SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

Tourism, Travel, Hospitality and Events

Consultation Guide

July 2021

Contents

Introduction 3
Project Background 3
Draft 1 – Key Changes 6
Consultation Activities and Timelines 6
About this Consultation Guide 7
Training Package Products 8
Qualification Mapping 20
Skill Set Mapping 21
Unit of Competency Mapping 22
Questions for Consideration 29
Appendix A: Training Package Unit of Competency Terminology Guide 31

Introduction

SkillsIQ is a not-for-profit Skills Service Organisation (SSO) supporting industry in developing standards to equip the people-facing workforce with the right skills for jobs now and into the future. SkillsIQ is funded by the Department of Education, Skills and Employment to support the Industry Reference Committees (IRCs) responsible for the development and maintenance of Training Packages in the following sectors:

- Community Services
- Health
- Local Government
- Public Sector
- Floristry
- Hairdressing and Beauty Services
- Funeral Services
- Retail Services
- Sport, Fitness and Recreation
- Tourism, Travel and Hospitality.

IRCs drive the process of Training Package development and are made up of people with experience, skills and knowledge of their particular industry sectors. IRCs are responsible for the provision of strategic input and advice that represent the needs of their workforce, and for ensuring Training Package Products reflect those needs.

Project Background

Tourism

The Tourism Services sector is a significant employer in Australia, albeit one that has been significantly impacted by the COVID-19 pandemic and international border closures. These closures have not only seen a fall in tourists visiting Australia, but have placed a strain on one the key pipelines for obtaining workers who may be visiting Australia on various classes of visae.

Now more than ever, it is important to ensure that the available training products are fit for purpose and provide the skills and knowledge required by industry to allow new entrants to the industry to be appropriately skilled in order to support the recovery of the industry post COVID-19.

Key skills and knowledge gaps voiced by industry as a priority for development in the future workforce include: communication, teamwork, self-management, resilience and business/commercial skills as well as product and service knowledge. For example, demand for cultural tourism, particularly that related to learning about Aboriginal beliefs and connections to country is growing, and workforce skills development is essential to ensure Australia can provide an authentic experience to visitors.

Business operations have evolved significantly in line with technological developments and the listed Training Package Products need to be thoroughly reviewed so they continue to reflect current industry practices. This includes the facilitation of access to online and social media skills training to meet growing consumer demand.

Travel

Prior to COVID-19, significant employment growth was forecast across all areas of the Tourism, Travel and Hospitality sectors with thousands of jobs needing to be filled over the next five years and the Training Package as well as the VET sector overall have an important role in supporting the sectors in accessing skilled workers to fill vacancies including Tourism and Travel Advisers by an additional 1,300 workers.

Changes in legislation regarding 457 visas as well as the impacts of COVID-19, have added further pressures to employers with skills training for the local population therefore never being more critical than it is at present. Employers have voiced that the skills and knowledge-base of applicants and entrants to the sectors are lacking in key areas including general product and service content, as well as the current structure of the training package products for the travel sector not being fit for purpose as industry practices continue to evolve. There is also a need for stronger pathways for skills in the travel sector, including skills for “2IC” workers who are an integral part of business succession planning in the sector.

The VET sector is the primary supplier of workers to these sectors. Industry therefore welcomes a review of the relevant Training Package Products and proposed qualification pathways to ensure they are current with industry practices, and to address the issues in the sector regarding career progression and retention. To address these workforce skills issues, it is therefore proposed that an update of the following qualifications and skill sets currently housed in the Training Package be conducted:

Hospitality

The Food and Beverage Services sector is one of the highest employing sectors in Australia, with a registered workforce of three-quarters of a million workers (747,300 in November 2020), and is forecast to be 859,500 by 2025 according to Department of Education, Skills and Employment 2020 Employment Projections to 2025.

Prior to the COVID-19 pandemic, the size of the workforce was estimated to have been 857,000 at May 2019, with a forecast of 954,300 by May 2024 (according to Department of Education, Skills and Employment – Occupation projections five years to 2024), requiring an additional 97,300 jobs to be filled.

Skills shortages are a challenge in the sector and so it has never been more important to review the Training Package Products in order to ensure industry can access a sufficiently skilled workforce during the recovery from the impacts of the COVID-19 pandemic.

Key skill areas that need to be considered include business acumen, communication, data analytics and online and social media, as the hospitality sector has evolved significantly in line with technology trends (both at a consumer and business-operational level).

Skills training needs to reflect employer requirements to meet consumer demand regarding customer service, engagement preferences (i.e. online platforms) and behaviours. It also needs to support employers to reach their potential and continue to contribute strongly to Australia’s economic growth and position it as one of the world’s leading countries in terms of hospitality service. The current Training Package is not equipped to cover these skills areas adequately and needs to be updated to ensure cross-sectoral opportunities for development are not missed.

Events

The Events industry has evolved significantly over the years and, as a result, so too have the skills needs of the workforce. This is never as important as now, while the sector is navigating a recovery from the impacts of the COVID-19 pandemic.

In 2019, SkillsIQ, under the direction of the Tourism, Travel and Hospitality Industry Reference Committee (IRC) and the Events Technical Advisory Committee (TAC), submitted a Case for Change outlining the proposed update of those Training Package Products specific to the Events industry in Australia. The existing Qualifications, Units of Competency and Skill Sets currently form part of the nationally recognised SIT Tourism, Travel and Hospitality Training Package.

It has been six years since the Training Package Products for the Events industry were formally and comprehensively updated, and an update is therefore proposed to ensure they are current and relevant. This project will look to address the key skills and knowledge gaps identified across the industry, and to ensure that training practices are up to date with what industry needs.

Tourism, Travel and Hospitality Industry Reference Committee (IRC)

The Tourism, Travel and Hospitality IRC, made up of stakeholders and subject matter experts from across Australia, commenced work on this project to inform the update of the Qualifications, Skill Sets and Units of Competency relating to tourism, guiding, holiday parks and resorts, hospitality and gaming. The IRC agreed to formalise Technical Advisory Committees (TACs) in the areas of Travel and also Events, in order to gain specialist subject matter expertise to inform Draft 1 development (see below).

The proposed development will ensure that individuals who work in the tourism, travel, hospitality and events sectors have access to the appropriate skills and knowledge to meet the current and future needs of the industry.

Travel and Events Technical Advisory Committees (TACs)

During late 2019 and early 2020, the Travel TAC convened to provide expert advice and input into the drafting of Draft 1 Training Package Products for Travel. As a result of the COVID-19 pandemic and the impact this had on the travel industry, the development of a separate Certificate IV qualification was not pursued at this time.

During this same period of time, the Events TAC convened to provide expert advice and input into the drafting of Draft 1 Training Package Products for Events. Again, the COVID-19 pandemic had an enormous impact on the exhibition and events industry, making the development of fit for purpose qualifications an imperative.

Draft 1 – Key Changes

A number of changes were made to the current SIT Training Package Products during the development of Draft 1, including:

- Codes updated on all qualifications, skill sets and units of competency
- Imported units updated to current versions as listed on the National Register www.training.gov.au
- Range of conditions removed from most units of competency and required information moved into appropriate area in Performance Evidence, Knowledge Evidence or Assessment Conditions.
- Minor updates to wording of Performance Criteria for clarity
- Equipment lists in Assessment Conditions clarified and consolidated
- Pre-requisites added and removed for some units of competency
- Some units within the Travel (TVL) group merged to reflect the manner in which tasks are carried out and skills and knowledge utilised in industry
- Core and elective units changed in some qualifications, due to merged, superseded or deleted units needing to be replaced.

Stakeholders are advised to review the Draft Training Package Products on the SkillsIQ Online Feedback Forum and refer to the mapping table included in this guide and www.training.gov.au to see the changes in detail.

Consultation Activities and Timelines

National consultation for Draft 1 is open from **Tuesday, 13 July to 5pm Monday, 9 August 2021.** During this period input will be sought on the following Training Package Products:

Tourism

- 12 qualifications
- 13 Skill Sets
- 88 Units of Competency

Hospitality

- 7 qualifications
- 7 Skill Sets
- 52 Units of Competency

Travel

- 1 qualification
- 4 Skill Sets
- 13 Units of Competency

Events

- 3 qualifications
- 2 Skill Sets
- 19 Units of Competency

SkillsIQ will be undertaking a number of key activities to engage community stakeholders and VET professionals, including a series of information webinars.

For further details or to book to attend a webinar, please visit the project pages for each sector, on the SkillsIQ website:

https://www.skillsiq.com.au/CurrentProjectsandCaseStudies/TourismTPD

https://www.skillsiq.com.au/CurrentProjectsandCaseStudies/TravelTPD

https://www.skillsiq.com.au/CurrentProjectsandCaseStudies/HospitalityTPD

https://www.skillsiq.com.au/CurrentProjectsandCaseStudies/EventsTPD

Feedback can also be provided **online** via the SkillsIQ Feedback Forum, accessed at:

https://www.skillsiq.com.au/FeedbackForum/TrainingPackages1/SITTourismTravelandHospitality/SITTPDDraft1

When accessing the Feedback Forum, please first refer to the "How To" guide located on the page. It will provide directions for leaving and submitting comments.

Following the close of the consultation period, feedback received will be collated and evaluated by the Technical Advisory Committees and the Tourism, Travel and Hospitality IRC. This feedback will inform the development of the Validation Draft.

To remain up to date with project developments, subscribe to SkillsIQ at: http://www.skillsiq.com.au/Subscribetoournewsletter.aspx

About this Consultation Guide

This guide, which should be read in conjunction with the applicable Draft Training Package Products, provides:

- list of Draft 1 Training Package Products
- mapping of Qualifications, Skill Sets and Units
- key consultation questions on which SkillsIQ seeks feedback to provide information to the IRC.

Contact details

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Training Package Products

Qualifications

Qualification Code	Qualification Title
SIT10121	Certificate I in Tourism (Australian Indigenous Culture)
SIT10221	Certificate I in Hospitality
SIT20121	Certificate II in Tourism
SIT20221	Certificate II in Holiday Parks and Resorts
SIT20321	Certificate II in Hospitality
SIT30121	Certificate III in Tourism
SIT30221	Certificate III in Travel
SIT30321	Certificate III in Guiding
SIT30421	Certificate III in Holiday Parks and Resorts
SIT30521	Certificate III in Events
SIT30621	Certificate III in Hospitality
SIT30721	Certificate III in Hospitality (Restaurant Front of House)
SIT40121	Certificate IV in Travel and Tourism
SIT40221	Certificate IV in Guiding
SIT40321	Certificate IV in Holiday Parks and Resorts
SIT40421	Certificate IV in Travel
SIT40421	Certificate IV in Hospitality
SIT50121	Diploma of Travel and Tourism Management
SIT50221	Diploma of Holiday Park and Resort Management
SIT50321	Diploma of Event Management
SIT50421	Diploma of Hospitality Management
SIT60121	Advanced Diploma of Travel and Tourism Management
SIT60221	Advanced Diploma of Event Management
SIT60321	Advanced Diploma of Hospitality Management

Skill Sets

Skill Set Title	
SITSS00072	Airfare Construction
SITSS00073	Australian and International Travel Destinations
SITSS00074	Australian and International Travel Products
SITSS00075	Beverage Advice
SITSS00076	Business Management
SITSS00077	Customer Service Management
SITSS00078	Customer Service
SITSS00079	Environmentally Sustainable Hospitality and Restaurant Operations
SITSS00080	Espresso Machine Operation
SITSS00081	Essential Business Skills for a Franchisee
SITSS00082	Essential Business Skills for a Restaurant Manager
SITSS00083	Food Advice
SITSS00084	Governance for Board Members
SITSS00085	Groundskeeping and Maintenance
SITSS00086	Housekeeping Service
SITSS00087	Mentoring and Supervision
SITSS00088	Online Engagement for Small Business
SITSS00089	Product Development for International Visitor Markets
SITSS00090	Product Sales for International Visitor Markets
SITSS00091	Service for International Visitors
SITSS00092	Event Coordination
SITSS00093	Event Development
SITSS00094	Sommelier
SITSS00095	Travel Sales and Customer Service
SITSS00096	Understanding Financial Concepts for Budgeting
SITSS00097	Visitor Information Services

Units of Competency - Hospitality

Unit Code	Unit Title	Prerequisite(s)
Accommodation Services (ACS)		
SITHACS009	Clean premises and equipment	Nil
SITHACS010	Provide housekeeping services to guests	Nil
SITHACS011	Prepare rooms for guests	Nil
SITHACS012	Launder linen and guest clothes	Nil
SITHACS013	Provide porter services	Nil
SITHACS014	Provide valet services	Nil
SITHACS015	Conduct night audit	Nil
SITHACS016	Provide accommodation reception services	Nil
Food and Beverage (FAB)		
SITHFAB022	Clean and tidy bar areas	SITXFSA001 Use hygienic practices for food safety
SITHFAB023	Operate a bar	SITHFAB021 Provide responsible service of alcohol SITXFSA001 Use hygienic practices for food safety
SITHFAB024	Prepare and service non-alcoholic beverages	SITXFSA001 Use hygienic practices for food safety
SITHFAB025	Prepare and serve espresso coffee	SITXFSA001 Use hygienic practices for food safety
SITHFAB026	Provide room service	SITXFSA001 Use hygienic practices for food safety
SITHFAB027	Serve food and beverage	SITXFSA001 Use hygienic practices for food safety
SITHFAB028	Operate and monitor cellar systems	Nil
SITHFAB029	Conduct a product tasting for alcoholic beverages	SITHFAB021 Provide responsible service of alcohol
SITHFAB030	Prepare and serve cocktails	SITHFAB021 Provide responsible service of alcohol

Unit Code	Unit Title	Prerequisite(s)
		SITXFSA001 Use hygienic practices for food safety
SITHFAB031	Provide advice on beers, spirits and liqueurs	SITHFAB021 Provide responsible service of alcohol
SITHFAB032	Provide advice on Australian wines	SITHFAB021 Provide responsible service of alcohol
SITHFAB033	Provide advice on imported wines	SITHFAB021 Provide responsible service of alcohol
SITHFAB034	Provide table service of food and beverage	SITHFAB021 Provide responsible service of alcohol SITXFSA001 Use hygienic practices for food safety
SITHFAB035	Provide silver service	SITXFSA001 Use hygienic practices for food safety
SITHFAB036	Provide advice on food	Nil
SITHFAB037	Provide advice on food and beverage matching	SITHFAB021 Provide responsible service of alcohol
SITHFAB038	Provide gueridon service	SITXFSA001 Use hygienic practices for food safety
SITHFAB039	Plan and monitor espresso coffee service	Nil
SITHFAB040	Manage the sale or service of wine	SITHFAB021 Provide responsible service of alcohol SITHFAB032 Provide advice on Australian wines SITHFAB033 Provide advice on imported wines
Gaming (GAM)		
SITHGAM022	Provide responsible gambling services	Nil
SITHGAM023	Attend gaming machines	SITHGAM022 Provide responsible gambling services
SITHGAM024	Operate a TAB outlet	SITHGAM022 Provide responsible gambling services

Unit Code	Unit Title	Prerequisite(s)
SITHGAM025	Conduct Keno games	SITHGAM022 Provide responsible gambling services
SITHGAM026	Analyse and report on gaming machine data	SITHGAM022 Provide responsible gambling services
SITHGAM027	Deal Baccarat games	SITHGAM022 Provide responsible gambling services
SITHGAM028	Conduct Big Wheel games	SITHGAM022 Provide responsible gambling services
SITHGAM029	Deal Blackjack games	SITHGAM022 Provide responsible gambling services
SITHGAM030	Deal Poker games	SITHGAM022 Provide responsible gambling services
SITHGAM031	Deal Pontoon games	SITHGAM022 Provide responsible gambling services
SITHGAM032	Conduct Rapid Roulette games	SITHGAM022 Provide responsible gambling services
SITHGAM033	Conduct Roulette games	SITHGAM022 Provide responsible gambling services
SITHGAM034	Conduct Sic Bo games	SITHGAM022 Provide responsible gambling services
SITHGAM035	Manage gaming activities	SITHGAM022 Provide responsible gambling services
SITHGAM036	Attend casino gaming machines	SITHGAM022 Provide responsible gambling services
SITHGAM037	Deal Caribbean Stud games	SITHGAM022 Provide responsible gambling services
SITHGAM038	Deal Casino War games	SITHGAM022 Provide responsible gambling services
SITHGAM039	Deal Mississippi Stud games	SITHGAM022 Provide responsible gambling services
SITHGAM040	Conduct Rapid Baccarat games	SITHGAM022 Provide responsible gambling services
SITHGAM041	Conduct Rapid Big Wheel games	SITHGAM022 Provide responsible gambling services

Unit Code	Unit Title	Prerequisite(s)
SITHGAM042	Deal Three Card Poker games	SITHGAM022 Provide responsible gambling services
Working in Industry (IND)		
SITHIND005	Use hygienic practices for hospitality service	Nil
SITHIND006	Source and use information on the hospitality industry	Nil
SITHIND007	Use hospitality skills effectively	Nil
SITHIND008	Work effectively in hospitality service	Nil

Units of Competency - Tourism

Unit Code	Unit Title	Prerequisite(s)
Guiding (GDE)		
SITTGDE013	Interpret aspects of local Australian Indigenous culture	Nil
SITTGDE014	Work as a guide	Nil
SITTGDE015	Provide arrival and departure assistance	Nil
SITTGDE016	Lead tour groups	Nil
SITTGDE017	Prepare and present tour commentaries or activities	Nil
SITTGDE018	Develop and maintain the general and regional knowledge required by guides	Nil
SITTGDE019	Research and share information on Australian Indigenous cultures	Nil
SITTGDE020	Prepare specialised interpretive content on flora fauna and landscapes	Nil
SITTGDE021	Prepare specialised interpretive content on marine environments	Nil
SITTGDE022	Prepare specialised interpretive content on cultural and heritage environments	Nil
SITTGDE023	Coordinate and operate tours	Nil
SITTGDE024	Manage extended touring programs	Nil
Planning and Product Development (PPD)		
SITTPPD012	Package tourism products	Nil
SITTPPD013	Develop interpretive activities	Nil

Unit Code	Unit Title	Prerequisite(s)
SITTPPD014	Coordinate and operate sustainable tourism activities	Nil
SITTPPD015	Develop in-house recreational activities	Nil
SITTPPD016	Develop host community awareness of tourism	Nil
SITTPPD017	Assess tourism opportunities for local communities	Nil
SITTPPD018	Research and analyse tourism data	Nil
SITTPPD019	Develop tourism products	Nil
SITTPPD020	Develop environmentally sustainable tourism operations	Nil
SITTPPD021	Develop culturally appropriate tourism operations	Nil
SITTPPD022	Develop and implement local or regional tourism plan	Nil
Tour Operations (TOP)		
SITTTOP006	Load touring equipment and supplies	Nil
SITTTOP007	Provide outdoor catering	SITXFSA001 Use hygienic practices for food safety
SITTTOP008	Allocate tour or activity resources	Nil
SITTTOP009	Set up and operate a camp site	Nil
SITTTOP010	Operate tours in a remote area	
Venue and Facility Operations (VAF)		
SITTVAF006	Load and unload a ride	Nil
SITTVAF007	Operate a ride location	Nil
SITTVAF008	Operate a games location	Nil
SITTVAF009	Tow and site recreational vehicles	Nil
SITTVAF010	Fill LPG gas cylinders	Nil
Working in Industry (IND)		
SITTIND003	Source and use information on the tourism and travel industry	Nil
SITTIND004	Source and use information on the holiday park and resort industry	Nil

Units of Competency – Events

Unit Code	Unit Title	Prerequisite(s)
Events (EVT)		
SITEEVT020	Source and use information on the events industry	Nil
SITEEVT021	Process and monitor event registrations	Nil
SITEEVT022	Coordinate on-site event registrations	Nil
SITEEVT023	Provide event staging support	Nil
SITEEVT024	Plan in-house events or functions	Nil
SITEEVT025	Develop conference programs	Nil
SITEEVT026	Select event venues and sites	Nil
SITEEVT027	Manage event staging components	Nil
SITEEVT028	Organise event infrastructure	Nil
SITEEVT029	Manage on-site event operations	Nil
SITEEVT030	Research event industry trends and practice	Nil
SITEEVT031	Develop event concepts	Nil
SITEEVT032	Determine event feasibility	Nil
SITTEVT033	Develop and implement event management plans	Nil
SITEEVT034	Develop event transport plans	Nil
SITEEVT035	Develop crowd management plans	Nil
SITEEVT036	Develop multi-venue event plans	Nil
SITEEVT037	Plan and allocate exhibition space	Nil
SITEEVT038	Recruit and manage exhibitors	Nil

Units of Competency – Travel

Unit Code	Unit Title	Prerequisite(s)
Travel (TVL)		
SITTTVL001	Access and interpret product information	Nil
SITTTVL002	Provide advice on international destinations	Nil
SITTTVL003	Provide advice on Australian destinations	Nil
SITTTVL004	Sell travel products or services	Nil
SITTTVL005	Prepare quotations	Nil
SITTTVL006	Book travel products and services and process documentation	Nil
SITTTVL007	Use a computerised reservations or operations system	Nil
SITTTVL008	Source airfares for domestic flights	Nil
SITTTVL009	Construct international airfares	Nil
SITTTVL010	Construct advanced international airfares	SITTTVL009 Construct international airfares
SITTTVL011	Administer billing and settlement plan	Nil
SITTTVL012	Provide specialist advice on cruises	Nil
SITTTVL013	Maintain product inventories	Nil

Units of Competency – Cross Sector

Unit Code	Unit Title	Prerequisite(s)
Client and Customer Service (CCS)		
SITXCCS009	Provide customer information and assistance	Nil
SITXCCS010	Provide visitor information	Nil
SITXCCS011	Interact with customers	Nil
SITXCCS012	Provide lost and found services	Nil
SITXCCS013	Provide club reception services	Nil
SITXCCS014	Provide service to customers	Nil
SITXCCS015	Enhance customer service experiences	Nil
SITXCCS016	Develop and manage quality customer service practices	Nil
Communication and Teamwork (COM)		
SITXCOM006	Source and present information	Nil
SITXCOM007	Show social and cultural sensitivity	Nil
SITXCOM008	Provide a briefing or scripted commentary	Nil
SITXCOM009	Address protocol requirements	Nil
SITXCOM010	Manage conflict	Nil
Crisis Management (CRI)		
SITXCRI003	Respond to a customer in crisis	Nil
SITXCRI004	Manage a business continuity crisis	Nil
E-Business (EBS)		
SITXEBS004	Use social media in a business	Nil
SITXEBS005	Develop, implement and monitor the use of social media in a business	Nil
SITXEBS006	Build and launch a small business website	Nil
Finance (FIN)		
SITXFIN007	Process financial transactions	Nil
SITXFIN008	Interpret financial information	Nil
SITXFIN009	Manage finances within a budget	Nil
SITXFIN010	Prepare and monitor budgets	Nil
SITXFIN011	Manage physical assets	Nil
SITXFIN012	Manage revenue	Nil

Unit Code	Unit Title	Prerequisite(s)
Governance and Legal Compliance (GLC)		
SITXGLC002	Research and comply with regulatory requirements	Nil
Human Resource Management (HRM)		
SITXHRM007	Coach others in job skills	Nil
SITXHRM008	Roster staff	Nil
SITXHRM009	Lead and manage people	Nil
SITXHRM010	Recruit, select and induct staff	Nil
SITXHRM011	Manage volunteers	Nil
SITXHRM012	Monitor staff performance	Nil
Inventory (INV)		
SITXINV009	Establish stock and purchasing control systems	Nil
Languages Other Than English (LAN)		
SITXLAN007	Conduct basic oral communication in a language other than English	Nil
SITXLAN008	Conduct routine oral communication in a language other than English	Nil
SITXLAN009	Conduct oral communication in a language other than English	Nil
SITXLAN010	Conduct complex oral communication in a language other than English	Nil
SITXLAN011	Read and write information in a language other than English	Nil
SITXLAN012	Read and write documents in a language other than English	Nil
Management and Leadership (MGT)		
SITXMGT004	Monitor work operations	Nil
SITXMGT005	Establish and conduct business relationships	Nil
SITXMGT006	Manage projects	Nil
Marketing and Public Relations (MPR)		
SITXMPR009	Coordinate production of brochures and marketing materials	Nil
SITXMPR010	Create a promotional display or stand	Nil
SITXMPR011	Plan and implement sales activities	Nil
SITXMPR012	Coordinate marketing activities	Nil

Unit Code	Unit Title	Prerequisite(s)
SITXMPR013	Participate in cooperative online marketing initiatives	Nil
SITXMPR014	Develop and implement marketing strategies	Nil
SITXMPR015	Obtain and manage sponsorship	Nil
SIRXMPR016	Prepare and present proposals	Nil
Work Health and Safety (WHS)		
SITXWHS005	Participate in safe work practices	Nil
SITXWHS006	Identify hazards, assess and control safety risks	Nil
SITXWHS007	Implement and monitor work health and safety practices	Nil
SITXWHS008	Establish and maintain a work health and safety system	Nil

Qualification Mapping

***Please note** that all determination of equivalence for qualifications, skill sets and units of competency will be determined at Draft 2 stage, when the Training Package Products are nearer to the final submission products.*

Previous Qualification Code and Title	New Qualification Code and Title
SIT10116 Certificate I in Tourism (Australian Indigenous Culture)	SIT10121 Certificate I in Tourism (Australian Indigenous Culture)
SIT10216 Certificate I in Hospitality	SIT10221 Certificate I in Hospitality
SIT20116 Certificate II in Tourism	SIT20121 Certificate II in Tourism
SIT20216 Certificate II in Holiday Parks and Resorts	SIT20221 Certificate II in Holiday Parks and Resorts
SIT20316 Certificate II in Hospitality	SIT20321 Certificate II in Hospitality
SIT30116 Certificate III in Tourism	SIT30121 Certificate III in Tourism
SIT30216 Certificate III in Travel	SIT30221 Certificate III in Travel
SIT30316 Certificate III in Guiding	SIT30321 Certificate III in Guiding
SIT30416 Certificate III in Holiday Parks and Resorts	SIT30421 Certificate III in Holiday Parks and Resorts
SIT30516 Certificate III in Events	SIT30521 Certificate III in Events
SIT30616 Certificate III in Hospitality	SIT30621 Certificate III in Hospitality
SIT30716 Certificate III in Hospitality (Restaurant Front of House)	SIT30721 Certificate III in Hospitality (Restaurant Front of House)
SIT40116 Certificate IV in Travel and Tourism	SIT40121 Certificate IV in Travel and Tourism
SIT40216 Certificate IV in Guiding	SIT40221 Certificate IV in Guiding
SIT40316 Certificate IV in Holiday Parks and Resorts	SIT40321 Certificate IV in Holiday Parks and Resorts
SIT40416 Certificate IV in Hospitality	SIT40421 Certificate IV in Hospitality
New Unit	SIT40421 Certificate IV in Travel
SIT50116 Diploma of Travel and Tourism Management	SIT50121 Diploma of Travel and Tourism Management
SIT50216 Diploma of Holiday Park and Resort Management	SIT50221 Diploma of Holiday Park and Resort Management
SIT50316 Diploma of Event Management	SIT50321 Diploma of Event Management
SIT50416 Diploma of Hospitality Management	SIT50421 Diploma of Hospitality Management
SIT60116 Advanced Diploma of Travel and Tourism Management	SIT60121 Advanced Diploma of Travel and Tourism Management
SIT60216 Advanced Diploma of Event Management	SIT60221 Advanced Diploma of Event Management
SIT60316 Advanced Diploma of Hospitality Management	SIT60321 Advanced Diploma of Hospitality Management

Skill Set Mapping

Previous Skill Set Code and Title	New Skill Set Code and Title
SITSS00059 Airfare Construction	SITSS00072 Airfare Construction
SITSS00064 Australian and International Travel Destinations	SITSS00073 Australian and International Travel Destinations
SITSS00063 Australian and International Travel Products	SITSS00074 Australian and International Travel Products
SITSS00046 Beverage Advice	SITSS00075 Beverage Advice
SITSS00034 Business Management	SITSS00076 Business Management
SITSS00035 Customer Service Management	SITSS00077 Customer Service Management
SITSS00036 Customer Service	SITSS00078 Customer Service
SITSS00058 Environmentally Sustainable Hospitality and Restaurant Operations	SITSS00079 Environmentally Sustainable Hospitality and Restaurant Operations
SITSS00048 Espresso Machine Operation	SITSS00080 Espresso Machine Operation
SITSS00037 Essential Business Skills for a Franchisee	SITSS00081 Essential Business Skills for a Franchisee
SITSS00047 Essential Business Skills for a Restaurant Manager	SITSS00082 Essential Business Skills for a Restaurant Manager
SITSS00049 Food Advice	SITSS00083 Food Advice
SITSS00038 Governance for Board Members	SITSS00084 Governance for Board Members
SITSS00060 Groundskeeping and Maintenance	SITSS00085 Groundskeeping and Maintenance
SITSS00053 Housekeeping Service	SITSS00086 Housekeeping Service
SITSS00039 Mentoring and Supervision	SITSS00087 Mentoring and Supervision
SITSS00062 Online Engagement for Small Business	SITSS00088 Online Engagement for Small Business
SITSS00040 Product Development for International Visitor Markets	SITSS00089 Product Development for International Visitor Markets
SITSS00041 Product Sales for International Visitor Markets	SITSS00090 Product Sales for International Visitor Markets
SITSS00042 Service for International Visitors	SITSS00091 Service for International Visitors
SITSS00044 Event Coordination	SITSS00092 Event Coordination
SITSS00045 Event Development	SITSS00093 Event Development
SITSS00056 Sommelier	SITSS00094 Sommelier
SITSS00065 Travel Sales and Customer Service	SITSS00095 Travel Sales and Customer Service
SITSS00043 Understanding Financial Concepts for Budgeting	SITSS00096 Understanding Financial Concepts for Budgeting
SITSS00061 Visitor Information Services	SITSS00097 Visitor Information Services

Unit of Competency Mapping

Cross Sector

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0
Cross Sector	
Client and Customer Service (CCS)	
SITXCCS001 Provide customer information and assistance	SITXCCS009 Provide customer information and assistance
SITXCCS002 Provide visitor information	SITXCCS010 Provide visitor information
SITXCCS003 Interact with customers	SITXCCS011 Interact with customers
SITXCCS004 Provide lost and found services	SITXCCS012 Provide lost and found services
SITXCCS005 Provide club reception services	SITXCCS013 Provide club reception services
SITXCCS006 Provide service to customers	SITXCCS014 Provide service to customers
SITXCCS007 Enhance customer service experiences	SITXCCS015 Enhance customer service experiences
SITXCCS008 Develop and manage quality customer service practices	SITXCCS016 Develop and manage quality customer service practices
Communication and Teamwork (COM)	
SITXCOM001 Source and present information	SITXCOM006 Source and present information
SITXCOM002 Show social and cultural sensitivity	SITXCOM007 Show social and cultural sensitivity
SITXCOM003 Provide a briefing or scripted commentary	SITXCOM008 Provide a briefing or scripted commentary
SITXCOM004 Address protocol requirements	SITXCOM009 Address protocol requirements
SITXCOM005 Manage conflict	SITXCOM010 Manage conflict
Crisis Management (CRI)	
SITXCRI001 Respond to a customer in crisis	SITXCRI003 Respond to a customer in crisis
SITXCRI002 Manage a business continuity crisis	SITXCRI004 Manage a business continuity crisis
E-Business (EBS)	
SITXEBS001 Use social media in a business	SITXEBS004 Use social media in a business
SITXEBS002 Develop, implement and monitor the use of social media in a business	SITXEBS005 Develop, implement and monitor the use of social media in a business
SITXEBS003 Build and launch a small business website	SITXEBS006 Build and launch a small business website
Finance (FIN)	
SITXFIN001 Process financial transactions	SITXFIN007 Process financial transactions
SITXFIN002 Interpret financial information	SITXFIN008 Interpret financial information
SITXFIN003 Manage finances within a budget	SITXFIN009 Manage finances within a budget
SITXFIN004 Prepare and monitor budgets	SITXFIN010 Prepare and monitor budgets

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0
SITXFIN005 Manage physical assets	SITXFIN011 Manage physical assets
SITXFIN006 Manage revenue	SITXFIN012 Manage revenue
Governance and Legal Compliance (GLC)	
SITXGLC001 Research and comply with regulatory requirements	SITXGLC002 Research and comply with regulatory requirements
Human Resource Management (HRM)	
SITXHRM001 Coach others in job skills	SITXHRM007 Coach others in job skills
SITXHRM002 Roster staff	SITXHRM008 Roster staff
SITXHRM003 Lead and manage people	SITXHRM009 Lead and manage people
SITXHRM004 Recruit, select and induct staff	SITXHRM010 Recruit, select and induct staff
SITXHRM005 Manage volunteers	SITXHRM011 Manage volunteers
SITXHRM006 Monitor staff performance	SITXHRM012 Monitor staff performance
Inventory (INV)	
SITXINV005 Establish stock and purchasing and control systems	SITXINV009 Establish stock and purchasing and control systems
Languages other than English (LAN)	
SITXLAN001 Conduct basic oral communication in a language other than English	SITXLAN007 Conduct basic oral communication in a language other than English
SITXLAN002 Conduct routine oral communication in a language other than English	SITXLAN008 Conduct routine oral communication in a language other than English
SITXLAN003 Conduct oral communication in a language other than English	SITXLAN009 Conduct oral communication in a language other than English
SITXLAN004 Conduct complex oral communication in a language other than English	SITXLAN010 Conduct complex oral communication in a language other than English
SITXLAN005 Read and write information in a language other than English	SITXLAN011 Read and write information in a language other than English
SITXLAN006 Read and write documents in a language other than English	SITXLAN012 Read and write documents in a language other than English
Management and Leadership (MGT)	
SITXMGT001 Monitor work operations	SITXMGT004 Monitor work operations
SITXMGT002 Establish and conduct business relationships	SITXMGT005 Establish and conduct business relationships
SITXMGT003 Manage projects	SITXMGT006 Manage projects
Marketing and Public Relations (MPR)	
SITXMPR001 Coordinate production of brochures and marketing materials	SITXMPR009 Coordinate production of brochures and marketing materials
SITXMPR002 Create a promotional display or stand	SITXMPR010 Create a promotional display or stand
SITXMPR003 Plan and implement sales activities	SITXMPR011 Plan and implement sales activities
SITXMPR004 Coordinate marketing activities	SITXMPR012 Coordinate marketing activities
SITXMPR005 Participate in cooperative online marketing initiatives	SITXMPR013 Participate in cooperative online marketing initiatives
SITXMPR006 Obtain and manage sponsorship	SITXMPR014 Develop and implement marketing strategies
SITXMPR007 Develop and implement marketing strategies	SITXMPR015 Obtain and manage sponsorship
SITXMPR008 Prepare and present proposals	SITXMPR016 Prepare and present proposals

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0
Work Health and Safety (WHS)	
SITXWHS001 Participate in safe work practices	SITXWHS005 Participate in safe work practices
SITXWHS002 Identify hazards, assess and control safety risks	SITXWHS006 Identify hazards, assess and control safety risks
SITXWHS003 Implement and monitor work health and safety practices	SITXWHS007 Implement and monitor work health and safety practices
SITXWHS004 Establish and maintain a work health and safety system	SITXWHS008 Establish and maintain a work health and safety system

Tourism

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0
Guiding	
SITTGDE001 Interpret aspects of local Australian Indigenous culture	SITTGDE013 Interpret aspects of local Australian Indigenous culture
SITTGDE002 Work as a guide	SITTGDE014 Work as a guide
SITTGDE003 Provide arrival and departure assistance	SITTGDE015 Provide arrival and departure assistance
SITTGDE004 Lead tour groups	SITTGDE016 Lead tour groups
SITTGDE005 Prepare and present tour commentaries or activities	SITTGDE017 Prepare and present tour commentaries or activities
SITTGDE006 Develop and maintain the general and regional knowledge required by guides	SITTGDE018 Develop and maintain the general and regional knowledge required by guides
SITTGDE007 Research and share general information on Australian Indigenous cultures	SITTGDE019 Research and share information on Australian Indigenous cultures
SITTGDE008 Prepare specialised interpretive content on flora, fauna and landscape	SITTGDE020 Prepare specialised interpretive content on flora fauna and landscapes
SITTGDE009 Prepare specialised interpretive content on marine environments	SITTGDE021 Prepare specialised interpretive content on marine environments
SITTGDE010 Prepare specialised interpretive content on cultural and heritage environments	SITTGDE022 Prepare specialised interpretive content on cultural and heritage environments
SITTGDE011 Coordinate and operate tours	SITTGDE023 Coordinate and operate tours
SITTGDE012 Manage extended touring programs	SITTGDE024 Manage extended touring programs
Planning and Product Development (PPD)	
SITTPPD001 Package tourism products	SITTPPD012 Package tourism products
SITTPPD002 Develop interpretive activities	SITTPPD013 Develop interpretive activities
SITTPPD003 Coordinate and operate sustainable tourism activities	SITTPPD014 Coordinate and operate sustainable tourism activities
SITTPPD004 Develop in-house recreational activities	SITTPPD015 Develop in-house recreational activities
SITTPPD005 Develop host community awareness of tourism	SITTPPD016 Develop host community awareness of tourism
SITTPPD006 Assess tourism opportunities for local communities	SITTPPD017 Assess tourism opportunities for local communities
SITTPPD007 Research and analyse tourism data	SITTPPD018 Research and analyse tourism data

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0
SITTPPD008 Develop tourism products	SITTPPD019 Develop tourism products
SITTPPD009 Develop environmentally sustainable tourism operations	SITTPPD020 Develop environmentally sustainable tourism operations
SITTPPD010 Develop culturally appropriate tourism operations	SITTPPD021 Develop culturally appropriate tourism operations
SITTPPD011 Develop and implement local or regional tourism plan	SITTPPD022 Develop and implement local or regional tourism plan
Tour Operations (TOP)	
SITTTOP001 Load touring equipment and supplies	SITTTOP006 Load touring equipment and supplies
SITTTOP002 Provide outdoor catering	SITTTOP007 Provide outdoor catering
SITTTOP003 Allocate tour or activity resources	SITTTOP008 Allocate tour or activity resources
SITTTOP004 Set up and operate a camp site	SITTTOP009 Set up and operate a camp site
SITTTOP005 Operate tours in a remote area	SITTTOP010 Operate tours in a remote area
Venue and Facility Operations (VAF)	
SITTVAF001 Load and unload a ride	SITTVAF006 Load and unload a ride
SITTVAF002 Operate a ride location	SITTVAF007 Operate a ride location
SITTVAF003 Operate a games location	SITTVAF008 Operate a games location
SITTVAF004 Tow and site recreational vehicles	SITTVAF009 Tow and site recreational vehicles
SITTVAF005 Fill LPG gas cylinders	SITTVAF010 Fill LPG gas cylinders
Working in Industry (IND)	
SITTIND001 Source and use information on the tourism and travel industry	SITTIND003 Source and use information on the tourism and travel industry
SITTIND002 Source and use information on the holiday park and resort industry	SITTIND004 Source and use information on the holiday park and resort industry

Hospitality

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0
Accommodation (ACS)	
SITHACS001 Clean premises and equipment	SITHACS009 Clean premises and equipment
SITHACS002 Provide housekeeping services to guests	SITHACS010 Provide housekeeping services to guests
SITHACS003 Prepare rooms for guests	SITHACS011 Prepare rooms for guests
SITHACS004 Launder Linen and guest clothes	SITHACS012 Launder linen and guest clothes
SITHACS005 Provide porter services	SITHACS013 Provide porter services
SITHACS006 Provide valet services	SITHACS014 Provide valet services
SITHACS007 Conduct night audit	SITHACS015 Conduct night audit
SITHACS008 Provide accommodation reception services	SITHACS016 Provide accommodation reception services
Food and Beverage (FAB)	
SITHFAB001 Clean and tidy bar areas	SITHFAB022 Clean and tidy bar areas
SITHFAB003 Operate a bar	SITHFAB023 Operate a bar
SITHFAB004 Prepare and serve non-alcoholic beverages	SITHFAB024 Prepare and serve non-alcoholic beverages

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0
SITHFAB005 Prepare and Serve Espresso Coffee	SITHFAB025 Prepare and serve espresso coffee
SITHFAB006 Provide room service	SITHFAB026 Provide room service
SITHFAB007 Serve food and beverage	SITHFAB027 Serve food and beverage
SITHFAB008 Operate and monitor cellar systems	SITHFAB028 Operate and monitor cellar systems
SITHFAB009 Conduct a product tasting for alcoholic beverages	SITHFAB029 Conduct a product tasting for alcoholic beverages
SITHFAB010 Prepare and Serve cocktails	SITHFAB030 Prepare and serve cocktails
SITHFAB011 Provide advice on beers, spirits and liqueurs	SITHFAB031 Provide advice on beers, spirits and liqueurs
SITHFAB012 Provide advice on Australian wines	SITHFAB032 Provide advice on Australian wines
SITHFAB013 Provide advice on imported wines	SITHFAB033 Provide advice on imported wines
SITHFAB014 Provide table service of food and beverage	SITHFAB034 Provide table service of food and beverage
SITHFAB015 Provide silver service	SITHFAB035 Provide silver service
SITHFAB016 Provide advice on food	SITHFAB036 Provide advice on food
SITHFAB017 Provide advice on food and beverage matching	SITHFAB037 Provide advice on food and beverage matching
SITHFAB018 Provide gueridon service	SITHFAB038 Provide gueridon service
SITHFAB019 Plan and monitor espresso coffee service	SITHFAB039 Plan and monitor espresso coffee service
SITHFAB020 Manage the sale or service of wine	SITHFAB040 Manage the sale or service of wine
Gaming (GAM)	
SITHGAM001 Provide responsible gambling services	SITHGAM022 Provide responsible gambling services
SITHGAM002 Attend gaming machines	SITHGAM023 Attend gaming machines
SITHGAM003 Operate a TAB outlet	SITHGAM024 Operate a TAB outlet
SITHGAM004 Conduct Keno games	SITHGAM025 Conduct Keno games
SITHGAM005 Analyse and report on gaming machine data	SITHGAM026 Analyse and report on gaming machine data
SITHGAM006 Deal Baccarat games	SITHGAM027 Deal Baccarat games
SITHGAM007 Conduct Big Wheel games	SITHGAM028 Conduct Big Wheel games
SITHGAM008 Deal Blackjack games	SITHGAM029 Deal Blackjack games
SITHGAM009 Deal Poker games	SITHGAM030 Deal Poker games
SITHGAM010 Deal Pontoon games	SITHGAM031 Deal Pontoon games
SITHGAM011 Conduct Rapid Roulette games	SITHGAM032 Conduct Rapid Roulette games
SITHGAM012 Conduct Roulette Games	SITHGAM033 Conduct Roulette Games
SITHGAM013 Conduct Sic Bo games	SITHGAM034 Conduct Sic Bo games
SITHGAM014 Manage gaming activities	SITHGAM035 Manage gaming activities
SITHGAM015 Attend casino gaming machines	SITHGAM036 Attend casino gaming machines
SITHGAM016 Deal Caribbean Stud games	SITHGAM037 Deal Caribbean Stud games
SITHGAM017 Deal Casino War games	SITHGAM038 Deal Casino War games
SITHGAM018 Deal Mississippi Stud games	SITHGAM039 Deal Mississippi Stud games
SITHGAM019 Conduct Rapid Baccarat games	SITHGAM040 Conduct Rapid Baccarat games
SITHGAM020 Conduct Rapid Big Wheel games	SITHGAM041 Conduct Rapid Big Wheel games
SITHGAM021 Deal Three Card Poker games	SITHGAM042 Deal Three Card Poker games

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0
Working in Industry (IND)	
SITHIND001 Use hygienic practices for hospitality service	SITHIND005 Use hygienic practices for hospitality service
SITHIND002 Source and use information on the hospitality industry	SITHIND006 Source and use information on the hospitality industry
SITHIND003 Use hospitality skills effectively	SITHIND007 Use hospitality skills effectively
SITHIND004 Work effectively in hospitality service	SITHIND008 Work effectively in hospitality service

Events

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0
SITEEVT001 Source and use information on the events industry	SITEEVT020 Source and use information on the events industry
SITEEVT002 Process and monitor event registrations	SITEEVT021 Process and monitor event registrations
SITEEVT003 Coordinate on-site event registrations	SITEEVT022 Coordinate on-site event registrations
SITEEVT004 Provide event staging support	SITEEVT023 Provide event staging support
SITEEVT005 Plan in-house events or functions	SITEEVT024 Plan in-house events or functions
SITEEVT006 Develop conference programs	SITEEVT025 Develop conference programs
SITEEVT007 Select event venues and sites	SITEEVT026 Select event venues and sites
SITEEVT008 Manage event staging components	SITEEVT027 Manage event staging components
SITEEVT009 Organise event infrastructure	SITEEVT028 Organise event infrastructure
SITEEVT010 Manage on-site event operations	SITEEVT029 Manage on-site event operations
SITEEVT011 Research event industry trends and practice	SITEEVT030 Research event industry trends and practice
SITEEVT012 Develop event concepts	SITEEVT031 Develop event concepts
SITEEVT013 Determine event feasibility	SITEEVT032 Determine event feasibility
SITEEVT014 Develop and implement event management plans	SITEEVT033 Develop and implement event management plans
SITEEVT015 Develop event transport plans	SITEEVT034 Develop event transport plans
SITEEVT016 Develop crowd management plans	SITEEVT035 Develop crowd management plans
SITEEVT017 Develop multi-venue event plans	SITEEVT036 Develop multi-venue event plans
SITEEVT018 Plan and allocate exhibition space	SITEEVT037 Plan and allocate exhibition space
SITEEVT019 Recruit and manage exhibitors	SITEEVT038 Recruit and manage exhibitors

Travel

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0
SITTTSL001 Operate online information systems	Deleted.
SITTTSL002 Access and interpret product information	SITTTVL001 Access and interpret product information
SITTTSL003 Provide advice on international destinations	SITTTVL002 Provide advice on international destinations
SITTTSL004 Provide advice on Australian destinations	SITTTVL003 Provide advice on Australian destinations
SITTTSL005 Sell tourism products and services	SITTTVL004 Sell travel products or services
SITTTSL006 Prepare quotations	SITTTVL005 Prepare quotations
SITTTSL007- Process reservations	SITTTVL006 Book travel products and services and process documentation
SITTTSL008- Book supplier products and services	SITTTVL006 Book travel products and services and process documentation
SITTTSL009 Process travel-related documentation	SITTTVL006 Book travel products and services and process documentation
SITTTSL010 Use a computerised reservations or operations system	SITTTVL007 Use a computerised reservations or operations system
SITTTSL011 Source airfares for domestic flights	SITTTVL008 Source airfares for domestic flights
SITTTSL012 Construct normal international airfares	SITTTVL009 Construct international airfares
SITTTSL013 Construct promotional international airfares	SITTTVL009 Construct international airfares
SITTTSL014 Construct advanced international airfares	SITTTVL010 Construct advanced international airfares
SITTTSL015 Administer billing and settlement plan	SITTTVL011 Administer billing and settlement plan
SITTTSL016 Provide specialist advice on cruises	SITTTVL012 Provide specialist advice on cruises
SITTTSL017 Maintain product inventories	SITTTVL013 Maintain product inventories

Questions for Consideration

There are several specific questions that have been raised for consideration while providing your feedback, as set out below.

Replacing SIT Units with Imported Units

- Should some of the SIT units that relate to generic workplace functions, such as work health and safety, finance, human resources management, communications, etc. be replaced with generic units from the BSB Business Services or other training packages? If so, which ones and what should replace them?

E-Business Units

- Should the SIT e-business units be replaced with the cross-sectoral online and social media units that were developed in late 2019 and are currently housed in the SIR Retail Services Training package?

Tour Operations Units – potential merge

- Could *SITTTOP007 Provide outdoor catering* and *SITTTOP009 Set up and operate a camp site* (both elective units in the various qualifications) be replaced by one unit: *SISOFLD003 Select, set up and operate a temporary or overnight site* which incorporates the aspects of both?

Inclusion of Commercial Cookery Units in Hospitality Qualifications

- A number of stakeholders have provided feedback that the commercial cookery units of competency are not required in the Diploma and Advanced Diploma of Hospitality Management, as learners who wish to take on roles as cooks and chefs should do so via the available cookery qualifications. Please comment on whether you support this proposal and if so, which, if any, commercial cookery elective units should be retained in these two qualifications.

The following series of general questions have been developed to guide feedback for Draft 1 of the Hospitality Training Package Products.

Qualifications

- Does each qualification reflect the skills and knowledge required by the job outcome?
- Are the core units appropriate and required by all workers in these roles?
- Is there sufficient flexibility through electives to allow for diverse work contexts?

Skill Sets

- Does each skill set provide the necessary skills and knowledge required to undertake the described job task in industry?
- Is the mix of units that comprises the skill set fit for purpose?
- Should units be added/deleted and if so, which ones?

Suite of units of competency

- Are all draft units required? Should any be deleted?
- Are there any essential prerequisites that should be nominated?

- Are there any existing prerequisites that are no longer required?
- Are there any additional units of competency required?

Titles and Application statement - units of competency

- Does the title reflect the skill being described? Could any be changed to better indicate what the unit covers?
- Does the application statement provide a clear and accurate description of the skill being described?

Elements and Performance Criteria

- Do the elements and performance criteria accurately describe what people do in the job roles? If not, what could be added?
- Do the performance criteria adequately describe the level of proficiency?

Performance Evidence

- Would the types of evidence prove that a person is competent in all the unit outcomes, including performance criteria, foundation skills and knowledge?
- Is the suggested volume (sufficiency) of evidence appropriate? Too little, too much?
- Are the statements clear? Would assessors understand exactly what they must do?

Knowledge Evidence

- What is the essential knowledge required of an individual in order to perform the tasks described in the performance criteria? Is the knowledge evidence requirement specific enough?
- Is there anything which should be added or deleted?
- What is the breadth and depth of knowledge required? Is this described well enough to assist assessors understand the scope?

Assessment Conditions

- Are the nominated environments appropriate?
- Are the equipment lists appropriate to the tasks within the unit of competency?
- Are the statements clear? Would assessors understand what they must provide for assessment?

Appendix A: Training Package Unit of Competency Terminology Guide

Units of Competency specify the skills and knowledge a learner needs in order to complete a work task. Each Unit of Competency has associated Assessment Requirements, which detail what a learner must demonstrate and know, in order to be deemed competent, along with any special conditions which apply to the assessment of competency.

UNIT CODE	Unique code which identifies the Unit of Competency
UNIT TITLE	The Unit Title is a brief statement of the outcome of the Unit of Competency, i.e. what is the task that learners will be able to complete once they are deemed competent
APPLICATION	The application summarises: • the content of the Unit of Competency and the skill area it addresses • any relationship with other Units of Competency • any licensing requirements or relevant legislation • the Unit of Competency's scope, purpose and operation in different contexts, for example, by showing how it applies in the workplace.
PREREQUISITE UNIT	Prerequisites are other Units of Competency or in some cases licences, etc. that a learner must complete before undertaking this Unit of Competency. This may be in order to provide underpinning skills or knowledge that is essential for a learner to undertake this Unit.
ELEMENTS	The Elements are the basic themes of the Unit of Competency. They describe the significant functions that form part of the work task that the Unit of Competency covers.
PERFORMANCE CRITERIA	The Performance Criteria specify the required steps that enable the learner to undertake the work task.
Assessment Requirements	
PERFORMANCE EVIDENCE	Identifies what a learner must demonstrate in order to be deemed competent at the work task.
KNOWLEDGE EVIDENCE	Identifies what a learner needs to know to perform the work task effectively.

ASSESSMENT CONDITIONS	Assessment Conditions provide the context for the Unit of Competency, describing essential operating conditions that must be present for assessment, depending on the work situation, needs of the candidate, accessibility of the items required, and local industry and regional contexts. They may specify any of the following: • The conditions under which competency must be assessed including variables such as the assessment environment or necessary equipment or tools • Whether or not the Unit must be assessed in the workplace or may also be assessed via simulation • Resource implications, for example access to particular equipment, infrastructure or situations • Any required characteristics of the assessor, e.g. whether the assessor must hold a higher qualification in that field, etc.