



Australian Government

SIT50416 Diploma of Hospitality Management

Release 1

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Modification History

Not applicable.

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 specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include:

- banquet or function manager
- bar manager
- café manager
- chef de cuisine
- chef patissier
- club manager
- executive housekeeper
- front office manager
- gaming manager
- kitchen manager
- motel manager
- restaurant manager
- sous chef
- unit manager catering operations.

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:

- 13 core units
- 15 elective units, consisting of:
 - 1 unit from Group A
 - 1 unit from Group B
 - 8 units from Group C
 - 5 units from Group C, 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.

Core units

BSBDIV501	Manage diversity in the workplace
BSBMGT517	Manage operational plan
SITXCCS007	Enhance customer service experiences
SITXCCS008	Develop and manage quality customer service practices
SITXCOM005	Manage conflict
SITXFIN003	Manage finances within a budget
SITXFIN004	Prepare and monitor budgets
SITXGLC001	Research and comply with regulatory requirements
SITXHRM002	Roster staff
SITXHRM003	Lead and manage people
SITXMGT001	Monitor work operations
SITXMGT002	Establish and conduct business relationships
SITXWHS003	Implement and monitor work health and safety practices

Elective units

Group A

SITHIND001	Use hygienic practices for hospitality service
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SITXFSA001 Use hygienic practices for food safety

Group B

SITHCCC020 Work effectively as a cook

SITHIND004 Work effectively in hospitality service

SITHKOP005 Coordinate cooking operations

Group C

Accommodation Services– Front Office, Housekeeping and Porting

CPPCLO2001A Maintain hard floor surfaces

CPPCLO2004A Maintain carpeted floors

CPPCLO2009A Clean glass surfaces

CPPCLO2010A Clean ceiling surfaces and fittings

CPPCLO2017A Clean wet areas

CPPCLO2019A Sort and remove waste and recyclable materials

CPPCLO2035A Maintain cleaning storage areas

CPPCLO3013A Clean window coverings

CPPCLO3016A Wash furniture and fittings

SITHACS001 Clean premises and equipment

SITHACS002 Provide housekeeping services to guests

SITHACS003 Prepare rooms for guests

SITHACS004 Launder linen and guest clothes

SITHACS005 Provide porter services

SITHACS006 Provide valet services

SITHACS007 Conduct night audit

SITHACS008 Provide accommodation reception services

SITTTSL002 Access and interpret product information

SITTTSL005 Sell tourism products and services

SITTTSL006	Prepare quotations
SITTTSL007	Process reservations
SITTTSL010	Use a computerised reservations or operations system

Administration

BSBADM502	Manage meetings
BSBRES401	Analyse and present research information

Asian Cookery

SITHASC001	Prepare dishes using basic methods of Asian cookery
SITHASC002	Prepare Asian appetisers and snacks
SITHASC003	Prepare Asian stocks and soups
SITHASC004	Prepare Asian sauces, dips and accompaniments
SITHASC005	Prepare Asian salads
SITHASC006	Prepare Asian rice and noodles
SITHASC007	Prepare curry pastes and powders
SITHASC008	Prepare Asian cooked dishes
SITHASC009	Prepare Asian desserts
SITHASC010	Produce Japanese cooked dishes
SITHASC011	Prepare sashimi
SITHASC012	Prepare sushi
SITHASC013	Prepare Japanese desserts
SITHASC014	Prepare dim sum
SITHASC015	Prepare Chinese roast meat and poultry dishes
SITHASC016	Prepare tandoori dishes
SITHASC017	Prepare Indian breads

SITHASC018 Prepare Indian sweetmeats

SITHASC019 Prepare Indian pickles and chutneys

Client and Customer Service, Crisis Management

SITXCCS002 Provide visitor information

SITXCCS004 Provide lost and found services

SITXCCS005 Provide club reception services

SITXCRI001 Respond to a customer in crisis

Commercial Cookery and Catering

SITHCCC001 Use food preparation equipment

SITHCCC003 Prepare and present sandwiches

SITHCCC004 Package prepared foodstuffs

SITHCCC005 Prepare dishes using basic methods of cookery

SITHCCC006 Prepare appetisers and salads

SITHCCC007 Prepare stocks, sauces and soups

SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes

SITHCCC009 Produce cook-chill and cook-freeze foods

SITHCCC010 Re-thermalise chilled and frozen foods

SITHCCC012 Prepare poultry dishes

SITHCCC013 Prepare seafood dishes

SITHCCC014 Prepare meat dishes

SITHCCC015 Produce and serve food for buffets

SITHCCC016 Produce pates and terrines

SITHCCC017 Handle and serve cheese

SITHCCC018 Prepare food to meet special dietary requirements

SITHCCC019 Produce cakes, pastries and breads

SITHCCC021 Prepare specialised food items

SITHCCC022 Prepare portion-controlled meat cuts and meat products

Communication and Teamwork

BSBCMM401 Make a presentation

SITXCOM004 Address protocol requirements

Computer Operations and ICT Management

BSBITU301 Create and use databases

BSBITU302 Create electronic presentations

BSBITU306 Design and produce business documents

BSBITU402 Develop and use complex spreadsheets

E-Business

BSBEBU501 Investigate and design e-business solutions

SITXEBS002 Develop, implement and monitor the use of social media in a business

Environmental Sustainability

BSBSUS501 Develop workplace policy and procedures for sustainability

Events

SITEEVT001 Source and use information on the events industry

SITEEVT005 Plan in-house events or functions

SITEEVT008 Manage event staging components

SITEEVT010 Manage on-site event operations

Finance

BSBFIA302 Process payroll

BSBFIA303 Process accounts payable and receivable

BSBFIA304 Maintain a general ledger

BSBFIA401 Prepare financial reports

BSBFIM502	Manage payroll
SITXFIN001	Process financial transactions
SITXFIN002	Interpret financial information

First Aid

HLTAID003	Provide first aid
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Food and Beverage

SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITHFAB006	Provide room service
SITHFAB007	Serve food and beverage
SITHFAB008	Operate and monitor cellar systems
SITHFAB009	Conduct a product tasting for alcoholic beverages
SITHFAB010	Prepare and serve cocktails
SITHFAB011	Provide advice on beers, spirits and liqueurs
SITHFAB012	Provide advice on Australian wines
SITHFAB013	Provide advice on imported wines
SITHFAB014	Provide table service of food and beverage
SITHFAB015	Provide silver service
SITHFAB016	Provide advice on food
SITHFAB017	Provide advice on food and beverage matching
SITHFAB018	Provide gueridon service
SITHFAB019	Plan and monitor espresso coffee service
SITHFAB020	Manage the sale or service of wine

Food Safety

SITXFSA001	Use hygienic practices for food safety
SITXFSA002	Participate in safe food handling practices
SITXFSA003	Transport and store food
SITXFSA004	Develop and implement a food safety program

Franchising

BSBFRA502	Manage a franchise operation
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Gaming

SITHGAM001	Provide responsible gambling services
SITHGAM002	Attend gaming machines
SITHGAM003	Operate a TAB outlet
SITHGAM004	Conduct Keno games
SITHGAM005	Analyse and report on gaming machine data
SITHGAM006	Deal Baccarat games
SITHGAM007	Conduct Big Wheel games
SITHGAM008	Deal Blackjack games
SITHGAM009	Deal Poker games
SITHGAM010	Deal Pontoon games
SITHGAM011	Conduct Rapid Roulette games
SITHGAM012	Conduct Roulette games
SITHGAM013	Conduct Sic Bo games
SITHGAM014	Manage gaming activities
SITHGAM015	Attend casino gaming machines
SITHGAM016	Deal Caribbean Stud games
SITHGAM017	Deal Casino War games
SITHGAM018	Deal Mississippi Stud games
SITHGAM019	Conduct Rapid Baccarat games

SITHGAM020 Conduct Rapid Big Wheel games

SITHGAM021 Deal Three Card Poker games

Human Resource Management

SITXHRM004 Recruit, select and induct staff

SITXHRM005 Manage volunteers

SITXHRM006 Monitor staff performance

Inventory

SITXINV002 Maintain the quality of perishable items

SITXINV003 Purchase goods

SITXINV004 Control stock

Kitchen Operations

SITHKOP003 Plan and display buffets

SITHKOP004 Develop menus for special dietary requirements

SITHKOP005 Coordinate cooking operations

SITHKOP006 Plan catering for events or functions

SITHKOP007 Design and cost menus

SITHKOP008 Select catering systems

Languages other than English

SITXLAN003 Conduct oral communication in a language other than English

SITXLAN004 Conduct complex oral communication in a language other than English

SITXLAN005 Read and write information in a language other than English

SITXLAN006 Read and write documents in a language other than English

Management and Leadership

BSBR501 Manage risk

Marketing and Public Relations

BSBMKG401 Profile the market

SITXMPR001 Coordinate production of brochures and marketing materials

SITXMPR002 Create a promotional display or stand

SITXMPR003 Plan and implement sales activities

SITXMPR004 Coordinate marketing activities

SITXMPR005 Participate in cooperative online marketing initiatives

SITXMPR006 Obtain and manage sponsorship

SITXMPR007 Develop and implement marketing strategies

Patisserie

SITHPAT001 Produce cakes

SITHPAT002 Produce gateaux, torten and cakes

SITHPAT003 Produce pastries

SITHPAT004 Produce yeast-based bakery products

SITHPAT005 Produce petits fours

SITHPAT006 Produce desserts

SITHPAT007 Prepare and model marzipan

SITHPAT008 Produce chocolate confectionery

SITHPAT009 Model sugar-based decorations

SITHPAT010 Design and produce sweet buffet showpieces

Planning and Product Development

SITTPPD001 Package tourism products

SITTPPD003 Coordinate and operate sustainable tourism activities

SITTPPD004	Develop in-house recreational activities
SITTPPD005	Develop host community awareness of tourism
SITTPPD007	Research and analyse tourism data

Security

CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3017A	Plan and conduct evacuation of premises
CPPSEC3018A	Provide for the safety of persons at risk

Work Health and Safety

SITXWHS002	Identify hazards, assess and control safety risks
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Working in Industry

SITHIND001	Use hygienic practices for hospitality service
SITHIND002	Source and use information on the hospitality industry
SITHIND004	Work effectively in hospitality service

Qualification Mapping Information

SIT50313 Diploma of Hospitality

Links

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>