# SIT50422 Diploma of Hospitality Management

**Release 2**

# SIT50422 Diploma of Hospitality Management

## Modification History

| Release | Comments |
|---|---|
| Release 2 | Release 2 Supersedes and is equivalent to Release 1, minor correction to metadata and elective unit title. |

## Qualification Description

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

## Entry Requirements

There are no entry requirements for this qualification.

## Packaging Rules

28 units must be completed:

- 11 core units
- 17 elective units, consisting of:
  - 1 unit from Group A
  - 1 unit from Group B
  - 11 units from Group C
  - 4 units from Group C, Group D, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

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

Note: Units marked with * have one or more prerequisites. Refer to individual units for details.

**Core units**

| SITXCCS015 | Enhance customer service experiences |
| --- | --- |
| SITXCCS016 | Develop and manage quality customer service practices |
| SITXCOM010 | Manage conflict |
| SITXFIN009 | Manage finances within a budget |
| SITXFIN010 | Prepare and monitor budgets |
| SITXGLC002 | Identify and manage legal risks and comply with law |
| SITXHRM008 | Roster staff |
| SITXHRM009 | Lead and manage people |
| SITXMGT004 | Monitor work operations |
| SITXMGT005 | Establish and conduct business relationships |
| SITXWHS007 | Implement and monitor work health and safety practices |

**Elective units**

**Group A - Hygiene**

| SITHIND005 | Use hygienic practices for hospitality service |
| --- | --- |
| SITXFSA005 | Use hygienic practices for food safety |

**Group B - Operations**

| SITHCCC043* | Work effectively as a cook |
| --- | --- |
| SITHIND008 | Work effectively in hospitality service |
| SITHKOP013* | Plan cooking operations |

**Group C - Hospitality**

**Accommodation Services–Front Office, Housekeeping and Portering**

| CPPCLO3100 | Maintain cleaning storage areas |
| --- | --- |
| CPPCLO3101 | Clean carpeted floors |

| CPPCLO3102 | Clean hard floors |
| CPPCLO3103 | Clean and maintain amenities |
| CPPCLO3105 | Clean glass surfaces |
| CPPCLO3108 | Clean window coverings |
| CPPCLO3111 | Clean rooms, furniture and fittings |
| CPPCLO3112 | Clean walls, ceilings and fittings |
| SITHACS009 | Clean premises and equipment |
| SITHACS010 | Provide housekeeping services to guests |
| SITHACS011 | Prepare rooms for guests |
| SITHACS012 | Launder linen and guest clothes |
| SITHACS013 | Provide porter services |
| SITHACS014 | Provide valet services |
| SITHACS015 | Conduct night audit |
| SITHACS016 | Provide accommodation reception services |
| SITTTVL001 | Access and interpret product information |
| SITTTVL004 | Sell tourism products or services |
| SITXCCS017 | Use a computerised booking system |
| SITXCCS019 | Prepare quotations |

**Asian Cookery**

| SITHASC020* | Prepare dishes using basic methods of Asian cookery |
| SITHASC021* | Prepare Asian appetisers and snacks |
| SITHASC022* | Prepare Asian stocks and soups |
| SITHASC023* | Prepare Asian sauces, dips and accompaniments |
| SITHASC024* | Prepare Asian salads |
| SITHASC025* | Prepare Asian rice and noodles |
| SITHASC026* | Prepare curry pastes and powders |

| SITHASC027* | Prepare Asian cooked dishes |
| SITHASC028* | Prepare Asian desserts |
| SITHASC029* | Prepare Japanese cooked dishes |
| SITHASC030* | Prepare sashimi |
| SITHASC031* | Prepare sushi |
| SITHASC032* | Produce Japanese desserts |
| SITHASC033* | Prepare dim sum |
| SITHASC034* | Prepare Chinese roast meat and poultry dishes |
| SITHASC035* | Prepare tandoori dishes |
| SITHASC036* | Prepare Indian breads |
| SITHASC037* | Prepare Indian sweetmeats |
| SITHASC038* | Prepare Indian pickles and chutneys |

## Client and Customer Service, Crisis Management

| SITXCCS010 | Provide visitor information |
| SITXCCS012 | Provide lost and found services |
| SITXCCS013 | Provide club reception services |
| SITXCRI003 | Respond to a customer in crisis |

## Commercial Cookery and Catering

| SITHCCC023* | Use food preparation equipment |
| SITHCCC025* | Prepare and present sandwiches |
| SITHCCC026* | Package prepared foodstuffs |
| SITHCCC027* | Prepare dishes using basic methods of cookery |
| SITHCCC028* | Prepare appetisers and salads |
| SITHCCC029* | Prepare stocks, sauces and soups |
| SITHCCC030* | Prepare vegetable, fruit, eggs and farinaceous dishes |
| SITHCCC031* | Prepare vegetarian and vegan dishes |

SkillsIQ

| SITHCCC032* | Produce cook-chill and cook-freeze foods |
| SITHCCC033* | Re-thermalise chilled and frozen foods |
| SITHCCC035* | Prepare poultry dishes |
| SITHCCC036* | Prepare meat dishes |
| SITHCCC037* | Prepare seafood dishes |
| SITHCCC038* | Produce and serve food for buffets |
| SITHCCC039* | Produce pates and terrines |
| SITHCCC040* | Prepare and serve cheese |
| SITHCCC041* | Produce cakes, pastries and breads |
| SITHCCC042* | Prepare food to meet special dietary requirements |
| SITHCCC044* | Prepare specialised food items |

**E-Business**

| SIRXSTR001 | Develop an ecommerce strategy |
| SIRXOSM002 | Maintain ethical and professional standards when using social media and online platforms |
| SIRXOSM004 | Analyse performance of social media and online business tools |
| SIRXOSM006* | Develop and manage social media and online strategies |
| SIRXOSM007 | Manage risk to organisational reputation in an online setting |

**Events**

| SITEEVT020 | Source and use information on the events industry |
| SITEEVT023 | Plan in-house events |
| SITEEVT026 | Manage event production components |
| SITEEVT028 | Manage on-site event operations |

**Food and Beverage**

| SITHFAB021 | Provide responsible service of alcohol |

SITHFAB023*          Operate a bar

SITHFAB024*          Prepare and serve non-alcoholic beverages

SITHFAB025*          Prepare and serve espresso coffee

SITHFAB026*          Provide room service

SITHFAB027*          Serve food and beverage

SITHFAB028           Operate and monitor cellar systems

SITHFAB029*          Conduct a product tasting for alcoholic beverages

SITHFAB030*          Prepare and serve cocktails

SITHFAB031*          Provide advice on beers, spirits and liqueurs

SITHFAB032*          Provide advice on Australian wines

SITHFAB033*          Provide advice on imported wines

SITHFAB034*          Provide table service of food and beverage

SITHFAB035*          Provide silver service

SITHFAB036           Provide advice on food

SITHFAB037*          Provide advice on food and beverage matching

SITHFAB038           Plan and monitor espresso coffee service

SITHFAB039*          Manage the sale or service of wine

**Food Safety**

SITXFSA006           Participate in safe food handling practices

SITXFSA007*          Transport and store food

SITXFSA008*          Develop and implement a food safety program

**Gaming**

SITHGAM022           Provide responsible gambling services

SITHGAM023*          Attend gaming machines

SITHGAM024*          Operate a TAB outlet

SITHGAM025*          Conduct Keno games

SITHGAM026*          Analyse and report on gaming machine data

SITHGAM027*          Deal Baccarat games

SITHGAM028*          Conduct Big Wheel games

SITHGAM029*          Deal Blackjack games

SITHGAM030*          Deal Poker games

SITHGAM031*          Deal Pontoon games

SITHGAM032*          Conduct Rapid Roulette games

SITHGAM033*          Conduct Roulette games

SITHGAM034*          Attend casino gaming machines

SITHGAM035*          Deal Caribbean Stud games

SITHGAM036*          Deal Casino War games

SITHGAM037*          Deal Mississippi Stud games

SITHGAM038*          Conduct Rapid Baccarat games

SITHGAM039*          Conduct Rapid Big Wheel games

SITHGAM040*          Deal Three Card Poker games

**Inventory**

SITXINV006*          Receive, store and maintain stock

SITXINV007          Purchase goods

SITXINV008          Control stock

**Kitchen Operations**

SITHKOP011*          Plan and implement service of buffets

SITHKOP012*          Develop recipes for special dietary requirements

SITHKOP014          Plan catering for events or functions

SITHKOP015*          Design and cost menus

SITHKOP016          Select catering systems

**Patisserie**

SITHPAT011*          Produce cakes

SITHPAT012*          Produce specialised cakes

SITHPAT013*          Produce pastries

SITHPAT014*          Produce yeast-based bakery products

SITHPAT015*          Produce petits fours

SITHPAT016*          Produce desserts

SITHPAT017*          Prepare and model marzipan

SITHPAT018*          Produce chocolate confectionery

SITHPAT019*          Model sugar-based decorations

SITHPAT020*          Design and produce sweet showpieces

**Working in Industry**

SITHIND006          Source and use information on the hospitality industry

**Group D – General electives**

**Administration**

BSBINS401          Analyse and present research information

BSBTWK503          Manage meetings

**Communication and Teamwork**

BSBCMM411          Make presentations

BSBTWK501          Lead diversity and inclusion

SITXCOM009          Address protocol requirements

**Computer Operations and ICT Management**

BSBTEC301          Design and produce business documents

BSBTEC303          Create electronic presentations

BSBTEC402          Design and produce complex spreadsheets

**Environmental Sustainability**

BSBSUS511          Develop workplace policies and procedures for

sustainability

**Finance**

| | |
|---|---|
| BSBFIN401 | Report on financial activity |
| BSBHRM416 | Process payroll |
| BSBHRM526 | Manage payroll |
| SITXFIN007 | Process financial transactions |
| SITXFIN008 | Interpret financial information |

**First Aid**

| | |
|---|---|
| HLTAID011 | Provide First Aid |

**Franchising**

| | |
|---|---|
| BSBESB406 | Establish operational strategies and procedures for new business ventures |

**Human Resource Management**

| | |
|---|---|
| SITXHRM010 | Recruit, select and induct staff |
| SITXHRM011 | Manage volunteers |
| SITXHRM012 | Monitor staff performance |

**Languages other than English**

| | |
|---|---|
| SITXLAN008 | Conduct oral communication in a language other than English |
| SITXLAN009 | Read and write information in a language other than English |

**Management and Leadership**

| | |
|---|---|
| BSBOPS502 | Manage business operational plans |
| BSBOPS504 | Manage business risk |

**Marketing and Public Relations**

| | |
|---|---|
| BSBMKG431 | Assess marketing opportunities |
| SITXMPR009 | Coordinate production of brochures and marketing |

SkillsIQ

materials

SITXMPR010       Create a promotional display or stand

SITXMPR011       Plan and implement sales activities

SITXMPR012       Coordinate marketing activities

SITXMPR013       Participate in cooperative online marketing initiatives

SITXMPR014       Develop and implement marketing strategies

SITXMPR015       Obtain and manage sponsorship

**Planning and Product Development**

SITTPPD012       Package tourism products

SITTPPD014       Coordinate and operate sustainable tourism activities

SITTPPD015       Develop in-house recreational activities

SITTPPD016       Research and analyse tourism data

**Security**

CPPSEC2109       Monitor and control access and exit of persons and vehicles from premises

CPPSEC2110       Monitor and control individual and crowd behaviour to maintain security

CPPSEC3122       Plan provision of close protection services

**Work Health and Safety**

SITXWHS006       Identify hazards, assess and control safety risks

# Qualification Mapping Information

Supersedes and is not equivalent to SIT50416 Diploma of Hospitality Management.

# Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694