorities and stakeholders with whom the individual can interact; these can be: ◦ in an industry workplace who are

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	infrastructure is required. This can be: • a live event • a simulated event set up for the purpose of skills assessment. • venues and sites where infrastructure is required.				◦ assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITEEVT010 Manage on-site event operations	Skills must be demonstrated in an operational events context where the management of on-site event operations is required. This can be: • a live event • a simulated industry event set up for the purpose of skills assessment. • venues and sites where events are operated.	• computers, software programs and printers currently used by the events industry to prepare event documentation • two-way communication equipment for on-site management.		• dedicated event budgets • industry current operational documents used to facilitate effective on-site management: ◦ briefing papers ◦ contact numbers for contractors and/or emergency services ◦ copies of agreements with contractors and/or clients ◦ event program and scheduled time for activities ◦ event orders ◦ incident reports ◦ itemised lists of resources, suppliers and costs ◦ layout plan for venue or site	• client's internal event team members, venue personnel and external contractors with whom the individual can interact; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				◦ plans and procedures ◦ registration reports ◦ risk assessments ◦ running sheet for delivery of event ◦ service vouchers ◦ signage ◦ sign-in and sign-out sheets ◦ site maps ◦ staffing rosters.	
SITEEVT011 Research event trends and practice	Skills must be demonstrated in an operational events business or activity where research of event trends and practice is required. This can be: • an industry workplace • a simulated industry environment.	•		• communication technology and information programs used to source industry information • a current and varied range of general and specialised information sources.	• industry professionals with whom the individual can collaborate.
SITEEVT012 Develop event concepts	Skills must be demonstrated in an operational events context where development of event concepts is required. This can be: • a live event • a simulated event set up for the purpose of skills assessment.			• industry current implementation specifications and templates for: ◦ briefs for work ◦ concept specification ◦ operational plan ◦ resource breakdown ◦ staging requirements.	• stakeholders with whom the individual can consult; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					assessment, in a simulated industry environment operated within a training organisation.
SITEEVT013 Determine event feasibility	Skills must be demonstrated in an operational events context where determining event feasibly is required. This can be: • a live event • a simulated event set up for the purpose of skills assessment.			• dedicated event budgets • comprehensive event plans • current industry data and information sources to inform the feasibility analysis • formal communication plans.	• event stakeholders with whom the individual interacts; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITEEVT014 Develop and implement event management plans	Skills must be demonstrated in an operational events context where the development and implementation of event management plans is required. This can be: • a live event • a simulated industry event set up for the purpose			• formal communication plans • information to inform event plan development: ◦ dedicated event budgets ◦ event concept documents ◦ evaluation criteria.	• an events team with which the individual can interact, and • event stakeholders with whom the individual can liaise and negotiate; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	of skills assessment.				◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITEEVT015 Develop event transport plans	Skills must be demonstrated in an operational events business context where development of event transport plans is required. This can be: • a live event • a simulated industry event set up for the purpose of skills assessment.			• dedicated event budgets • comprehensive event plans • formal communications plans • current industry documentation and publications relating to transport options • geographic information for venues, sites and local area • operational information: ◦ contingency procedures ◦ emergency information and procedures ◦ event rosters, running sheets and schedules • route maps between venues and sites.	• event stakeholders with whom the individual consults; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITEEVT016 Develop crowd management plans	Skills must be demonstrated in an operational events context where the development of crowd	• venues and sites at which crowd management is required.		• current legal and other regulatory information on which to base crowd management planning	• stakeholders with whom the individual can interact as part of the planning process; these can be:

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	management plans is required. This can be: • a live event • a simulated industry event set up for the purpose of skills assessment.			• operational event information: ◦ contingency procedures ◦ evacuation procedures ◦ emergency contacts ◦ event or program information; rosters, event running sheets and schedules ◦ venue or site maps and traffic routes.	◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITEEVT017 Develop multi-venue event plans	Skills must be demonstrated in an operational events context where multi-venue event planning is required. This can be: • a live event • a simulated industry event set up for the purpose of skills assessment. • multiple venues and sites where events are operated.			• dedicated event budgets • comprehensive event plans • current industry documentation and publications relating to venues and sites • formal communications plans • operational information for multi-venue events: ◦ contingency procedures ◦ emergency information ◦ event rosters ◦ event running sheets ◦ event schedules across venues ◦ maps and other geographical information:	• an event operations team and event stakeholders with whom the individual consults, and • venue personnel with whom operational and communication strategies and procedures can be established; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				▪ route maps between venues and sites ▪ information for venues, sites and local area	simulated industry environment operated within a training organisation.
SITEEVT018 Plan and allocate exhibition space	Skills must be demonstrated in an operational events context where exhibition planning and space allocation is required. This can be: • a live exhibition • a simulated exhibition set up for the purpose of skills assessment. • venues and sites where exhibitions are staged.			• dedicated exhibition budgets • exhibition objectives • exhibitor profiles • current and comprehensive exhibition venue information: ◦ site specifications, floor plans, operational and capacity information ◦ technical production and staging specifications • formal communication plans.	• an exhibition operations team • exhibition stakeholders with whom the individual consults; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITEEVT019 Recruit and manage exhibitors	Skills must be demonstrated in an operational exhibition context where the recruitment and management of exhibitors is required. This can be: • a live exhibition • a simulated exhibition set up for the purpose of skills assessment. • venues and sites where exhibitions are staged.	• exhibitor kits.		• dedicated event budgets • comprehensive exhibition plans • formal communication plans • exhibitor contracts and agreements.	• exhibition stakeholders with whom the individual can consult and liaise with during the planning and operation of exhibitions and an exhibition operations team; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
HOSPITALITY (H)					
Accommodation Services (ACS)					
SITHACS001 Clean premises and equipment	Skills must be demonstrated in an operational commercial environment. This can be:	• fixtures: ◦ chairs ◦ desks ◦ lamps and light fittings ◦ mini bar or refrigerator	• cleaning agents and chemicals for hard and soft surfaces: ◦ acid-based products	• organisational specifications: ◦ equipment manufacturer instructions	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• an industry workplace • a simulated industry environment. • wet and dry areas to be cleaned, that include a range of different hard and soft surfaces.	◦ shower, bath or spa ◦ soft furnishings ◦ telephone ◦ television ◦ toilet ◦ vanity unit and hand basin ◦ wall mirrors • small equipment: ◦ bed linen and pillows ◦ crockery ◦ cutlery ◦ electric kettles or jugs ◦ fire extinguishers ◦ glassware ◦ radio or alarm clock ◦ tea and coffee making facilities ◦ towels and bathrobes ◦ waste paper bin and liners • cleaning equipment: ◦ electrically operated equipment: ▪ polishers ▪ scrubbers ▪ vacuum cleaners ◦ garbage receptacles ◦ manual equipment: ▪ brushes ▪ buckets ▪ dusters	◦ agents for specialised surfaces: ◦ glass ◦ wood ◦ cream cleansers ◦ deodorisers ◦ disinfectants ◦ laundry detergent ◦ multi-surface cleaners ◦ sanitisers ◦ spot cleaning agents ◦ pesticides.	◦ product manufacturer instructions ◦ procedures for cleaning premises and equipment ◦ standards for presentation of premises.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ mops ▪ pans ▪ tea towels ▪ toilet brushes ◦ range of cloths: ▪ dry ▪ dusting ▪ lint-free ▪ polishing ▪ wet • personal protective clothing: ◦ aprons ◦ breathing apparatus ◦ gloves ◦ goggles and masks ◦ headwear ◦ jackets ◦ overalls ◦ waterproof clothing and footwear.			
SITHACS002 Provide housekeeping services to guests	Skills must be demonstrated in an operational commercial accommodation environment. This can be: • an industry workplace • a simulated industry environment.	• small equipment: ◦ bathroom supplies: ▪ toilet rolls ▪ tissues ▪ various toiletries ◦ bed linen and pillows ◦ compendium, stationery and pens ◦ guest literature and information ◦ hair dryers		• organisational specifications: ◦ equipment manufacturer instructions ◦ customer service standards.	• guests with whom the individual can interact; these can be: ◦ guests in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ iron and ironing board ◦ laundry bags and lists ◦ tea and coffee making supplies.			activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHACS003 Prepare rooms for guests	Skills must be demonstrated in an operational commercial accommodation environment. This can be: • an industry workplace • a simulated industry environment. • guest rooms to be cleaned, that include a range of different hard and soft surfaces.	• fixtures: ◦ chairs ◦ desks ◦ lamps and light fittings ◦ mini bar or refrigerator ◦ shower, bath or spa ◦ vanity unit and hand basin ◦ toilet ◦ soft furnishings ◦ telephone ◦ television ◦ wall mirrors ◦ wardrobe and coat hangers ◦ various guest rooms with different sized beds • small equipment: ◦ bathroom supplies: ▪ toilet rolls ▪ tissues ▪ towels and bathrobes ▪ various toiletries	• cleaning agents and chemicals for hard and soft surfaces: ◦ acid-based products ◦ agents for specialised surfaces: ▪ glass ▪ wood ◦ cream cleansers ◦ deodorisers ◦ disinfectants ◦ laundry detergent ◦ multi-surface cleaners ◦ sanitisers ◦ spot cleaning agents ◦ pesticides.	• organisational specifications: ◦ equipment/supply checklists for cleaning trollies ◦ equipment manufacturer instructions ◦ maintenance reporting procedures ◦ product manufacturer instructions ◦ procedures for cleaning premises and equipment ◦ procedures for reporting suspicious items or occurrences ◦ room servicing schedules.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ bed linen and pillows ◦ compendium, stationery and pens ◦ crockery ◦ cutlery ◦ door signage and door stoppers ◦ electric kettles or jugs ◦ fire extinguishers ◦ glassware ◦ guest literature and information ◦ hair dryers ◦ iron and ironing board ◦ laundry bags and lists ◦ radio or alarm clock ◦ tea and coffee making facilities ◦ waste paper bin and liners • cleaning equipment: ◦ electrically operated equipment: ▪ polishers ▪ scrubbers ▪ vacuum cleaners ◦ garbage receptacles ◦ manual equipment: ▪ brushes ▪ buckets ▪ dusters			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ mops ▪ pans ▪ toilet brushes ◦ range of cloths: ▪ dry ▪ dusting ▪ lint-free ▪ polishing ▪ wet ◦ trolley for transporting cleaning supplies • personal protective clothing and equipment: ◦ aprons ◦ gloves ◦ headwear ◦ jackets ◦ overalls ◦ waterproof clothing and footwear.			
SITHACS004 Launder linen and guest clothes	Skills must be demonstrated in an operational commercial accommodation laundry. This can be: • an industry workplace • a simulated industry environment.	• laundering equipment: ◦ dryers ◦ hangers ◦ heat sealing equipment and roll plastic ◦ irons ◦ sorting baskets and shelves ◦ steam presses ◦ washers • personal protective clothing and equipment: ◦ aprons ◦ gloves ◦ headwear	• cleaning agents and chemicals: ◦ deodorisers ◦ disinfectants ◦ laundry detergent ◦ sanitisers ◦ spot cleaning agents.	• organisational specifications for laundry operations: ◦ equipment manufacturer instructions ◦ product manufacturer instructions ◦ safety and environmental procedures.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ waterproof clothing and footwear • linen and clothing with different types and amounts of soilage.			
SITHACS005 Provide porter services	Skills must be demonstrated in an operational commercial accommodation environment. This can be: • an industry workplace • a simulated industry environment.	• luggage and luggage moving equipment.		• industry-realistic systems or documentation for managing the movement and storage of luggage in an accommodation venue.	• guests with whom the individual can interact; these can be: ◦ guests in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHACS006 Provide valet service	Skills must be demonstrated in an operational commercial accommodation environment. This can be: • an industry workplace	• laundering equipment: ◦ hangers ◦ irons ◦ ironing boards • clothing and other personal items ◦ coats ◦ jackets ◦ shirts ◦ skirts	• cleaning agents and chemicals: ◦ deodorisers ◦ disinfectants ◦ shoe cleaning supplies ◦ spot cleaning agents.		• guests with whom the individual can interact; these can be: ◦ guests in an industry workplace who are assisted by the individual during the

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.	◦ shoes ◦ trousers • personal protective clothing: ◦ aprons ◦ gloves • sewing equipment: ◦ needle ◦ threads of varying colours • shoes requiring cleaning • clothing requiring cleaning or minor repairs.			◦ assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHACS007 Conduct night audit	Skills must be demonstrated in an operational commercial accommodation environment. This can be: • an industry workplace • a simulated industry environment.	• fixtures and electronic equipment: ◦ cashiering facilities, credit card and electronic funds transfer at point of sale (EFTPOS) facilities ◦ computers, printers and scanners ◦ industry-current front office reservations, accounting and reporting system ◦ photocopier ◦ back-up and storage systems for computer data ◦ telephone lines and equipment		• transaction data from different operating periods.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		• computer software and applications: ◦ industry-current computerised front office or accounting system ◦ email ◦ internet ◦ word processing ◦ spreadsheets ◦ databases ◦ specialist software for computerised reservations ◦ accounting and bookkeeping.			
SITHACS008 Provide accommodation reception services	Skills must be demonstrated in an operational commercial accommodation environment. This can be: • an industry workplace • a simulated industry environment.	• fixtures and electronic equipment: ◦ cashiering facilities, credit card and electronic funds transfer at point of sale (EFTPOS) facilities ◦ computers, printers and scanners ◦ filing or storage cabinets ◦ photocopier ◦ reception desk or sales counter ◦ telephone lines and equipment.		• organisational specifications: ◦ arrival and departure lists ◦ reservations, accounting and reporting data • industry-current front office reservations, accounting and reporting system.	• guests requiring accommodation reception services with whom the individual can interact; these can be: ◦ guests in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					• environment operated within a training organisation.
Asian (ASC)					
SITHASC001 Prepare dishes using basic methods of Asian cookery	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ barbecues ◦ burners, grillers, ovens or salamanders as appropriate for the particular type of cuisine ◦ charcoal grills ◦ commercial grade work benches (1.5m/person) ◦ commercial oven trays (one per two persons) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ deep-fryer ◦ double sink ◦ gas electric or induction stove tops (two burners per person) ◦ microwave ◦ open spit smoke drums ◦ storage facilities • small equipment:	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ cast iron pan (tava) ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ food processors ◦ graters and peelers ◦ electric rice cookers and steamers ◦ knives and cleavers ◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ mincers ◦ oven mitts ◦ pans and pots: ▪ stainless steel, cast iron and non-stick fry pans ▪ stock pots ▪ woks ◦ roasting drums ◦ scales ◦ sets of stainless steel bowls ◦ service-ware:	◦ tea towels.		

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ platters, dishes, and bowls ▪ cutlery and serving utensils ▪ chopsticks ◦ sharpening steels and stones ◦ skewers ◦ small utensils: ▪ scoops, skimmers and spiders ▪ strainers ▪ scrapers ▪ tongs ▪ whisks: fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ steamers ◦ stone grinders ◦ sushi mats ◦ temperature probes ◦ thermometers ◦ turbo and gas woks.			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHASC002 Prepare Asian appetisers and snacks	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ burners, grillers, ovens or salamanders as appropriate for the particular type of cuisine ◦ double sink ◦ gas electric or induction stove tops (two burners per person) ◦ microwave ◦ storage facilities • small equipment: ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters and peelers ◦ knives and cleavers:	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ Asian carving knife set ◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ mincers ◦ oven mitts ◦ pans and pots: ▪ stainless steel, cast iron and non-stick fry pans ▪ steamers ▪ stock pots ▪ woks ◦ scales ◦ service-ware: ▪ platters, dishes and bowls ▪ cutlery and serving utensils ▪ chopsticks ▪ ladles for specific Asian cuisines ◦ sets of stainless steel bowls ◦ sharpening steels and stones			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ skewers ◦ small utensils: ▪ scoops, skimmers and spiders ▪ strainers ▪ scrapers ▪ tongs ▪ whisks: fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ stone grinders ◦ temperature probes ◦ thermometers.			
SITHASC003 Prepare Asian stocks and soups	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person)	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: • cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	kitchen servicing customers. • designated storage area for dry goods and perishables.	◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) ◦ microwave ◦ storage facilities • small equipment: ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters and peelers ◦ grills and griddles ◦ knives and Asian cleavers ◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ mincers ◦ oven mitts ◦ pans and pots: ▪ stainless steel, cast iron and non-stick fry pans	commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ stock pots ▪ woks ◦ scales ◦ service-ware: ▪ platters, dishes and bowls ▪ cutlery ◦ ladles for specific Asian cuisines ◦ sets of stainless steel bowls ◦ small utensils: ▪ scoops, skimmers and spiders ▪ slicers ▪ strainers ▪ scrapers ▪ tongs ▪ whisks: fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ wooden spoons ◦ steamers ◦ stone grinders ◦ temperature probes ◦ thermometers.			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHASC004 Prepare Asian sauces, dips and accompaniments	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: • commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) • small equipment: ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters and peelers ◦ knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ portion control scoops ◦ mincers ◦ mortar and pestle ◦ pans and pots: ▪ stainless steel, cast iron and non-stick fry pans ▪ stock pots ◦ scales ◦ sets of stainless steel bowls ◦ small utensils: ▪ fruit corers ▪ scoops, skimmers and spiders ▪ scrapers ▪ spatulas ▪ strainers ▪ whisks: fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons.			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHASC005 Prepare Asian salads	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) ◦ grillers, burners, ovens or salamanders as appropriate for the type of cuisine ◦ slicing machine ◦ storage facilities • small equipment: ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters and peelers ◦ knives ◦ mortar and pestle	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ mincers ◦ pans and pots: ▪ stainless steel, cast iron and non-stick fry pans ▪ stock pots ▪ woks ◦ scales ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ▪ chopsticks ◦ sets of stainless steel bowls ◦ small utensils: ▪ scoops, scrapers ▪ skimmers and spiders ▪ strainers ▪ tongs ▪ whisks: fine and coarse stainless steel wire			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons.			
SITHASC006 Prepare Asian rice and noodles	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ grillers, burners, ovens or salamanders as appropriate for the type of cuisine	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ ordering and docketing paperwork	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ storage facilities • small equipment: ◦ colanders ◦ containers for hot and cold food ◦ cutting boards ◦ deep and shallow pots and pans ◦ electric rice cookers and steamers ◦ food handler gloves ◦ food processors ◦ graters and peelers ◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ scales ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ▪ chopsticks ◦ spoons: ▪ large plain and slotted metal spoons	antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ temperature probes ◦ thermometers ◦ tongs and serving utensils ◦ traditional steamers ◦ turbo and gas woks.			
SITHASC007 Prepare curry pastes and powders	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) • small equipment:	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters and peelers ◦ knives ◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ mortar and pestle ◦ pans and pots ▪ stainless steel, cast iron and non-stick fry pans ◦ scales sets of stainless steel bowls ◦ small utensils: ▪ scoops, skimmers and spiders ▪ strainers ▪ scrapers ▪ whisks: fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted	◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ stone grinders ◦ temperature probes ◦ thermometers.			
SITHASC008 Prepare Asian cooked dishes	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated area for dry goods and perishables.	• fixtures and large equipment: ◦ barbecues ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) ◦ ovens • small equipment:	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ cast iron pan (tava) ◦ containers for hot and cold food ◦ cutting boards ◦ electric rice cookers and steamers ◦ food handler gloves ◦ graters and peelers ◦ grills and hot plates ◦ knives and cleavers ◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ mincers ◦ oven mitts ◦ pans and pots: ▪ stainless steel, cast iron and non-stick fry pans ▪ stock pots ◦ roasting drums ◦ scales ◦ service-ware: ▪ platters, dishes, and bowls	◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ cutlery and serving utensils ▪ chopsticks ◦ sets of stainless steel bowls ◦ sharpening steels and stones ◦ skewers ◦ small utensils: ▪ scoops, skimmers and spiders ▪ strainers ▪ scrapers ▪ tongs and serving utensils ▪ whisks: fine and coarse stainless steel wire ◦ spits ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ steamers ◦ temperature probes ◦ thermometers ◦ turbo and gas woks.			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHASC009 Prepare Asian desserts	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated area for storage of dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) ◦ grillers, burners, ovens or salamanders as appropriate for the type of cuisine • small equipment: ◦ baking sheets and trays ◦ beaters ◦ bowls ◦ cake tins with: ▪ fixed base in a range of shapes ▪ loose bottom ◦ cutting boards	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ food handler gloves ◦ knives: ▪ bread knives ▪ carving knives ▪ large serrated cake knives ▪ utility knives ◦ ladles ▪ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ marble bench or slab ◦ moulds and forms ◦ oven mitts ◦ piping bags and attachments ◦ small utensils: ▪ flour and drum sieves ▪ strainers ▪ scrapers ▪ spatulas ▪ pastry brush ▪ fruit corers ▪ whisks: fine and coarse stainless steel wire ◦ scales			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ service-ware: ▪ platters, dishes and bowls ▪ cutlery and serving utensils ◦ sets of stainless steel bowls ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ traditional and contemporary steamers.			
SITHASC010 Prepare Japanese cooked dishes	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: • cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) ◦ grillers, burners, ovens or salamanders as appropriate for the type of cuisine • small equipment: ◦ barrels ◦ baskets ◦ containers for hot and cold food ◦ cast iron items ◦ cutting boards ◦ food handler gloves ◦ graters and peelers ◦ electric rice cookers and steamers ◦ knives: ▪ butcher and boning knives ▪ carving knives ▪ filleting knives ▪ utility knives ◦ measures: ▪ metric calibrated measuring jugs	food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ measuring spoons ▪ portion controlled scoops ◦ pans and pots: ▪ stainless steel, cast iron and non-stick fry pans ▪ stock pots ▪ woks ◦ salad spinner ◦ scoops and skimmers ◦ scales ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ▪ chopsticks ◦ sets of stainless steel bowls ◦ sieves ◦ sharpening steels and stones ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ wooden spoons ◦ steamers ◦ strainers.			
SITHASC011 Prepare sashimi	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink • small equipment: ◦ cutting boards ◦ food handler gloves ◦ graters and peelers ◦ knives: ▪ carving knives ▪ filleting knives ▪ utility knives ◦ measures: ▪ metric calibrated measuring jugs	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of perishable food supplies for Asian cookery.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ measuring spoons ▪ portion controlled scoops ◦ mincers ◦ scales ▪ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ▪ chopsticks ◦ sets of stainless steel bowls ◦ sharpening steels and stones ◦ stone grinders.			
SITHASC012 Prepare sushi	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ gas electric or induction stove tops (two burners per person) ◦ grillers, burners, ovens or salamanders as appropriate for the type of cuisine • small equipment: ◦ cutting boards ◦ food handler gloves ◦ graters and peelers ◦ electric rice cookers and steamers ◦ knives: ▪ carving knives ▪ filleting knives ▪ utility knives ◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ salad spinner ◦ scales ◦ sets of stainless steel bowls ◦ service-ware:	◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ platters, dishes and bowls ▪ cutlery and serving utensils ▪ chopsticks ◦ strainers ◦ sushi mat ◦ tongs and serving utensils ◦ wooden items: ▪ mixing spoon ▪ sushi bowl.			
SITHASC013 Produce Japanese desserts	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) ◦ grillers, burners, ovens or salamanders as	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		appropriate for the type of cuisine • small equipment: ◦ baking sheets and trays ◦ beaters ◦ bowls ◦ cake tins with: ▪ fixed base in a range of shapes ▪ loose bottom ◦ cutting boards ◦ food handler gloves ◦ knives: ▪ bread knives ▪ carving knives ▪ large serrated cake knives ▪ utility knives ◦ ladles ◦ marble bench or slab ◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ moulds and forms ◦ piping bags and attachments	◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ service-ware: ▪ platters, dishes and bowls ▪ cutlery and serving utensils ▪ chopsticks ◦ scales ◦ sets of stainless steel bowls ◦ silicon mats ◦ small utensils: ▪ flour and drum sieves ▪ strainers ▪ scrapers ▪ spatulas ▪ pastry brush ▪ fruit corers ▪ whisks: fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ traditional and contemporary steamers.			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHASC014 Prepare dim sum	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) • small equipment: ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters and peelers ◦ knives: ▪ filleting knives ▪ utility knives ◦ marble bench or slab ◦ measures: ▪ metric calibrated	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ mincers ◦ mortar and pestle ◦ pastry and dough rollers ◦ pans and pots: ▪ stainless steel, cast iron and non-stick fry pans ▪ pots ◦ service-ware: ▪ platters, dishes and bowls ▪ cutlery and serving utensils ▪ chopsticks ◦ small utensils: ▪ flour and drum sieves ▪ skimmers ▪ strainers ▪ scrapers ▪ spatulas ▪ pastry brush ▪ fruit corers ▪ whisks: fine and coarse stainless steel wire ◦ spoons:			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ steamers: ▪ traditional ▪ electric.			
SITHASC015 Prepare Chinese roast meat and poultry dishes	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ barbecues ◦ charcoal grills ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ open spit smoke ovens	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ microwaves ◦ roasting drums • small equipment: ◦ containers for hot and cold food ◦ cutting boards ◦ food handlers gloves ◦ knives and cleavers ▪ butcher and boning knives ▪ carving knives ▪ filleting knives ▪ light and heavyweight cleavers ▪ utility knives ◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ meat: ▪ bats ▪ cleavers ▪ hooks ▪ thermometers ▪ mincers ▪ saws ◦ scales	◦ sponges, brushes and scourers ◦ tea towels.	and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ sets of stainless steel bowls ◦ sharpening steels and stones ◦ skewers.			
SITHASC016 Prepare Tandoori dishes	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ clay oven (tandoori oven) ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) ◦ hot plate, grill or griddle • small equipment: ◦ cast iron pan (tava) ◦ containers for hot and cold food ◦ cutting boards ◦ electric rice cookers	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ food handlers gloves ◦ knives and cleavers ▪ butcher and boning knives ▪ carving knives ▪ filleting knives ▪ meat cleaver ▪ utility knives ◦ measures: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ oven mitts ◦ small utensils: ▪ flour and drum sieves ▪ strainers ▪ scrapers ▪ spatulas ▪ pastry brush ▪ fruit corers ◦ scales ▪ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ sets of stainless steel bowls ◦ sharpening steels and stones ◦ skewers ◦ temperature probes ◦ thermometers ◦ wok (karahi).			
SITHASC017 Prepare Indian breads	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ clay oven (tandoori oven) ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge ◦ marble bench or slab • small equipment: ◦ cast iron pan (tava) ◦ food handler gloves ◦ measures: ▪ metric calibrated	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ oven mitts ◦ rolling pin ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ scales ◦ small utensils: ▪ flour and drum sieves ▪ strainers ▪ scrapers ▪ spatulas ▪ pastry brush ▪ fruit corers ◦ spoons: ▪ serving spoons ▪ wooden spoons ◦ wok (karahi).	◦ sponges, brushes and scourers ◦ tea towels.		
SITHASC018 Prepare Indian sweetmeats	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) • small equipment: ◦ baking sheets and trays ◦ beaters ◦ bowls ◦ cane baskets and banana leaf linings ◦ cast iron or stainless steel pots ◦ cutting boards ◦ food handler gloves ◦ frypans ◦ knives: ▪ bread knives ▪ carving knives ▪ large serrated cake knives ▪ utility knives ◦ ladles ◦ measures: ▪ metric calibrated	sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ marble bench or slab ◦ oven mitts ◦ platters ◦ scales ◦ sets of stainless steel bowls ◦ service-ware: ▪ platters, dishes and bowls ▪ cutlery and serving utensils ◦ small utensils: ▪ flour and drum sieves ▪ strainers ▪ scrapers ▪ spatulas ▪ pastry brushes ▪ whisks: fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ serving spoons ▪ wooden spoons ◦ steamers ◦ woks.			
SITHASC019 Prepare Indian pickles and chutneys	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage area for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ freezer ▪ fridge ◦ double sink ◦ gas electric or induction stove tops (two burners per person) • small equipment: ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters and peelers ◦ measures: ▪ metric calibrated	• diverse and comprehensive range of perishable food supplies for Asian cookery • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		measuring jugs ▪ measuring spoons ▪ portion controlled scoops ◦ pans and pots: ▪ stainless steel, cast iron and non-stick fry pans ▪ small and large pots ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ service-ware: ▪ dishes and bowls ▪ cutlery and serving utensils ◦ thermometers ◦ utility knife.	◦ tea towels.		
Commercial Cookery and Catering (CCC)					
SITHCCC001 Use food preparation equipment	Skills must be demonstrated in an	• fixtures and large equipment: ◦ commercial grade work	• variety of commercial ingredients used in food preparation specified in the performance evidence.	• organisational specifications:	• industry-realistic ratios of kitchen staff to customers.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	benches (1.5 m/person) ◦ double sink ◦ food processors ◦ graters ◦ griller ◦ refrigeration unit with shelving ◦ slicing machine ◦ storage facilities • small equipment: ◦ assorted pots and pans ◦ blenders ◦ can opener ◦ containers for hot and cold food ◦ colanders ◦ cutting boards ◦ food handler gloves ◦ knife sharpening equipment: ▪ sharpening steels and stones ◦ knives: ▪ butchers and boning ▪ chef ▪ filleting ▪ palette ▪ utility ▪ vegetable ◦ mandolin ◦ mouli ◦ planetary mixers ◦ scales ◦ small utensils:	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	◦ equipment manufacturer instructions ◦ mise en place lists and standard recipes ◦ organisational food safety plan ◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ peelers, corers and slicers ▪ tongs ▪ whisks ◦ stainless steel bowls ◦ thermometers.			
SITHCCC002 Prepare and present simple dishes	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated area for dry goods and perishables.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons) ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ food processors and mixers ◦ fryers with baskets ◦ grill ◦ hotplate or griddle ◦ microwave ◦ refrigeration unit with shelving ◦ salamanders ◦ slicing machine • small equipment: ◦ assorted pots and pans ◦ blenders	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels	• organisational specifications: ◦ equipment manufacturer instructions ◦ mise en place lists and standard recipes ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ containers for hot and cold food ◦ crockery ◦ cutlery ◦ cutting boards ◦ food handler gloves ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives: ▪ bread ▪ chef ▪ palette ▪ utility ◦ oven mitts ◦ receptacles for presentation and display purposes ◦ scales ◦ scoops, skimmers and spiders ◦ small utensils: ▪ peelers, corers and slicers ▪ tongs and serving utensils ◦ thermometers.	• variety of commercial ingredients used to prepare the dishes specified in the performance evidence.		
SITHCCC003 Prepare and present sandwiches	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace	• fixtures and large equipment: ◦ burner ◦ commercial grade work benches (1.5 m/person) ◦ double sink	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning	• organisational specifications: ◦ equipment manufacturer instructions ◦ for presentation requirements	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables	◦ griller ◦ refrigeration unit with shelving ◦ salamanders ◦ scales ◦ slicing machine • small equipment: ◦ assorted pots and pans ◦ can opener ◦ containers for hot and cold food ◦ colanders ◦ cutting boards ◦ food handler gloves ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives: ▪ bread ▪ chef ▪ palette ▪ utility ◦ small utensils: ▪ graters ▪ peelers, corers and slicers ▪ tongs and serving utensils ▪ sandwich cutting guides ◦ packaging materials	commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • variety of commercial ingredients for preparing sandwiches.	◦ mise en place lists and standard recipes ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents.	the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ receptacles for presentation and display purposes.			
SITHCCC004 Package prepared foodstuffs	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen packaging commercial quantities of foodstuffs. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities: ▪ cool room and/or fridge ▪ freezer ◦ computers, printers and industry stock control software systems ◦ lifting and transporting equipment • small equipment: ◦ containers for hot and cold food storage ◦ cutting boards ◦ food handler gloves ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • packaging materials described in the performance evidence • packaging labels • foodstuffs described in the performance evidence in	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial label specifications ◦ food safety procedures for packaging food ◦ food safety plan ◦ procedures relating to referring food quality or equipment problems and selecting packaging materials ◦ recording systems ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals • current Australia New Zealand Food Standards Code.	• industry-realistic ratios of kitchen staff to customers.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		scoops and markers ◦ oven mitts ◦ scales ◦ temperature probes ◦ thermometers ◦ tongs and serving utensils.	commercial quantities to be packaged.		
SITHCCC005 Prepare dishes using basic methods of cookery	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens and trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room and/or fridge ▪ freezer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ commercial: ▪ blenders and food mills ▪ planetary mixers ◦ deep-fryer ◦ hot plate or griddle ◦ lifting and transporting equipment	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels	• organisational specifications: ◦ equipment manufacturer instructions ◦ mise en place lists, menus and standard recipes ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals ◦ temperature recording charts ◦ work flow schedules ◦ cleaning schedules.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or • individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ microwave ◦ salamander or other form of griller (one per four persons) • small equipment: ◦ baking sheets and trays ◦ colander ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters ◦ juicers ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives: ▪ bread knives ▪ carving knives ▪ filleting knives ▪ palette knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ mortar and pestle	• diverse and comprehensive range of perishable food supplies for commercial cookery and catering operations as specified in the performance evidence.		

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ mouli ◦ oven mitts ◦ pots and pans ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ salad spinner ◦ scoops, skimmers and spiders ◦ scales ◦ slicing machine ◦ stainless steel bowls ◦ small utensils: ▪ flour and drum sieves ▪ peelers, corers and slicers ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ pastry brush ▪ tongs and serving utensils ▪ whisks: fine and coarse stainless steel wire ◦ steamers ◦ spoons: ▪ large plain and slotted			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		metal spoons ▪ ladles in a variety of sizes ▪ wooden spoons ◦ temperature probes ◦ thermometers.			
SITHCCC006 Prepare appetisers and salads	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated area for dry goods and perishables • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ planetary mixers ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons): ◦ commercial refrigeration facilities: ▪ cool room and/or fridge ▪ freezer ◦ deep-fryer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ hot plate or griddle ◦ microwave	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels	• organisational specifications: ◦ equipment manufacturer instructions ◦ mise en place lists, menus and standard recipes ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ salamander or other form of griller (one per four persons) ◦ slicing machine • small equipment: ◦ baking sheets and trays ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters ◦ juicers ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives: ▪ bread knives ▪ chef knives ▪ palette knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops • mortar and pestle ◦ oven mitts ◦ pots and pans ◦ sauce bottles ◦ salad spinners	• diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations as specified in the performance evidence.		

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ scales ◦ scoops, skimmers and spiders ◦ sets of stainless steel bowls ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ small utensils: ▪ flour and drum sieves ▪ peelers, corers and slicers ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ pastry brush ▪ tongs and serving utensils ▪ whisks: fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ wooden spoons			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ steamers ◦ temperature probes ◦ thermometers.			
SITHCCC007 Prepare stocks, sauces and soups	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processor ▪ planetary mixer ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens and trays (one per two persons): ◦ commercial refrigeration facilities: ▪ cool room and/or fridge ▪ freezer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ microwave ◦ salamander or other form of griller (one per four persons) ◦ storage facilities: ▪ shelving ▪ trays	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of perishable food supplies for producing stocks, sauces and soups	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		• small equipment: ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters ◦ knife sharpening equipment ◦ sharpening steels and stones ◦ knives: ▪ carving knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ mouli ◦ oven mitts ◦ pots and pans: ▪ fry pans ▪ stainless steel stock pots (large and small) ◦ scales ◦ scoops, skimmers and spiders ◦ sets of stainless steel bowls ◦ service-ware:	specified in the performance evidence.		

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ small utensils: ▪ flour and drum sieves ▪ peelers, corers and slicers ▪ scrapers ▪ spatulas ▪ strainers and chinois ▪ tongs and serving utensils ▪ whisks: fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ thermometers.			
SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes	Skills must be demonstrated in an operational commercial kitchen. This can be:	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and	• organisational specifications: ◦ equipment manufacturer instructions	• industry-realistic ratios of kitchen staff to customers; these can be:

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	▪ food processor ▪ planetary mixer ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room and/or fridge ▪ freezer ◦ deep-fryer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ hot plate or griddle ◦ microwave ◦ pasta machine ◦ salamander or other form of griller (one per four persons) ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ baking sheets and trays ◦ beaters ◦ containers for hot and cold food	sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations as specified in the performance evidence.	◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ guidelines relating to food disposal, storage and presentation requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ safety data sheets (SDS) for cleaning agents and chemicals.	◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ cutting boards ◦ food handler gloves ◦ graters ◦ juicers ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives: ▪ chef knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ oven mitts ◦ pots and pans for small and large production: ▪ stainless steel ▪ cast iron ▪ non-stick fry pans ◦ scoops, skimmers and spiders ◦ scales ◦ service-ware: ▪ platters, dishes and bowls			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ cutlery and serving utensils ◦ sets of stainless steel bowls ◦ steamers ◦ small utensils: ▪ flour and drum sieves ▪ pastry brushes ▪ peelers, corers and slicers ▪ scrapers ▪ spatulas ▪ strainers and chinois ▪ tongs and serving utensils ▪ whisks: fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ thermometers.			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHCCC009 Produce cook-chill and cook-freeze foods	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processor ▪ planetary mixers ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room ▪ fridge ▪ freezer ◦ deep-fryer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ hot plate griddle ◦ lifting and transporting equipment ◦ microwave ◦ salamander or other form of griller (one per four persons) ◦ storage facilities: ▪ shelving ▪ trays	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans ◦ safety data sheets (SDS) for cleaning agents and chemicals • recording systems.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ slicing machine ◦ steamers • small equipment: ◦ baking sheets and trays ◦ beaters ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ forms and moulds ◦ graters ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives and cleavers: ▪ carving knives ▪ chef knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ mouli ◦ oven mitts ◦ poachers ◦ pots and pans for small and large production:			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ bratt pans ▪ stainless steel, cast iron, iron and non-stick fry pans ▪ stock pots ◦ scoops, skimmers and spiders ◦ scales ◦ sets of stainless steel bowls ◦ small utensils: ▪ flour and drum sieves ▪ peelers, corers and slicers ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ pastry brush ▪ tongs ▪ whisks: fine and coarse stainless steel wire ◦ steamers ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ wooden spoons ◦ temperature probes ◦ thermometers • cooking equipment specific to cook-freeze and cook-chill processes: ◦ blast chiller ◦ blast freezer ◦ chilling equipment ◦ ice slurry ◦ packaging material ◦ vacuum sealing equipment.			
SITHCCC010 Re-thermalise chilled and frozen foods	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ bain marie or hotbox ◦ commercial grade work benches (1.5m/person) ◦ commercial refrigeration facilities to ensure appropriate thawing of frozen food items: ▪ cool room ▪ refrigerator ◦ double sink ◦ storage facilities: ▪ shelving ▪ trays • small equipment:	• cleaning materials and equipment: ◦ antibacterial wipes ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpan and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mop and bucket	• organisational specifications: ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ equipment manufacturer instructions ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ containers for hot and cold food ◦ food handler gloves ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ temperature probes ◦ thermometers ◦ tongs • commercial equipment to ensure appropriate reheating of pre-cooked food items: ◦ combi ovens ◦ grill or salamander ◦ induction stove ◦ kettle ◦ microwave ◦ steamer ◦ water bath.	◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels and oven mitts • diverse and comprehensive range of perishable food supplies for commercial cookery or catering.	◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHCCC011 Use cookery skills effectively	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ bain marie ◦ commercial: ▪ blenders and food mills ▪ food processor ▪ planetary mixers ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge ◦ deep-fryer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ hot plate or griddle ◦ microwave ◦ lifting and transporting equipment ◦ salamander or other form of griller (one per four persons) ◦ storage facilities:	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ guidelines relating to food disposal, storage and presentation requirements ◦ food safety plan ◦ safety data sheets (SDS) for cleaning agents and chemicals • recording systems.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ shelving ▪ trays ◦ slicing machine ◦ steamers • small equipment: ◦ baking sheets and trays ◦ beaters ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters ◦ juicers ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives and cleavers: ▪ bread knives ▪ butcher and boning knives ▪ chef knives ▪ carving knives ▪ large serrated cake knives ▪ palette knives ▪ filleting knives ▪ utility knives ◦ measurers: ▪ metric calibrated			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ meat mallet ◦ moulds and forms ◦ mouli ◦ oven mitts ◦ pans and pots for small and large production: ▪ stainless steel, cast iron, iron and non-stick fry pans ▪ stainless stock pots ◦ piping bags and attachments ◦ poachers ◦ scoops, skimmers and spiders ◦ service-ware: ▪ platters, dishes and bowls ▪ cutlery and serving utensils ◦ small utensils: ▪ flour and drum sieves ▪ peelers, corers and slicers			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ pastry brush ▪ tongs and serving utensils ▪ whisks: fine and coarse stainless steel wire ◦ salad spinner ◦ scales ◦ sets of stainless steel bowls ◦ steamers ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ temperature probes ◦ thermometers.			
SITHCCC012 Prepare poultry dishes	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room and/or fridge ▪ freezer ▪ deep-fryer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ hot plate or griddle ◦ salamander or other form of griller (one per four persons) ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ baking sheets and trays ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters ◦ knife sharpening equipment	kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of poultry as specified in the performance evidence.	documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ sharpening steels and stones ◦ knives and cleavers: ▪ boning knives ▪ carving knives ▪ chef knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ meat mallet ◦ oven mitts ◦ pans and pots for small and large production: ▪ stainless steel, cast iron, iron and non-stick fry pans ▪ large and small pots ◦ scoops, skimmers and spiders ◦ scales ◦ sets of stainless steel bowls ◦ small utensils:			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ flour and drum sieves ▪ peelers, corers and slicers ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ tongs and serving utensils ▪ whisks: fine and coarse stainless steel wire ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ temperature probes ◦ thermometers.			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHCCC013 Prepare seafood dishes	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ◦ blenders and food mills ◦ food processors ◦ planetary mixers ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room and/or fridge ▪ freezer ◦ deep-fryer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ hot plate or griddle ◦ salamander or other form of griller (one per four persons) ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ baking sheets and trays ◦ containers for hot and cold food	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of seafood as specified in the performance evidence.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ cutting boards ◦ food handler gloves ◦ graters ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives and cleavers: ▪ chef knives ▪ filleting knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ portion control scoops ◦ oven mitts ◦ poachers ◦ pans and pots for small and large production: ▪ stainless steel, cast iron, iron and non-stick fry pans ▪ large and small pots ◦ scoops, skimmers and spiders ◦ scales ◦ sets of stainless steel bowls			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ small utensils: ▪ flour and drum sieves ▪ peelers, corers and slicers ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ tongs and serving utensils ◦ steamers ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ thermometers.			
SITHCCC014 Prepare meat dishes	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace	• fixtures and large equipment: ◦ commercial blenders and food mills ◦ commercial grade work	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room and/or fridge ▪ freezer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ hot plate or griddle ◦ microwave ◦ salamander or other form of griller (one per four persons) ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ baking sheets and trays ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives:	cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of meat products as specified in the performance evidence.	control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ butcher and boning knives ▪ carving knives ▪ chef knives ▪ utility knives ◦ larding needles ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ meat: ▪ bats ▪ cleavers ▪ mincers ◦ oven mitts ◦ pans and pots for small and large production: ▪ stainless steel, cast iron, iron and non-stick fry pans ▪ large and small pots ◦ scales ◦ scoops, skimmers and spiders ◦ service-ware: ▪ platters, dishes, and bowls			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ cutlery and serving utensils ◦ sets of stainless steel bowls ◦ small utensils: ▪ flour and drum sieves ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ tongs and serving utensils ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ temperature probes ◦ thermometers.			
SITHCCC015 Produce and serve food for buffets	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training	• fixtures and large equipment: ◦ bain marie or hot box ◦ commercial: ▪ blenders and food mills ▪ food processor ▪ planetary mixer	• buffet showpieces and decorations: ◦ candles ◦ carved, moulded or assembled items ◦ chocolate ◦ edible and non-edible materials	• organisational specifications: ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	kitchen servicing customers. • designated storage areas for dry goods and perishables	◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens and trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge ◦ deep-fryer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ hot plate or griddle ◦ microwave ◦ salamander or other form of griller (one per four persons) ◦ storage facilities: ▪ shelving ▪ trays ◦ steamers • small equipment: ◦ baking sheets and trays ◦ beaters ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters	◦ floral arrangements ◦ ice, fruit or vegetable, chocolate, salt or margarine carvings ◦ special theme items • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives and cleavers: ▪ butcher and boning knives ▪ carving knives ▪ chef knives ▪ filleting knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ mortar and pestle ◦ mouli ◦ oven mitts ◦ poachers ◦ pans and pots for small and large production: ▪ stainless steel, cast iron, iron and non-stick fry pans ▪ large and small pots ◦ scales	• variety of commercial ingredients to produce the buffet foods specified in the performance evidence		

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ scoops, skimmers and spiders ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ sets of stainless steel bowls ◦ silicon mats ◦ small utensils: ▪ flour and drum sieves ▪ peelers, corers and slicers ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ tongs and serving utensils ▪ whisks: fine and coarse stainless steel wire ◦ steamers ▪ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ wooden spoons ◦ thermometers.			
SITHCCC016 Produce pates and terrines	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ microwave ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ baking sheets and trays ◦ containers for hot and cold food	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of perishable food supplies for pâtés and terrines specified in the performance evidence.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ cutting boards ◦ food handler gloves ◦ forms and moulds ◦ knife sharpening equipment: ▪ sharpening steels and stones ◦ knives: ▪ filleting knives ▪ utility knives ◦ larding needles ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ meat: ▪ thermometers ▪ mincers ◦ oven mitts ◦ poachers ◦ pans and pots for small and large production: ▪ stainless steel, cast iron and non-stick fry pans ▪ large and small pots			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ scales ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ sets of stainless steel bowls ◦ small utensils: ▪ flour and drum sieves ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ tongs and serving utensils ◦ temperature probes ◦ thermometers.			
SITHCCC017 Handle and serve cheese	Skills must be demonstrated in an operational food and beverage outlet or commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial refrigeration facilities: ▪ cool room ▪ fridge ◦ double sink ◦ storage facilities • small equipment: ◦ containers for hot and cold food ◦ cutting boards	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags	• organisational specifications: ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ food handler gloves ◦ knives: ▪ cheese knife ▪ utility knife ◦ service-ware: ▪ cheese plates ▪ cutlery and serving utensils ▪ dishes ▪ platters ◦ scales.	◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of cheeses, garnishes and accompaniments specified in the performance evidence.	◦ safety data sheets (SDS) for cleaning agents and chemicals.	industry environment operated within a training organisation.
SITHCCC018 Prepare food to meet special dietary requirements	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial dishwasher ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons)	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels	• copy of Dietary Guidelines for Australians • organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge ◦ deep-fryer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ hot plate or griddle ◦ microwave ◦ salamander or other form of griller (one per four persons) ◦ storage facilities: ▪ shelving ▪ trays ◦ slicers ◦ steamers • small equipment: ◦ baking sheets and trays ◦ beaters ▪ cake tins with: ▪ fixed base in a range of shapes ▪ loose bottom ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters ◦ juicers	◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations.	special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives: ▪ butcher and boning knives ▪ bread knives ▪ carving knives ▪ large serrated cake knives ▪ filleting knives ▪ palette knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ mortar and pestle ◦ moulds and forms ◦ mouli ◦ oven mitts ◦ piping bags and attachments ◦ poachers ◦ range of pans and pots for			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		small and large production: ▪ tilting fry pans ▪ stainless steel, cast iron, iron and non-stick fry pans ▪ stock pots ◦ salad spinner ◦ scales ◦ scoops, skimmers and spiders ◦ sets of stainless steel bowls ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ small utensils: ▪ flour and drum sieves ▪ pastry brush ▪ peelers, corers and slicers ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ tongs and serving utensils ▪ whisks: fine and coarse			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ steamers ◦ temperature probes ◦ thermometers.			
SITHCCC019 Produce cakes, pastries and breads	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ double sink ◦ marble slab or bench ◦ microwave ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ baking sheets ◦ beaters ◦ cake tins and moulds: ▪ fixed base in a range of shapes ▪ loose bottom ▪ muffin tins ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters ◦ knives: ▪ cake knife ◦ pastry cutters and shapes ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ moulds, shapes and cutters ◦ oven mitts	◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of perishable food supplies for cakes, pastries and breads.	◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ piping bags and attachments ◦ proofer ◦ range of saucepans and pots for small and large production ◦ scales ◦ sets of stainless steel bowls ◦ service-ware: ▪ cutlery and serving utensils ▪ platters, dishes, and bowls ▪ serving tongs and trowels ◦ silicon mats ◦ spatulas ◦ spoons: ▪ ladles in a variety of sizes ▪ wooden spoons ▪ large plain and slotted metal spoons ◦ whisks: fine and coarse stainless steel wire ◦ wire cooling racks.			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHCCC020 Work effectively as a cook	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ bain marie or hot box ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial dishwasher ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge ◦ computers, printers and stock control software systems currently used by the hospitality industry ◦ electronic equipment used for stock control ◦ deep-fryer ◦ double sink ◦ gas, electric or induction stove	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals • recording systems	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		tops (two burners per person) ◦ hot plate or griddle ◦ lifting and transporting equipment ◦ salamander or other form of griller (one per four persons) ◦ storage facilities: ▪ shelving ▪ trays ◦ slicer ◦ steamers • small equipment: ◦ baking sheets and trays ◦ beaters ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters ◦ juicers ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives and cleavers: ▪ butcher and boning knives ▪ bread knives ▪ carving knives ▪ chef knives			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ filleting knives ▪ large serrated cake knives ▪ palette knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ mortar and pestle ◦ moulds and forms ◦ mouli ◦ oven mitts ◦ piping bags and attachments ◦ poachers ◦ range of pans and pots for small and large production: ▪ fry pans: stainless steel, cast iron, iron and non-stick ▪ stock pots ◦ salad spinner ◦ scales ◦ scoops, skimmers and spiders			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ sets of stainless steel bowls ◦ small utensils: ▪ flour and drum sieves ▪ peelers, corers and slicers ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ pastry brush ▪ tongs and serving utensils ▪ whisks: fine and coarse stainless steel wire ◦ steamers ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ temperature probes ◦ thermometers.			
SITHCCC021 Prepare specialised food items	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial dishwasher ◦ commercial grade work benches (1.5 m/person) ◦ commercial ovens with trays (one per two persons) ◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge ◦ deep-fryer ◦ double sink ◦ gas, electric or induction stove tops (two burners per person) ◦ hot plate or griddle ◦ marble bench or slab ◦ microwave ◦ salamander or other form of	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for specialised food items ◦ ordering and docketing paperwork ◦ food safety plan ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		griller (one per four persons) ◦ storage facilities: ▪ shelving ▪ trays ◦ slicer ◦ steamers • small equipment: ◦ baking sheets and trays ◦ beaters ◦ cake tins with: ▪ fixed base in a range of shapes ▪ loose bottom ◦ containers for hot and cold food ◦ cutting boards ◦ food handler gloves ◦ graters ◦ juicers ◦ knife sharpening equipment ▪ sharpening steels and stones ◦ knives: ▪ butcher and boning knives ▪ bread knives ▪ carving knives ▪ filleting knives ▪ large serrated cake knives			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ palette knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ meat: ▪ bats ▪ cleavers ▪ hooks ▪ thermometers ▪ mincers ▪ saws ◦ mortar and pestle ◦ moulds and forms ◦ mouli ◦ oven mitts ◦ piping bags and attachments ◦ poachers ◦ range of pans and pots for small and large production: ▪ stainless steel, cast iron and non-stick fry pans ▪ stock pots ◦ salad spinner ◦ scales:			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ 1 gram increments to 5kg ▪ 10th of a gram increments ◦ scoops, skimmers and spiders ◦ service-ware: ▪ platters, dishes, and bowls ▪ cutlery and serving utensils ◦ sets of stainless steel bowls ◦ small utensils: ▪ flour and drum sieves ▪ peelers, corers and slicers ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ pastry brush ▪ tongs and serving utensils ▪ whisks: fine and coarse stainless steel wire ◦ sous vide cooker ◦ spoons: ▪ large plain and slotted			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		metal spoons ▪ ladles in a variety of sizes ▪ serving spoons ▪ wooden spoons ◦ steamers ◦ temperature probes ◦ thermometers ◦ vacuum sealer or cryovac machine.			
SITHCCC022 Prepare portion-controlled meat cuts and meat products	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry goods and perishables.	• fixtures and large equipment: ◦ commercial: ▪ blenders and food mills ▪ food processors ▪ planetary mixers ◦ commercial grade work benches (1.5 m/person) ◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge ◦ double sink ◦ storage facilities: ▪ shelving ▪ trays • small equipment:	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage	• industry-realistic ratios of kitchen staff; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ containers for hot and cold food ◦ cutting boards ◦ graters and peelers ◦ knife sharpening equipment ◦ sharpening steels and stones ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops ◦ scales ◦ sets of stainless steel bowls • equipment for producing portion-controlled meat cuts: ◦ butcher's block ◦ cleavers ◦ butcher and boning knives ◦ equipment for pickling, smoking, mincing and sausage making ◦ hand saw ◦ meat mallet or hammer ◦ mesh or nylon cut-resistant gloves	soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels • diverse and comprehensive range of meat products specified in the performance evidence.	and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ packaging material ◦ pickling vats ◦ sausage casing machines ◦ saws ◦ vacuum machine.			
Food and Beverage (FAB)					
SITHFAB001 Clean and tidy bar areas	Skills must be demonstrated in an operational commercial bar. This can be: • an industry workplace • a simulated industry environment, such as a training bar, café or restaurant serving customers.	• fixtures and large equipment: ◦ bar service area ◦ cash register and related equipment ◦ coffee machines ◦ dishwashers ◦ glass washer ◦ ice machines ◦ post-mix dispensing system ◦ refrigeration equipment ◦ tables and chairs • small equipment: ◦ bar towels ◦ bar tray ◦ blenders ◦ coasters ◦ food containers for garnishes ◦ glassware ◦ signage used for areas of restricted access ◦ utensils: ▪ small knives ▪ nip measures	• cleaning materials and equipment to clean bars, public areas and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning bar areas and equipment ◦ dishwashers ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ personal protective equipment ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing	• organisational specifications: ◦ standards of presentation for the premises ◦ cleaning schedules ◦ equipment manufacturer instructions ◦ SDS for cleaning agents and chemicals or plain English workplace documents or diagrams that interpret the content of SDS.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ tongs ▪ spoons: bar spoons and teaspoons.	◦ sponges, brushes and scourers ◦ tea towels.		
SITHFAB002 Provide responsible service of alcohol	Skills must be demonstrated in an operational hospitality environment. This can be: • an industry workplace • a simulated industry environment.	• measures used to serve standard drinks or samples.		• organisation specifications: ◦ signage: ▪ signs that comply with wording required by legislation ▪ standard promotional signs issued by the relevant state or territory licensing authority ▪ warning notices within any form of advertising ◦ information and plain English fact sheets distributed by government regulators and industry bodies ◦ contact information on taxis and available transport options for intoxicated customers.	• industry-realistic range of customers to whom alcohol is sold or served; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHFAB003 Operate a bar	Skills must be demonstrated in an operational commercial bar. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ bar service area ◦ cashiering facilities: ▪ electric cash register ▪ credit card ▪ EFTPOS facilities ◦ coffee and tea-making equipment ◦ glass washer ◦ ice: ▪ crusher ▪ maker ▪ shaver ▪ grinder ◦ post-mix dispensing system ◦ refrigerator ◦ reticulated beer dispensing system ◦ storage area for glassware and drinks ◦ water supply • small equipment: ◦ bar towels ◦ blenders ◦ coasters ◦ coffee and tea service-ware ◦ cutting boards ◦ garnish containers ◦ ice buckets ◦ jugs	• stock: ◦ edible and non-edible garnishes and accompaniments ◦ ice ◦ wide commercial range of: ▪ bottled mixers ▪ bottled and canned beers ▪ liqueurs ▪ wines ▪ basic spirits ◦ wide commercial range of non-alcoholic beverages: ▪ tea ▪ coffee ▪ carbonated drinks ▪ juices • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning bar areas and equipment ◦ dishwashers ◦ dustpans and brooms ◦ garbage bins and bags	• organisational specifications: ◦ equipment manufacturer instructions ◦ cleaning schedules ◦ bar menus ◦ cocktail menus ◦ standard recipes, preparation methods and presentation standards for cocktails ◦ wine lists ◦ price lists ◦ retail promotional materials ◦ safety data sheets (SDS) for cleaning agents and chemicals or plain English workplace documents or diagrams that interpret the content of SDS.	• industry-realistic ratio of bar staff to customers; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ juicers ◦ napkins ◦ powder shakers ◦ pourers: ▪ speed ▪ optic ▪ inverted optic ▪ nip measures ◦ utensils: ▪ small knives ▪ tongs ▪ spoons: bar spoons and teaspoons ◦ range of glassware: ▪ highball glasses ▪ liqueur and liqueur coffee glasses ▪ old fashioned glasses ▪ beer glasses ▪ red wine, white wine, champagne flute, brandy, sherry and port glasses ▪ water glasses ◦ service trays and liners ◦ straws, swizzle sticks and toothpicks	◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.		

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ waiter's friend.			
SITHFAB004 Prepare and serve non-alcoholic beverages	Skills must be demonstrated in an operational food and beverage outlet. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ fridges • small equipment: ◦ blenders ◦ coffee: ▪ percolators and urns ▪ drip filter systems ▪ plungers ◦ juicers ◦ milk and sugar containers ◦ milkshake machines ◦ standard range of glassware and service-ware for the service of non-alcoholic beverages specified in the performance evidence ◦ tea and coffee making facilities and equipment ◦ water jugs.	• stock: ◦ condiments, garnishes and accompaniments ◦ ice ◦ wide commercial range of non-alcoholic beverages: ▪ tea ▪ coffee ▪ carbonated drinks ▪ juices • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning bar areas and equipment ◦ dishwashers ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing	• organisational specifications: ◦ equipment manufacturer instructions ◦ beverage menus ◦ standard recipes for non-alcoholic beverages currently used by the hospitality industry ◦ price lists ◦ retail promotional materials ◦ safety data sheets (SDS) for cleaning agents and chemicals or plain English workplace documents or diagrams that interpret the content of SDS.	• industry-realistic ratio of staff of customers; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
			◦ sponges, brushes and scourers ◦ tea towels.		
SITHFAB005 Prepare and serve espresso coffee	Skills must be demonstrated in an operational food and beverage outlet. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ workstation with industry-current commercial grade espresso machine and coffee grinders ◦ bins or knock boxes for used coffee grounds ◦ storage bins • small equipment: ◦ blind or blank filter basket ◦ cleaning brushes ◦ colour coded cleaning cloths ◦ flat edge implement for levelling off ◦ dosed filter basket ◦ measuring equipment: ▪ stopwatch or timer ▪ thermometer ◦ milk foaming jugs ◦ napkins ◦ powder shakers ◦ service trays ◦ spoons and stirrers ◦ straws	• stock: ◦ commercial range of coffee beans, ground coffee and other ingredients and accompaniments.	• organisational specifications: ◦ equipment manufacturer instructions ◦ cleaning and maintenance procedures for espresso coffee machines and grinders ◦ commercial beverage menus ◦ organisational procedures and industry standards for presenting espresso coffee beverages ◦ price lists ◦ standard recipes for coffee beverages currently used by the hospitality industry ◦ SDS for cleaning chemicals or plain English workplace documents or diagrams that interpret the content of SDS	• industry-realistic ratio of staff to customers; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ service-ware for different types of coffee beverages: ▪ cups: espresso and standard ▪ saucers ▪ mugs ▪ glasses ▪ take-away coffee cups and lids ▪ take-away cardboard trays ◦ tamp mats ◦ tampers.			
SITHFAB006 Provide room service	Skills must be demonstrated in a hospitality accommodation business for which room service is provided. This can be: • an industry workplace • a simulated industry environment.	• small equipment: ◦ bill presenter or bill tray ◦ coffee plunger ◦ cutlery, crockery and glassware ◦ linen ◦ promotional material ◦ serving trays and lids ◦ tea and coffee pots ◦ toasters ◦ trolleys ◦ warming equipment ◦ serving utensils ◦ ice buckets.			• customers to whom room service is delivered; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHFAB007 Serve food and beverage	Skills must be demonstrated in an operational food and beverage outlet. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ sideboards or crockery and cutlery storage area ◦ coffee and tea making equipment ◦ ordering system ◦ espresso machine ◦ minimum of 15 chairs ◦ minimum of five tables ◦ point-of-sale system: ▪ credit card facilities ▪ EFTPOS facilities ◦ restaurant service desk • small equipment: ◦ containers for condiments and accompaniments ◦ crockery ◦ cruets and pepper mills ◦ cutlery ◦ docket books ◦ food service-ware ◦ glassware for alcoholic and non-alcoholic beverages ◦ linen/table dressing	• stock: ◦ freshly prepared meals to be served ◦ wide commercial range of beverages • cleaning materials and equipment: ◦ brooms, brushes and dustpans ◦ cleaning cloths.	• organisational specifications: ◦ equipment manufacturer instructions ◦ commercial food and beverage menus currently used by the hospitality industry ◦ promotional materials.	• kitchen staff with whom the individual can interact • industry-realistic ratio of service staff to customers; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ milk and sugar containers ◦ service trays, platters and doilies ◦ service utensils ◦ tea and coffee pots ◦ tea and coffee service-ware ◦ water jugs • specific equipment for the service of alcoholic beverages if these are present: ◦ ice buckets and wine stands ◦ service cloths for wine service ◦ waiter's cloths ◦ waiter's friend ◦ waiter's station ◦ wine baskets ◦ wine lists.			
SITHFAB008 Operate and monitor cellar systems	Skills must be demonstrated in an operational commercial cellar. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ beverage system parts: ▪ beer lines ▪ beer pumps ▪ beer taps ▪ connectors ▪ couplers ▪ FOB detectors ▪ transfer leads ▪ manifolds ◦ cool room ◦ gas systems:	• cleaning agents and chemicals: ◦ 'Corrosive 8' detergents ◦ general cleaning agents ◦ low pH detergents ◦ one-part detergent solutions ◦ specialised-part cleaning agents ◦ two-part detergent solutions	• organisational specifications and other documentation: ◦ equipment manufacturer instructions ◦ Australian standards that directly impact on cellar operations: ▪ AS5034 Installation and use of inert gases for beverage dispensing	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ alarms ▪ beverage gases ▪ gas cylinders ▪ gas regulators ▪ isolating gas board ◦ keg area ◦ liquor storage area ◦ post-mix dispensing system ◦ refrigeration system ◦ reticulated beer dispensing system: ▪ two complete beer lines, from keg to beer tap ◦ approved cleaning keg or dosing unit • small equipment: ◦ safety goggles and gloves.	• wide commercial range of alcoholic and non-alcoholic bar stock.	▪ AS3780 The storage and handling of corrosive substances ◦ Australia New Zealand Food Standards (ANZFS) Code or plain English documents issued by national, state or territory government regulators ◦ SDS for hazardous substances used in cellars ◦ current commercial policies and procedures used for the operation of cellars • industry manual or electronic stock control system.	
SITHFAB009 Conduct a product tasting for alcoholic beverages	Skills must be demonstrated in an operational food and beverage outlet. This can be: • an industry workplace • a simulated industry environment.	• small equipment: ◦ condiments and accompaniments ◦ decanters ◦ glassware and service-ware for product samples and tastings ◦ napkins	• stock: ◦ commercial range of alcoholic beverages to be tasted ◦ ice.	• organisational specifications: ◦ current product information in sales kits, brochures, product manuals.	• customers with whom the individual can interact • industry-realistic ratio of tasting staff to customers; these can be: ◦ customers in an industry workplace during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ service trays, platters and doilies ◦ ice buckets ◦ waiter's friend ◦ pourers ◦ wine preservers • cleaning materials and equipment: ◦ cleaning cloths and sponges ◦ dishwashers ◦ mops and buckets.			◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHFAB010 Prepare and serve cocktails	Skills must be demonstrated in an operational commercial bar. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ bar service area ◦ glass washer ◦ ice: ▪ crusher ▪ maker ▪ shaver ▪ grinder ◦ post-mix dispensing system ◦ refrigerator ◦ storage area for glassware and drinks • small equipment: ◦ bar towels ◦ coasters ◦ cutting boards ◦ garnish containers ◦ ice buckets ◦ jugs ◦ juicers ◦ napkins	• stock: ◦ garnishes ◦ ice ◦ wide commercial range of: ▪ bottled mixers ▪ bottled and canned beers ▪ liqueurs ▪ wines ▪ basic spirits • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning bar areas and equipment ◦ dishwashers ◦ dustpans and brooms	• organisational specifications: ◦ equipment manufacturer instructions ◦ cocktail bar menus ◦ organisational safety procedures ◦ price lists ◦ promotional materials ◦ traditional recipes, preparation methods and presentation standards for cocktails ◦ safety data sheets (SDS) for cleaning agents and chemicals or plain English workplace	• industry-realistic ratio of bar staff to customers; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ powder shakers ◦ pourers: ▪ speed ▪ optic ▪ inverted optic ◦ utensils: ▪ bar spoons and teaspoons ▪ nip measures ▪ small knives ▪ tongs ◦ glassware: ▪ brandy snifter ▪ champagne flute/saucer ▪ Collins glass ▪ highball glass ▪ hurricane glass ▪ liqueur and liqueur coffee glass ▪ martini glass ▪ old fashioned glasses ▪ piña colada glass ◦ service trays and liners ◦ straws, swizzle sticks and toothpicks ◦ waiter's friend	◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	documents or diagrams that interpret the content of SDS.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		• specific equipment for preparing cocktails and mocktails: ◦ blender ◦ Boston glass (mixing glass) ◦ cocktail shakers ◦ glass chillers ◦ Hawthorn glasses and strainer ◦ muddler ◦ standard and specialised cocktail glassware for different bases ◦ zester.			
SITHFAB011 Provide advice on beers, spirits and liqueurs	Skills must be demonstrated in an operational beverage sales or service environment. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ bar service area ◦ refrigerator ◦ reticulated beer dispensing system ◦ storage area for glassware and drinks • small equipment: ◦ glassware ◦ nip measures ◦ thermometer.	• stock*:* ◦ wide commercial range of: ▪ bottled mixers ▪ bottled and canned beers ▪ liqueurs ▪ wines ▪ basic spirits.	• organisational specifications: ◦ beverage lists ◦ organisational safety procedures ◦ price lists ◦ product information, product reviews and information on production methods ◦ promotional materials and details of presentation sessions ◦ reference texts on beers, spirits and liqueurs.	• industry-realistic ratios of staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHFAB012 Provide advice on Australian wines	Skills must be demonstrated in an operational wine sales or service environment. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ bar service area ◦ refrigerator ◦ storage area for glassware and drinks.	• stock: ◦ wide commercial range of Australian wines.	• organisational specifications: ◦ information on wines currently listed in the Australian Wine and Brandy Corporation Register of Protected Names ◦ price lists ◦ promotional materials ◦ product information, product reviews and information on production methods ◦ promotional materials and details of presentation sessions ◦ reference texts on Australian wines ◦ organisational safety procedures ◦ wine lists.	• industry-realistic ratios of staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHFAB013 Provide advice on imported wines	Skills must be demonstrated in an operational wine sales or service environment. This can be: • an industry workplace	• fixtures and large equipment: ◦ bar service area ◦ refrigerator ◦ storage area for glassware and drinks.	• stock: ◦ wide commercial range of imported wines from the regions specified in the performance evidence.	• organisational specifications: ◦ price lists ◦ promotional materials ◦ product information, product reviews and information	• industry-realistic ratios of staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.			◦ on production methods ◦ promotional materials and details of presentation sessions ◦ reference texts on imported wines ◦ organisational safety procedures ◦ wine lists.	◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHFAB014 Provide table service of food and beverage	Skills must be demonstrated in an operational food and beverage outlet. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ sideboards or crockery and cutlery storage areas ◦ coffee and tea making facilities ◦ minimum of 15 chairs ◦ minimum of five tables • small equipment: ◦ bread baskets ◦ butter dishes ◦ condiments and accompaniments ◦ cruets and pepper mills ◦ cutlery: ▪ main and entrée knives and forks	• stock: ◦ ice ◦ freshly prepared meals: ▪ entrées ▪ main courses ▪ accompaniments ▪ desserts ▪ cheeses ◦ wide commercial range of non-alcoholic beverages ◦ wide commercial range of: ▪ bottled and canned beers ▪ wines ▪ spirits.	• organisational specifications: ◦ equipment manufacturer instructions ◦ commercial food and beverage menus currently used by the hospitality industry ◦ standard recipes for non-alcoholic drinks currently used by the hospitality industry ◦ promotional materials ◦ wine lists.	• kitchen staff with whom the individual can interact • industry-realistic ratio of service staff to customers; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ soup and dessert spoons ▪ teaspoons ▪ side knives ▪ serving utensils ◦ food service-ware ◦ glassware for alcoholic and non-alcoholic beverages ◦ ice buckets and wine stands ◦ linen/table dressing: ▪ tablecloths ▪ overlays ▪ placemats ▪ napkins/servi ettes ◦ milk and sugar containers ◦ service cloths for wine service ◦ service trays, platters and doilies ◦ service utensils ◦ standard range of glassware for the service of: ▪ beer ▪ cocktails ▪ spirits ▪ wine ◦ tea and coffee pots ◦ tea and coffee service-ware			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ waiter's cloths ◦ waiter's friend ◦ waiter's station ◦ water jugs ◦ wine baskets • cleaning materials and equipment: ◦ brooms, brushes and dustpans ◦ cleaning cloths.			
SITHFAB015 Provide silver service	Skills must be demonstrated in an operational food and beverage outlet. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ minimum of 15 chairs ◦ minimum of five tables • small equipment: ◦ bread baskets ◦ butter dishes ◦ candles and matches or lighter ◦ carafes for decanting wine ◦ condiments and accompaniments ◦ cruets and pepper mills ◦ cutlery appropriate for designated menu items to be served ◦ docket books ◦ food service-ware: ▪ side plates ▪ main plates ▪ dessert bowls	• stock: ◦ meals from all the major food types, and for entrees, main courses, accompaniments, desserts and cheeses ◦ wide commercial range of alcoholic and non-alcoholic beverages.	• organisational specifications: ◦ food and beverage menus	• kitchen staff with whom the individual can interact • industry-realistic ratio of service staff to customers; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ coupes ▪ entrée plates ▪ soup bowls ◦ heated plates and hot serving utensils ◦ linen/table dressing: ▪ tablecloths ▪ overlays ▪ placemats ▪ napkins/servi ettes ◦ milk and sugar containers ◦ service trays, platters and doilies ◦ service cloths for wine service ◦ serving utensils ◦ standard range of glassware for the service of alcoholic and non-alcoholic beverages ◦ table crumber ◦ tea and coffee service-ware ◦ waiter's friend ◦ water jugs ◦ white cotton gloves ◦ wine baskets.			
SITHFAB016 Provide advice on food	Skills must be demonstrated in an operational restaurant		• stock: ◦ ingredients to prepare meals from all the major food types and for entrees, main	• Dietary Guidelines for Australians • organisational specifications:	• industry-realistic ratio of service staff to customers; these can be: ◦ customers in an industry

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	or food and beverage outlet. This can be: • an industry workplace • a simulated industry environment.		courses, accompaniments, desserts and cheeses.	◦ current food and cuisine product information in: ▪ descriptive menus ▪ recipes ▪ media reviews ▪ information databases ▪ promotional information ◦ food menus.	workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHFAB017 Provide advice on food and beverage matching	Skills must be demonstrated in an operational restaurant or food and beverage outlet. This can be: • an industry workplace • a simulated industry environment.		• stock: ◦ meals from all the major food types and for entrees, main courses, accompaniments, desserts and cheeses ◦ wide commercial range of alcoholic beverages: ▪ Australian and imported wines ▪ beers, spirits and liqueurs.	• organisational specifications: ◦ current beverage product information in sales kits, brochures, product manuals, and supplier information kits ◦ current food information in recipes and descriptive menus ◦ information databases and computerised information sources ◦ food and beverage menus.	• kitchen staff with whom the individual can interact • industry-realistic ratio of service staff to customers; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHFAB018 Provide gueridon service	Skills must be demonstrated in an operational restaurant or food and beverage outlet. This can be: • an industry workplace • a simulated industry environment.	• small equipment: ◦ bowls ◦ burner ◦ carving boards ◦ condiments and accompaniments ◦ cruets and pepper mills ◦ cutlery: main and entrée knives and forks, soup and dessert spoons, teaspoons and side knives ◦ docket books ◦ food service-ware: ▪ side plates ▪ main plates ▪ dessert bowls ▪ coupes ▪ entrée plates ▪ soup bowls ◦ fuel ◦ gueridon cooking and serving utensils ◦ gueridon trolleys ◦ lighter ◦ linen ◦ service crockery ◦ serving utensils ◦ towels for hand cleaning.	• stock: ◦ meals from all the major food types and for entrées, main courses, accompaniments, desserts and cheeses • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning, sanitising agents and chemicals for cleaning restaurant service equipment.	• organisational specifications: ◦ food menus ◦ safety data sheets (SDS) for cleaning chemicals or plain English workplace documents or diagrams that interpret the content of SDS.	• industry-realistic ratio of service staff to customers; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHFAB019 Plan and monitor espresso coffee service	Skills must be demonstrated in an operational restaurant	• fixtures and large equipment: ◦ a workstation with	• stock: ◦ commercial range of coffee beans and ground coffee	• organisational specifications:	• industry-realistic ratio of staff to customers; these can be:

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	or food and beverage outlet. This can be: • an industry workplace • a simulated industry environment.	industry-current commercial grade espresso machine and coffee grinders ◦ bins for used ground coffee ◦ storage bins or containers • specific equipment for preparing espresso coffee: ◦ blind or blank filter basket ◦ cleaning brushes ◦ colour-coded cleaning cloths ◦ flat edge implement for levelling off dosed filter basket ◦ measuring equipment: ▪ stopwatch or timer ▪ thermometer ◦ milk foaming jugs ◦ napkins ◦ powder shakers ◦ service trays ◦ spoons and stirrers ◦ straws ◦ takeaway cardboard trays ◦ tamp mats ◦ tampers ◦ service-ware for different types of coffee beverages:	◦ milk and alternative products ◦ other ingredients and accompaniments required for espresso coffee service.	◦ equipment manufacturer instructions ◦ cleaning and maintenance procedures for espresso coffee machines and grinders ◦ commercial beverage menus ◦ organisational procedures and industry standards for presenting espresso coffee beverages ◦ price lists ◦ standard recipes for coffee-based beverages currently used by the hospitality industry ◦ safety data sheets (SDS) for cleaning chemicals or plain English workplace documents or diagrams that interpret the content of SDS.	◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ cups: espresso and standard ▪ saucers ▪ mugs ▪ glasses ▪ takeaway coffee cups and lids.			
SITHFAB020 Manage the sale or service of wine	Skills must be demonstrated in an operational wine sales or service environment. This can be: • an industry workplace • a simulated industry environment.	• fixtures and large equipment: ◦ refrigeration ◦ storage facilities • small equipment: ◦ glassware.	• stock: ◦ wide commercial range of wines.	• organisational specifications: ◦ current product information in sales kits, brochures, product manuals, and supplier information kits ◦ information databases and computerised information sources ◦ wine lists.	• team with whom the individual can interact • industry-realistic ratio of service staff to customers; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
Gaming (GAM)					
SITHGAM001 Provide responsible gambling services	Skills must be demonstrated in an operational gaming environment. This can be:			• current regulatory documents, legislative publications and codes of conduct outlining responsible gambling requirements distributed by key state and territory	• industry-realistic range of customers involved in gambling activities; these can be: ◦ individuals who participate in role

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• an industry workplace • a simulated industry environment set up for the purposes of assessment. • facility where industry-realistic gambling activities occur.			gambling licensing agencies • industry and organisational codes of conduct, policies, procedures, information, signage and brochures relating to responsible gambling services.	plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM002 Attend gaming machines	Skills must be demonstrated in an operational gaming environment. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• equipment required to attend gaming machines: ◦ DACOM card ◦ evacuation card ◦ handpay book ◦ machine keys ◦ machine service record card • gaming machines, which include: ◦ linked machines ◦ linked progressive jackpot systems ◦ multi-terminal gaming machines ◦ poker machines ◦ progressive or stand-alone machines ◦ stand-alone games • gaming machine replacement parts, maintenance tools and cleaning materials			• gaming machine customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		• ticket redemption terminals or cash distribution facility.			
SITHGAM003 Operate a TAB outlet	Skills must be demonstrated in an operational gaming environment. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• TAB facilities, terminals and equipment: ◦ TAB stationery and form guides ◦ replacement parts and cleaning materials for equipment ◦ Austext and teletext facilities and television monitors ◦ ticket bins.			• industry-realistic range of TAB customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM004 Conduct Keno games	Skills must be demonstrated in an operational gaming environment. This can be: • an industry workplace • a simulated industry environment set up	• Keno terminal, facilities and equipment: ◦ online Keno terminal and display medium ◦ Keno betting stationery.			• industry-realistic range of customers playing Keno with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	for the purposes of assessment.				◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM005 Analyse and report on gaming machine data	Skills must be demonstrated in an operational gaming environment. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• operational gaming venue with machines and equipment • applicable header systems according to organisational requirements • data retrieval system.		• gaming machine reporting software and data.	
SITHGAM006 Deal Baccarat games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment, such	• equipment required for dealing Baccarat games: ◦ banker and player markers ◦ cards ◦ card equipment: ▪ cutting device ▪ discard rack ▪ dealing device (shoe or shuffling machine) ◦ chair ◦ pallet		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Baccarat players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	as a casino training room.	◦ signage: ▪ advice to players ▪ notification of table closure ▪ table limit sign ◦ table equipment: ▪ drop box ▪ float tray and cover ▪ layout ▪ plaque box ▪ plunger ▪ spacers ▪ table licence number ▪ table number.			plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM007 Conduct Big Wheel games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment, such as a casino training room.	• equipment required for conducting Big Wheel games: ◦ change block plunger ◦ float cover ◦ drop box ◦ table licence number ◦ table number ◦ layout ◦ electronic results key pad and associated equipment ◦ signage: ▪ advice to players		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Big Wheel players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ notification of table closure ▪ table limit sign ◦ wheel.			simulated industry environment operated within a training organisation.
SITHGAM008 Deal Blackjack games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment, such as a casino training room.	• equipment required for dealing Blackjack games: ◦ cards ◦ card equipment: ▪ cutting device ▪ discard rack ▪ dealing device (shoe or shuffling machine) ◦ signage: ▪ advice to players ▪ notification of table closure ▪ table limit sign ◦ table equipment: ▪ drop box ▪ float tray and cover ▪ layout ▪ plunger ▪ spacers ▪ table licence number ▪ table number.		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Blackjack players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM009 Deal Poker games	Skills must be demonstrated in a fully equipped gaming environment, with	• equipment required for dealing Poker games: ◦ cards ◦ card equipment:		• financial transaction documentation or systems • current organisational procedures, approved	• groups of Poker players with whom the individual can interact during games; these can be:

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment, such as a casino training room.	▪ discard rack ▪ shoe or dealing device ▪ shuffling machine ◦ dealer button or puck ◦ signage: ▪ advice to players ▪ notification of table closure ▪ table limit sign ◦ table equipment: ▪ drop box ▪ float tray and cover ▪ layout ▪ plaque box ▪ plunger ▪ spacers ▪ table licence number ▪ table number.		rules and permitted variations.	◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM010 Deal Pontoon games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment set up	• equipment required for dealing Pontoon games: ◦ cards ◦ card equipment: ▪ cutting device ▪ discard rack ▪ dealing device (shoe or shuffling machine) ◦ signage:		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Pontoon players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	for the purposes of assessment, such as a casino training room.	▪ advice to players ▪ notification of table closure ▪ table limit sign ◦ table equipment: ▪ drop box ▪ float tray and cover ▪ layout ▪ plunger ▪ spacers ▪ table licence number ▪ table number ◦ Pontoon Pandemonium button and jackpot meter.			◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM011 Conduct Rapid Roulette games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment, such as a casino training room.	• equipment required for conducting Rapid Roulette games: ◦ approved Rapid Roulette wheel ◦ electronic results display ◦ dealer terminal, key pad and associated equipment ◦ Roulette balls ◦ change block ◦ plunger ◦ float cover ◦ drop box ◦ table licence number ◦ table number		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Rapid Roulette players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ signage: ▪ advice to players ▪ notification of table closure ▪ table limit sign ◦ in-house computer system for the Rapid Roulette station ◦ player terminals that link to back-of-house system.			assessment, in a simulated industry environment operated within a training organisation.
SITHGAM012 Conduct Roulette games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment, such as a casino training room.	• equipment required for conducting Roulette games: ◦ change block ◦ chip tree ◦ chipping machine ◦ dolly ◦ marker buttons ◦ roulette balls ◦ chip inventory slips ◦ plunger ◦ table equipment ◦ drop box ◦ float cover ◦ layout to approved organisational design ◦ table licence number ◦ table number ◦ signage:		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ advice to players ▪ notification of table closure ▪ table limit sign.			training organisation.
SITHGAM013 Conduct Sic Bo games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment, such as a casino training room.	• equipment required for conducting Sic Bo games: ◦ change block ◦ plunger ◦ float cover ◦ drop box ◦ table licence number ◦ table number ◦ layout ◦ electronic dice tumbling device and cover ◦ electronic key pad and associated equipment ◦ signage: ▪ advice to players ▪ notification of table closure.		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Sic Bo players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM014 Manage gaming activities	Skills must be demonstrated in an operational gaming environment for which the individual can plan and develop gaming facilities, systems and		• physical and human resources required to establish a gaming venue.		• suppliers and promoters of gaming products with whom the individual can interact; these can be: ◦ in an industry workplace who are assisted by the individual

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	promotional initiatives. This can be: • an industry workplace • a simulated industry environment. • a real or simulated gaming business with associated organisational budget for gaming activities.				during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM015 Attend casino gaming machines	Skills must be demonstrated in an operational casino gaming environment. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• equipment required to attend gaming machines: ◦ Dacom card ◦ evacuation card ◦ handpay book ◦ machine keys ◦ machine service record card • gaming machines, which include: ◦ linked machines ◦ linked progressive jackpot systems ◦ multi-terminal gaming machines ◦ poker machines ◦ progressive or stand-alone machines ◦ stand-alone games			• gaming machine customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		• gaming machine maintenance tools and cleaning materials • ticket redemption terminals or cash distribution facility.			training organisation.
SITHGAM016 Deal Caribbean Stud games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment, such as a casino training room.	• equipment required for dealing Caribbean Stud games: ◦ cards ◦ card equipment: ▪ discard rack ▪ shoe or dealing device ▪ shuffling machine ◦ dealer button or puck ◦ signage: ▪ advice to players ▪ notification of table closure ▪ table limit sign ◦ table equipment ▪ drop box ▪ float tray and cover ▪ layout ▪ plaque box ▪ plunger ▪ spacers ▪ table licence number ▪ table number ◦ progressive jackpot keypad.		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Caribbean Stud players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHGAM017 Deal Casino War games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment, such as a casino training room.	• equipment required for dealing Casino War games: ◦ cards ◦ card equipment: ▪ cutting device ▪ discard rack ▪ dealing device (shoe or shuffling machine) ◦ signage: ▪ advice to players ▪ notification of table closure ▪ table limit sign ◦ table equipment: ▪ drop box ▪ float tray and cover ▪ layout ▪ plunger ▪ spacers ▪ table licence number ▪ table number.		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Casino War players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM018 Deal Mississippi Stud game	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace	• equipment required for dealing Mississippi Stud games: ◦ cards ◦ card equipment: ▪ discard rack ▪ shoe or dealing device		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Mississippi Stud players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment set up for the purposes of assessment, such as a casino training room.	▪ shuffling machine ◦ dealer button or puck ◦ signage: ▪ advice to players ▪ notification of table closure ▪ table limit sign ◦ table equipment: ▪ drop box ▪ float tray and cover ▪ layout ▪ plaque box ▪ plunger ▪ spacers ▪ table licence number ▪ table number.			the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM019 Conduct Rapid Baccarat games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment, such as a casino training room.	• equipment required for conducting Rapid Baccarat games: ◦ cards ◦ card equipment: ▪ cutting device ▪ discard rack ▪ dealing device (shoe or shuffling machine) ◦ electronic Rapid Baccarat shoe ◦ electronic results display		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Rapid Baccarat players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ dealer terminal, key pad and associated equipment ◦ signage: ▪ advice to players ▪ table limit sign ▪ notification of table closure ◦ table equipment: ▪ drop box ▪ float cover ▪ layout ▪ plunger ▪ table licence number ▪ table number • in-house computer system for the Rapid Baccarat station • player terminals that link to back-of-house system.			simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM020 Conduct Rapid Big Wheel games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment, such as a casino training room.	• equipment required for conducting Rapid Big Wheel Games: ◦ approved Rapid Big Wheel ◦ electronic results display ◦ dealer terminal, key pad and associated equipment ◦ change block ◦ plunger ◦ float cover ◦ drop box		• financial transaction documentation or systems • current organisational procedures, approved rules and permitted variations.	• groups of Rapid Big Wheel players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ table licence number ◦ table number ◦ signage: ▪ advice to players ▪ notification of table closure ▪ table limit sign • in-house computer system for the Rapid Big Wheel station • player terminals that link to back-of-house system.			plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHGAM021 Deal Three Card Poker games	Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment, such as a casino training room.	• equipment required for dealing Three Card Poker games: ◦ cards ◦ card equipment: ▪ discard rack ▪ shoe or dealing device ▪ shuffling machine ◦ dealer button or puck ◦ signage: ▪ advice to players ▪ notification of table closure ▪ table limit sign ◦ table equipment: ▪ drop box		• financial transaction documentation or systems • current organisational procedures, approved rules, and permitted variations.	• groups of Three Card Poker players with whom the individual can interact during games; these can be: ◦ players in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ float tray and cover ▪ layout ▪ plaque box ▪ plunger ▪ spacers ▪ table licence number ▪ table number.			training organisation.
Working in Industry (IND)					
SITHIND001 Use hygienic practice for hospitality service	Skills must be demonstrated in a hospitality industry service environment. This can be: • an industry workplace • a simulated industry environment.			• organisational specifications: ◦ guidelines relating to personal hygiene and presentation requirements ◦ guidelines relating to workplace hygiene standards and hazards.	• others with whom the individual can interact; these can be: ◦ others in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHIND002 Source and use information on the hospitality industry	Skills must be demonstrated in a hospitality industry	• computers, printers, communication technology and information programs		• plain English documents issued by government regulators that describe	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	service environment. This can be: • an industry workplace • a simulated industry environment or activity for which information on the hospitality industry is sourced.	used to source industry information.		laws specifically relevant to the hospitality industry: ◦ food safety ◦ responsible service of alcohol ◦ responsible conduct of gaming ◦ local community protection.	
SITHIND003 Use hospitality skills effectively	Skills must be demonstrated in an operational hospitality environment. This can be: • an industry workplace • a simulated industry environment, such as training in a: ◦ restaurant /cafe environment ◦ accommodation services environment ◦ housekeeping environment ◦ gaming operations	• products and services to be delivered to customers.			• industry-realistic ratios of service staff to customers

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	environment.				
SITHIND004 Work effectively in hospitality service	Skills must be demonstrated in an operational hospitality environment. This can be: • an industry workplace • a simulated industry environment, such as in a training: ◦ restaurant /cafe environment ◦ accommodation services environment ◦ housekeeping environment ◦ gaming operations environment.	• products and services to be delivered to customers.		• organisational policies and procedures.	• industry-realistic ratios of service staff to customers; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
Kitchen Operations (KOP)					
SITHKOP001 Clean kitchen premises and equipment	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace	• fixtures and large equipment: ◦ bain marie or hot box ◦ commercial: ▪ blenders and food mills		• organisational specifications: ◦ equipment manufacturer manuals ◦ current commercial stock	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment, such as a training kitchen servicing customers. • commercial kitchen with food preparation and storage areas with floor, walls and shelves.	▪ mixers and attachments ◦ commercial dishwasher ◦ commercial grade work benches ◦ commercial ovens with timer and trays: ▪ convection ▪ deck ▪ microwave ◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge ◦ electronic equipment used for stock control ◦ deep-fryer ◦ double sink ◦ gas, electric or induction stove tops ◦ salamander or other form of griller ◦ storage facilities: ▪ shelving ▪ trays ◦ slicing machine • small equipment: ◦ cutting, chopping and slicing implements ◦ cutting boards ◦ graters		control procedures and documentation for ordering, monitoring and maintaining cleaning stock ◦ commercial cleaning schedules ◦ food preparation lists ◦ ordering and docketing paperwork ◦ safety procedures for chemical accidents ◦ SDS for cleaning agents and chemicals andplain English workplace documents or diagrams that interpret the content of SDS.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ knives and cleavers: ▪ butcher and boning knives ▪ butter spreading knives ▪ bread knives ▪ carving knives ▪ large serrated cake knives ▪ filleting knives ▪ utility knives ◦ measurers: ▪ metric calibrated measuring jugs ▪ measuring spoons ▪ portion control scoops and markers ◦ meat: ▪ bats ▪ cleavers ▪ hooks ▪ thermometers ▪ mincers ▪ saws ◦ scales (1 gram increments) and scales for weighing large quantities			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ scoops, skimmers and spiders ◦ service-ware: ▪ platters, dishes and bowls ▪ cutlery and serving utensils ▪ small utensils: ▪ flour and drum sieves ▪ peelers, corers and slicers ▪ strainers and chinois ▪ scrapers ▪ spatulas ▪ pastry brush ▪ tongs and serving utensils ◦ whisks: ▪ fine and coarse stainless steel wire ◦ spoons: ▪ large plain and slotted metal spoons ▪ ladles in a variety of sizes ▪ serving spoons			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ wooden spoons ◦ temperature probes ◦ thermometers ◦ personal protective equipment specified in the knowledge evidence • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dishwashers ◦ dustpans and brooms ◦ floor scrubbers or polishers ◦ garbage bins and bags ◦ mops and buckets ◦ pressurised steam and water cleaners ◦ sponges, brushes and scourers ◦ swabs ◦ tea towels			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ waste sink for mops.			
SITHKOP002 Plan and cost basic menus	Skills must be demonstrated in a hospitality business operation where menus are planned and costed. This can be: • an industry workplace • a simulated industry environment or activity.			• commercial information: ◦ preferred supplier arrangements ◦ purchase specifications ◦ sources of negotiated cost of supply: ▪ tariffs ▪ price lists • product information: ◦ food preparation lists ◦ menus for restaurants ◦ price lists ◦ recipes ◦ costs of food supply for food service businesses ◦ menus for the variety of cuisines and service styles specified in the performance evidence.	
SITHKOP003 Plan and display buffets	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training food	• a buffet display and service area with: ◦ buffet showpieces and decorations specified in the knowledge evidence ◦ lighting for buffet ◦ linen	• food and food items for buffet.	• organisational specifications: ◦ food preparation lists ◦ display plans.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	and beverage outlet servicing customers.	◦ specific equipment for buffet service: ◦ chafing dishes ◦ display crockery ◦ serving equipment • computers and software programs to produce food preparation lists and display plans/			
SITHKOP004 Develop menus for special dietary requirements	Skills must be demonstrated in a hospitality industry business operation or activity for which special menus and meal plans are prepared. This can be: • an industry workplace • a simulated industry environment.	• computers, printers and software for costing and developing menus and meal plans.		• Australian Dietary Guidelines • recipes that accommodate a range of special dietary requirements.	
SITHKOP005 Coordinate cooking operations	Skills must be demonstrated in an operational commercial kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers. • designated storage areas for dry	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial refrigeration facilities: ▪ cool room ▪ freezer ▪ fridge ◦ storage facilities:	• diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations.	• organisational specifications: ◦ commercial cleaning schedules ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ mise en place lists, menus and	• industry-realistic ratios of food production staff to the individual who is coordinating them throughout food production periods; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	goods and perishables	▪ containers for hot and cold food ▪ shelving ▪ trays • small equipment: ◦ thermometers ◦ tongs and serving utensils.		standard recipes and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plan ◦ safety data sheets (SDS) for cleaning agents and chemicals ◦ work flow schedules • recording systems.	plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITHKOP006 Plan catering for events or functions	Skills must be demonstrated in a hospitality or catering business operation for which catering proposals and plans are prepared and implemented. This can be: • an industry workplace • a simulated industry environment. • event and function venues where catering is provided.	• computers, printers and software programs currently used by the hospitality and catering industry to prepare proposals and plans.		• sources of negotiated cost of supply: ◦ tariffs ◦ price lists • organisational specifications: ◦ food safety policies and procedures ◦ environmental management procedures ◦ purchase specifications ◦ risk management procedures ◦ supplier contracts.	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who interact with the individual during the assessment process ◦ individuals who participate in role plays, simulated activities, or simulated events set up for the purpose of assessment in an operational context.
SITHKOP007 Design and cost menus	Skills must be demonstrated in a commercial cookery or catering context where			• commercial information: ◦ financial data and budgets for the operation of a hospitality	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	menus are designed or costed. This can be: • an industry workplace • a simulated industry environment.			◦ industry businesses ◦ preferred supplier arrangements ◦ purchase specifications ◦ sources of negotiated cost of supply: ▪ tariffs ▪ price lists • product information: ◦ food preparation lists ◦ menus for the variety of cuisines and service styles specified in the performance evidence ◦ price lists ◦ recipes ◦ costs of food supply for food service businesses.	
SITHKOP008 Select catering systems	Skills must be demonstrated a hospitality or catering industry business operation for which a tailored catering system is selected. This can be: • an industry workplace			• food safety and work health and safety (WHS) information relevant to operating catering systems • operational information about food production processes for commercial caterers • product specifications for a range of integrated catering systems.	• key personnel with whom the individual can interact; these can be: ◦ staff in an industry workplace who interact with the individual during the assessment process ◦ individuals who participate in role plays or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.				simulated activities, set up for the purpose of assessment in an operational context.
Patisserie (PAT)					
SITHPAT001 Produce cakes	Skills must be demonstrated in an operational pastry kitchen; this can be: • an industry workplace • a simulated industry environment such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial cake mixer, and attachments: ▪ dough hook ▪ paddle ▪ whisk ◦ commercial refrigeration and freezer unit with shelving ◦ double sinks ◦ gas or electric stove tops ◦ industrial strength food processor ◦ marble bench or slab ◦ ovens with timer and trays: ▪ convection ▪ deck ▪ microwave ◦ pastry/dough break ◦ proofer	• diverse and comprehensive range of commercial ingredients for the cakes and sponges specified in the performance evidence • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ food preparation lists ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ acetate plastic sheets, baking sheets/paper, parchment paper and silicon paper ◦ beaters ◦ blenders ◦ bowl cutters ◦ cake bases, stands and platforms ◦ cake tins with: ▪ fixed base in a range of shapes ▪ loose bottom ◦ cake moulds ◦ cake wheels ◦ cutting boards ◦ cutting implements for nuts and fruits ◦ food handler gloves ◦ fluted and plain flan rings and cutter ◦ graters ◦ juicers ◦ knives: large serrated cake knives ◦ ladles in a variety of sizes ◦ measurers: metric calibrated measuring jugs	soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ mixers ◦ oven mitts ◦ pastry brushes ◦ pastry cutters and shapes ◦ piping bags and attachments ◦ portion control scoops and markers ◦ presentation equipment: ▪ cake boards ▪ cake boxes ▪ cake stands: multi-tier and clear cover ▪ doilies ▪ mirrors ▪ platters ▪ refrigerated cake display cases or towers ◦ service-ware: ▪ platters, dishes, and bowls ▪ serving tongs and trowels ◦ small utensils: ▪ flour and drum sieves ▪ strainers and chinois ▪ spatulas ▪ whisks: fine and coarse stainless steel wire			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ range of saucepans and pots for small and large production ◦ saccharometer ◦ salamander ◦ scales (1 gram increments) ◦ sets of stainless steel bowls ◦ silicon mats ◦ spoons: ▪ wooden spoons ▪ large plain and slotted metal spoons ◦ storage containers and trays ◦ wire cooling racks.			
SITHPAT002 Produce gateaux, torten and cakes	Skills must be demonstrated in an operational pastry kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial cake mixer, and attachments: ▪ dough hook ▪ paddle ▪ whisk ◦ commercial refrigeration and freezer unit with shelving	• diverse and comprehensive range of commercial ingredients for the gateaux, torten and cakes specified in the performance evidence • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens,	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ food preparation lists ◦ mise en place lists, menus,	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ double sinks with hot and cold water ◦ gas or electric stove tops ◦ industrial strength food processor ◦ marble bench or slab ◦ ovens with timer and trays: ▪ convection ▪ deck ▪ microwave ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ acetate plastic sheets, baking sheets/paper, parchment paper and silicon paper ◦ beaters ◦ blenders ◦ bowl cutters ◦ cutting boards ◦ cutting implements for fruit and nuts ◦ food handler gloves ◦ fluted and plain flan rings and cutter ◦ graters ◦ juicers ◦ knives: large serrated cake knives	equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ ladles in a variety of sizes ◦ measurers: metric calibrated measuring jugs ◦ mixers ◦ oven mitts ◦ pastry brushes ◦ pastry cutters and shapes ◦ piping bags and attachments ◦ portion control scoops and markers ◦ probe thermometer ◦ service-ware: ▪ platters, dishes, and bowls ▪ serving tong and trowels ◦ small utensils: ▪ flour and drum sieves ▪ strainers and chinois ▪ spatulas ▪ whisks: fine and coarse stainless steel wire ◦ range of saucepans and pots for small and large production ◦ saccharometer ◦ scales (1 gram increments)			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ service-ware: ▪ platters, dishes, and bowls ▪ serving utensils ◦ silicon mats ◦ serving tongs and trowels ◦ sets of stainless steel bowls ◦ spoons: ▪ wooden spoons ▪ large plain and slotted metal spoons ◦ storage containers and trays ◦ wire cooling racks • specific equipment for producing gateaux, torten and cakes: ◦ icing and decorating equipment: ▪ crimpers ▪ decorative combs ▪ fine icing sugar sieves ▪ fine piping tubes ▪ matfer-type stencils ◦ presentation equipment: ▪ cake bases			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ cake boards for individual and large gateaux ▪ cake boxes ▪ cake platforms ▪ cake stands: multi-tier and clear cover ▪ doilies ▪ gateaux serving tongs and trowels ▪ mirrors ▪ platters ▪ refrigerated cake display cases or towers ◦ specialised cake tins, rings and moulds: ▪ croquembouche mould ▪ D-shape cake log forms ▪ fixed base and loose bottom in a range of shapes ▪ form cake rings for individual petit gateaux ▪ novelty cake tins and forms			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ silicon moulds for individual petit gateaux.			
SITHPAT003 Produce pastries	Skills must be demonstrated in an operational pastry kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial cake mixer, and attachments: ▪ dough hook ▪ paddle ▪ whisk ◦ commercial refrigeration and freezer unit with shelving ◦ double sinks with hot and cold water ◦ gas or electric stove tops ◦ industrial strength food processor ◦ marble bench or slab ◦ ovens with timer and trays: ▪ convection ▪ deck ▪ microwave ◦ pastry/dough break ◦ proofer ◦ storage facilities: ▪ shelving	• diverse and comprehensive range of commercial ingredients for the pastries and pastry products specified in the performance evidence • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ food preparation lists ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ trays • small equipment: ◦ acetate plastic sheets, baking sheets/paper, parchment paper and silicon paper ◦ beaters ◦ blenders ◦ bowl cutters ◦ cutting boards ◦ cutting implements for nuts and fruits ◦ food handler gloves ◦ fluted and plain flan rings and cutter ◦ graters ◦ juicers ◦ knives: ▪ large serrated cake knives ◦ ladles in a variety of sizes ◦ measurers: ▪ metric calibrated measuring jugs ◦ mixers ◦ moulds and shapes ◦ oven mitts ◦ pastry brushes ◦ pastry cutters and shapes ◦ piping bags and attachments	◦ sponges, brushes and scourers ◦ tea towels.		

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ portion control scoops and markers ◦ presentation equipment: ▪ cake boards ▪ cake boxes ▪ cake stands: multi-tier and clear cover ▪ doilies ▪ mirrors ▪ platters ▪ refrigerated cake display cases or towers ◦ service-ware: ▪ platters, dishes, and bowls ▪ serving tongs and trowels ◦ small utensils: ▪ flour and drum sieves ▪ strainers and chinois ▪ spatulas ▪ whisks: fine and coarse stainless steel wire ◦ range of saucepans and pots for small and large production ◦ saccharometer ◦ salamander			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ scales (1 gram increments) ◦ silicon mats ◦ sets of stainless steel bowls ◦ spoons: ▪ wooden spoons ▪ large plain and slotted metal spoons ◦ storage containers and trays ◦ wire cooling racks.			
SITHPAT004 Produce yeast-based bakery products	Skills must be demonstrated in an operational pastry kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ bowl cutters ◦ commercial grade work benches (1.5 m/person) ◦ commercial cake mixer, and attachments: ▪ dough hook ▪ paddle ▪ whisk ◦ commercial refrigeration and freezer unit with shelving ◦ double sinks with hot and cold water ◦ gas or electric stove tops	• diverse and comprehensive range of commercial ingredients for the yeast-based bakery products specified in the performance evidence • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ food preparation lists ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ industrial strength food processor ◦ marble bench or slab ◦ ovens with timer and trays: ▪ convection ▪ deck ▪ microwave ◦ pastry/dough break ◦ proofer ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ acetate plastic sheets, baking sheets/paper, parchment paper and silicon paper ◦ beaters ◦ blenders ◦ cutting boards ◦ cutting implements ◦ food handler gloves ◦ graters ◦ knives: large serrated cake knives ◦ ladles in a variety of sizes ◦ measurers: metric calibrated measuring jugs ◦ moulds, shapes and cutters ◦ oven mitts	◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ pastry cutters and shapes ◦ piping bags and attachments ◦ service-ware: ▪ platters, dishes, and bowls ▪ serving tongs and trowels ◦ small utensils: ▪ flour and drum sieves ▪ strainers and chinois ▪ spatulas ▪ whisks: fine and coarse stainless steel wire ◦ range of saucepans and pots for small and large production ◦ scales (1 gram increments) ◦ sets of stainless steel bowls ◦ silicon mats ◦ spatulas ◦ spoons: ▪ wooden spoons ▪ large plain and slotted metal spoons			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ storage containers and trays ◦ wire cooling racks.			
SITHPAT005 Produce petit fours	Skills must be demonstrated in an operational pastry kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial cake mixer, and attachments: ▪ dough hook ▪ paddle ▪ whisk ◦ commercial refrigeration and freezer unit with shelving ◦ double sinks with hot and cold water ◦ gas or electric stove tops ◦ industrial strength food processor ◦ marble bench or slab ◦ ovens with timer and trays: ▪ convection ▪ deck ▪ microwave ◦ pastry/dough break ◦ proofer ◦ storage facilities: ▪ shelving	• diverse and comprehensive range of commercial ingredients for the petits fours specified in the performance evidence • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ food preparation lists ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ trays • small equipment: ◦ beaters ◦ bowl cutters ◦ cake moulds ◦ cutting boards ◦ cutting implements for nuts and fruits ◦ fluted and plain flan rings and cutter ◦ food handler gloves ◦ graters ◦ knives: ▪ large serrated cake knives ◦ measurers: ▪ metric calibrated measuring jugs ◦ oven mitts ◦ saccharometer ◦ scales ◦ service-ware: ▪ platters, dishes, and bowls ▪ serving tongs and trowels ◦ sets of stainless steel bowls ◦ silicon mats ◦ small utensils: ▪ flour and drum sieves	◦ tea towels.		

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ strainers and chinois ▪ spatulas ▪ whisks: fine and coarse stainless steel wire ◦ spatulas ◦ spoons: ▪ wooden spoons ▪ large plain and slotted metal spoons ◦ storage containers and trays ◦ wire cooling racks • specific equipment for producing petits fours: ◦ chocolate thermometer ◦ dipping forks ◦ icing and decorating equipment: ▪ chocolate spray gun ▪ crimpers ▪ decorative combs ▪ fine icing sugar sieves ▪ fine paint brushes ▪ fine piping tubes ▪ matfer-type stencils			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ piping bags and attachments ▪ silk screens ◦ presentation equipment: ▪ cake boards ▪ cake boxes ▪ cake stands: multi-tier and clear cover ▪ cake wheels ▪ doilies ▪ mirrors ▪ petit four cutters ▪ petit four dipping racks ▪ petit four moulds ▪ petit four paper cases ▪ platters ▪ refrigerated cake display cases or towers ◦ receptacles made from both edible and non-edible materials: ▪ ceramic ▪ chocolate ▪ croquant ▪ crystal ▪ glass ▪ metallic platters and trays ▪ sugar lace			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ tulip paste.			
SITHPAT006 Produce desserts	Skills must be demonstrated in an operational pastry kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial cake mixer, and attachments: ▪ dough hook ▪ paddle ▪ whisk ◦ commercial refrigeration and freezer unit with shelving ◦ double sinks with hot and cold water ◦ gas or electric stove tops ◦ industrial strength food processor, ◦ ovens with timer and trays: ▪ convection ▪ deck ▪ microwave ◦ pastry/dough break ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ acetate plastic sheets ◦ beaters ◦ blenders	• diverse and comprehensive range of commercial ingredients for the desserts specified in the performance evidence • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ food preparation lists ◦ mise en place lists, menus, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ bowl cutters ◦ commercial mixers and attachments ◦ cutting boards ◦ cutting implements for nuts and fruits ◦ decorating equipment: ▪ blow torch ▪ chocolate spray gun ▪ fine icing sugar sieves ▪ fine piping tubes ▪ icing and cocoa powder dusters ▪ matfer-type stencils ▪ silk screens ▪ templates ◦ deep-fryer ◦ dessert service-ware: ▪ dessert plates ▪ dishes ▪ glasses ▪ bowl ▪ coupes ▪ cutlery ▪ doilies ◦ fine and heavy gauge whisks and strainers ◦ fine icing sugar sieves			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ fluted and plain flan rings ◦ graters ◦ gratin dishes ◦ ice makers ◦ ice cream machines ◦ juicers ◦ knives: ▪ large serrated cake knives ◦ ladles in a variety of sizes ◦ measurers: ▪ metric calibrated measuring jugs ◦ mixers ◦ moulds and dishes: ▪ tartlet ▪ darioles ◦ oven mitts ◦ pans: ▪ crêpe ▪ omelete ◦ presentation equipment: ▪ cake boards ▪ cake boxes ▪ cake stands ▪ doilies ◦ piping bags and attachments ◦ portion control markers ◦ ramekins ◦ range of saucepans and			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		pots for small and large production ◦ salamander ◦ scales ◦ scoops ◦ serving tongs and trowels ◦ sets of stainless steel bowls ◦ skewers: ▪ metal ▪ bamboo ◦ soufflé cups ◦ spatulas ◦ spoons: ▪ wooden spoons ▪ large plain and slotted metal spoons ◦ steamer ◦ storage containers and trays ◦ sweets trolley or dessert buffet table ◦ vitamisers ◦ wire cooling racks.			
SITHPAT007 Prepare and model marzipan	Skills must be demonstrated in an operational pastry kitchen. This can be: • an industry workplace • a simulated industry	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial cake mixer, and attachments:	• diverse and comprehensive range of commercial ingredients for the marzipan icing and modelled and moulded shapes specified in the performance evidence	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	environment, such as a training kitchen servicing customers.	▪ dough hook ▪ paddle ▪ whisk ◦ commercial refrigeration and freezer unit with shelving ◦ double sinks with hot and cold water ◦ gas or electric stove tops ◦ marble bench or slab ◦ marzipan refiner or industrial strength food processor ◦ ovens with timer and trays: ▪ convection ▪ deck ▪ microwave ◦ pastry/dough break ◦ proofer ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ acetate plastic sheets, baking sheets/paper, parchment paper and silicon paper ◦ beaters ◦ blenders ◦ bowl cutters ◦ cake bases, stands and platforms	• cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	documentation for ordering, monitoring and maintaining stock ◦ food preparation lists ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ cake tins with: ▪ fixed base in a range of shapes ▪ loose bottom ◦ cake moulds ◦ cake wheels ◦ cutting boards ◦ cutting implements for nuts and fruits ◦ deep-fryer ◦ food handler gloves ◦ fluted and plain flan rings and cutter ◦ graters ◦ juicers ◦ knives: ▪ large serrated cake knives ◦ ladles in a variety of sizes ◦ measurers: ▪ metric calibrated measuring jugs ◦ mixers ◦ pastry brushes ◦ pastry cutters and shapes ◦ piping bags and attachments ◦ portion control scoops and markers ◦ service-ware:			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ platters, dishes, and bowls ▪ serving tongs ◦ small utensils: ▪ flour and drum sieves ▪ strainers ▪ spatulas ▪ whisks: fine and coarse stainless steel wire ◦ saccharometer ◦ scales (1 gram increments) ◦ silicon mats ◦ sets of stainless steel bowls ◦ spoons: ▪ wooden spoons ▪ large plain and slotted metal spoons ◦ storage containers and trays • specific equipment for modelling marzipan: ◦ chocolate thermometer ◦ icing and decorating equipment: ▪ aerosol and airbrush ▪ chocolate spray gun			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ fine paint brushes ◦ marzipan modelling tools and moulds: ▪ crimpers ▪ dipping forks ▪ fine icing sugar sieves ▪ leaf, flower and petal cutters ▪ novelty moulds ▪ piping bags and attachments ▪ piping tubes in a variety of sizes ▪ textured boards ▪ textured rolling pins ◦ range of presentation equipment: ▪ cake boards ▪ cake boxes ▪ cake stands: multi-tier and clear cover ▪ doilies ▪ mirrors ▪ platters ▪ refrigerated cake display cases or towers.			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITHPAT008 Produce chocolate confectionery	Skills must be demonstrated in an operational pastry kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial refrigeration and freezer unit with shelving ◦ double sinks with hot and cold water ◦ gas or electric stove tops ◦ industrial strength food processor ◦ marble bench or slab ◦ microwave ◦ proofer ◦ storage facilities: ▪ shelving ▪ trays ◦ warming area • small equipment: ◦ acetate plastic sheets, baking sheets/paper, parchment paper and silicon paper ◦ beaters ◦ brushes ◦ bowl cutters ◦ cutting implements for nuts and fruits ◦ cutting boards ◦ food handler gloves	• diverse and comprehensive range of commercial ingredients for the chocolate confectionery specified in the performance evidence • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing ◦ sponges, brushes and scourers ◦ tea towels.	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ food preparation lists ◦ mise en place lists, standard recipes, and recipes for special dietary requirements ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements ◦ safety data sheets (SDS) for cleaning agents and chemicals.	• industry-realistic ratios of kitchen staff to customers; these can be: ◦ staff and customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ graters ◦ knives: ▪ large serrated cake knives ◦ measurers: ▪ metric calibrated measuring jugs ◦ mixers ◦ pastry brushes ◦ pastry cutters and shapes ◦ piping bags and attachments ◦ range of presentation equipment: ▪ doilies ▪ mirrors ▪ platters ◦ range of service-ware ◦ range of saucepans and pots for small and large production ◦ saccharometer ◦ scales (1 gram increments) ◦ sets of stainless steel bowls ◦ spoons: ▪ wooden spoons ▪ large plain and slotted metal spoons			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ storage containers and trays ◦ whisks: fine and coarse stainless steel wire.			
SITHPAT009 Model sugar-based decorations	Skills must be demonstrated in an operational pastry kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial refrigeration and freezer unit with shelving ◦ double sinks with hot and cold water ◦ gas or electric stove tops ◦ marble bench or slab ◦ microwave ◦ proofer ◦ shelving • small equipment: ◦ acetate plastic sheets, baking sheets/paper, parchment paper and silicon paper ◦ cutting boards ◦ knives: ▪ large serrated cake knives ◦ ladles in a variety of sizes ◦ measurers:	• diverse and comprehensive range of commercial ingredients for modelling the sugar-based decorations for cakes and desserts specified in the performance evidence • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ food preparation lists ◦ mise en place lists, standard recipes, and recipes for special dietary requirements ◦ designs for sugar-based decorations for cakes and desserts ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ metric calibrated measuring jugs ◦ mixers ◦ piping bags and attachments ◦ service-ware: ▪ platters, dishes, and bowls ▪ serving utensils ◦ small utensils: ▪ flour and drum sieves ▪ strainers ▪ spatulas ▪ whisks: fine and coarse stainless steel wire ◦ range of saucepans and pots for small and large production ◦ scales (1 gram increments) ◦ sets of stainless steel bowls ◦ spoons: ▪ wooden spoons ▪ large plain and slotted metal spoons ◦ storage containers and trays	◦ sponges, brushes and scourers ◦ tea towels.	◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		• specific equipment for modelling sugar-based decorations: ◦ airtight sugar display cases ◦ assorted rings, moulds, and metal bars for poured and moulded sugar work ◦ basket weave boards (round and oval shaped) complete with metal rods ◦ blow torch ◦ blowpipes ◦ cake wheels ◦ hair drier with cold air setting ◦ hand pump for blowing sugar ◦ heat-resistant disposable gloves for pulling and shaping sugar ◦ heat resistant plasticine ◦ heating lamp with red or white light ◦ metal strapping ◦ modelling tools ◦ moulds ◦ patterns ◦ rubber mats ◦ saccharometer ◦ scissors ◦ shears			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ silicon paper and mats ◦ sugar boilers ◦ small cooling fan ◦ sugar boilers ◦ sugar thermometers.			
SITHPAT010 Design and produce sweet buffet showpieces	Skills must be demonstrated in an operational pastry kitchen. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen servicing customers.	• fixtures and large equipment: ◦ commercial grade work benches (1.5 m/person) ◦ commercial refrigeration and freezer unit with shelving ◦ double sinks with hot and cold water ◦ gas or electric stove tops ◦ marble bench or slab ◦ microwave ◦ storage facilities: ▪ shelving ▪ trays • small equipment: ◦ acetate plastic sheets, baking sheets/paper, parchment paper and silicon paper ◦ cutting boards ◦ knives ◦ ladles in a variety of sizes ◦ measurers:	• diverse and comprehensive range of commercial ingredients for producing the sweet buffet showpieces specified in the performance evidence • cleaning materials and equipment: ◦ cleaning cloths ◦ commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas ◦ dustpans and brooms ◦ garbage bins and bags ◦ hand towel dispenser and hand towels ◦ mops and buckets ◦ separate hand basin and antiseptic liquid soap dispenser for hand washing	• organisational specifications: ◦ equipment manufacturer instructions ◦ current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock ◦ food preparation lists ◦ mise en place lists, standard recipes, and recipes for special dietary requirements ◦ sweet buffet showpiece designs ◦ ordering and docketing paperwork ◦ food safety plans ◦ guidelines relating to food disposal, storage and presentation requirements	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ metric calibrated measuring jugs ◦ mixers ◦ piping bags and attachments ◦ service-ware: ▪ platters, dishes, and bowls ▪ serving utensils ◦ small utensils: ▪ flour and drum sieves ▪ strainers ▪ spatulas ▪ whisks: fine and coarse stainless steel wire ◦ range of saucepans and pots for small and large production ◦ scales (1 gram increments) ◦ sets of stainless steel bowls ◦ spoons: ▪ wooden spoons ▪ large plain and slotted metal spoons • specific equipment for producing sweet buffet showpieces:	◦ sponges, brushes and scourers ◦ tea towels.	◦ safety data sheets (SDS) for cleaning agents and chemicals.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ air brush kit complete with alcohol-based colours ◦ airtight display cases, domes and containers ◦ aluminium rolling pin ◦ calcium carbonate, pure alcohol, tartaric acid (stored in bottle with eye dropper lid) and quicklime ◦ doilies ◦ fine icing sugar sieves ◦ fine paint brushes ◦ fine piping tubes ◦ firm wire and pliers ◦ food handler gloves ◦ hair drier with cold air setting ◦ heat resistant disposable gloves for pulling and shaping sugar ◦ heat-resistant plasticine ◦ large and small scissors ◦ marzipan modelling tools ◦ moulds:			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ metal or silicon leaf moulds ▪ novelty shapes ▪ plastic and metal egg moulds ▪ silicon rubber novelty moulds and shapes ◦ multi-tier, platters and mirrors, cake boards, socles and decorative cloths ◦ nougat lacquer and sugar colours, water-based, paste colours, powdered colours or alcohol colours ◦ polystyrene boxes and satay sticks or tooth picks ◦ round and oval-shaped basket weave boards complete with metal rods ◦ silicon paper and mats ◦ small cooling fan ◦ small very fine strainers			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ specific equipment for pastillage: ▪ cutters ▪ dried starch ▪ moulds ▪ sandpaper ▪ scalpels ▪ stencils ▪ wood saw ◦ specific equipment for preparing chocolate showpieces: ▪ chocolate carving tools ▪ chocolate spray gun kit ▪ chocolate thermometer ▪ dipping forks ▪ gold leaf ▪ pasta machine for modelling chocolate ▪ plastic acetate sheets ▪ wooden boards ◦ spirit burners with wicks and methylated spirits ◦ textured rolling pin ◦ equipment for storage of showpieces: ▪ cool rooms			

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		▪ temperature-controlled display cabinets.			
TOURISM (T)					
Guiding (GDE)					
SITTGDE001 Interpret aspects of local Australian Indigenous culture	Skills must be demonstrated in an Australian Indigenous tourism environment. This can be: • an industry workplace where research is conducted and shared on Australian Indigenous cultures • a simulated activity involving the researching and sharing of information on Australian Indigenous cultures. • sites where Indigenous cultural experiences take place: ◦ cultural centre ◦ gallery ◦ natural setting.				• involvement of relevant local Indigenous community elders or persons approved by relevant local Indigenous community elders in the assessment process • customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITTGDE002 Work as a guide	Skills must be demonstrated in an operational guiding environment. This can be: • a real guiding activity • a simulated industry environment or activity. • environments in which guiding activities take place: ◦ tourist attractions ◦ visitor sites ◦ on board various forms of transportation.	• microphone • props and signage.		• organisational specifications: ◦ codes of conduct ◦ procedures for liaising with tourism industry operators that are involved in the operation of guided activities ◦ running sheets for tours and activities ◦ incident report templates ◦ passenger lists ◦ risk assessment template.	• customer groups of a size and nature that reflect the commercial environment in which the guide operates • tourism industry operators with whom the individual can interact; these can be: ◦ those involved in organising a tour or activity who interact with the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context • participants undertaking a tour or activity for whom the individual can act as guide; participants can be: ◦ those participating in a tour or activity who interact with the individual during the assessment process; or ◦ individuals who participate in role plays or simulated

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					activities set up for the purpose of assessment in an operational touring context.
SITTGDE003 Provide arrival and departure assistance	Skills must be demonstrated in operational transport terminals or an accommodation environment. This can be: • an industry workplace • a simulated industry environment. • accommodation venues used by local industry.	• transport used by local industry for the conduct of transfers.		• documentation that refers to customer arrival and departure times and schedules • customer and operational arrival and departure information and requirements.	• customer groups of a size and nature that reflect the commercial environment in which the guide operates • tourism industry operators with whom the individual can interact; these can be: ◦ those involved in performing check-in and check-out duties at an accommodation facility, who interact with the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context • customers for whom the individual can act as guide; these can be: ◦ those participating in a tour or activity requiring arrival

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					◦ or departure assistance, who interact with the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context.
SITTGDE004 Lead tour groups	Skills must be demonstrated in an operational touring environment that reflects the nature of tours commercially available in the relevant city or region. This can be: • a commercial environment where tour guide activities are conducted • a simulated commercial environment or activity where tour guide activities are conducted. • real or simulated touring activities.	• microphone • props and signage.		• organisational specifications: ◦ running sheets for tours and activities ◦ incident report templates ◦ passenger lists.	• customer groups of a size and nature that reflect the commercial environment in which the guide operates • participants undertaking a tour or activity for whom the individual can act as guide; participants can be: ◦ those participating in a tour or activity who interact with the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities set up for the purpose of assessment in an

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					operational touring context.
SITTGDE005 Prepare and present tour commentaries or activities	Skills must be demonstrated in an operational touring environment that reflects the nature of tours commercially available in the relevant city or region. This can be: • an industry workplace where tour commentaries are prepared and presented • a simulated activity or role play where tour commentaries are prepared and presented. • real or simulated touring activities.	• microphone • props and signage.		• sources of information to prepare commentaries or activities • organisational specifications: ◦ running sheets for tours and activities ◦ incident report templates ◦ passenger lists.	• customer groups of a size and nature that reflect the commercial environment in which the guide operates • participants undertaking a tour or activity for whom the individual can act as guide; participants can be: ◦ those participating in a tour or activity who interact with the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context.
SITTGDE006 Develop and maintain the general and regional knowledge required by guides	Skills must be demonstrated in an operational guiding environment. This can be: • an industry workplace where research is conducted to update industry knowledge on	• equipment used to source, record and store information: ◦ computer and software ◦ internet ◦ data storage equipment.		• current sources of information as listed in the knowledge evidence.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	aspects of Australia in general and specific aspects of the local region • a simulated industry environment or activity involving a research activity to update industry knowledge of aspects of Australia in general and specific aspects of the local region.				
SITTGDE007 Research and share general information on Australian Indigenous cultures	Skills must be demonstrated in an Australian Indigenous tourism environment. This can be: • an industry workplace where research is conducted and shared on Australian Indigenous cultures • a simulated activity involving the researching and sharing of information on Australian Indigenous cultures.	• cultural sites, galleries or natural settings.		• information sources verified or supported by Indigenous communities.	• involvement of relevant local Indigenous community elders or persons approved by relevant local Indigenous community elders in the assessment process • customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTGDE008 Prepare specialised interpretive content on flora, fauna and landscape	Skills must be demonstrated in an operational guiding environment. This can be: • an industry workplace where specialised interpretive content is developed for guiding activities • a simulated activity involving the development of specialised interpretive content for guiding activities.	• equipment used to source, record and store information ◦ computer and software ◦ internet ◦ data storage equipment.		• current sources of information as listed in the knowledge evidence • current interpretive resources.	
SITTGDE009 Prepare specialised interpretive content on marine environments	Skills must be demonstrated in an operational guiding environment. This can be: • an industry workplace where specialised interpretive content is developed for guiding activities	• equipment used to source, record and store information: ◦ computer and software ◦ internet ◦ data storage equipment.		• current sources of information as listed in the knowledge evidence • current interpretive resources.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated activity involving the development of specialised interpretive content for guiding activities.				
SITTGDE010 Prepare specialised interpretive content on cultural and heritage environments	Skills must be demonstrated in an operational guiding environment. This can be: • an industry workplace where specialised interpretive content is developed for guiding activities • a simulated activity involving the development of specialised interpretive content for guiding activities.	• equipment used to source, record and store information ◦ computer and software ◦ internet ◦ data storage equipment.		• current sources of information as listed in the knowledge evidence • current interpretive resources.	
SITTGDE011 Coordinate and operate tours	Skills must be demonstrated in an operational guiding environment that reflects the nature of tours commercially available in the relevant city or region. This can be: • a commercial environment where tours are	• equipment and resources required for the delivery of tours: ◦ transport ◦ venue access.		• customer and operational documentation to support the delivery of a multifaceted touring itinerary.	• customer groups of a size and nature that reflect the commercial environment in which the guide operates • participants undertaking a tour or activity for whom the individual can act as guide; these can be: ◦ those participating in a tour or activity who interact with

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	coordinated and operated • a simulated commercial environment activity for which tours are coordinated and operated. • real or simulated touring activities.				the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context.
SITTGDE012 Manage extended touring programs	Skills must be demonstrated in an extended touring environment that reflects the nature of tours commercially available in the relevant city or region. This can be: • a commercial environment where extended tours are managed and conducted • a simulated commercial environment activity for which an extended tour is managed and conducted. • real or simulated touring activities.	• equipment and resources required for the delivery of tours: ◦ transport ◦ venue access.		• customer and operational documentation to support the delivery of a multifaceted touring itinerary.	• customer groups of a size and nature that reflect the commercial environment in which the guide operates • a group of customers for whom the individual can act as a tour manager; these can be: ◦ those participating in an extended tour who interact with the individual during the assessment process; or ◦ individuals who participate in a simulated extended tour set up for the purpose of assessment.
Working in Industry (IND)					

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITTIND001 Source and use information on the tourism and travel industry	Skills must be demonstrated in an operational tourism or travel environment. This can be: • an industry workplace • a simulated industry environment or activity.	• computers, printers, communication technology and information programs used to source industry information.		• information on codes of conduct, membership and benefits distributed by: ◦ industry associations ◦ accreditation operators ◦ unions • plain English documents issued by government regulators that describe laws specifically relevant to the tourism industry: ◦ Criminal Code Act (1995) for child sex offences outside Australia ◦ Queensland Tourism Services Act (2003).	• experienced industry personnel, colleagues or suppliers with whom the individual can interact to obtain current industry information; these can be: ◦ industry personnel, colleagues or suppliers within a workplace; or ◦ individuals who participate in role plays or simulated activities set up for the purpose of assessment.
SITTIND002 Source and use information on the holiday park and resort industry	Skills must be demonstrated in an operational holiday parks and resorts environment. This can be: • an industry workplace • a simulated industry environment or activity.	• computers, printers, communication technology, information programs to source industry information.		• information on codes of conduct, membership and benefits distributed by: ◦ industry associations • accreditation operators • unions • plain English documents issued by government regulators that describe laws: ◦ local community protection ◦ consumer protection ◦ EEO.	• experienced industry personnel, colleagues or suppliers with whom the individual can interact to obtain current industry information; these can be: ◦ industry personnel, colleagues or suppliers within a workplace; or ◦ individuals who participate in role plays or simulated activities set up for the purpose of assessment.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
Planning and Product Development (PPD)					
SITTPPD001 Package tourism products	Skills must be demonstrated in an operational tourism and travel environment where tourism products are packaged. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.			• customer and market information on which products can be based • current information and communications technology • current destination and product information sources that support the costing process: ◦ brochures ◦ tariffs ◦ product sales kits ◦ supplier contracts.	• customers sufficient in number to reflect different markets and customer types, as well as different required packages; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTPPD002 Develop interpretive activities	Skills must be demonstrated in an operational tourism environment. This can be: • an industry workplace • a simulated industry environment set up	• a real or simulated environment for which interpretive activities can be planned and developed • current technology for use in activity development.		• information sources on subject matter of interpretive activities, resources and other specialists.	• customers sufficient in number to reflect different customer, organisational or community needs and locations for interpretive activities; these can be: ◦ customers in an industry workplace who are assisted by

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	for the purposes of assessment.				the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTPPD003 Coordinate and operate sustainable tourism activities	Skills must be demonstrated in an operational tourism environment. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment. • an environmentally sensitive location in which activities can be conducted • real or simulated tourism activities.			• current information about environmental practices: ◦ legislation ◦ guidelines ◦ industry codes of practice.	
SITTPPD004 Develop in-house recreational activities	Skills must be demonstrated in a resort, holiday park, cruise ship or attraction	• computers, printers, communication technology, information programs and publications		• current plain English regulatory documents distributed by government regulators	• different customer groups that match the commercial focus and values of the tourism organisation and

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	business operation for which recreational activities are developed, implemented and evaluated. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	to facilitate the administrative processes involved in developing recreational activities.		• current commercial documents used for managing recreational activities: ◦ customer surveys ◦ operational itineraries and schedules for allocating specific duties and specific physical resources ◦ operational checklists and briefings ◦ invoices and receipts ◦ participant numbers, names and profiles ◦ participant waiver and indemnity forms ◦ staffing rosters ◦ templates for reporting.	for which diverse recreational activities must be developed; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTPPD005 Develop host community awareness of tourism	Skills must be demonstrated in an operational tourism environment. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	•		• current information and communications technology to support communication activities.	• a host community for which a program can be developed • community stakeholders with whom the individual can consult; these can be: ◦ community groups ◦ elders of Indigenous communities ◦ elected officials ◦ general public

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					◦ government officers ◦ land management and protection authorities ◦ media ◦ tourism industry associations ◦ tourism operators ◦ trade unions; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTPPD006 Assess tourism opportunities for local communities	Skills must be demonstrated in an operational tourism environment. This can be: • an industry workplace where there is the potential for tourism development or to expand current tourism activities • a simulated industry			• current tourism industry data and information sources.	• community for which tourism opportunities can be assessed • community stakeholders with whom the individual can consult; these can be: ◦ extended families in urban or rural settings ◦ groups with common cultural links and interests ◦ individuals who identify with and

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	environment set up for the purposes of assessment.				are accepted by a particular group ◦ residents in urban, regional or rural settings ◦ traditional communities on ancestral lands; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTPPD007 Research and analyse tourism data	Skills must be demonstrated in an operational tourism environment. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• current information and communications technology.		• current tourism industry data and information sources.	• an organisation for which tourism research can be conducted
SITTPPD008 Develop tourism products	Skills must be demonstrated in a tourism business operation for which tourism products can	• current information and communications technology.		• current tourism industry data and information sources about tourism market trends.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	be developed. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.				
SITTPPD009 Develop environmentally sustainable tourism operations	Skills must be demonstrated in a destination, location, organisation or event for which an environmentally sustainable operation can be established. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• current information and communications technology to support the research and planning process.		• current information about environmental practices: ◦ legislation ◦ guidelines ◦ industry codes of practice.	• stakeholders with whom consultations can take place, these can be: ◦ consumer representatives ◦ host community ◦ investors ◦ government authorities ◦ land management agencies ◦ suppliers of environmentally-friendly products; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITTPPD010 Develop culturally appropriate tourism operations	Skills must be demonstrated in a destination, location, organisation or event for which a culturally sustainable operation can be established. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• current information and communications technology to support the research and planning process.		• current information about practices that support cultural sustainability.	• stakeholders relevant to the tourism operation and with whom consultations can take place; these can be: ◦ host community ◦ government authorities; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTPPD011 Develop and implement local or regional tourism plan	Skills must be demonstrated in a local, regional, state or territory tourism organisation. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.			• current tourism industry information and data on the area.	• local or regional tourism area for which a plan can be developed • community stakeholders for participation in consultation these can be: ◦ host community ◦ investors ◦ government authorities ◦ land management agencies; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					assessment, in a simulated industry environment operated within a training organisation.
Tour Operations (TOP)					
SITTTOP001 Load touring equipment and supplies	Skills must be demonstrated in a venue, such as an operational depot, from where tours depart and pre-departure checks and loading take place. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• supplies and equipment used in the operation of a tour in the relevant context.		• tour documentation.	• commercially-realistic ratios of operational staff to equipment and supplies.
SITTTOP002 Provide outdoor catering	Skills must be demonstrated in a tourism environment or activity where outdoor catering is provided. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• appropriate outdoor catering equipment • food and beverage supplies used for preparing and providing outdoor meals that are: ◦ canned ◦ convenience ◦ dehydrated ◦ fresh ◦ frozen ◦ long-life ◦ vacuum-packed			• sufficient numbers of people to be catered for to reflect local industry needs and product profile.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• an outdoor environment	• storage equipment suitable for outdoor catering: ◦ dry goods storage containers ◦ ice boxes ◦ refrigeration.			
SITTTOP003 Allocate tour or activity resources	Skills must be demonstrated within an operational touring environment for which resources are allocated. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• current information and communications technology used for resource allocation.		• systems and documentation used by tour operators to control resource allocation • operational, reservations and sales data on which resource allocation is based.	
SITTTOP004 Set up and operate a camp site	Skills must be demonstrated in an operational tourism environment where a camp site is set up. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• camping equipment designated in the performance evidence • camping equipment suited to local industry conditions.		• regulation, guidelines and industry codes of practice that apply to camping in the relevant area.	• a group for or with whom the site is set up and operated; this can be: ◦ a group in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					simulated industry environment operated within a training organisation
SITTTOP005 Operate tours in a remote area	Skills must be demonstrated in a remote area where bushcraft and survival techniques can be demonstrated. This can be: • a real tour • a simulated industry activity or tour set up for the purposes of assessment.	• camping equipment • navigation and communication equipment: ◦ compass ◦ emergency position indicating radio beacon (EPIRB) ◦ global positioning system (GPS) ◦ radio communication equipment • transportation and other equipment used on remote tours.			• customers and remote tours sufficient in number to reflect typical experiences; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation
Tourism Sales and Operations (TSL)					
SITTTSL001 Operate online information systems	Skills must be demonstrated in an operational tourism, travel, hospitality or	• computers and information systems currently used by the tourism, travel, hospitality or events industries to store product		• current plain English regulatory documents describing copyright and intellectual property requirements.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	events environment. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	and service-related information • internet and email • printers • storage for computer data • an online information system currently used in the tourism, travel, hospitality or events industry to administer booking and operational functions.			
SITTTSL002 Access and interpret product information	Skills must be demonstrated in an operational tourism, travel, hospitality or events environment. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• computers and information systems currently used by the tourism, travel, hospitality and event industries to store product-related information • the internet • printers and scanners • storage for computer data.		• industry sources of product information.	• customers and colleagues with whom the individual can interact; these can be: ◦ customers and colleagues in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITTTSL003 Provide advice on international destinations	Skills must be demonstrated in an operation where destination information is provided to customers. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• computers, printers and information programs currently used by the tourism, hospitality and event industries to store destination information • internet and email • telephone • generic computer software and applications: ◦ computer operating systems ◦ databases.		• current destination and general product information found in sales kits, brochures, product manuals, destination marketing organisation information kits, electronic information sources and information databases.	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTTSL004 Provide advice on Australian destinations	Skills must be demonstrated in a tourism, travel, hospitality or events environment where destination information is provided to customers. This can be: • an industry workplace • a simulated industry environment set up	• computers, printers and information programs currently used by the tourism, travel hospitality or event industries to store destination information • internet and email • telephone • generic computer software and applications: ◦ computer operating systems ◦ databases.		• current destination and general product information found in sales kits, brochures, product manuals, destination marketing organisation information kits, electronic information sources and information databases.	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	for the purposes of assessment.				for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTTSL005 Sell tourism products and services	Skills must be demonstrated in a business operation or activity that sells tourism, travel, hospitality or events products. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• computers and information systems currently used by the tourism, travel, hospitality and event industries to store product-related information • internet • printer • storage for computer data • telephone • specific computerised systems and software programs currently used by tourism, travel, hospitality and events industry operators to: ◦ administer travel documents ◦ control product inventory ◦ control the reservations function for the supply of product ◦ facilitate airfare calculations ◦ prepare quotations ◦ process reservations ◦ process event registrations			• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		◦ store industry-related and product information • computerised reservations systems (CRS) currently used in the tourism industry to administer booking and operational functions, book supplier services and maintain accounting records.			
SITTTSL006 Prepare quotations	Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that prepares quotations. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• computers, information systems and software currently used by the tourism, travel, hospitality and event industries to produce and store quotations and product-related information • internet and email • printers and scanners • storage for computer data • telephone.		• current costing information found within brochures, product manuals, tariffs, price lists, supplier information kits, information databases and computerised reservations systems (CRS) • operational documentation • details of supplier contracts and customer files • current plain English regulatory documents distributed by government consumer protection regulators.	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTTSL007 Process reservations	Skills must be demonstrated in a tourism, travel, hospitality or events	• a reservations system currently used by tourism, travel, hospitality or event industry operators to		• current commercial reservations documentation,	• customers with whom the individual can interact; these can be:

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	business operation or activity that receives and processes reservations. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	control the reservations function for the supply of their product or service • internet and email • printers • storage for computer data • telephone • generic computer software and applications: ◦ computer operating system ◦ databases ◦ spreadsheets ◦ word processing.		confirmation letters, invoices and credit notes.	◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTTSL008 Book supplier products and services	Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that books supplier services. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• CRS currently used by tourism, travel hospitality or event industries to administer booking and operational functions, book supplier services and maintain accounting records • internet and email • storage for computer data • telephone lines and equipment • computers, printers and software programs currently used by tourism, hospitality or event industry operators to book supplier services.		• customer booking requirements for which supplier bookings can be made • operational documentation, details of supplier contracts and customer files.	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					industry environment operated within a training organisation.
SITTTSL009 Process travel-related documentation	Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that processes travel-related documents. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• computers, printers and software programs currently used by the tourism, hospitality or event industries to administer travel and tourism documents.		• customer and operational files providing reservation and operational information for issuing documentation • current product information found in sales kits, brochures, timetables, tour schedules, product manuals, supplier information kits, information databases and CRS • current template documents for each of the documents listed in the knowledge evidence • where assessment covers air documents and tickets: ◦ current airline, consolidator and International Air Transport Association (IATA) documentation or computer data, schedules, tariffs and bulletins outlining rules, conditions and regulations	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				◦ IATA actual or training facsimile air documentation.	
SITTTSL010 Use a computerised reservations or operations system	Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that uses a computerised reservations system to administer sales or operational functions. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• a computerised reservations or operations system currently used in the tourism, travel, hospitality or event industries to administer sales and operational functions.		• reservations for products or services for which the computerised reservations or operations system must be used.	
SITTTSL011 Source airfares for domestic flights	Skills must be demonstrated in a tourism or travel business operation or activity that sells domestic airfares. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• computers, software programs, printers, and CRS currently used in the tourism or travel industry to facilitate domestic airfare quotes • internet and email • storage for computer data • telephone.		• current airline and consolidator documentation or computer data, published fares, schedules and bulletins outlining fares and conditions.	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					assessment, in a simulated industry environment operated within a training organisation.
SITTTSL012 Construct normal international airfares	Skills must be demonstrated in a tourism or travel business operation or activity that sells international airfares. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• computers, software programs, printers, and computerised reservations systems (CRS) currently used in the tourism or travel industry to facilitate international airfare calculations • internet and email • storage for computer data • telephone.		• current airline, consolidator and IATA documentation or computer data, published fares, schedules and bulletins outlining fares, rules, conditions and regulations.	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTTSL013 Construct promotional international airfares	Skills must be demonstrated in a tourism or travel business operation or activity that sells international airfares. This can be: • an industry workplace	• computers, software programs, printers, and computerised reservations systems (CRS) currently used in the tourism or travel industry to facilitate promotional international airfare calculations • internet and email		• current airline, consolidator and IATA documentation or computer data, published fares, schedules and bulletins outlining fares, rules, conditions and regulations.	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment set up for the purposes of assessment.	• storage for computer data • telephone.			assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTTSL014 Construct advanced international airfares	Skills must be demonstrated in a tourism or travel business operation or activity that sells complex international airfares. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• computers, software programs, printers, and computerised reservations systems (CRS) currently used in the tourism or travel industry to facilitate advanced international airfare calculations • internet and email • storage for computer data • telephone.		• current airline, consolidator and IATA documentation or computer data, such schedules and bulletins outlining fares, rules, conditions and regulations.	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITTTSL015 Administer billing and settlement plan	Skills must be demonstrated in a tourism or travel business operation or activity that is IATA accredited to sell and ticket airfares and undertakes BSP reporting. This can be: • an industry workplace • a simulated industry environment set up for the purpose of assessment.	• computers and software programs currently used in the tourism or travel industry to control the administration of billing and settlement plans • internet and email • printers and scanners • storage for computer data.		• current actual or training facsimile IATA BSP documentation, and agency billing analysis reports.	
SITTTSL016 Provide specialist advice on cruises	Skills must be demonstrated in a tourism or travel business operation that provides advice on and sells cruise products. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• computers, printers and information programs currently used by the tourism, travel hospitality or event industries to store cruise product and destination information • internet and email • storage for computer data • telephone.		• current cruise operation, product and destination information found in sales kits, brochures, product manuals, destination marketing organisation information kits, electronic information sources and information databases.	• customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITTTSL017 Maintain product inventories	Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that maintains a product inventory. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• computers, printers, information software and database programs currently used in the tourism, travel, hospitality or events industry to control product inventory • internet and email • storage for computer data.		• current commercial product information and operational documentation and data, supplier contracts and rates.	
Venue and Facility Operations (VAF)					
SITTVAF001 Load and unload a ride	Skills must be demonstrated in an operational theme park or attraction. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• operational rides and associated safety equipment.		• organisational policies and procedures: ◦ ride loading documentation or procedures ◦ safety procedures ◦ emergency procedures.	• commercially realistic numbers of customers • customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					• environment operated within a training organisation.
SITTVAF002 Operate a ride location	Skills must be demonstrated in an operational theme park or attraction. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment.	• operational rides and associated safety equipment.		• ride loading documentation and procedures • organisational policies and procedures: ◦ ride loading documentation or procedures ◦ safety procedures ◦ emergency procedures ◦ incident reporting templates.	• commercially realistic numbers of customers • customers with whom the individual can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTVAF003 Operate a games location	Skills must be demonstrated in an operational games area. This can be: • an industry workplace • a simulated industry environment set up			• organisational policies and procedures: ◦ games operation procedures and reporting templates ◦ safety procedures ◦ emergency procedures	• customers sufficient in number to reflect typical workplace conditions; these can be: ◦ customers in an industry workplace who are assisted by the individual during the

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	for the purposes of assessment. • a real or simulated games location with operational games.			◦ incident reporting templates.	◦ assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITTVAF004 Tow and site recreational vehicles	Skills must be demonstrated in an operational holiday park and resort context. This can be: • an industry workplace • a simulated industry environment set up for the purposes of assessment. • off-road locations where recreational vehicles are towed and sited.	• different types of recreational vehicles • towing vehicles appropriate to recreational vehicles being used.		• maps of sites • current commercial manufacturer instructions • current schedules of weight-to-vehicle towing ratios issued by government regulators.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITTVAF005 Fill LPG gas cylinders	Skills must be demonstrated in an operational business or activity where LPG cylinder filling is required and safe working practices must be maintained, this can be: • an industry workplace • a simulated environment set up for the purpose of skills assessment.	• safety equipment for decanting LPG: ◦ PPE ◦ 9kg dry chemical powder fire extinguisher ◦ hose attached permanently to a water tap • tools and equipment for decanting LPG: ◦ set spanner or adjustable spanner to fit plug and connection ◦ screwdrivers to meet size of bleed valves on different size cylinders ◦ lockable padlock on decanting bottle ◦ filling hose • drill and drill bits for making a hazardous cylinder safe • LPG gas cylinders requiring filling • LPG decanting cylinder.		• relevant documentation: ◦ current plain English regulatory documents distributed by the LPG supplier and local work health and safety government regulator ◦ policies, procedures, codes of practice and standards issued by government regulators or industry groups ◦ LPG safe handling and decanting manuals ◦ current organisational policies, procedures and template documents ◦ LPG incident and hazard report identifying: ▪ cause of emergency ▪ outcome ▪ recommendation for prevention of reoccurrence • required warning notices positioned correctly.	• customers and colleagues with whom the individual can interact; these can be: ◦ customers or colleagues in an industry workplace; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
CROSS SECTOR (X)					
Client and Customer Service (CCS)					
SITXCCS001 Provide information and assistance	Skills must be demonstrated in an operational customer service environment in a service based industry such as tourism, travel, hospitality or events. This can be: • an industry workplace • a simulated industry environment.	• business equipment: ◦ computers ◦ telephones.		• sources of information on facilities and services • organisational specifications for customer service standards.	• customers from different cultural backgrounds with whom the individual can interact; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXCCS002 Provide visitor information	Skills must be demonstrated in an operational customer service environment in a service based industry such as tourism, travel, hospitality or events where information is sourced and provided to visitors. This can be: • an industry workplace			• sources of information on the local area, facilities and general products available • organisational specifications for customer service standards • visitor surveys and feedback forms.	• visitors from different cultural backgrounds with whom the individual can interact; these can be: ◦ visitors to an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.				simulated industry environment operated within a training organisation.
SITXCCS003 Interact with customers	Skills must be demonstrated in an operational business environment where customers are served. This can be: • an industry workplace • a simulated industry environment.			• organisational policies and procedures relating to: ◦ customer service standards ◦ designated response times ◦ presentation standards ◦ procedures for dealing with customer problems ◦ recording and reporting customer feedback.	• internal and external customers with whom the individual can interact; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXCCS004 Provide lost and found services	Skills must be demonstrated in an operational environment where lost and found services are provided. This can be: • an industry workplace • a simulated industry environment.	• secure storage facilities for found items.		• current commercial lost and found registers, procedures and reporting documents.	• property owners with whom the individual can interact regarding lost and found items; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					• simulated industry environment operated within a training organisation.
SITXCCS005 Provide club reception services	Skills must be demonstrated in an environment where operational club reception services are offered. This can be: • an industry workplace • a simulated industry environment.	• club reception technology: ◦ communications equipment ◦ telephones ◦ internal public address system ◦ computers and information systems currently used by clubs to manage membership • scanning equipment for temporary membership documents.		• current plain English regulatory documents outlining club entry requirements • club documents outlining current policies, procedures, facilities, membership benefits, costs and dress regulations • club membership application forms.	• club members, guests and visitors with whom the individual can interact; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXCCS006 Provide service to customers	Skills must be demonstrated in an operational business environment where customers are served. This can be: • an industry workplace • a simulated industry environment.			• organisational policies, procedures and templates relating to: ◦ customer service standards ◦ designated response times ◦ presentation standards ◦ procedures for dealing with customer complaints	• internal and external customers with different cultural backgrounds, and those with special service needs with whom the individual can interact; these can be: ◦ customers in an industry workplace during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				◦ customer surveys and feedback collection ◦ recording and reporting customer feedback.	◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXCCS007 Enhance the customer service experience	Skills must be demonstrated in an operational business environment where customers are served. This can be: • an industry workplace • a simulated industry environment.	• computers and databases that manage customer profiles and promotional activities.		• organisational policies, procedures and templates relating to: ◦ customer service standards ◦ designated response times ◦ presentation standards ◦ procedures for dealing with customer complaints ◦ customer surveys and feedback collection ◦ recording and reporting customer feedback.	• internal and external customers with different cultural backgrounds and special service needs with whom the individual can interact; these can be: ◦ customers in an industry workplace during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXCCS008 Develop and manage quality customer service practices	Skills must be demonstrated in an operational business environment for which tailored customer service practices are required. This can be:			• current plain English regulatory documents distributed by government consumer protection regulators • codes of practice and standards for customer	• team members with whom the individual can interact; these can be: ◦ staff in an industry workplace during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• an industry workplace • a simulated industry environment.			service issued by industry groups • sources of information on customer needs, complaints and feedback • customer surveys and feedback collection tools and templates.	◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
Communication and Teamwork (COM)					
SITXCOM001 Source and present information	Skills must be demonstrated in: • an industry workplace • a simulated industry environment.			• current information and communications technology • sources of information: ◦ customer feedback ◦ general and trade media ◦ industry associations ◦ industry marketing or research bodies ◦ lectures and presentations ◦ other colleagues and personnel ◦ product suppliers ◦ trade shows and exhibitions.	
SITXCOM002 Show social and cultural sensitivity	Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where communication with socially diverse customers and			• current organisational anti-discrimination policies • plain English documents issued by government regulators that provide information on anti-discrimination laws.	• customers and other colleagues from a diverse range of social and cultural groups with whom the individual can interact; these can be: ◦ customers and colleagues in an

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	colleagues takes place. This can be: • an industry workplace • a simulated industry environment.				◦ industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXCOM003 Provide a briefing or scripted commentary	Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where a presentation would take place. This can be: • an industry workplace • a simulated industry environment.	• presentation equipment that supports the briefing or scripted commentary: ◦ digital presentations ◦ loud speaker ◦ microphone ◦ monitors.			• a group of people to whom the presentation is delivered; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITXCOM004 Address protocol requirements	Skills must be demonstrated in an operational tourism, travel, hospitality or events environment. This can be: • an industry workplace • a simulated industry environment.			• current protocol information.	
SITXCOM005 Manage conflict	Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where conflicts occur. This can be: • an industry workplace • a simulated industry environment.			• current commercial policies and procedures for complaint, conflict and dispute resolution.	• internal and external customers and colleagues with whom the individual can interact to resolve conflicts; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
Crisis Management (CRI)					
SITXCRI001 Respond to a customer in crisis	Skills must be demonstrated in an operational tourism,			• customer service arrangements or itineraries	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	travel, hospitality or events environment where a customer is in crisis. This can be: • an industry workplace • a simulated industry environment.			• customer crisis information • current industry procedures for reporting and managing customer incidents.	
SITXCRI002 Manage a business continuity crisis	Skills must be demonstrated in a tourism, travel, hospitality or event industry business operation or event facing a business continuity crisis. This can be: • an industry workplace • a simulated industry environment.	• computers, software programs, printers and communication technology used to administer crisis management.		• current commercial plans and financial reports • crisis information: ◦ emergency services reports ◦ health advisory notices and vaccination information issued by local and international bodies ◦ industry associations and organisations ◦ industry journals ◦ informal discussions and networking with internal and external colleagues ◦ media reports on external crises ◦ press releases and emergency advice notices issued by: ▪ local, state, territory or federal governments	• a team so that consultative actions can be implemented; this can be: ◦ team in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				▪ destination marketing companies ▪ regional, state and national tourism offices ▪ franchisors ◦ staff, contractor, supplier reports on: ▪ accidents ▪ breakdown or complete failure of key equipment ▪ death ▪ injury ▪ major work health and safety incidents ◦ travel warning advice issued by the federal government for Australian travellers.	
E-Business (EBS)					
SITXEBS001 Use social media in a business	Skills must be demonstrated in a business where use of social media is required. This can be: • an industry workplace • a simulated industry workplace	• content calendar that lists: ◦ key events ◦ milestones and relevant dates ◦ content for release • computer or mobile device with internet access • social media monitoring tools		• files for use in social media: ◦ images ◦ text files ◦ PDFs ◦ audio files ◦ video files ◦ link associated files	• customers or stakeholders on social media with whom the individual can interact; these can be: ◦ customers or stakeholders in an industry workplace; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	set up for the purpose of skills assessment.	• social media platforms and tools.		• organisational social media plan • social media platform and tool policies and terms of use.	◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXEBS002 Develop, implement and monitor the use of social media in a business	Skills must be demonstrated in a business where management of social media is required. This can be: • an industry workplace • a simulated industry workplace set up for the purpose of skills assessment.	• computers or mobile devices with internet access • social media platforms and tools • social media monitoring tools.		• organisational social media plan • policies and terms of use of social media platforms and tools • social media usage and activity reports.	• customers or stakeholders on social media with whom the individual can interact; these can be: ◦ customers or stakeholders in an industry workplace; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXEBS003 Build and launch a small business website	Skills must be demonstrated in an operational small business environment where a website is to be built and launched. This can be: • an industry workplace	• computer or mobile device with internet access.		• current information and communications technology: ◦ software ◦ authoring tools • files for use on website: ◦ images ◦ text files ◦ audio files ◦ video files	• customers or stakeholders in the online environment with whom the individual can interact; these can be: ◦ customers or stakeholders in an industry workplace; or ◦ individuals who participate in role

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated activity. • a real or simulated operation, product or service for which the individual can build and launch a website.			◦ link associated files • information on web hosting services and providers.	plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
Finance (FIN)					
SITXFIN001 Process financial transactions	Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where financial transactions are processed. This can be: • an industry workplace • a simulated industry environment.	• point-of-sale equipment and software currently used to process and reconcile financial transactions.	• cash and other forms of payments.	• current commercial procedures and documentation for the processing of financial transactions.	• customers from whom the individual can take payments and with whom they can interact; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXFIN002 Interpret financial information	Skills must be demonstrated in an operational tourism,	• computers, printers and accounting software packages.		• financial data and reports.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	travel, hospitality or events environment for which financial information can be interpreted. This can be: • an industry workplace • a simulated industry environment.				
SITXFIN003 Manage finances within a budget	Skills must be demonstrated in an operational tourism, travel, hospitality or events business operation for which budgets are managed. This can be: • an industry workplace • a simulated industry environment.	• computers, printers and accounting software packages.		• budgets for specific projects, events or operational activities.	• others with whom the individual can discuss budget components; these can be: ◦ others in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXFIN004 Prepare and monitor budgets	Skills must be demonstrated in an operational tourism, travel, hospitality or events business operation or activity for	• computers, printers and accounting software packages.		• financial and operational data and reports used to prepare budgets.	• others with whom the individual can discuss, and negotiate draft and final budget components; these can be: ◦ others in an industry workplace

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	which budgets are prepared. This can be: • an industry workplace • a simulated industry environment.				◦ who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXFIN005 Manage physical assets	Skills must be demonstrated in an operational tourism, travel, hospitality or event operation for which physical assets are monitored and maintained. This can be: • an industry workplace • a simulated industry environment			• current commercial purchase specifications, supplier product and cost information and contractual documentation used for the purchase of assets.	
SITXFIN006 Manage revenue	Skills must be demonstrated in an operational tourism, travel, hospitality or event business operation for which revenue management initiatives can be developed. This can be:			• current information and communications technology • current industry and business data.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• an industry workplace • a simulated industry environment.				
Food Safety (FSA)					
SITXFSA001 Use hygienic practices for food safety	Skills must be demonstrated in an operational food preparation area. This can be: • an industry workplace • a simulated industry environment.	• fixtures: ◦ work benches ◦ refrigeration unit ◦ sink ◦ storage facilities • small equipment: ◦ assorted pots and pans ◦ containers for hot and cold storage ◦ crockery ◦ cutlery ◦ cutting boards ◦ food handler gloves ◦ glassware ◦ knives ◦ packaging materials ◦ receptacles for presentation and display purposes ◦ small utensils: ▪ tongs ▪ serving utensils.	• appropriate facilities for handwashing: ◦ designated hand washing sink ◦ antiseptic liquid soap ◦ single use towels ◦ warm running water • food ingredients and ready to eat food items.	• current plain English regulatory documents distributed by the commonwealth, state, territory or local government food safety authority • the Australia New Zealand Food Standards Code • current commercial food safety programs, policies and procedures used for managing food safety.	
SITXFSA002 Participate in safe food handling practices	Skills must be demonstrated in an operational food	• fixtures: ◦ commercial grade work benches ◦ refrigeration unit ◦ sink ◦ storage facilities	• appropriate facilities for handwashing: ◦ designated hand washing sink ◦ antiseptic liquid soap	• current plain English regulatory documents distributed by the national, state, territory or local government food safety authority	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	preparation area. This can be: • an industry workplace • a simulated industry environment.	• small equipment: ◦ assorted pots and pans ◦ containers for hot and cold storage ◦ crockery ◦ cutting boards ◦ food handler gloves ◦ knives ◦ packaging materials ◦ receptacles for presentation and display purposes ◦ small utensils: ▪ tongs ▪ serving utensils ◦ temperature monitoring device.	◦ single use towels ◦ warm running water • food ingredients and ready to eat food items.	• the Australia New Zealand Food Standards Code • current organisational food safety programs, policies and procedures used for managing food safety.	
SITXFSA003 Transport and store food	Skills must be demonstrated in an operational hospitality environment. This can be: • an industry workplace • a simulated industry environment.	• vehicles suitable for the transportation of food • industry-current equipment for the transportation and storage of food.	• food ingredients and ready to eat food items to be transported.	• organisational specifications: ◦ current plain English regulatory documents distributed by the national, state, territory or local government food safety authority ◦ the Australia New Zealand Food Standards Code ◦ current commercial food safety programs, policies and procedures used for managing food safety.	◦

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITXFSA004 Develop and implement a food safety program	Skills must be demonstrated in an operational hospitality business for which a food safety plan is developed and implemented. This can be: • an industry workplace • a simulated industry environment.			• current plain English regulatory documents distributed by the commonwealth, state, territory or local government food safety authority • the Australia New Zealand Food Standards Code.	
Governance and Legal Compliance (GLC)					
SITXGLC001 Research and comply with regulatory requirements	Skills must be demonstrated in an operational tourism, travel, hospitality or events business operation for which a tailored set of regulatory requirements can be researched and compliance management implemented. This can be: • an industry workplace • a simulated industry environment.	• computers, software programs, printers and communication technology used to administer regulatory requirements.		• current legislation • current plain English regulatory documents distributed by government regulators • codes of practice and standards issued by regulatory authorities • regulatory information and business management manuals issued by industry associations or commercial publishers • current commercial policies and procedures used to manage regulatory issues • sources of specialist legal advice: ◦ compliance consultants ◦ industry associations ◦ lawyers	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				◦ local, state, territory or commonwealth government departments or regulatory agencies.	
Human Resource Management (HRM)					
SITXHRM001 Coach others in job skills	Skills must be demonstrated in an operational environment with colleagues requiring coaching. This can be: • an industry workplace • a simulated industry environment.				• work tasks in which to coach others • colleagues in need of training; these can be: ◦ colleagues in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXHRM002 Roster staff	Skills must be demonstrated in an operational tourism, travel, hospitality or events business operation or activity requiring staff rostering. This can be: • an industry workplace	• computers, printers and rostering software programs • records of shift time and where relevant electronic equipment used by staff to log commencement and completion time of rostered duties.		• where relevant electronic equipment used by staff to log commencement and completion time of rostered duties • applicable industrial awards and enterprise agreements	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.			• operational information about the organisation or department subject to rostering • information about the cultural and skills mix of a team subject to rostering.	
SITXHRM003 Lead and manage people	Skills must be demonstrated in an operational tourism, travel, hospitality or events business operation or activity for which a team is managed. This can be: • an industry workplace • a simulated industry environment.				• a team whose overall performance is the responsibility of the individual; this can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXHRM004 Recruit, select and induct staff	Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity for which new staff members are recruited and selected. This can be: • an industry workplace			• operational information about the organisation or activity subject to recruitment • organisational specifications that are industry current: ◦ recruitment and induction documentation	• multiple applicants with whom the individual can interact; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.			◦ job descriptions, linked selection criteria and interview questions ◦ key human resource policies.	activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXHRM005 Manage volunteers	Skills must be demonstrated in an operational business or activity for which volunteers are recruited, selected and managed. This can be: • an industry workplace • a simulated industry environment or activity.			• organisation specifications: ◦ operational information about the organisation or activity subject to volunteer use ◦ current recruitment documentation, volunteer position descriptions.	• volunteers with whom the individual can interact; these can be: ◦ volunteers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXHRM006 Monitor staff performance	Skills must be demonstrated in an operation for which staff performance is monitored. This can be: • an industry workplace • a simulated industry environment.			• organisational specifications: ◦ commercial procedures for conducting performance appraisals and formal counselling sessions ◦ current performance	• team members with whom the individual can interact; these can be: ◦ team members in an industry workplace who are assisted by the individual during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				appraisal and counselling documents.	◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
Inventory (INV)					
SITXINV001 Receive and store stock	Skills must be demonstrated in an operational business where stock is received and stored. This can be: • an industry workplace • a simulated industry environment.	• computers, printers and stock control software systems • electronic equipment used for stock control.	• diverse and comprehensive range of tourism, hospitality or event industry stock items.	• organisation specifications: ◦ current commercial stock recording procedures and documentation for the receipt and storage of stock.	
SITXINV002 Maintain the quality of perishable items	Skills must be demonstrated in an operational environment that makes use of perishable food and beverage supplies. This can be: • an industry workplace • a simulated industry environment, such as a training kitchen or food and	• commercial refrigeration facilities: ◦ freezer ◦ fridge • computers, printers and stock control software systems • electronic equipment used for stock control • containers for hot and cold storage • thermometers.	• diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations for the groups selected from the list in the Performance Evidence • recording systems.	• proformas used by the workplace • organisation specifications: ◦ current commercial stock control procedures and documentation for the ordering, monitoring and maintenance of stock ◦ temperature recording charts	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	beverage outlet serving customers. • designated: ◦ delivery area ◦ storage areas for dry goods and perishables.				
SITXINV003 Purchase goods	Skills must be demonstrated in a tourism, travel, hospitality or events business or activity for which goods are purchased. This can be: • an industry workplace • a simulated industry environment.		• diverse and comprehensive range of tourism, hospitality or event industry supply items that can be assessed for quality and suitability.	• operational workplace specifications: ◦ details of supplier contracts • job costings current commercial stock control procedures and documentation for the ordering of goods.	
SITXINV004 Control stock	Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where stock levels are monitored and maintained. This can be: • an industry workplace • a simulated industry environment.	• computers, printers and stock control software systems • electronic equipment used for stock control.	• diverse and comprehensive range of tourism, travel, hospitality or event industry stock items that are monitored and maintained.	• current commercial stock control procedures and documentation for the ordering, monitoring and maintenance of stock.	
SITXINV005 Establish stock and	Skills must be demonstrated in an operational tourism,	• computers, printers and stock control software systems.	• stock.	• current commercial purchase specifications, stock control procedures	• suppliers with whom the individual can interact and negotiate.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
purchasing and control systems	travel, hospitality or events business for which stock is purchased and stock control systems are developed. This can be: • an industry workplace • a simulated industry environment.			and reports, supplier cost and contractual documentation used for the purchase of stock.	
Languages other than English (LAN)					
SITXLAN001 Conduct basic oral communication in a language other than English	Skills must be demonstrated in an operational environment or workplace activity for which communication in languages other than English is required. This can be: • an industry workplace • a simulated industry environment.			• resources that support communication in languages other than English: ◦ dictionaries and phrase books ◦ language mats ◦ signs ○ industry materials, written in languages other than English.	• other people with whom the individual can interact in the relevant language; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organization.
SITXLAN002 Conduct routine oral communication in a	Skills must be demonstrated in an operational environment or			• resources that support communication in	• other people with whom the individual can interact

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
language other than English	workplace activity for which communication in languages other than English is required. This can be: • an industry workplace • a simulated industry environment.			languages other than English: ◦ dictionaries and phrase books ◦ signs and maps ◦ language mats ◦ industry materials, written in languages other than English.	in the relevant language; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation
SITXLAN003 Conduct oral communication in a language other than English	Skills must be demonstrated in an operational environment or workplace activity for which communication in languages other than English is required. This can be: • an industry workplace • a simulated industry environment.			• resources that support communication in languages other than English: ◦ dictionaries and phrase books ◦ language mats ◦ industry materials, written in languages other than English.	• other people with whom the individual can interact in the relevant language; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					training organisation.
SITXLAN004 Conduct complex oral communication in a language other than English	Skills must be demonstrated in an operational environment or activity for which communication in languages other than English is required. This can be: • an industry workplace • a simulated industry environment.			• resources that support communication in languages other than English: ◦ dictionaries and phrase books ◦ industry materials, written in languages other than English.	• other people with whom the individual can interact in the relevant language; these can be: ◦ customers in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXLAN005 Read and write information in a language other than English	Skills must be demonstrated in an operational environment or activity where written communication in languages other than English is required. This can be: • an industry workplace • a simulated industry environment.			• industry materials, written in languages other than English.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITXLAN006 Read and write documents in a language other than English	Skills must be demonstrated in an operational environment or activity where written communication in languages other than English is required. This can be: • an industry workplace • a simulated industry environment.			• industry documents, written in languages other than English.	
Management and Leadership (MGT)					
SITXMGT001 Monitor work operations	Skills must be demonstrated in a business operation or activity in any industry where the individual can monitor work activities. This can be: • an industry workplace • a simulated industry environment.			• organisational documents and templates: ◦ performance reports ◦ rosters ◦ staff reports.	• a team for whom the individual can plan and organise workflow; this can be: ◦ teams in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITXMGT002 Establish and conduct business relationships	Skills must be demonstrated in an environment or activity in any industry sector where contracts may be negotiated and agreed. This can be: • an industry workplace • a simulated industry environment.			• materials that support the negotiation process: ◦ preparatory facts and statistics ◦ key performance indicators ◦ market information.	• other people with whom business relationships can be established; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXMGT003 Manage projects	Skills must be demonstrated in an operational tourism, travel, hospitality or events business operation or activity for which projects are managed, such as the introduction of new workplace systems or technologies. This can be: • an industry workplace • a simulated industry environment.			• projects to be managed by the individual • information and communications technology currently used to manage projects • physical and financial resources to support the project.	• a project team for whom the individual is a leader • project stakeholders with whom the individual can interact; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					operated within a training organisation.
Marketing and Public Relations (MPR)					
SITXMPR001 Coordinate production of brochures and marketing materials	Skills must be demonstrated in an operational business environment for which brochures and marketing materials can be developed. This can be: • an industry workplace • a simulated industry environment.			• current information and communications technology for the development of content.	• suppliers, such as graphic designers, print production organisations and copywriters with whom the individual can interact; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXMPR002 Create a promotional display or stand	Skills must be demonstrated in an operational business environment or activity. This can be: • an industry workplace • a simulated industry environment.	• audio-visual systems • furniture.	• display supplies: ◦ adhesives and velcro ◦ balloons and other decorations ◦ collateral materials ◦ computers ◦ floral arrangements and potted plants ◦ mobiles ◦ pins ◦ scissors	• display and promotional materials used in the relevant industry sector.	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• display space or promotional stand.		◦ string.		
SITXMPR003 Plan and implement sales activities	Skills must be demonstrated in an operational business operation or activity for which the individual can conduct sales activities for products or services. This can be: • an industry workplace • a simulated industry environment.			• current information and communications technology used by industry to manage sales activities • marketing plans and operational sales documents, sales reports and sales support materials.	• other people with whom the individual can interact; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXMPR004 Coordinate marketing activities	Skills must be demonstrated in an operational business environment. This can be: • an industry workplace • a simulated industry environment.			• products or services for which the individual can conduct marketing activities • current information and communications technology used by industry for marketing activities • marketing plans and operational marketing documents, action plans and marketing reports.	
SITXMPR005 Participate in cooperative online marketing initiatives	Skills must be demonstrated in an operational business or activity. This can be:			• current information and communications technology	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• an industry workplace • a simulated industry environment.			• content suitable for online use: ◦ text ◦ images ◦ multimedia • different style guides and online technical specifications.	
SITXMPR006 Obtain and manage sponsorship	Skills must be demonstrated in an operational tourism, travel, hospitality or events business with which a sponsor can be involved. This can be: • an industry workplace • a simulated industry environment.	• computers, printers and software packages to design effective sponsorship proposals.		• current commercial sponsorship contract templates.	• sponsors to allow the individual to communicate, negotiate and manage sponsorship arrangements; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXMPR007 Develop and implement marketing strategies	Skills must be demonstrated in an operational business operation or activity. This can be: • an industry workplace			• real or simulated product or service for which market planning can be undertaken • current information and communications technology to support the	• group of stakeholders who contribute to the planning process and customers to whom products and services are marketed; these can be: ◦ in an industry workplace who are assisted by the

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.			research and planning process.	individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXMPR008 Prepare and present proposals	Skills must be demonstrated in a tourism, hospitality or events environment where tenders, proposals or bids are prepared. This can be: • an industry workplace • a simulated industry environment.			• organisational templates: ◦ budgets ◦ proposals ◦ product or service specifications • tender briefs and specifications for products and services • financial and operational data used to prepare tenders.	• customers seeking services via a tender process and team members from whom to seek input on proposal preparation; these can be: ◦ in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
Work Health and Safety (WHS)					

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SITXWHS001 Participate in safe work practices	Skills must be demonstrated in an operational business environment. This can be: • an industry workplace • a simulated industry environment.			• current plain English regulatory documents distributed by the local WHS government regulator • codes of practice and standards issued by government regulators or industry groups • WHS information and business management manuals issued by industry associations or commercial publishers • current commercial policies, procedures and template documents used for managing WHS practices.	
SITXWHS002 Identify hazards, assess and control safety risks	Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where hazards must be identified and risk assessed. This can be: • an industry workplace • a simulated industry environment.			• current plain English regulatory documents distributed by the local WHS government regulator • WHS information and business management manuals issued by industry associations or commercial publishers • current commercial policies and procedures, and hazard identification and risk assessment template documents.	
SITXWHS003 Implement and monitor work health and safety practices	Skills must be demonstrated in an operational tourism, travel, hospitality or	• computers, software programs, printers and communication technology used to administer the		• relevant state or territory WHS legislation • current plain English regulatory documents	• operational team for which the individual coordinates WHS management practices; this can be:

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	events business operation where WHS management practices are implemented and monitored. This can be: • an industry workplace • a simulated industry environment.	implementation and monitoring of a WHS system.		distributed by the local WHS government regulator • codes of practice and standards issued by government regulators or industry groups • WHS information and business management manuals issued by industry associations or commercial publishers • current commercial WHS policies and procedures.	◦ teams in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SITXWHS004 Establish and maintain a work health and safety system	Skills must be demonstrated in an operational tourism, travel, hospitality or events business operation for which a tailored WHS management system can be established and monitored. This can be: • an industry workplace • a simulated industry environment.	• computers, software programs, printers and communication technology used to administer the development of a WHS system		• organisational specifications: ◦ relevant state or territory WHS legislation ◦ current plain English regulatory documents distributed by the local WHS government regulator ◦ codes of practice and standards issued by regulatory authorities or industry groups ◦ WHS information and business management manuals issued by industry	• team for which the individual establishes WHS management practices; this can be: ◦ teams in an industry workplace who are assisted by the individual during the assessment process; or ◦ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				◦ associations or commercial publishers current commercial policies and procedures, and hazard identification and risk assessment template documents.	