SIT60313 Advanced Diploma of Hospitality

Release 1
SIT60313 Advanced Diploma of Hospitality

Modification History
The version details of this endorsed qualification are in the table below. The latest information is at the top.

<table>
<thead>
<tr>
<th>Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Replaces and is equivalent to SIT60312 Advanced Diploma of Hospitality. Intent of the qualification remains unchanged. SITHIND101 Use hygienic practices for hospitality service added to Group A Elective group. SITXFSA101 Use hygienic practices for food safety moved to Group A Elective group. Core units reduced from 17 to 16 units. Elective units increased from 16 to 17 units.</td>
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Description
This qualification reflects the role of individuals operating at a senior level who use substantial industry knowledge and wide-ranging, specialised managerial skills. They operate independently, take responsibility for others and make a range of strategic business decisions.

This qualification is suitable for an Australian Apprenticeship pathway.

Job roles
This qualification provides a pathway to work in any sector of the hospitality industry as a senior manager in large organisation or small business owner or manager.

Possible job titles include:
- area manager or operations manager
- cafe 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.
Pathways Information

Pathways into the qualification
It is strongly recommended that individuals undertake lower level qualifications, or gain industry experience prior to entering SIT60313 Advanced Diploma of Hospitality. However this is not mandatory.

Pathways from the qualification
After achieving SIT60313 Advanced Diploma of Hospitality, individuals could progress to higher education qualifications in management.

Licensing/Regulatory Information
No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements
There are no entry requirements for this qualification.
## Employability Skills Summary

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
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</thead>
<tbody>
<tr>
<td>Communication</td>
<td>Consulting with personnel at all levels about operational and service issues, workplace practices, policies and procedures; communicating strategic business goals to supervisors and managers; discussing supply options and negotiating purchases with suppliers; writing comprehensive yet easily accessible plans, policies, procedures and reports.</td>
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<tr>
<td>Initiative and enterprise</td>
<td>Researching and critically analysing current and emerging hospitality industry practices, market and product trends; generating and testing ideas for new or improved products and services; initiating the development of new products and services; engaging and persuading personnel at all levels to generate innovative ideas for new or improved products and service delivery.</td>
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<tr>
<td>Learning</td>
<td>Developing and maintaining knowledge required to strategically manage the business, proactively maintaining and updating knowledge of hospitality industry practices, trends, products, services and suppliers; seeking hospitality industry professional development opportunities for self and others; developing training strategies for the organisation.</td>
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<tr>
<td>Planning and organising</td>
<td>Developing overall business plans for sustainable and profitable operation; developing new products, forecasting and managing resource requirements; developing and evaluating strategic plans, policies, procedures and business practices for legal compliance and effective delivery of hospitality products and services; developing and leading continuous improvement processes for operational and service efficiency.</td>
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<tr>
<td>Problem-solving</td>
<td>Developing and implementing a range of strategies to address business management problems; analysing systematic operational or service failures, working with supervisors and managers to develop practical solutions and developing continuous improvement processes for operational and service efficiency; analysing and evaluating the effectiveness of strategic solutions to business management problems.</td>
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<tr>
<td>Self-management</td>
<td>Having a comprehensive knowledge of the objectives and content of laws that specifically relate to the hospitality industry and developing business compliance practices; operating with significant autonomy, reviewing and reflecting on own work performance; taking responsibility for the strategic management of hospitality business practices across a range of activities including business planning, asset management, finances, marketing, human resources, customer service and workplace health and safety.</td>
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<tr>
<td>Teamwork</td>
<td>Fostering workplace diversity; establishing work team goals and teamwork strategies; developing training strategies for effective teamwork throughout the business; involving personnel at all levels in the planning of business practices, policies and procedures; motivating and leading management teams.</td>
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<tr>
<td>Technology</td>
<td>Selecting and using technologies used in the hospitality industry to support strategic management functions; researching new and emerging technologies required to manage the operational, sales and service activities of the hospitality business; developing skill development strategies required for implementing new business technologies.</td>
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</tbody>
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Packaging Rules

33 units must be completed:

- 16 core units
- 17 elective units, consisting of:
  - 1 unit from Group A
  - 1 unit from Group B
  - 9 units from Group C
  - 6 units from Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units
BSBDIV501A Manage diversity in the workplace
BSBFIM601A Manage finances
BSBMGT515A Manage operational plan
BSBMGT617A Develop and implement a business plan
SITXCCS501 Manage quality customer service
SITXFIN402 Manage finances within a budget
SITXFIN501 Prepare and monitor budgets
SITXFIN601 Manage physical assets
SITXGLC501 Research and comply with regulatory requirements
SITXHRM402 Lead and manage people
SITXHRM501 Recruit, select and induct staff
SITXHRM503 Monitor staff performance
SITXMGT401 Monitor work operations
SITXMGT501 Establish and conduct business relationships
SITXMPR502 Develop and implement marketing strategies
SITXWHS601 Establish and maintain a work health and safety system

Elective units

Group A
SITHIND101 Use hygienic practices for hospitality service
SITXFSA101 Use hygienic practices for food safety

Group B
SITHCCC309 Work effectively as a cook *
SITHIND301 Work effectively in hospitality service
SITHKOP403 Coordinate cooking operations *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Group C
Accommodation Services
CPPCLO2001A Maintain hard floor surfaces
CPPCLO2004A Maintain carpeted floors
CPPCLO2009A Clean glass surfaces
CPPCLO2010A Clean ceiling surfaces and fittings
CPPCLO2017A Clean wet areas
CPPCLO2019A Sort and remove waste and recyclable materials
CPPCLO2035A Maintain cleaning storage areas
CPPCLO3013A Clean window coverings
CPPCLO3016A Wash furniture and fittings
SITHACS101 Clean premises and equipment
SITHACS201 Provide housekeeping services to guests
SITHACS202 Prepare rooms for guests
SITHACS203 Launder linen and guest clothes
SITHACS204 Provide porter services
SITHACS301 Provide valet service
SITHACS302 Conduct night audit
SITHACS303 Provide accommodation reception services

**Administration**
BSBADM502B Manage meetings
BSBRES401A Analyse and present research information
BSBWRT401A Write complex documents
SITXADM501 Prepare and present proposals

**Asian Cookery**
SITHASC201 Produce dishes using basic methods of Asian cookery *
SITHASC202 Produce Asian appetisers and snacks *
SITHASC203 Produce Asian stocks and soups *
SITHASC204 Produce Asian sauces, dips and accompaniments *
SITHASC205 Produce Asian salads *
SITHASC206 Produce Asian rice and noodles *
SITHASC207 Produce curry pastes and powders *
SITHASC301 Produce Asian cooked dishes *
SITHASC302 Produce Asian desserts *
SITHASC303 Produce Japanese cooked dishes *
SITHASC304 Produce sashimi *
SITHASC305 Produce sushi *
SITHASC306 Produce Japanese desserts *
SITHASC307 Produce dim sum *
SITHASC308 Produce Chinese roast meat and poultry dishes *
SITHASC309 Produce tandoori dishes *
SITHASC310 Produce Indian breads *
SITHASC311 Produce Indian sweetmeats *
SITHASC312 Produce Indian pickles and chutneys *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

**Client and Customer Service**
SITXCCS301 Provide lost and found services
SITXCCS302 Provide club reception services

**Commercial Cookery and Catering**
SITHCCC103 Prepare sandwiches *
SITHCCC104 Package prepared foodstuffs *
SITHCCC201 Produce dishes using basic methods of cookery *
SITHCCC202 Produce appetisers and salads *
SITHCCC203 Produce stocks, sauces and soups *
SITHCCC204 Produce vegetable, fruit, egg and farinaceous dishes *
SITHCCC205 Produce cook-chill and cook freeze foods *
SITHCCC206 Rethermalise chilled and frozen foods *
SITHCCC301 Produce poultry dishes *
SITHCCC302 Produce seafood dishes *
SITHCCC303 Produce meat dishes *
SITHCCC304 Produce and serve food for buffets *
SITHCCC305 Produce pates and terrines *
SITHCCC306 Handle and serve cheese *
SITHCCC307 Prepare food to meet special dietary requirements *
SITHCCC308 Produce cakes, pastries and breads *
SITHCCC309 Work effectively as a cook *
SITHCCC401 Produce specialised food items *
SITHCCC402 Prepare portion-controlled meat cuts *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Communication and Teamwork
BSBCMM401A Make a presentation
SITXCOM301 Address protocol requirements
SITXCOM401 Manage conflict

Computer Operations and ICT Management
BSBITA401A Design databases
BSBITU201A Produce simple word processed documents
BSBITU203A Communicate electronically
BSBITU301A Create and use databases
BSBITU302B Create electronic presentations
BSBITU306A Design and produce business documents
BSBITU309A Produce desktop published documents
BSBITU402A Develop and use complex spreadsheets
BSBWOR204A Use business technology

Crisis Management
SITXCR1601 Manage a business continuity crisis

Environmental Sustainability
BSBSUS501A Develop workplace policy and procedures for sustainability
MSS405070A Develop and manage sustainable energy practices

Events
SITXEVT401 Plan in-house events or functions
SITXEVT503 Manage event staging components
SITXEVT505 Manage on-site event operations
SITXEVT601 Research event trends and practice
SITXEVT603 Determine event feasibility

Finance
BSBFIA301A Maintain financial records
BSBFIA302A Process payroll
BSBFIA303A Process accounts payable and receivable
BSBFIA304A Maintain a general ledger
BSBFIA401A Prepare financial reports
BSBFIM502A Manage payroll
SITXFIN401 Interpret financial information
SITXFIN602 Manage revenue

**First Aid**
HLTAID003 Provide first aid
HLTAID005 Provide first aid in remote situations

**Food and Beverage**
SITTHFAB201 Provide responsible service of alcohol
SITTHFAB202 Operate a bar *^*
SITTHFAB203 Prepare and serve non-alcoholic beverages *
SITTHFAB204 Prepare and serve espresso coffee *
SITTHFAB205 Provide room service *
SITTHFAB301 Operate and monitor cellar systems
SITTHFAB302 Conduct a product tasting for alcoholic beverages ^
SITTHFAB303 Prepare and serve cocktails *^*
SITTHFAB304 Provide advice on beers, spirits and liqueurs ^
SITTHFAB305 Provide advice on Australian wines ^
SITTHFAB306 Provide advice on imported wines ^
SITTHFAB307 Provide table service of food and beverage ^*
SITTHFAB308 Provide silver service *
SITTHFAB309 Provide advice on food
SITTHFAB310 Provide advice on food and beverage matching ^
SITTHFAB311 Provide gueridon service *
SITTHFAB401 Plan and monitor espresso coffee service
SITTHFAB501 Manage the sale or service of wine ~
*Prerequisite is SITXFSA101 Use hygienic practices for food safety
^Prerequisite is SITTHFAB201 Provide responsible service of alcohol
~Prerequisites are SITTHFAB305 Provide advice on Australian wines and SITTHFAB306 provide advice on imported wines

**Food Safety**
SITXFSA101 Use hygienic practices for food safety
SITXFSA201 Participate in safe food handling practices
SITXFSA202 Transport and store food
SITXFSA401 Develop and implement a food safety program

**Franchising**
BSBFRA401B Manage compliance with franchisee obligations and legislative requirements
BSBFRA402B Establish a franchise
BSBFRA403B Manage relationship with franchisor
BSBFRA502B Manage a franchise operation

**Gaming**
SITHGAM201 Provide responsible gambling services
SITHGAM202 Attend gaming machines
SITHGAM203 Operate a TAB outlet
SITHGAM204 Conduct Keno games
SITHGAM301 Analyse and report on gaming machine data
SITHGAM302 Operate table games
SITHGAM303 Deal Baccarat games
SITHGAM304 Conduct Big Wheel games
SITHGAM305 Deal Blackjack games
SITHGAM306 Deal Poker games

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SITHGAM307 Deal Pontoon games
SITHGAM308 Conduct Rapid Roulette games
SITHGAM309 Conduct Roulette games
SITHGAM310 Conduct Sic Bo games
SITHGAM501 Manage gaming activities
>Prerequisite is SITHGAM201 Provide responsible gambling services

Human Resource Management
BSBHRM604A Manage employee relations
SITXHRM401 Roster staff
SITXHRM502 Manage volunteers
TAEDEL404A Mentor in the workplace

Inventory
SITXINV401 Control stock
SITXINV601 Establish stock purchasing and control systems
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Kitchen Operations
SITHKOP401 Plan and display buffets *
SITHKOP402 Develop menus for special dietary requirements
SITHKOP403 Coordinate cooking operations *
SITHKOP404 Plan catering for events or functions
SITHKOP501 Design and cost menus
SITHKOP502 Select catering systems
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Languages other than English
SITXLAN31__ Conduct oral communication in a language other than English
SITXLAN32__ Conduct complex oral communication in a language other than English
SITXLAN33__ Read and write information in a language other than English
SITXLAN34__ Read and write documents in a language other than English

Merchandising
SIRXMER201 Merchandise products

Management and Leadership
BSBRSK501B Manage risk
SITXMGT502 Manage projects

Marketing and Public Relations
BSBMKG401B Profile the market
PUAPOLGD015A Employ media strategies
SITXMPR401 Coordinate production of brochures and marketing materials
SITXMPR402 Create a promotional display or stand
SITXMPR403 Plan and implement sales activities
SITXMPR404 Coordinate marketing activities
SITXMPR405 Participate in cooperative online marketing initiatives
SITXMPR501 Obtain and manage sponsorship

Patisserie
SITHPAT301 Produce cakes *
SITHPAT302 Produce gateaux, torten and cakes *
SITHPAT303 Produce pastries *
SITHPAT304 Produce yeast based bakery products *
SITHPAT305 Produce petits fours *
SITHPAT306 Produce desserts *
SITHPAT401 Prepare and model marzipan *
SITHPAT402 Produce chocolate confectionery *
SITHPAT403 Model sugar based decorations *
SITHPAT404 Design and produce sweet buffet showpieces *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Planning and Product Development
SITTPPD501 Develop host community awareness of tourism
SITTPPD503 Research and analyse tourism data
SITTPPD601 Develop tourism products
SITTPPD602 Develop environmentally sustainable tourism operations
SITTPPD603 Develop culturally appropriate tourism operations

Quality and Innovation
BSBCRT301A Develop and extend critical and creative thinking skills
BSBCRT501A Originade and develop concepts
BSBINN201A Contribute to workplace innovation
BSBINN301A Promote innovation in a team environment
BSBINN501A Establish systems that support innovation
BSBINN502A Build and sustain an innovative work environment
BSBMGT516C Facilitate continuous improvement

Risk Management and Security
CPPSEC2012A Monitor and control individual and crowd behaviour
CPPSEC3017A Plan and conduct evacuation of premises
CPPSEC3018A Provide for the safety of persons at risk
SIRXRSK201 Minimise loss

Sales
SIRXSLS201 Sell products and services
SIRXSLS002A Advise on products and services

Tourism Sales and Operations
SITTTSL202 Access and interpret product information
SITTTSL303 Sell tourism products and services
SITTTSL304 Prepare quotations
SITTTSL305 Process reservations
SITTTSL306 Book supplier services
SITTTSL307 Process travel related documentation
SITTTSL308 Use a computerised reservations or operations system
SITTTSL401 Maintain a product inventory

Work Health and Safety
SITXWHS301 Identify hazards, assess and control safety risks

Working in Industry
SITHIND101 Use hygienic practices for hospitality service
SITHIND201 Source and use information on the hospitality industry
SITHIND301 Work effectively in hospitality service

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Area manager or operations manager for a large catering company
BSBHRM606A Manage employee relations
BSBINN501A Establish systems that support innovation
BSBINN502A Build and sustain an innovative work environment
BSBMGT516C Facilitate continuous improvement
BSBRSK501B Manage risk
BSBSUS501A Develop workplace policy and procedures for sustainability
BSBWRT401A Write complex documents
SITXFSA101 Use hygienic practices for food safety
SITHKOP402 Develop menus for special dietary requirements
SITHKOP501 Design and cost menus
SITHKOP502 Select catering systems
SITXADM501 Prepare and present proposals
SITXEVIT601 Research event industry trends and practice
SITXEVIT602 Determine event feasibility
SITXFSA401 Develop and implement a food safety program
SITXINV601 Establish stock purchasing and control systems
SITXMGT502 Manage projects

**Club secretary or manager**
BSBCMM401A Make a presentation
BSBHRM606A Manage employee relations
BSBITU201A Produce simple word processed documents
BSBRSK501B Manage risk
BSBWOR204A Use business technology
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar
SITHGAM201 Provide responsible gambling services
SITHGAM202 Attend gaming machines
SITHGAM203 Operate a TAB outlet
SITHGAM204 Conduct Keno games
SITHGAM301 Analyse and report on gaming machine data
SITHGAM501 Manage gaming activities
SITHIND301 Work effectively in hospitality service
SITXCCS302 Provide club reception services
SITXFSA101 Use hygienic practices for food safety
SITXINV601 Establish stock purchasing and control systems

**Executive chef**
BSBCRT501A Originate and develop concepts
BSBINN502A Build and sustain an innovative work environment
BSBSUS501A Develop workplace policy and procedures for sustainability
SITHCCC307 Prepare food to meet special dietary requirements
SITHCCC309 Work effectively as a cook
SITHFAB305 Provide advice on Australian wines
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching
SITHFAB501 Manage the sale or service of wine
SITHKOP401 Plan and display buffets
SITHKOP402 Develop menus for special dietary requirements
SITHKOP404 Plan catering for events or functions
SITHKOP501 Design and cost menus
SITHKOP502 Select catering systems
SITXFSA101 Use hygienic practices for food safety
SITXFSA401 Develop and implement a food safety program
SITXINV601 Establish stock purchasing and control systems

**Food and beverage manager in a hotel**
BSBINN502A Build and sustain an innovative work environment
BSBMGT516C Facilitate continuous improvement
BSBSUS501A Develop workplace policy and procedures for sustainability
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar
SITHFAB204 Prepare and serve espresso coffee
SITHFAB303 Prepare and serve cocktails
SITHFAB304 Provide advice on beers, spirits and liqueurs
SITHFAB305 Provide advice on Australian wines
SITHFAB306 Provide advice on imported wines
SITHFAB308 Provide silver service
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching
SITHFAB501 Manage the sale or service of wine
SITXEVT401 Plan in-house events or functions
SITXFSA101 Use hygienic practices for food safety
SITXINV601 Establish stock purchasing and control systems

**Owner of a cafe or small restaurant**
BSBCRT501A Originate and develop concepts
BSBRSK501B Manage risk
BSBWRT401A Write complex documents
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar
SITHFAB203 Prepare and serve non-alcoholic beverages
SITHFAB204 Prepare and serve espresso coffee
SITHFAB305 Provide advice on Australian wines
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching
SITHFAB401 Plan and monitor espresso coffee service
SITHFAB501 Manage the sale or service of wine
SITHIND301 Work effectively in hospitality service
SITXFSA101 Use hygienic practices for food safety
SITXFSA401 Develop and implement a food safety program
SITXINV601 Establish stock purchasing and control systems
SITXMPR401 Coordinate production of brochures and marketing materials

**Motel manager**
BSBEBU501A Investigate and design ebusiness solutions
BSBEBU502A Implement ebusiness solution
BSBFIA301A Maintain financial records
BSBHRM606A Manage employee relations
BSBRSK501B Manage risk
BSBWRT401A Write complex documents
SITHACS202 Prepare rooms for guests
SITHACS303 Provide accommodation reception services
SITHIND101 Use hygienic practices for hospitality service
SITHIND301 Work effectively in hospitality service
SITITSL305 Process reservations
SITITSL308 Use a computerised reservations or operations system
SITXCCS201 Provide visitor information
SITXICT401 Build and launch a small business website
SITXMPR401 Coordinate production of brochures and marketing materials
SITXMPR404 Coordinate marketing activities
SITXMPR405 Participate in cooperative online marketing initiatives