SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

Tourism Travel Hospitality and Events Validation Guide

November 2021

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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.

The SIT Tourism, Travel and Hospitality Training Package is overseen by the Tourism, Travel and Hospitality IRC. IRCs drive the process of training package development and are made up of people with experience, skills and knowledge of their particular industry sector. They are responsible for the provision of strategic input and advice that represents the needs of their workforce and ensuring training package products reflect these needs.

Project Background

Tourism

The tourism sector has continually been a driving force of Australia's overall economic growth, and prior to the COVID-19 pandemic (as well as the 2019/20 bushfires), it was **directly employing 666,000 workers** (2018/19). Its contribution to Gross Domestic Product (GDP) reached $60,821 million in 2018/19, representing approximately 3% of the Australia's GDP.

Whilst the sector is currently experiencing one of the biggest economic and employment challenges it has faced in recent times, **its future prosperity remains strong**. Recent projections indicate that rising tourism activities brought on by the easing of Australia's international border controls and travel restrictions can result in a 15.9% annual rise of revenue over the next five years (2021-22 to 2025-26). The Tourism 2030 strategy is also an important Government initiative committed to supporting the sector to achieve sustainable growth.

Workforce supply, including re-skilling current workers and skilling new entrants, will play a significant role in facilitating the sector's future recovery and growth. It has therefore never been more important to ensure that training products are fit for purpose and reflect the skills and knowledge needs of employers.

For example, some of the key skills and knowledge gaps voiced by industry as a priority for development in the future workforce include:

- Communication
- Teamwork
- Self-management
- Resilience
- Business/commercial skills
- Cultural tourism (i.e. particularly that related to learning about Aboriginal beliefs and connections to country)
- Online and social media skills.

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.

[Sources: State of the Industry 2018–19, Tourism Research Australia. Australia National Accounts: Tourism Satellite Account 2018–19, Australian Bureau of Statistics (ABS). Tourism in Australia March 2021, IBISWorld. Tourism 2030, Australian Government Australian Trade and Investment Commission. Tourism, Travel and Hospitality Industry Reference Committee Industry Skills Forecast 2019, SkillsIQ.]

Travel

Prior to COVID-19, significant employment growth was forecast across all areas of the tourism, travel and hospitality sectors, with thousands of new jobs forecast to be filled over the next five years. The travel sector alone registered strong growth with historic forecasts showing that an additional 1,300 workers would be required for tourism and travel adviser roles and an additional 500 travel attendants would be required nationally up to May 2023.

Whilst the complete impact of COVID-19 on the sector is still to be realised via quantitative data, it is evident that travel-sector related jobs have been heavily impacted with the introduction of international, and at times, state/territory, border closures in 2020. While employers continue to navigate their operations through the changing economic environment, it has never been more critical than at present to ensure employers are supported with a skilled workforce that can support their evolving operations and recovery.

Employers have voiced that the skills and knowledge-base of applicants and entrants to the sector are lacking in key areas including general product and service content. The current structure of the Training Package Products for the travel sector has also been noted as 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 “2-IC” workers who are an integral part of business succession planning in the sector.

[Sources: Tourism, Travel and Hospitality Industry Reference Committee Industry Skills Forecast 2019, SkillsIQ.]

The VET sector is the primary supplier of workers to this sector. 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. 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 730,300 in November 2020. It is forecast to reach 846,400 by November 2025 according to the Department of Education, Skills and Employment’s projections, which is equivalent to an employment growth of 116,000 jobs.

Similarly to the tourism, travel and events sectors, hospitality has been significantly impacted by COVID-19.While employers continue to update and evolve their operations in line with new industry practices and government requirements, a skilled workforce is vital to support employers prosper in a challenging economic environment

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.

[Sources: 2020 Employment Projections – for the five years to November 2025, Australian Government Labour Market Information Portal. Tourism, Travel and Hospitality Industry Reference Committee Industry Skills Forecast 2019, SkillsIQ.]

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

Events can represent a diverse range of business, community and social affair gatherings such as trade and consumer expos, exhibitions, festivals, concerts, charity races and private weddings and celebrations. Over the past decade, the events sector has been growing exponentially and the latest figures show that exhibition and conference centres alone generated a revenue of $11,790 million during 2019/20 and employed 52,600 workers.

The events sector, like many others across the economy, has been significantly affected by the COVID-19 pandemic. In March 2020, public health orders were put in place restricting gatherings of attendees to minimise the spread of COVID-19 and this meant the compulsory closures and cancellations of all business and social events across the country. The sector has been gradually recovering through the easing of restrictions and overall it is expected to rebound and experience strong growth again.

The skills needs of employers across the sector have evolved over the years as they have continued to stay innovative and up-to-date with business and consumer demands, and technological advancements. While the sector is navigating a recovery from the impacts of the COVID-19 pandemic, ensuring the supply of a skilled workforce is essential to support this recovery.

[Sources: Tourism, Travel and Hospitality Industry Reference Committee Industry Skills Forecast 2019, SkillsIQ. Exhibitions and Conference Centres in Australia Report X0018 April 2021, IBISWorld.]

It has been more than six years since the Training Package Products for the Events sector were formally and comprehensively updated. This project will look to address the key skills and knowledge gaps identified across the industry, and to ensure that training products are up to date with what industry needs.

The project includes an update of the following Qualifications, Skill Sets and Units of Competency currently housed in the SIT Tourism, Travel and Hospitality Training package:

Draft 1

National consultation on Draft 1 was open from Tuesday 13 July to Monday 9 August 2021. It was promoted across SkillsIQ's networks and stakeholders and the Tourism, Travel and Hospitality IRC members' networks.

Draft 1 of the qualifications, skill sets and Units of Competency were published and made available via SkillsIQ's Online Feedback Forum. A Consultation Guide was also included on the Feedback Forum for individuals to download and review. Overall, the Feedback Forum received 1297 unique views during the consultation period.

Draft 2 Validation and Timelines

Feedback reviewed during the Draft 1 consultation period has informed the development of Draft 2. Validation of Draft 2 allows stakeholders to review changes made to the Draft 1 components and confirm that the resultant Training Package Products meet their needs. It provides an opportunity for final input prior to submission for endorsement.

National validation of Draft 2 will be open from **Monday 15 November 2021 to 5pm AEDT Friday 26 November 2021**. During this period input will be sought on the following:

- 20 qualifications
- 27 skill sets
- 157 units of competency

Following the close of validation, feedback will be collated and considered by the IRC. This feedback will inform the development of the final draft for submission.

Webinars

SkillsIQ will host a series of webinars to seek stakeholder input. To register your interest in attending a webinar, please click on one of the links below.

	Date	Time (AEDT)
Webinar 1:	Wednesday 17 November 2021	3.00pm-4.30pm
Webinar 2:	Thursday 18 November 2021	10.00am-11.30am
Webinar 3:	Monday 22 November 2021	3.00pm-4.30pm
Webinar 4:	Wednesday 24 November 2021	09.30am-11.00am

Online Feedback Forum

Feedback can be provided online via the SkillsIQ Online Feedback Forum. The Feedback Forum is a tool designed to capture stakeholder feedback on draft Training Package Products. It also provides an opportunity for stakeholders to view feedback left by others.

To access the Feedback Forum, please click here.

For information on how to use the Feedback Forum, please click here.

About this Validation Guide

This guide, which should be read in conjunction with the Draft 2 Training Package Products, provides:

- A summary of the proposed changes from Draft 1 to Draft 2
- The draft qualification
- The draft skill set
- A list of Draft 2 Units of Competency and associated prerequisites
- Mapping of Draft 2 Units to existing SIT versions
- An explanation of the contents of the Units of Competency and Assessment Requirements found in **Appendix A**.

This guide does not include Draft 2 Training Package components. These can be accessed via the Feedback Forum link above.

Contact Details

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Draft 2 Qualifications, Skill Sets and Units of Competency and Prerequisites

Qualifications

Qualification Code	Qualification Title
SIT10121	Certificate I in Tourism (Australian Indigenous Culture)
SIT10221	Certificate I in Hospitality
SIT20121	Certificate II in Tourism
SIT20321	Certificate II in Hospitality
SIT30121	Certificate III in Tourism
SIT30221	Certificate III in Travel
SIT30321	Certificate III in Guiding
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
SIT40121A	Certificate IV in Travel - please see questions for consideration
SIT40221	Certificate IV in Guiding
SIT40421	Certificate IV in Hospitality
SIT50121	Diploma of Travel and Tourism 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
SITSS00098	Driver Guide Services

Units of Competency

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

Unit Code	Unit Title	Prerequisite(s)
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 SITHFAB023 Operate a bar SITXFSA001 Use hygienic practices for food safety
SITHFAB031	Provide advice on beers, spirits and liqueurs	SITHFAB021 Provide responsible service of alcohol

Unit Code	Unit Title	Prerequisite(s)
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	Plan and monitor espresso coffee service	Nil
SITHFAB039	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
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

Unit Code	Unit Title	Prerequisite(s)
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	Attend casino gaming machines	SITHGAM022 Provide responsible gambling services
SITHGAM035	Deal Caribbean Stud games	SITHGAM022 Provide responsible gambling services
SITHGAM036	Deal Casino War games	SITHGAM022 Provide responsible gambling services
SITHGAM037	Deal Mississippi Stud games	SITHGAM022 Provide responsible gambling services
SITHGAM038	Conduct Rapid Baccarat games	SITHGAM022 Provide responsible gambling services
SITHGAM039	Conduct Rapid Big Wheel games	SITHGAM022 Provide responsible gambling services
SITHGAM040	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
SITTPPD014	Coordinate and operate sustainable tourism activities	Nil
SITTPPD015	Develop in-house recreational activities	Nil
SITTPPD016	Research and analyse tourism data	Nil
SITTPPD017	Develop tourism products	Nil
SITTPPD018	Develop environmentally sustainable tourism operations	Nil
SITTPPD019	Develop culturally appropriate tourism operations	Nil

Unit Code	Unit Title	Prerequisite(s)
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	Administer event registrations	Nil
SITEEVT022	Provide event production support	Nil
SITEEVT023	Plan in-house events	Nil
SITEEVT024	Develop conference and event programs	Nil
SITEEVT025	Select event venues and sites	Nil
SITEEVT026	Manage event production components	Nil
SITEEVT027	Organise event infrastructure	Nil
SITEEVT028	Manage on-site event operations	Nil
SITEEVT029	Research event industry trends and practice	Nil
SITEEVT030	Develop event concepts	Nil
SITEEVT031	Determine event feasibility	Nil
SITTEVT032	Develop and implement event management plans	Nil
SITEEVT033	Develop event transport plans	Nil
SITEEVT034	Develop crowd management plans	Nil
SITEEVT035	Develop multi-venue event plans	Nil
SITEEVT036	Plan and allocate exhibition space	Nil
SITEEVT037	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 customer quotations	Nil
SITTTVL006	Book travel and process documentation	Nil
SITTTVL007	Use a computerised reservations or operations system	Nil
SITTTVL008	Source airfares and issue tickets for domestic flights	Nil
SITTTVL009	Construct international airfares	Nil
SITTTVL010	Construct advanced international airfares	SITTTVL009 Construct international airfares
SITTTVL011	Provide specialist advice on cruises	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
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
Governance and Legal Compliance (GLC)		
SITXGLC002	SITXGLC002 Identify and manage legal risks and comply with law	Nil
Human Resource Management (HRM)		

Unit Code	Unit Title	Prerequisite(s)
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 oral communication in a language other than English	Nil
SITXLAN009	Read and write information 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
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

Unit Code	Unit Title	Prerequisite(s)
SITXWHS007	Implement and monitor work health and safety practices	Nil
SITXWHS008	Establish and maintain a work health and safety system	Nil

Key Changes - Draft 1 to Draft 2

Substantial changes were made to Qualification structures and the content of Units of Competency, in particular in relation to removing obsolete references and terminology and updated where required to include current industry terms and knowledge as well as updates to equipment list in the assessment requirements to simplify lists essential for the unit in response to the feedback received from Draft 1 public consultation.

A list of key changes follows.

Qualifications

Events

Certificate III in Events

- changes to core units of competency
- changes to elective units of competency

Diploma of Event Management

- changes to packaging rules
- changes to core units of competency
- changes to elective units of competency

Advanced Diploma of Event Management

- changes to packaging rules
- changes to core units of competency
- changes to elective units of competency

Hospitality

Certificate II Hospitality

- updated terminology
- updated elective list

Certificate III Hospitality

- changes to packaging rules
- changes to core units of competency
- changes to elective units of competency

Certificate III Hospitality (Restaurant Front of House)

- changes to packaging rules
- changes to core units of competency
- changes to elective units of competency

Certificate IV in Hospitality

- changes to packaging rules
- changes to core units of competency
- changes to elective units of competency

Diploma of Hospitality Management

- changes to packaging rules
- changes to core units of competency
- changes to elective units of competency

Advanced Diploma of Hospitality Management

- changes to packaging rules
- changes to core units of competency
- changes to elective units of competency

Travel and Tourism

Certificate I Tourism (Australian Indigenous Culture)

- changes to elective units of competency

Certificate II Tourism

- changes to packaging rules
- changes to core units of competency
- changes to elective units of competency
- addition of holiday parks and resorts specialisation

Certificate III in Holiday Parks and Resorts

- proposed for deletion

Certificate III in Guiding

- changes to elective units of competency

Certificate III in Travel

- changes to packaging rules
- core units not equivalent
- elective list updated

Certificate III Tourism

- changes to packaging rules
- changes to elective units of competency
- addition of holiday parks and resorts specialisation

Certificate IV in Holiday Parks and Resorts

- proposed for deletion

Certificate IV in Guiding

- changes to elective units of competency

Certificate IV in Travel and Tourism

- changes to packaging rules
- changes to elective units of competency
- addition of holiday parks and resorts specialisation
- please see Questions for consideration regarding whether Travel and Tourism should remain as a combined qualification or be split – please see feedback forum for drafts of both options

Certificate IV in Travel

- please see Questions for consideration regarding whether Travel and Tourism should remain as a combined qualification or be split – please see feedback forum for drafts of both options

Diploma of Travel and Tourism

- changes to packaging rules
- changes to core units of competency
- changes to elective units of competency
  addition of holiday parks and resorts specialisation

Diploma of Holiday Park and Resort Management

- proposed for deletion

Advanced Diploma of Travel and Tourism

- changes to elective units of competency

Skill Sets

General

- units updated to current versions

Online Engagement for Small Business

- units replaced with cross sector units.

Units of Competency

Units were updated broadly as follows:

- updates to terminology
- updates to performance criteria to reflect current industry practice and terminology
- updates to performance evidence to clarify expectations of assessment in terms of volume and frequency
- updates to knowledge evidence to remove obsolete references and terminology and updated where required to include current industry terms and knowledge
- updates to equipment list in the assessment requirements to simplify lists essential for the unit

E-Business (EBS)

- 3 x units proposed for deletion

Languages other than English (LAN)

- 3 x units proposed for deletion

Planning and Product Development (PPD)

- 3 x units proposed for deletion

Events

- merge of *SITEEVT021 Process and monitor event registrations* and *SITEEVT022 Co-ordinate on-site event registrations*

Hospitality

Food and Beverage

- *SITHFAB023 Operate a bar* added as a pre-requisite to SITHFAB030 Prepare and serve cocktails to provide the underpinning skills and knowledge required for this unit
- *SITHFAB018 Provide gueridon service* proposed for deletion

Gaming

- two units proposed for deletion

Tourism

Planning and Product Development

- three units proposed for deletion:

Travel

- 3 x units proposed for deletion
- Merge of SITTTSL007 Process reservations, SITTTSL008 Book supplier products and services and SITTTSL009 Process travel-related documentation
- Merge of SITTTSL012 Construct normal international airfares and SITTTSL013 Construct promotional international airfares

A full mapping table follows with details of the changes listed for each Training Package Product.

Mapping Draft 2 Qualifications, Skill Sets and Units of Competency

Qualification Mapping

Previous Qualification Code and Title	New Qualification Code and Title	E = equivalent N = not equivalent
SIT10116 Certificate I in Tourism (Australian Indigenous Culture)	SIT10121 Certificate I in Tourism (Australian Indigenous Culture)	E Updates to elective list.
SIT10216 Certificate I in Hospitality	SIT10221 Certificate I in Hospitality	E
SIT20116 Certificate II in Tourism	SIT20121 Certificate II in Tourism	N Changes to packaging rules Changes to core units Addition of holiday parks and resorts specialisation Elective list updated.
SIT20216 Certificate II in Holiday Parks and Resorts	SIT20221 Certificate II in Holiday Parks and Resorts	Proposed for deletion.
SIT20316 Certificate II in Hospitality	SIT20321 Certificate II in Hospitality	E Updates to elective list.
SIT30116 Certificate III in Tourism	SIT30121 Certificate III in Tourism	N Changes to packaging rules Addition of holiday parks and resorts specialisation Elective list updated.
SIT30216 Certificate III in Travel	SIT30221 Certificate III in Travel	N Changes to packaging rules Core units not equivalent Elective list updated.
SIT30316 Certificate III in Guiding	SIT30321 Certificate III in Guiding	E Elective list updated.
SIT30416 Certificate III in Holiday Parks and Resorts	SIT30421 Certificate III in Holiday Parks and Resorts	Proposed for deletion.
SIT30516 Certificate III in Events	SIT30521 Certificate III in Events	N Changes to core units Elective list updated.
SIT30616 Certificate III in Hospitality	SIT30621 Certificate III in Hospitality	N Changes to packaging rules Changes to core units Elective list updated.
SIT30716 Certificate III in Hospitality (Restaurant Front of House)	SIT30721 Certificate III in Hospitality (Restaurant Front of House)	N Changes to packaging rules Changes to core units Elective list updated.

Previous Qualification Code and Title	New Qualification Code and Title	E = equivalent N = not equivalent
SIT40116 Certificate IV in Travel and Tourism	SIT40121 Certificate IV in Travel and Tourism	N Changes to packaging rules Addition of holiday parks and resorts specialisation Elective list updated.
	SIT40121A Certificate IV in Travel	Potential new qualification – see Questions for consideration.
SIT40216 Certificate IV in Guiding	SIT40221 Certificate IV in Guiding	E Elective list updated.
SIT40316 Certificate IV in Holiday Parks and Resorts	SIT40321 Certificate IV in Holiday Parks and Resorts	Proposed for deletion.
SIT40416 Certificate IV in Hospitality	SIT40421 Certificate IV in Hospitality	N Changes to packaging rules Changes to core units Elective list updated.
SIT50116 Diploma of Travel and Tourism Management	SIT50121 Diploma of Travel and Tourism Management	N Changes to packaging rules Changes to core units Addition of holiday parks and resorts specialisation Elective list updated.
SIT50216 Diploma of Holiday Park and Resort Management	SIT50221 Diploma of Holiday Park and Resort Management	Proposed for deletion.
SIT50316 Diploma of Event Management	SIT50321 Diploma of Event Management	N Changes to packaging rules Addition of core units Elective list updated.
SIT50416 Diploma of Hospitality Management	SIT50421 Diploma of Hospitality Management	N Changes to packaging rules Changes to core units Elective list updated.
SIT60116 Advanced Diploma of Travel and Tourism Management	SIT60121 Advanced Diploma of Travel and Tourism Management	E Elective list updated.
SIT60216 Advanced Diploma of Event Management	SIT60221 Advanced Diploma of Event Management	N Changes to packaging rules Addition of core unit Elective list updated.
SIT60316 Advanced Diploma of Hospitality Management	SIT60321 Advanced Diploma of Hospitality Management	N Changes to packaging rules Changes to core units Elective list updated.

Skill Set Mapping

Previous Skill Set Code and Title	New Skill Set Code and Title	E = equivalent N = not equivalent
SITSS00059 Airfare Construction	SITSS00072 Airfare Construction	N Updated units not equivalent.
SITSS00064 Australian and International Travel Destinations	SITSS00073 Australian and International Travel Destinations	E Units updated to current versions.
SITSS00063 Australian and International Travel Products	SITSS00074 Australian and International Travel Products	N Updated units not equivalent.
SITSS00046 Beverage Advice	SITSS00075 Beverage Advice	E
SITSS00034 Business Management	SITSS00076 Business Management	E
SITSS00035 Customer Service Management	SITSS00077 Customer Service Management	E
SITSS00036 Customer Service	SITSS00078 Customer Service	E
SITSS00058 Environmentally Sustainable Hospitality and Restaurant Operations	SITSS00079 Environmentally Sustainable Hospitality and Restaurant Operations	E
SITSS00048 Espresso Machine Operation	SITSS00080 Espresso Machine Operation	E
SITSS00037 Essential Business Skills for a Franchisee	SITSS00081 Essential Business Skills for a Franchisee	E
SITSS00047 Essential Business Skills for a Restaurant Manager	SITSS00082 Essential Business Skills for a Restaurant Manager	E
SITSS00049 Food Advice	SITSS00083 Food Advice	E
SITSS00038 Governance for Board Members	SITSS00084 Governance for Board Members	E
SITSS00060 Groundskeeping and Maintenance	SITSS00085 Groundskeeping and Maintenance	E
SITSS00053 Housekeeping Service	SITSS00086 Housekeeping Service	E
SITSS00039 Mentoring and Supervision	SITSS00087 Mentoring and Supervision	E
SITSS00062 Online Engagement for Small Business	SITSS00088 Online Engagement for Small Business	N Units replaced with cross sector units.
SITSS00040 Product Development for International Visitor Markets	SITSS00089 Product Development for International Visitor Markets	E
SITSS00041 Product Sales for International Visitor Markets	SITSS00090 Product Sales for International Visitor Markets	E

Previous Skill Set Code and Title	New Skill Set Code and Title	E = equivalent N = not equivalent
SITSS00042 Service for International Visitors	SITSS00091 Service for International Visitors	E
SITSS00044 Event Coordination	SITSS00092 Event Coordination	N Unit updated and replaced with non-equivalent merged unit.
SITSS00045 Event Development	SITSS00093 Event Development	N Unit removed New unit added.
SITSS00056 Sommelier	SITSS00094 Sommelier	E
SITSS00065 Travel Sales and Customer Service	SITSS00095 Travel Sales and Customer Service	N Units updated and replaced with non-equivalent units.
SITSS00043 Understanding Financial Concepts for Budgeting	SITSS00096 Understanding Financial Concepts for Budgeting	E
SITSS00061 Visitor Information Services	SITSS00097 Visitor Information Services	E
	SITSS00098 Driver Guide Services	NEW

Unit of Competency Mapping

Cross Sector

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
Cross Sector		
Client and Customer Service (CCS)		
SITXCCS001 Provide customer information and assistance	SITXCCS009 Provide customer information and assistance	E Minor changes to A, PE, KE and AC.
SITXCCS002 Provide visitor information	SITXCCS010 Provide visitor information	E Minor changes to A, PE, KE and AC.
SITXCCS003 Interact with customers	SITXCCS011 Interact with customers	E Minor changes to PE, KE and AC.
SITXCCS004 Provide lost and found services	SITXCCS012 Provide lost and found services	E Minor changes to A, PE, KE and AC.
SITXCCS005 Provide club reception services	SITXCCS013 Provide club reception services	E Minor changes to KE and AC.
SITXCCS006 Provide service to customers	SITXCCS014 Provide service to customers	E Minor changes to KE and AC.

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITXCCS007 Enhance customer service experiences	SITXCCS015 Enhance customer service experiences	E Minor changes to KE and AC.
SITXCCS008 Develop and manage quality customer service practices	SITXCCS016 Develop and manage quality customer service practices	E Minor changes to KE and AC.
Communication and Teamwork (COM)		
SITXCOM001 Source and present information	SITXCOM006 Source and present information	E Minor changes to FS and PE.
SITXCOM002 Show social and cultural sensitivity	SITXCOM007 Show social and cultural sensitivity	E Minor changes to PCs, PE, KE and AC.
SITXCOM003 Provide a briefing or scripted commentary	SITXCOM008 Provide a briefing or scripted commentary	E Minor changes to PE, KE and AC.
SITXCOM004 Address protocol requirements	SITXCOM009 Address protocol requirements	E Minor changes to PE, KE and AC.
SITXCOM005 Manage conflict	SITXCOM010 Manage conflict	E Minor changes to PE, KE and AC.
Crisis Management (CRI)		
SITXCRI001 Respond to a customer in crisis	SITXCRI003 Respond to a customer in crisis	E Minor changes to PE, KE and AC.
SITXCRI002 Manage a business continuity crisis	SITXCRI004 Manage a business continuity crisis	E Minor changes to PE, KE and AC.
E-Business (EBS)		
SITXEBS001 Use social media in a business		Proposed for deletion.
SITXEBS002 Develop, implement and monitor the use of social media in a business		Proposed for deletion.
SITXEBS003 Build and launch a small business website		Proposed for deletion.
Finance (FIN)		
SITXFIN001 Process financial transactions	SITXFIN007 Process financial transactions	E Minor changes to PCs, PE, KE and AC.
SITXFIN002 Interpret financial information	SITXFIN008 Interpret financial information	E Minor changes to PE, KE and AC.
SITXFIN003 Manage finances within a budget	SITXFIN009 Manage finances within a budget	E Minor changes to PCs, FS, PE, KE and AC.

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITXFIN004 Prepare and monitor budgets	SITXFIN010 Prepare and monitor budgets	E Minor changes to FS, PE, KE and AC.
SITXFIN005 Manage physical assets	SITXFIN011 Manage physical assets	E Minor changes to FS, PE, KE and AC.
SITXFIN006 Manage revenue	SITXFIN012 Manage revenue	E Minor changes to FS, KE and AC.
Governance and Legal Compliance (GLC)		
SITXGLC001 Research and comply with regulatory requirements	SITXGLC002 Identify and manage legal risks and comply with law	N Title change Significant changes to A, E, PCs, PE, KE and AC.
Human Resource Management (HRM)		
SITXHRM001 Coach others in job skills	SITXHRM007 Coach others in job skills	E Minor changes to A, PE, KE and AC.
SITXHRM002 Roster staff	SITXHRM008 Roster staff	E Minor changes to PE, KE and AC.
SITXHRM003 Lead and manage people	SITXHRM009 Lead and manage people	E Minor changes to PE, KE and AC.
SITXHRM004 Recruit, select and induct staff	SITXHRM010 Recruit, select and induct staff	E Minor changes to PE, KE and AC.
SITXHRM005 Manage volunteers	SITXHRM011 Manage volunteers	E Minor changes to PE, KE and AC.
SITXHRM006 Monitor staff performance	SITXHRM012 Monitor staff performance	E Minor changes to PE, KE and AC.
Inventory (INV)		
SITXINV005 Establish stock and purchasing and control systems	SITXINV009 Establish stock and purchasing and control systems	E Minor changes to PE, KE and AC.
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	E Minor changes to PE, KE and AC.
SITXLAN002 Conduct routine oral communication in a language other than English		Proposed for deletion

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITXLAN003 Conduct oral communication in a language other than English	SITXLAN008 Conduct oral communication in a language other than English	E Minor changes to PE, KE and AC.
SITXLAN004 Conduct complex oral communication in a language other than English		Proposed for deletion
SITXLAN005 Read and write information in a language other than English	SITXLAN009 Read and write information in a language other than English	E Minor changes to PE, KE and AC.
SITXLAN006 Read and write documents in a language other than English		Proposed for deletion
Management and Leadership (MGT)		
SITXMGT001 Monitor work operations	SITXMGT004 Monitor work operations	E Minor changes to PE, KE and AC.
SITXMGT002 Establish and conduct business relationships	SITXMGT005 Establish and conduct business relationships	E Minor changes to KE and AC.
SITXMGT003 Manage projects	SITXMGT006 Manage projects	E Minor changes to FS, PE, KE and AC.
Marketing and Public Relations (MPR)		
SITXMPR001 Coordinate production of brochures and marketing materials	SITXMPR009 Coordinate production of brochures and marketing materials	E Minor changes to PE, KE and AC.
SITXMPR002 Create a promotional display or stand	SITXMPR010 Create a promotional display or stand	E Minor changes to PE, KE and AC.
SITXMPR003 Plan and implement sales activities	SITXMPR011 Plan and implement sales activities	E Minor changes to FS, KE and AC.
SITXMPR004 Coordinate marketing activities	SITXMPR012 Coordinate marketing activities	E Minor changes to FS and AC.
SITXMPR005 Participate in cooperative online marketing initiatives	SITXMPR013 Participate in cooperative online marketing initiatives	E Minor changes to PE, KE and AC.
SITXMPR006 Obtain and manage sponsorship	SITXMPR014 Develop and implement marketing strategies	E Minor changes to FS, PE, KE and AC.
SITXMPR007 Develop and implement marketing strategies	SITXMPR015 Obtain and manage sponsorship	E Minor changes to PE, KE and AC.
SITXMPR008 Prepare and present proposals	SITXMPR016 Prepare and present proposals	E Minor changes to FS, PE, KE and AC.

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
Work Health and Safety (WHS)		
SITXWHS001 Participate in safe work practices	SITXWHS005 Participate in safe work practices	E Minor changes to PE, KE and AC.
SITXWHS002 Identify hazards, assess and control safety risks	SITXWHS006 Identify hazards, assess and control safety risks	E Minor changes to PE, KE and AC.
SITXWHS003 Implement and monitor work health and safety practices	SITXWHS007 Implement and monitor work health and safety practices	E Minor changes to E, PCs, FS, PE, KE and AC.
SITXWHS004 Establish and maintain a work health and safety system	SITXWHS008 Establish and maintain a work health and safety system	E Minor changes to PE, KE and AC.

Tourism

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
Guiding		
SITTGDE001 Interpret aspects of local Australian Indigenous culture	SITTGDE013 Interpret aspects of local Australian Indigenous culture	E Minor changes to PCs, PE, KE and AC.
SITTGDE002 Work as a guide	SITTGDE014 Work as a guide	E Minor changes to PE, KE and AC.
SITTGDE003 Provide arrival and departure assistance	SITTGDE015 Provide arrival and departure assistance	E Minor changes to A, PCs, PE, KE and AC.
SITTGDE004 Lead tour groups	SITTGDE016 Lead tour groups	E Minor changes to KE and AC.
SITTGDE005 Prepare and present tour commentaries or activities	SITTGDE017 Prepare and present tour commentaries or activities	E Minor changes to PE, KE and AC.
SITTGDE006 Develop and maintain the general and regional knowledge required by guides	SITTGDE018 Develop and maintain the general and regional knowledge required by guides	E Minor changes to PE, KE and AC.
SITTGDE007 Research and share general information on Australian Indigenous cultures	SITTGDE019 Research and share information on Australian Indigenous cultures	E Minor changes to PE, KE and AC.
SITTGDE008 Prepare specialised interpretive content on flora, fauna and landscape	SITTGDE020 Prepare specialised interpretive content on flora fauna and landscapes	E Minor changes to PE, KE and AC.

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITTGDE009 Prepare specialised interpretive content on marine environments	SITTGDE021 Prepare specialised interpretive content on marine environments	E Minor changes to PE, KE and AC.
SITTGDE010 Prepare specialised interpretive content on cultural and heritage environments	SITTGDE022 Prepare specialised interpretive content on cultural and heritage environments	E Minor changes to PE, KE and AC.
SITTGDE011 Coordinate and operate tours	SITTGDE023 Coordinate and operate tours	E Minor changes to PE, KE and AC.
SITTGDE012 Manage extended touring programs	SITTGDE024 Manage extended touring programs	E Minor changes to PE, KE and AC.
Planning and Product Development (PPD)		
SITTPPD001 Package tourism products	SITTPPD012 Package tourism products	E Minor changes to PE, KE and AC.
SITTPPD002 Develop interpretive activities	SITTPPD013 Develop interpretive activities	E Minor changes to PE, KE and AC.
SITTPPD003 Coordinate and operate sustainable tourism activities	SITTPPD014 Coordinate and operate sustainable tourism activities	E Minor changes to PE and AC.
SITTPPD004 Develop in-house recreational activities	SITTPPD015 Develop in-house recreational activities	E Minor changes to PE, KE and AC.
SITTPPD005 Develop host community awareness of tourism		Proposed for deletion.
SITTPPD006 Assess tourism opportunities for local communities		Proposed for deletion.
SITTPPD007 Research and analyse tourism data	SITTPPD016 Research and analyse tourism data	E Minor changes to PE, KE and AC.
SITTPPD008 Develop tourism products	SITTPPD017 Develop tourism products	E Minor changes to PE, KE and AC.
SITTPPD009 Develop environmentally sustainable tourism operations	SITTPPD018 Develop environmentally sustainable tourism operations	E Minor changes to PE, KE and AC.
SITTPPD010 Develop culturally appropriate tourism operations	SITTPPD019 Develop culturally appropriate tourism operations	E Minor changes to PE and AC.

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITTPPD011 Develop and implement local or regional tourism plan		Proposed for deletion.
Tour Operations (TOP)		
SITTTOP001 Load touring equipment and supplies	SITTTOP006 Load touring equipment and supplies	E Minor changes to PE, KE and AC.
SITTTOP002 Provide outdoor catering	SITTTOP007 Provide outdoor catering	E Minor changes to PE, KE and AC.
SITTTOP003 Allocate tour or activity resources	SITTTOP008 Allocate tour or activity resources	E Minor changes to PE, KE and AC.
SITTTOP004 Set up and operate a camp site	SITTTOP009 Set up and operate a camp site	E Minor changes to PE, KE and AC.
SITTTOP005 Operate tours in a remote area	SITTTOP010 Operate tours in a remote area	E Minor changes to PE, KE and AC.
Venue and Facility Operations (VAF)		
SITTVAF001 Load and unload a ride	SITTVAF006 Load and unload a ride	E Minor changes to KE and AC.
SITTVAF002 Operate a ride location	SITTVAF007 Operate a ride location	E Minor changes to KE and AC.
SITTVAF003 Operate a games location	SITTVAF008 Operate a games location	E Minor changes to KE and AC.
SITTVAF004 Tow and site recreational vehicles	SITTVAF009 Tow and site recreational vehicles	E Minor changes to KE and AC.
SITTVAF005 Fill LPG gas cylinders	SITTVAF010 Fill LPG gas cylinders	E Minor changes to PE, KE and AC.
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	E Minor changes to FS, PE, KE and AC.
SITTIND002 Source and use information on the holiday park and resort industry	SITTIND004 Source and use information on the holiday park and resort industry	E Minor changes to PE, KE and AC.

Hospitality

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
Accommodation (ACS)		

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITHACS001 Clean premises and equipment	SITHACS009 Clean premises and equipment	E Minor changes to KE and AC.
SITHACS002 Provide housekeeping services to guests	SITHACS010 Provide housekeeping services to guests	E Minor changes to PE, KE and AC.
SITHACS003 Prepare rooms for guests	SITHACS011 Prepare rooms for guests	E Minor changes to PE, KE and AC.
SITHACS004 Launder Linen and guest clothes	SITHACS012 Launder linen and guest clothes	E Minor changes to AC.
SITHACS005 Provide porter services	SITHACS013 Provide porter services	E Minor changes to PE, KE and AC.
SITHACS006 Provide valet services	SITHACS014 Provide valet services	E Minor changes to PE, KE and AC.
SITHACS007 Conduct night audit	SITHACS015 Conduct night audit	E Minor changes to KE and AC.
SITHACS008 Provide accommodation reception services	SITHACS016 Provide accommodation reception services	E Minor changes to FS, PE, KE and AC.
Food and Beverage (FAB)		
SITHFAB001 Clean and tidy bar areas	SITHFAB022 Clean and tidy bar areas	E Minor changes to KE and AC.
SITHFAB003 Operate a bar	SITHFAB023 Operate a bar	E Minor changes to KE and AC.
SITHFAB004 Prepare and serve non-alcoholic beverages	SITHFAB024 Prepare and serve non-alcoholic beverages	E Minor changes to KE and AC.
SITHFAB005 Prepare and Serve Espresso Coffee	SITHFAB025 Prepare and serve espresso coffee	E Minor changes to KE and AC.
SITHFAB006 Provide room service	SITHFAB026 Provide room service	E Minor changes to KE and AC.
SITHFAB007 Serve food and beverage	SITHFAB027 Serve food and beverage	E Minor changes to KE and AC.
SITHFAB008 Operate and monitor cellar systems	SITHFAB028 Operate and monitor cellar systems	E Minor changes to AC.
SITHFAB009 Conduct a product tasting for alcoholic beverages	SITHFAB029 Conduct a product tasting for alcoholic beverages	E Minor changes to KE and AC.
SITHFAB010 Prepare and Serve cocktails	SITHFAB030 Prepare and serve cocktails	N Added prerequisite Minor changes to KE and AC.
SITHFAB011 Provide advice on beers, spirits and liqueurs	SITHFAB031 Provide advice on beers, spirits and liqueurs	E Minor changes to KE and AC.
SITHFAB012 Provide advice on Australian wines	SITHFAB032 Provide advice on Australian wines	E Minor changes to KE and AC.

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITHFAB013 Provide advice on imported wines	SITHFAB033 Provide advice on imported wines	E Minor changes to KE and AC.
SITHFAB014 Provide table service of food and beverage	SITHFAB034 Provide table service of food and beverage	E Minor changes to KE and AC.
SITHFAB015 Provide silver service	SITHFAB035 Provide silver service	E Minor changes to KE and AC.
SITHFAB016 Provide advice on food	SITHFAB036 Provide advice on food	E Minor changes to KE and AC.
SITHFAB017 Provide advice on food and beverage matching	SITHFAB037 Provide advice on food and beverage matching	E Minor changes to KE and AC.
SITHFAB018 Provide gueridon service		Proposed for deletion.
SITHFAB019 Plan and monitor espresso coffee service	SITHFAB038 Plan and monitor espresso coffee service	E Minor changes to KE and AC.
SITHFAB020 Manage the sale or service of wine	SITHFAB039 Manage the sale or service of wine	E Minor changes to KE and AC.
Gaming (GAM)		
SITHGAM001 Provide responsible gambling services	SITHGAM022 Provide responsible gambling services	E
SITHGAM002 Attend gaming machines	SITHGAM023 Attend gaming machines	E
SITHGAM003 Operate a TAB outlet	SITHGAM024 Operate a TAB outlet	E
SITHGAM004 Conduct Keno games	SITHGAM025 Conduct Keno games	E
SITHGAM005 Analyse and report on gaming machine data	SITHGAM026 Analyse and report on gaming machine data	E
SITHGAM006 Deal Baccarat games	SITHGAM027 Deal Baccarat games	E
SITHGAM007 Conduct Big Wheel games	SITHGAM028 Conduct Big Wheel games	E
SITHGAM008 Deal Blackjack games	SITHGAM029 Deal Blackjack games	E
SITHGAM009 Deal Poker games	SITHGAM030 Deal Poker games	E
SITHGAM010 Deal Pontoon games	SITHGAM031 Deal Pontoon games	E
SITHGAM011 Conduct Rapid Roulette games	SITHGAM032 Conduct Rapid Roulette games	E
SITHGAM012 Conduct Roulette Games	SITHGAM033 Conduct Roulette Games	E Minor changes to AC.
SITHGAM013 Conduct Sic Bo games		Proposed for deletion.
SITHGAM014 Manage gaming activities		Proposed for deletion.

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITHGAM015 Attend casino gaming machines	SITHGAM034 Attend casino gaming machines	E Minor changes to AC.
SITHGAM016 Deal Caribbean Stud games	SITHGAM035 Deal Caribbean Stud games	E Minor changes to AC.
SITHGAM017 Deal Casino War games	SITHGAM036 Deal Casino War games	E
SITHGAM018 Deal Mississippi Stud games	SITHGAM037 Deal Mississippi Stud games	E Minor changes to AC.
SITHGAM019 Conduct Rapid Baccarat games	SITHGAM038 Conduct Rapid Baccarat games	E Minor changes to PCs, KE and AC.
SITHGAM020 Conduct Rapid Big Wheel games	SITHGAM039 Conduct Rapid Big Wheel games	E Minor changes to PCs, KE and AC.
SITHGAM021 Deal Three Card Poker games	SITHGAM040 Deal Three Card Poker games	E Minor changes to AC.
Working in Industry (IND)		
SITHIND001 Use hygienic practices for hospitality service	SITHIND005 Use hygienic practices for hospitality service	E Minor changes to FS, PE, KE and AC.
SITHIND002 Source and use information on the hospitality industry	SITHIND006 Source and use information on the hospitality industry	E Minor changes to PCs, FS, PE, KE and AC.
SITHIND003 Use hospitality skills effectively	SITHIND007 Use hospitality skills effectively	E Minor changes to PE, KE and AC.
SITHIND004 Work effectively in hospitality service	SITHIND008 Work effectively in hospitality service	E Minor changes to PE, KE and AC.

Events

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITEEVT001 Source and use information on the events industry	SITEEVT020 Source and use information on the events industry	E Minor changes to FS, PE, KE and AC.
SITEEVT002 Process and monitor event registrations	SITEEVT021 Administer event registrations	N Merge of SITEEVT002 Process and monitor event registrations and SITEEVT003 Coordinate on-site event registrations. Significant change to E, PCs, PE, KE and AC.

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITEEVT003 Coordinate on-site event registrations	SITEEVT021 Administer event registrations	N Merge of SITEEVT002 Process and monitor event registrations and SITEEVT003 Coordinate on-site event registrations. Significant change to E, PCs, PE, KE and AC.
SITEEVT004 Provide event staging support	SITEEVT022 Provide event production support	E Change to title for clarity Minor changes to PCs, PE, KE and AC.
SITEEVT005 Plan in-house events or functions	SITEEVT023 Plan in-house events	E Change to title for clarity Minor changes to PCs, PE, KE and AC.
SITEEVT006 Develop conference programs	SITEEVT024 Develop conference and event programs	E Change to title for clarity Minor changes to PCs, PE, KE and AC.
SITEEVT007 Select event venues and sites	SITEEVT025 Select event venues and sites	E Minor changes to PE, KE and AC.
SITEEVT008 Manage event staging components	SITEEVT026 Manage event production components	E Change to title for clarity Minor changes to A, E, PCs, PE, KE and AC.
SITEEVT009 Organise event infrastructure	SITEEVT027 Organise event infrastructure	E Minor changes to PE, KE and AC.
SITEEVT010 Manage on-site event operations	SITEEVT028 Manage on-site event operations	E Minor changes to PE, KE and AC.
SITEEVT011 Research event industry trends and practice	SITEEVT029 Research event industry trends and practice	E Minor changes to PE and KE.
SITEEVT012 Develop event concepts	SITEEVT030 Develop event concepts	E Minor change to A.
SITEEVT013 Determine event feasibility	SITEEVT031 Determine event feasibility	E Minor changes to KE and AC.
SITEEVT014 Develop and implement event management plans	SITEEVT032 Develop and implement event management plans	E Minor changes to PE and AC.
SITEEVT015 Develop event transport plans	SITEEVT033 Develop event transport plans	E Minor changes to PE, KE and AC.
SITEEVT016 Develop crowd management plans	SITEEVT034 Develop crowd management plans	E

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
		Minor changes to PE, KE and AC.
SITEEVT017 Develop multi-venue event plans	SITEEVT035 Develop multi-venue event plans	E Minor changes to PE, KE and AC.
SITEEVT018 Plan and allocate exhibition space	SITEEVT036 Plan and allocate exhibition space	E Minor changes to PE, KE and AC.
SITEEVT019 Recruit and manage exhibitors	SITEEVT037 Recruit and manage exhibitors	E Minor changes to KE and AC.

Travel

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITTTSL001 Operate online information systems		Proposed for deletion.
SITTTSL002 Access and interpret product information	SITTTVL001 Access and interpret product information	E Minor changes to KE, AC.
SITTTSL003 Provide advice on international destinations	SITTTVL002 Provide advice on international destinations	E Minor changes to PE, KE and AC.
SITTTSL004 Provide advice on Australian destinations	SITTTVL003 Provide advice on Australian destinations	E Minor changes to PE, KE and AC.
SITTTSL005 Sell tourism products and services	SITTTVL004 Sell travel products or services	E Title changed for clarity Minor changes to PCs, PE, KE and AC.
SITTTSL006 Prepare quotations	SITTTVL005 Prepare customer quotations	E Title changed for clarity Minor changes to PE, KE and AC.
SITTTSL007 Process reservations	SITTTVL006 Book travel and process documentation	N Merge of SITTTSL007 Process reservations, SITTTSL008 Book supplier products and services and SITTTSL009 Process travel-related documentation Significant changes to E, PCs, PE, KE and AC.
SITTTSL008 Book supplier products and services	SITTTVL006 Book travel and process documentation	N Merge of SITTTSL007 Process reservations, SITTTSL008 Book supplier products and

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
		services and SITTTSL009 Process travel-related documentation Significant changes to E, PCs, PE, KE and AC.
SITTTSL009 Process travel-related documentation	SITTTVL006 Book travel and process documentation	N Merge of SITTTSL007 Process reservations, SITTTSL008 Book supplier products and services and SITTTSL009 Process travel-related documentation Significant changes to E, PCs, PE, KE and AC.
SITTTSL010 Use a computerised reservations or operations system	SITTTVL007 Use a computerised reservations or operations system	E Minor changes to PE, KE and AC.
SITTTSL011 Source airfares for domestic flights	SITTTVL008 Source airfares and issue tickets for domestic flights	N Title changed to reflect updated content Addition of new element to meet job role requirements Changes to PE, KE and AC.
SITTTSL012 Construct normal international airfares	SITTTVL009 Construct international airfares	N Merge of SITTTSL012 Construct normal international airfares and SITTTSL013 Construct promotional international airfares Significant changes to E, PCs, PE, KE and AC.
SITTTSL013 Construct promotional international airfares	SITTTVL009 Construct international airfares	N Merge of SITTTSL012 Construct normal international airfares and SITTTSL013 Construct promotional international airfares Significant changes to E, PCs, PE, KE and AC.
SITTTSL014 Construct advanced international airfares	SITTTVL010 Construct advanced international airfares	N Prerequisite unit not equivalent
SITTTSL015 Administer billing and settlement plan		Proposed for deletion.
SITTTSL016 Provide specialist advice on cruises	SITTTVL011 Provide specialist advice on cruises	E Minor changes to PCs, PE, KE and AC.

Previous Unit Code and Title SIT V1.2	New Unit Code and Title SIT V2.0	E = equivalent N = not equivalent
SITTTSL017 Maintain product inventories		Proposed for deletion.

Questions for Consideration

Specific Questions

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

Certificate IV in Travel and Tourism

1. Should a separate Certificate IV in Travel qualification (as proposed on the SkillsIQ Online Feedback Forum) be progressed?
   This would then change the current Certificate IV to a Certificate IV in Tourism.
   Or should travel remain a part of the Certificate IV in Travel and Tourism?
2. If travel remains a part of the Certificate IV in Travel and Tourism, should it have a designated specialisation in the Certificate IV in Travel and Tourism?

Certificate III Guiding

1. Should First Aid be in the core or electives of the guiding qualifications?
2. Could SITXWHS008 Identify hazards, assess and control safety risks be removed from the core of the Certificate III in Guiding and content on mitigation or elimination of risk be added to SITXCCS014 Provide services to customers? Is risk mitigation or elimination a part of customer service or a separate activity? What impact would this change to SITXCCS014 have on the other qualifications in which it is used?

Certificate 1 and Certificate II in Hospitality

1. Should BSBTWK201 Work effectively with others be removed from the Certificate I in Hospitality and Certificate II in Hospitality and if so, what if anything, should replace this unit?

New Driver Guide Services Skill Set

1. Do the units that comprise the new Driver Guide Services Skill Set meet the need of those individuals who may already have licenses to drive tour vehicles and need to upskill in tour guiding? Should any units be removed or added?

Holiday Parks and Resorts

1. The four holiday parks and resorts qualifications have been proposed for deletion in favour of specialisations in the Certificate II, Certificate III, Certificate IV and Diploma level Tourism qualifications. Do the packaging rules for each of these specialisations allow for sufficient holiday park and resort specific skills and knowledge to be obtained?
2. Should any units be added to or removed from the holiday park and resort elective groups in the tourism qualifications?

General Questions

Skill Sets

- Do the skill sets reflect the skill requirements for workers in the sector?
- Are the Units within the skill sets suitable? Should Units be added or removed?

Qualification

- Do the qualifications provide a clear and accurate description of the skills outcomes for the qualification? Are the packaging rules for the composition of core and elective Units attainable?

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 additional Units of Competency required?

Titles and Application Statements - Units of Competency

- Does the Title reflect the skill being described? Could any Title 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 these 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 in understanding the scope?

Assessment Conditions

- Are the nominated environments appropriate?
- 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 know and demonstrate 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 the task is 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. and elaborates 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.