Unit Requirements: SIT20207 Certificate II in Hospitality - SIT60307 Advanced Diploma of Hospitality

SIT07 - Tourism, Hospitality & Events Training Package

Unit Code	Unit Name	Pre-requisites	Critical Evidence Required	Resources/Tools & Environment for Assessment
SITXCCS002A	Provide quality customer service	SITXCOM001A	✓ ability to provide a total quality service experience ✓ knowledge of different customer preferences and ways to meet both stated and unstated requirements ✓ ability to use selling techniques to promote products and services within a specific hospitality context ✓ ability to handle and resolve complaints and difficult customer service situations	✓ demonstration of skills while undertaking normal job tasks ✓ work activities that allow interaction with multiple and diverse customer types to allow the candidate to respond to a range of requirements and customer service situations
SITXCCS003A	Manage quality customer service	NA	✓ ability to develop proactive approaches to delivering and monitoring quality customer service within a specific workplace context ✓ knowledge of quality service principles and processes ✓ demonstration of skills through the establishment, monitoring and evaluation of service delivery in a workplace context	✓ access to a project or workplace where the candidate is able to demonstrate the full range of required skills ✓ involvement of and interaction with a team for which the candidate is leader
SITXCOM001A	Work with colleagues and customers	NA	✓ ability to communicate effectively with customers and colleagues (including those with special needs) within a range of situations required for the relevant job role ✓ ability to work effectively in a team ✓ ability to respond effectively to a range of customer service situations ✓ understanding of communication and customer service and its importance in a hospitality context	✓ demonstration of communication skills through interaction with others ✓ project or work activities that allow the candidate to respond to multiple and varying customer service and communication situations relevant to the job role
SITXCOM002A	Work in a socially diverse environment	NA	✓ social and cultural understanding and sensitivity in responding to different types of customers and colleagues ✓ ability to identify and respond to the cultural context of the workplace ✓ ability to apply knowledge of different cultures and cultural characteristics appropriately when communicating with colleagues and customers ✓ ability to communicate effectively with customers and colleagues from a broad range of backgrounds and on different operational activities that are relevant to the particular organisation and job role	✓ ability to communicate with colleagues and customers in a culturally sensitive manner while undertaking operational activities within a commercially realistic environment ✓ access to EEO and anti-discrimination policies and any plain English information documents produced by government information agencies
SITXCOM003A	Deal with conflict situations	SITXCOM001A	✓ knowledge of conflict resolution techniques ✓ ability to apply conflict resolution techniques to resolve a range of different conflict situations in contexts appropriate to the job role and workplace	✓ activities that allow the candidate to address a range of commonly-occurring conflict situations that may be found in the workplace relating to the usual work roles of the candidate ✓ interaction with others to demonstrate appropriate interpersonal skills for resolving conflicts
SITXFIN003A	Interpret financial information	NA	✓ understanding of the accounting process and of key accounting terminology ✓ ability to interpret financial information and determine the relationship between the information and the performance of a business	✓ use of commercially realistic financial data and reports

SITXFIN004A	Manage finances within a budget	NA	✓ knowledge of basic budget principles and structures ✓ budgeting terminology relevant to a specific industry context ✓ ability to monitor budgeted income and expenditure and to identify ways of improving budget performance ✓ understanding of the main types of budgets that apply in the specific organisation or industry context ✓ management of and reporting on a budget for a specific project or operational area over a period of time so that the monitoring and implementation aspects of managing finances within a budget can be assessed	✓ use of figures and data that reflect the realistic financial operating conditions of industry
SITXFIN005A	Prepare and monitor budgets	NA	✓ understanding of the technical processes and procedures that must be followed in budget preparation ✓ sound analysis of the factors that impact the budget and budget development process ✓ ability to prepare realistic and accurate budgets within relevant workplace context ✓ preparation of multiple budgets to meet specific and differing workplace needs ✓ project or work activities conducted over an operationally realistic period of time so that the planning and evaluation aspects of preparing and monitoring a budget can be assessed	✓ involvement of multiple stakeholders in the budget development and monitoring process ✓ use of industry-current technology for the budget preparation and evaluation process
SITXFIN007A	Manage physical assets	NA	✓ ability to plan for and manage the acquisition, maintenance and replacement of physical assets for a small business, or section or department of a larger business ✓ understanding of financial and legal issues that affect the management of physical assets ✓ development of asset management strategies and financing arrangements for a specific business operation	✓ use and application of current financial data and regulations
SITXFIN008A	Manage financial operations	NA	✓ understanding of the total financial management process within a business ✓ ability to integrate the financial management activities of a business into overall business operations ✓ knowledge of financial control, reporting and monitoring systems ✓ establishment and management of financial systems over a period of time so that the monitoring and implementation aspects of the unit can be assessed	✓ project or work activities that include the use of figures and data that reflect the financial operating conditions of industry ✓ use of industry-current technology for financial management
SITXGLC001A	Develop and update legal knowledge required for business compliance	NA	✓ general knowledge of the legislation that affects business operations in a particular industry sector ✓ knowledge of how to access and update the legal information required for business compliance or seek professional assistance on legal matters ✓ demonstrated application of legal knowledge to specific workplace situations and problems	✓ use of current legal information
SITXHRM001A	Coach others in job skills	NA	✓ ability to provide supportive on-the-job coaching with constructive and supportive feedback ✓ clarity in oral communication	✓ interaction with other people to whom coaching is provided

			✓ knowledge of basic training principles ✓ demonstration of coaching skills under normal workplace conditions, including real work tasks to coach others in and use of suitable equipment and materials	✓ use of industry-current technology and documentation to support coaching activities
SITXHRM002A	Recruit, select and induct staff	NA	✓ knowledge and understanding of recruitment and induction processes and procedures used within the ✓ hospitality industry ✓ ability to administer the total recruitment and induction process ✓ ability to develop job specifications and selection criteria for recruitment, conduct fair interviews and make selections based on agreed criteria ✓ conduct of a complete recruitment and induction process involving multiple applicants to meet a specific industry need ✓ conduct of interviews with multiple applicants as part of the recruitment process	✓ use of current industry information ✓ involvement of and interaction with multiple applicants to reflect typical workplace conditions for the recruitment, selection and induction process
SITXHRM003A	Roster staff	NA	✓ knowledge and understanding of the factors and issues affecting staff rostering ✓ familiarity with typical formats for rosters and key information to be included ✓ ability to prepare staff rosters that meet wage budgets and provide a level of staffing sufficient to ensure the delivery of high quality customer service ✓ project or work activities that allow the candidate to prepare rosters for a workplace and to evaluate their cost efficiency and operational effectiveness against nominated standards project or work activities conducted over an operationally realistic period of time so that the planning, evaluation and monitoring aspects of rostering staff can be assessed ✓ preparation of multiple rosters for multiple periods to meet the staffing requirements of more than one operational situation	✓ demonstration of skills in a fully operational situation (project or permanent working environment), including a team of people for whom rosters can be developed ✓ use of industry-current rostering technology and systems
SITXHRM005A	Lead and manage people	NA	✓ knowledge of leadership, motivation and teamwork principles ✓ ability to build positive team spirit and effectively manage overall team performance within a specific workplace context ✓ project or work activities conducted over a period of time to allow the candidate to play an ongoing team-leading role	✓ involvement of a team whose overall performance is the responsibility of the candidate
SITXHRM006A	Monitor staff performance	NA	✓ knowledge of typical procedures and processes for formal performance management and counselling ✓ ability to demonstrate appropriate communication skills to provide supportive feedback and guidance to colleagues ✓ project or work activities that allow the candidate to address typical performance management issues found in hospitality workplaces	✓ interaction with others to demonstrate appropriate communication skills
SITXHRM007A	Manage workplace diversity	SITXCOM002A	✓ understanding of the role of leaders and managers in encouraging diversity ✓ knowledge of cross-cultural communication techniques as they apply to leaders and managers ✓ knowledge of specific cultural issues that may apply in a	✓ access to current sources of information on diversity

			particular industry context ✓ ability to apply knowledge and understanding of diversity issues to specific workplace situations	
SITXINV001A	Receive and store stock	NA	✓ efficient and safe receipt, storage, rotation and maintenance of stock items ✓ application of the OHS and security procedures related to receipt, handling and storage of goods ✓ completion of stock receipt and storage activities within typical workplace time constraints	✓ receipt, storage, rotation and maintenance of stock items within an operationally realistic hospitality stock control environment ✓ use of current technology, equipment, stock documentation and real stock items ✓ access to stock control procedures and OHS procedures that relate to the receipt, transportation and storage of stock
SITXINV002A	Control and order stock	SITHCCC003B or SITXINV001A	✓ ordering, control and overall administration of continuous stock supply within a specific hospitality industry environment ✓ ability to meet accuracy and speed requirements for completion and maintenance of stock records ✓ project or work activities conducted over a commercially realistic period of time so that the stock control and maintenance aspects of this unit can be assessed	✓ ordering, control and overall administration of stock within an operationally realistic hospitality stock control environment ✓ use of current technology, equipment, stock documentation and real stock items ✓ access to stock security and stocktake procedures ✓ involvement of internal and external suppliers
SITXMGT001A	Monitor work operations	NA	✓ ability to monitor effectively and respond to a range of common operational and service issues in the workplace ✓ understanding of the role of staff involved in workplace monitoring ✓ knowledge of quality assurance, workflow planning, delegation and problem-solving required in a frontline management role ✓ project or work activities conducted over an operationally realistic period of time so that the planning, evaluation and monitoring aspects of this unit can be assessed	✓ demonstration of skills in a fully operational situation (project or permanent working environment), including involvement of a team for which the candidate is able to plan and organise workflow
SITXMGT002A	Develop and implement operational plans	NA	✓ ability to develop an operational plan for a specific workplace context that identifies current and relevant industry and organisation issues and includes clear action plans and evaluation mechanisms ✓ management skills demonstrated through effective implementation of the plan, including the ability to respond to changing circumstances encountered in the implementation phase ✓ knowledge and understanding of current legal issues and industry issues affecting general operations within the sector ✓ project or work activities conducted over an operationally realistic period of time so that the planning, evaluation and monitoring aspects of this unit can be assessed	✓ involvement of multiple stakeholders to ensure consultation processes are included
SITXMGT004A	Develop and implement a business plan	NA	✓ ability to undertake detailed, thorough and appropriate analyses of both internal and external business environments to provide a sound basis for business planning ✓ ability to develop and implement an integrated business plan implemented in a hospitality context ✓ project or work activities conducted over an operationally realistic period of time to allow the candidate to develop and implement a business plan for a given product or service	✓ involvement of a key stakeholder group, including customers for the product or service ✓ access to a commercial or not-for-profit business environment in which the business plan may be implemented

SITXMGT006A	Establish and conduct business relationships	NA	✓ project or work activities that show the candidate's ability to successfully establish and maintain business relationships, conduct formal negotiations and make and manage agreements and contracts for a specific business operation ✓ detailed knowledge of KPIs for the industry, industry structure and interrelationships, industry networks, information sources, and distribution and marketing networks ✓ knowledge and understanding of role of contracts within a given business operation ✓ project or work activities conducted over a commercially realistic period of time so that the planning and relationship-building aspects of this unit can be assessed	✓ that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and software to facilitate the processes involved in establishing and conducting business relationships ✓ access to an operation for which business relationships would be managed, or access to comprehensive and sufficient information about that operation to allow the candidate to fully establish and maintain business relationships, conduct formal negotiations and make and manage agreements and contracts ✓ use of materials that support the negotiation process such as preparatory facts, statistics, KPIs, product usage rates, request letters, and written confirmation of agreements and contracts ✓ use of plain English contract law information ✓ interaction with individuals or businesses that have a genuine or potential interest in negotiating and relationship-building for a commercial relationship
SITXMPR005A	Develop and manage marketing strategies	NA	✓ ability to develop a marketing strategy and plan for a specific hospitality product, service or organisation that identify current and relevant industry organisation marketing issues and include a detailed, realistic implementation program ✓ knowledge and understanding of specific implementation and monitoring issues ✓ project or work activities conducted over a period of time to allow the candidate to develop and implement a marketing strategy for a given product or service ✓ development and implementation of a marketing strategy that targets and involves individuals or businesses with a genuine interest or potential in purchasing the product or service	✓ involvement of stakeholders in the planning process ✓ involvement of customers to whom products and services are marketed
SITXOHS001B	Follow health, safety and security procedures	NA	✓ project or work activities that show the candidate's ability to follow predetermined health, safety and security procedures, incorporate safe work practices into all workplace activities and participate in consultation, hazard identification and risk assessment activities for a given service industry operation in line with regulatory requirements ✓ knowledge and understanding of the implications of disregarding those procedures ✓ knowledge and understanding of the legal requirement to work according to health, safety and security procedures	✓ project or work activities that show candidate's ability to apply safe working practices within the context of the particular industry sector and job role in which they are working or seeking work ✓ use of the current plain English regulatory documents distributed by the local OHS regulatory authority, any codes of practice and standards issued by regulatory authorities or industry groups, and OHS information and business management manuals issued by industry associations or commercial publishers ✓ use of current commercial policies and procedures and template documents used for the management of OHS practices
SITXOHS002A	Follow workplace hygiene procedures	NA	✓ ability to access and interpret hygiene procedures and consistently apply these during day-to-day activities ✓ understanding of the importance of following hygiene procedures and of the potential implications of disregarding	✓ access to current regulatory documents distributed by key federal, state or territory, and local government agencies such as plain English legislative publications, codes and standards outlining food safety requirements

			those procedures ✓ project or work activities that show the candidate's ability to apply good hygiene practices on multiple occasions in a range of different operational circumstances to ensure consistency in the application of hygiene procedures	✓ access to hygiene policies and procedures ✓ project or work activities that show candidates' ability to apply good hygiene practices within the context of the particular industry sector in which they are working or seeking work ✓ use of real products, materials and equipment
SITXOHS003B	Identify hazards, and assess and control safety risks	NA	✓ project or work activities that show the candidate's ability to identify workplace hazards, and assess and control safety risks for a given service industry operation in line with regulatory requirements ✓ ability to access and use appropriate template documents for hazard identification and risk assessment ✓ ability to apply appropriate methods for hazard identification, and risk assessment and control ✓ knowledge and understanding of the consultative approach to hazard identification, assessment of associated safety risks and implementation of controls ✓ knowledge of OHS legislation requirements for hazard identification, and risk assessment and control ✓ ability to implement and monitor OHS management practices within the context of an established system where policies and procedures already exist ✓ knowledge of specific and relevant OHS legislative requirements ✓ demonstration of skills in conducting risk assessments for different hazard scenarios	✓ access to an operation for which hazard identification and risk assessment can be undertaken or access to comprehensive and sufficient information about that operation to allow the candidate to conduct hazard identification and risk assessment activities ✓ use of the appropriate state or territory legislation, codes of practice and standards issued by regulatory authorities or industry groups ✓ use of OHS information, such as manuals issued by industry associations or commercial publishers ✓ access to current organisation policies and procedures, and hazard identification and risk assessment template documents ✓ involvement of a team operating in a specified workplace so that consultative actions can be implemented
SITXOHS004B	Implement and monitor workplace health, safety and security practices	NA	✓ project or work activities that show the candidate's ability to implement and monitor OHS management practices within the context of an established system where policies and procedures already exist for a given service industry operation and in line with regulatory requirements ✓ knowledge of specific and relevant OHS legislative requirements ✓ project or work activities conducted over a commercially realistic period of time so that the implementation, monitoring and reporting aspects of this unit can be assessed	✓ that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in implementing and monitoring an OHS system ✓ access to an operation for which OHS management practices would be monitored, or access to comprehensive and sufficient information about that operation to allow the candidate to fully implement and monitor OHS management practices ✓ use of the appropriate state or territory legislation, codes of practice and standards issued by regulatory authorities or industry groups ✓ use of OHS information, such as manuals issued by industry associations or commercial publishers ✓ access to current organisation policies and procedures, and hazard identification and risk assessment template documents ✓ involvement of a team operating in a specified workplace for which the candidate coordinates OHS management practices
SITXOHS005A	E s	NA	✓ project or work activities that show the candidate's ability to	✓ that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and

	t a b l i s h a n d m a i n t a i n a n O H S s y s t e m		establish, implement, evaluate and make ongoing improvements to a complete OHS system for a given service industry operation and in line with regulatory requirements ✓ development of comprehensive OHS system documents inclusive of policies, procedures, hazard identification and risk assessment documents ✓ knowledge of specific relevant OHS legislative requirements ✓ project or work activities conducted over a commercially realistic period of time so that the implementation and evaluation aspects of this unit can be assessed	publications to facilitate the processes involved in developing an OHS system ✓ access to an operation for which an OHS system would be developed or access to comprehensive and sufficient information about that operation to allow the candidate to fully develop a tailored OHS system ✓ use of the appropriate state or territory legislation, codes of practice and standards issued by regulatory authorities or industry groups ✓ use of OHS information, such as manuals issued by industry associations or commercial publishers ✓ access to current organisation policies and procedures, and hazard identification and risk assessment template documents ✓ involvement of a team operating in a specified workplace for which the candidate establishes OHS management practices
SITHIND003A	Provide and coordinate hospitality service	NA	✓ collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 36 complete service periods (shifts) to ensure integration of skills and consistency of performance in different circumstances ✓ ability to multi-task and respond to multiple demands and	✓ demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services

			requests of a number of customers with varying requirements ✓ ability to deal with typical issues such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems or contingencies ✓ ability to meet, greet and interact positively with multiple and diverse customers throughout the hospitality experience ✓ ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables ✓ ability to monitor the service process and work flow, take some responsibility for others and provide technical advice and support to a team ✓ compliance with relevant legislative and regulatory requirements, OHS requirements ✓ demonstrated health and safety practices	✓ presence of industry-realistic conditions such as commercial ratios of customers to staff
SITHCCC028A	Prepare, cook and serve foo	SITHCCC001B SITHCCC002A SITHCCC003B SITHCCC004B SITHCCC005A SITHCCC006A SITHCCC008A SITHCCC009A SITHCCC010A SITHCCC011A SITHCCC012A SITHCCC013A SITHCCC014A SITHCCC016A SITXFSA001A	✓ collection of direct, indirect and supplementary evidence showing preparation and service of multiple items for a minimum of 48 complete food service periods in order to address each of the required menu styles, food service periods and menu items and to ensure integration of skills and consistency of performance in different circumstances ✓ ability to prepare, cook and serve a variety of menu items to meet customer expectations of quality using appropriate cookery methods, food items and menu styles ✓ safe food hygiene and work practices ✓ ability to multi-task and respond to multiple demands and requests simultaneously ✓ ability to work as part of a team and coordinate team activities in a positive and courteous manner ✓ preparation of dishes for customers within the typical time constraints of a busy commercial kitchen	✓ use of a wide range of suitable ingredients for preparing, cooking and serving food items for a menu ✓ demonstration of skills within normal operating conditions of a fully equipped commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines ✓ industry-realistic ratios of kitchen staff to customers

	d f o r m e n u s			
SITHCCC001B	Organise and prepare food	SITXOHS002A	✓ ability to organise efficient, resource effective preparation of a variety of foods according to expected numbers of customers and to maximise profitability and minimise negative environmental impacts ✓ ability to use a range of cookery and preparation methods appropriate to the cuisine ✓ ability to undertake duties according to organisational hygiene, health and safety practices ✓ knowledge of food safety procedures and correct handling and storage requirements for different types of food ✓ knowledge of correct and environmentally sound disposal methods for kitchen waste and in particular for hazardous substances ✓ ability to organise and prepare a wide variety of general food items within the timeframe required by a commercial kitchen	✓ demonstration of skills within normal operating conditions of a fully equipped commercial kitchen including industry-current equipment ✓ industry-realistic ratios of kitchen staff to customers
SITHCCC002A	Present food	SITXOHS002A	✓ application of hygiene and safety principles and procedures ✓ ability to plate, present and serve a general range of foods efficiently and within realistic workplace time constraints ✓ ability to work as part of a team in a positive and courteous manner	✓ demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines ✓ access to a range of equipment for presenting food, including: ▪ appropriate crockery and utensils for service ▪ food and beverage trays ▪ buffet table or unit (if displaying as buffet) ▪ buffet display items, such as platters ▪ display boards ▪ use of authentic menu items
SITHCCC003B	Receive and store kitchen supplies	SITXOHS002A	✓ ability to receive, handle and store kitchen supplies safely and efficiently ✓ knowledge of the OHS and hygiene issues related to receipt, handling and storage of supplies	✓ access to a range of perishable and non-perishable supplies ✓ demonstration of skills within a fully equipped kitchen storage area as defined in the Assessment Guidelines
SITHCCC004B	Clean and maintain kitchen premises	SITXOHS002A	✓ ability to select and use relevant equipment and cleaning agents safely, efficiently and according to acceptable enterprise cleaning routines and timeframes	✓ demonstration of skills within a fully equipped operational commercial kitchen and kitchen storage area as defined in the Assessment Guidelines

			✓ ability to organise resource effective cleaning of both wet and dry areas and large and small equipment and utensils commonly found in a commercial kitchen ✓ ability to undertake duties according to organisational food safety, health and safety practices ✓ knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances ✓ ability to complete cleaning tasks within the timeframe required by a within commercially realistic timeframes	✓ access to: ▪ various surfaces for cleaning ▪ appropriate chemicals and material safety data sheets (MSDS) ▪ pest control products ▪ mops, brooms and brushes ▪ cloths, swabs and plastic bucket ▪ personal protective equipment, such as gloves, goggles, face masks and rubber aprons ▪ waste sink for mops ✓ use of appropriate cleaning materials and equipment for kitchen areas
SITHCCC005A	Use basic methods of cookery	SITXOHS002A SITHCCC001B SITHCCC002A	✓ ability to prepare dishes on more than one occasion within realistic workplace time constraints using a range of cookery methods ✓ knowledge of major food groups, culinary terminology and equipment as they relate to the required methods of cookery ✓ application of hygiene and safety principles and procedures during the cooking process	✓ demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines ✓ demonstration of cookery methods with commodities from the major food groups, including different menus and food items ✓ access to appropriate utensils, cutlery and equipment to undertake the full range of basic cookery methods, including poaching, stewing, braising, roasting, deep and shallow frying, boiling, atmospheric and pressure steaming, grilling and baking ✓ use of authentic ingredients
SITHCCC006A	Prepare appetisers and salads	SITXOHS002A SITHCCC001B SITHCCC002A	✓ ability to prepare a variety of appetisers and salads from different recipes and cultural backgrounds ✓ ability to prepare a number of appetisers and salads within industry realistic timeframes ✓ ability to present appetisers and salads attractively and creatively	✓ demonstration of skills within a fully equipped and commercially realistic food preparation area with appropriate and industry-current equipment, as defined in the Assessment Guidelines ✓ a variety of suitable ingredients for appetisers and salads ✓ industry-realistic ratios of kitchen staff to customers
SITHCCC007A	Prepare sandwiches	SITXOHS002A SITHCCC001B	✓ ability to prepare a variety of sandwiches of different types using different breads and ingredients ✓ ability to prepare a quantity of sandwiches within industry-realistic timeframes ✓ ability to present sandwiches attractively ✓ hygienic food-handling practices ✓ safe work practices, particularly in relation to cutting and slicing	✓ demonstration of skills within a fully equipped, commercially realistic food preparation area for sandwich production, as defined in the Assessment Guidelines ✓ use of authentic ingredients for sandwiches ✓ industry-realistic ratios of staff to customers
SITHCCC008A	Prepare stocks, sauces and soups	SITXOHS002A SITHCCC001B SITHCCC002A SITHCCC005A	✓ ability to prepare a variety of stocks, sauces and soups from different recipes and cultural backgrounds ✓ detailed commodity knowledge of different classifications of stocks, sauces and soups ✓ preparation of sauces and soups for customers within typical workplace conditions, including working within time constraints	✓ demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines ✓ access to appropriate equipment for stocks, sauces and soups, including stock pots and mouli or food processor ✓ industry-realistic ratios of kitchen staff to customers ✓ use of a variety of real, suitable ingredients for stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit,	SITXOHS002A SITHCCC001B SITHCCC002A SITHCCC005A	✓ ability to prepare a variety of dishes using vegetables and fruit ✓ ability to prepare a variety of egg-based dishes, both classical	✓ demonstration of skills within a fully equipped operational

	eggs and farinaceous dishes		and contemporary of varying cultural origins, using a variety of methods ✓ ability to make a variety of farinaceous dishes and present them with suitable accompanying sauces ✓ detailed understanding of the different classifications of vegetables, fruit, eggs and farinaceous products ✓ preparation of dishes for customers within typical workplace time constraints	commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines ✓ use of authentic ingredients ✓ industry-realistic ratios of kitchen staff to customers
SITHCCC010A	Select, prepare and cook poultry	SITXOHS002A SITHCCC001B SITHCCC002A SITHCCC005A	✓ ability to prepare and cook a variety of poultry dishes using a variety of culinary methods to enterprise standards ✓ preparation of dishes for customers within typical workplace time constraints ✓ detailed understanding of the different classifications of poultry ✓ understanding and demonstration of particular storage and handling issues in relation to poultry	✓ demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines ✓ access to suitable equipment for de-boning, stuffing, filleting, rolling and trussing, larding and marinating ✓ use of authentic ingredients ✓ industry-realistic ratios of kitchen staff to customers
SITHCCC011A	Select, prepare and cook seafood	SITXOHS002A SITHCCC001B SITHCCC002A SITHCCC005A	✓ ability to prepare and serve a variety of fish and shellfish raw or cooked as appropriate to enterprise standards ✓ preparation of dishes for customers within typical workplace time constraints ✓ detailed understanding of the different classifications of seafood ✓ understanding and demonstration of storage and handling issues related to seafood	✓ demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines ✓ access to specific equipment for preparing seafood, including fish poacher or similar, fish scaler and pliers or tweezers ✓ use of authentic ingredients ✓ industry-realistic ratios of kitchen staff to customers
SITHCCC012A	Select, prepare and cook meat	SITXOHS002A SITHCCC001B SITHCCC002A SITHCCC005A	✓ detailed understanding of the different classifications of meats ✓ use of a wide range of meat types, cuts and products ✓ ability to use safe and accurate cutting techniques ✓ ability to use a variety of preparation techniques for meats, as appropriate ✓ ability to prepare and cook a variety of meat and meat dishes using suitable cooking techniques to enterprise standards ✓ preparation of dishes for customers within typical workplace time constraints ✓ hygienic handling and storing of meat	✓ demonstration of skills within a fully equipped, operational, commercial kitchen, including industry-current equipment and knives, as defined in the Assessment Guidelines ✓ access to specific equipment for preparing meat, including meat mallet or hammer, and mesh or nylon cut-resistant gloves ✓ industry-realistic ratios of kitchen staff to customers
SITHCCC013A	Prepare hot and cold desserts	SITXOHS002A SITHCCC002A SITHCCC005A	✓ ability to prepare a variety of different types of desserts and sweets to enterprise standards ✓ preparation of dishes for customers within typical ✓ workplace time constraints ✓ ability to present desserts and sweets attractively and decoratively ✓ knowledge of dessert options and ingredients	✓ use of a wide range of suitable ingredients for making a variety of desserts and sweets ✓ demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines ✓ access to specific equipment for the preparation of desserts, including commercial or domestic ice-cream machine, templates, portion control markers and scoops, moulds, darioles and ramekins ✓ industry-realistic ratios of kitchen staff to customers
SITHCCC014A	Prepare pastries, cakes and yeast	SITXOHS002A SITHCCC001B SITHCCC002A SITHCCC005A	✓ preparation of a variety of different types of pastries, cakes and yeast-based goods, with at least one from each category of pastes	✓ demonstration of skills within a fully equipped operational commercial kitchen or pastry kitchen, including industry-current equipment, as defined in the Assessment Guidelines

	goods		✓ preparation of dishes for customers within typical workplace time constraints ✓ detailed understanding of the different nature and handling requirements of each type of pastry	✓ access to specific equipment for the preparation of pastries, cakes and yeast goods, including templates and cutting guides, dough mixers and rolling pins, cake tins, moulds and forms, piping bags, nozzles and decorating accessories ✓ use of authentic ingredients ✓ industry-realistic ratios of kitchen staff to customers
SITHCCC015A	Plan and prepare food for buffets	SITXOHS002A SITHCCC001B SITHCCC002A SITHCCC005A	✓ detailed understanding of the different nature and handling requirements for buffet food items ✓ preparation of dishes suitable for buffets within typical workplace time constraints ✓ safe and hygienic practices in the preparation and service of buffets	✓ demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment as defined in the Assessment Guidelines, using authentic ingredients ✓ access to specific equipment for buffet preparation, including food and non-food decoration items; suitable display crockery for buffets; and buffet service equipment, such as chafing dishes ✓ industry-realistic ratios of kitchen staff to customers
SITHCCC016A	Develop cost-effective menus	NA	✓ ability to develop a variety of innovative menus within budgetary guidelines ✓ development of nutritionally and seasonally balanced menus ✓ ability to cost menus to meet enterprise profit requirements	✓ demonstration of skills in planning and costing multiple menus for different customers and operational needs ✓ use of current industry data and prices
SITHCCC025A	Monitor catering revenue and costs	SITXFIN004A	✓ knowledge of financial systems relevant to kitchen operations ✓ ability to set up a food production system linked to cost and revenue control systems and targets ✓ ability to develop and maintain an efficient cost control and monitoring system within a commercial cookery environment	✓ project or work activities conducted over a period of time to allow the candidate to establish and implement control systems within a real work environment ✓ access to appropriate computer systems, business machines and software, as required
SITHCCC027A	Prepare cook and serve	SITXOHS002A SITHCCC001B SITHCCC002A SITHCCC003B SITHCCC005A	✓ collection of direct, indirect and supplementary evidence showing preparation and service of multiple items for a minimum of 12 complete food service periods to ensure integration of skills and consistency of performance in different circumstances ✓ use of a range of cookery methods appropriate to menu items ✓ production of a range of menu items to industry and enterprise standards of quality ✓ safe food hygiene and work practices ✓ ability to multi-task and respond to multiple demands and requests simultaneously ✓ ability to work as part of a team in a positive and courteous manner ✓ preparation of dishes for customers within the typical workplace time constraints of a busy commercial kitchen	✓ use of a wide range of suitable ingredients for preparing, cooking and serving food items for food service ✓ demonstration of skills within normal operating conditions of a fully equipped commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines ✓ industry-realistic ratios of kitchen staff to customers

	r v e f o o d f o r f o o d s e r v i c e			
SITHCCC029A	Prepare foods according to dietary and cultural needs	SITXOHS002A	✓ ability to prepare or modify a range of dishes to meet different dietary requirements ✓ knowledge of the dietary requirements of major cultural groups in Australia ✓ knowledge of the consequences of failing to address special requirements for food allergies, diabetes and other medical conditions and customer-identified drug-food interaction ✓ industry-realistic ratios of kitchen staff to customers ✓ preparation of dishes for customers with particular dietary needs within typical workplace time constraints	✓ demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines ✓ access to specific equipment required for dietary and cultural needs, such as bulk cookery equipment used within the industry sector ✓ use of authentic ingredients and food items
SITHCCC033B	Apply catering control principles	SITHCCC005A SITHCCC016A	✓ ability to use portion control, stock control and other waste reduction measures effectively ✓ ability to use the food safety program effectively to minimise food contamination and spoilage ✓ production of portion-controlled menu items	✓ demonstration of skills within a fully equipped commercial kitchen using authentic ingredients and food items, as defined in the Assessment Guidelines
SITXCOM004A	Communicate on	NA	✓ making and receiving telephone calls using telephone	✓ use of current telephone equipment within operationally

	the telephone		equipment correctly ✓ courteous and friendly telephone service ✓ clear and concise verbal and written communication ✓ making and receiving calls on multiple occasions, communicating on different matters and with different types of callers to ensure consistency of performance	realistic hospitality environments ✓ interaction with others to demonstrate the interpersonal communication aspects of communicating on the telephone ✓ access to policies and procedures that relate to answering the telephone, and recording and taking messages
SITXFIN001A	Process financial transactions	NA	✓ ability to conduct accurate and secure financial transactions ✓ ability to balance transactions within acceptable organisation timeframes ✓ knowledge of security principles and procedures in relation to tender and other financial documentation ✓ ability to work within time constraints typical of the industry environment, such as several people waiting to pay their bill ✓ processing of multiple and varied transactions to address different situations and contexts	✓ use of legal tender and industry-current processing equipment, such as credit card machines and tills ✓ completion of transactions with a number of customers with varying requirements
SITXFIN002A	Maintain financial records	NA	✓ understanding of financial record-keeping processes as they apply to a particular industry sector or organisation ✓ ability to maintain accurate records within acceptable organisation timeframes and according to organisation requirements ✓ ability to complete reconciliations and resolve routine bookkeeping problems within organisation-acceptable timeframes ✓ posting of multiple transactions of different types over a period of time to reflect the typical trading or reporting period within a given sector or organisation ✓ completion of reconciliations that include data of a size, scope and nature to reflect current industry practice ✓ generation of financial information and routine reports that reflect current industry format and practices ✓ presence of time constraints that reflect the relevant industry environment	✓ use of industry-current accounting systems ✓ integration of problem-solving strategies, such as identifying and resolving errors in reports
HLTFA301B	Apply first aid	NA	✓ demonstrated evidence of specified Essential Knowledge and Essential Skills ✓ demonstrated working individually and, where appropriate, as part of a first aid team ✓ Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting ✓ Currency of first aid knowledge and skills is to be demonstrated in line with State/Territory regulations, legislation and policies, ARC and industry guidelines	✓ Skills in performing first aid procedures are to be assessed through demonstration, with questioning to confirm essential knowledge ✓ demonstration of skills in CPR procedures requires using a model of the human body (resuscitation manikin) in line with Australian Resuscitation Council Guidelines
SITHFAB001C	Clean and tidy bar areas	SITXOHS002A	✓ ability to organise efficient, resource effective and safe cleaning of tables and public areas, bar and equipment ✓ ability to follow enterprise bar cleaning procedures safely and hygienically ✓ knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances	✓ access to a fully equipped bar, including current industry equipment, as defined in the Assessment Guidelines ✓ access to an appropriate range of cleaning equipment and chemicals

			✓ ability to maintain the cleanliness and tidiness of bar area during normal operating conditions within appropriate timeframes	✓ industry-realistic conditions, such as typical bar staff to customer ratios
SITHFAB002C	Operate a bar	SITXOHS002A SITXFIN001A SITHFAB001C SITHFAB009A	✓ ability to organise efficient, resource effective and safe bar operations ✓ knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances ✓ use of accurate measures and appropriate glassware for drinks ✓ ability to prepare a range of standard drinks, both alcoholic and non-alcoholic ✓ ability to set up and operate a bar according to established procedures and systems under normal operating conditions and workplace time constraints	✓ access to a fully equipped bar, including industry-current equipment and actual products and ingredients, as defined in the Assessment Guidelines ✓ industry-realistic conditions, such as typical bar staff to customer ratios ✓ interaction with others to demonstrate appropriate customer service skills
SITHFAB003A	Serve food and beverage to customers	SITXOHS002A	✓ demonstrated ability to serve food and beverage according to established systems and procedures ✓ ability to meet, greet and interact positively with ✓ customers ✓ ability to work with speed and efficiency, and within typical workplace time constraints ✓ knowledge of hygiene and OHS requirements and demonstrated safe practices	✓ access to authentic food and drink items ✓ demonstration of skills within normal operating conditions of a commercial food and beverage operation, including industry-current equipment as follows: ▪ tables and chairs ▪ condiments ▪ counter or waiter's station ▪ tea and coffee-making facilities ▪ selected linen ▪ assorted cutlery ▪ menus and drink lists ▪ crockery, including cups, plates and jugs ▪ serviettes ▪ glassware ▪ docket books or computerised ordering system ▪ sugar bowls or dispensers ▪ POS system ✓ industry-realistic ratios of staff to customers ✓ time pressures typical of a commercial operation
SITHFAB004A	Provide food and beverage service	SITXOHS002A SITHFAB003A	✓ ability to provide integrated food and beverage service within a restaurant or dining area according to established systems and procedures ✓ ability to deal with typical issues such as workplace time constraints, late bookings, no-shows, walk-ins and menu changes ✓ ability to meet, greet and interact positively with customers throughout their dining experience ✓ ability to maintain the cleanliness and tidiness of service areas, including dealing with disposables and recyclables ✓ ability to monitor and adjust the service process and work flow to meet customer requirements, appropriate timing and enterprise policies and procedures ✓ compliance with regulatory and legislative requirements ✓ demonstrated health and safety practices	✓ demonstration of skills within a fully equipped operational restaurant or dining area, including industry-current equipment as defined in the Assessment Guidelines, and actual food items and meals ✓ presence of industry-realistic conditions, such as commercial ratios of customers to staff

SITHFAB005A	Provide table service of alcoholic beverages	SITXOHS002A SITHFAB009A	✓ ability to serve a range of alcoholic drinks at the table within enterprise acceptable timeframes ✓ opening and serving beverages that require the application of different techniques, such as sparkling and still wines ✓ provision of professional and courteous advice on beverage selection ✓ provision of beverage service during a complete service period	✓ demonstration of skills within a fully equipped operational restaurant or dining area, as defined in the Assessment Guidelines, with access to a bar or service outlet ✓ industry-realistic conditions, such as typical customer to beverage attendant ratios
SITHFAB009A	Provide responsible service of alcohol	NA	✓ working knowledge and understanding of the relevant state or territory liquor legislation and industry codes and the ramifications of non-compliance for the enterprise and individual staff members ✓ knowledge of underpinning reasons for and benefits of responsible service of alcohol ✓ knowledge of principles of responsible service of alcohol and harm minimisation ✓ ability to apply knowledge of responsible service of alcohol and harm minimisation to alcohol sales or service situations, according to the level of responsibility of the candidate's current job role or the role they are seeking	✓ activities that allow the candidate to demonstrate the application of knowledge to specific responsible service of alcohol situations, which might include interaction with others to demonstrate appropriate communication skills ✓ use of relevant and current publications, signage, information and fact sheets distributed by key government agencies and industry bodies ✓ use of organisations or individual trainers and assessors approved or accredited by the liquor licensing authority, where required by certain states or territories
SITHFAB010C	Prepare and serve non-alcoholic beverages	SITXOHS002A	✓ ability to prepare and serve a variety of coffees, teas and non-alcoholic beverages correctly and within acceptable enterprise timeframes ✓ knowledge and application of a variety of drink products and related equipment ✓ ability to recognise quality in hot and cold beverages, meet customer requirements and expectations, and identify factors affecting quality and required outcomes ✓ safe and hygienic work practices in making coffees, teas and non-alcoholic beverages	✓ access to a drinks service area with suitable equipment for the production and service of coffee, tea and other non-alcoholic drinks, including: ▪ tea and coffee-making equipment ▪ cold drink equipment, such as juicers and blenders ▪ hot and cold drink crockery or glassware ▪ refrigeration ▪ kettles and heating equipment ✓ realistic ratios of customers to service staff
SITHFAB011A	Develop and update food and beverage knowledge	NA	✓ ability to update and maintain current and relevant knowledge and apply this to the workplace ✓ project or work activities that allow the candidate to demonstrate the application of knowledge to specific industry contexts and situations	✓ interaction with and involvement of customers with varying requirements or requests ✓ access to a range of sources for researching information
SITHFAB012B	Prepare and serve espresso coffee	NA	✓ ability to recognise quality in espresso coffee, meet customer requirements and expectations, and identify factors affecting quality and required outcomes ✓ ability to address problems during preparation and service of espresso coffee ✓ ability to extract and present quality coffee within realistic timelines ✓ compliance with all workplace hygiene and food safety regulations ✓ safe work practices in making espresso coffee	✓ access to a workstation with industry-current commercial espresso machine and appropriate equipment, including: ▪ thermometer ▪ coffee grinders or mills ▪ serviceware, including cups, saucers, glasses, mugs and flatware ▪ weighing and measuring equipment ▪ storage bins in appropriate sizes and materials ▪ blind or blank filters ▪ tampers ▪ espresso cleaning detergent ▪ bins for discarded pucks or grind tubes ✓ access to a range of coffee types and commodities

				✓ preparation of quantities of coffee items within industry-realistic timeframes for multiple customers simultaneously ✓ preparation and service of varieties of coffee types to meet various customer requirements
SITHFAB013A	Provide specialist advice on food	SITHFAB004A SITHFAB011A	✓ detailed knowledge of wide variety of food and menu items to a depth and level of familiarity sufficient to: ▪ develop a coherent and interesting interpretation for customers ▪ contribute to a menu development process ▪ answer typical questions asked by customers ✓ project or work activity that allows the candidate to demonstrate and apply food knowledge to meet a particular workplace need ✓ ability to source and update relevant information to meet differing customer needs and to incorporate this information into the workplace context	✓ interaction with and involvement of customers with varying requirements or requests ✓ access to a range of sources for researching information
SITHFAB016A	Plan and monitor espresso coffee service	SITHFAB012A	✓ in-depth knowledge and understanding of coffee and coffee service ✓ mastery of skills in extracting coffee ✓ management of coffee service	✓ access to a coffee station with a range of industry-current equipment, including: ▪ at least three different types and makes of coffee machine ▪ thermometer ▪ coffee grinders or mills ▪ serviceware, including cups, saucers, glasses, mugs and flatware ▪ weighing and measuring equipment ▪ storage bins in appropriate sizes and materials ▪ blind or blank filters ▪ tampers ▪ espresso cleaning detergent ▪ bins for discarded pucks or grind tubes ✓ demonstration of skills using at least three different types and makes of coffee machine ✓ access to a range of coffee types and commodities ✓ work activities that allow the candidate to develop and maintain systems for the service of coffee over a period of time
SITHFAB020A	Apply food and beverage skills in the workplace	SITXOHS002A SITHFAB003A SITHFAB009A	✓ collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 12 complete food service periods in order to address a range of food and beverage service styles (cafe or bistro, table d'hôte, à la carte and functions), food and beverage service periods (lunch, dinner and functions) and menu items ✓ service of a wide range of food and beverage items for a menu ✓ ability to carry out a number of activities effectively and simultaneously ✓ ability to deal with typical issues such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems	✓ demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services as described in the Assessment Guidelines ✓ presence of industry-realistic conditions such as commercial ratios of customers to staff typically found in a busy commercial food outlet

			✓ ability to meet, greet and interact positively with a diverse range of customers throughout the hospitality experience ✓ ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables ✓ ability to participate in the service process and work flow as part of a team and take responsibility for own work and the quality of outcomes ✓ compliance with relevant legislative and regulatory requirements, OHS requirements and demonstrated health and safety practices	
SITHFAB021A	Provide and coordinate food and beverage service	SITXOHS002A SITHFAB002C SITHFAB004A SITHFAB009A	✓ collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 36 complete food service periods in order to address each of the required food and beverage service styles (cafe or bistro, table d'hôte, à la carte and functions), service periods (lunch, dinner and functions) and menu items ✓ serving a wide range of food and beverage items for a menu ✓ ability to carry out a number of activities effectively and simultaneously ✓ ability to deal with typical issues, such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems ✓ ability to meet, greet and interact positively with a diverse range of customers throughout the hospitality experience ✓ ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables ✓ ability to participate in the service process and work flow as part of a team and take responsibility for own work and the quality of outcomes ✓ compliance with relevant legislative and regulatory requirements, OHS requirements and demonstrated health and safety practices	✓ demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services as described in the Assessment Guidelines ✓ presence of industry-realistic conditions, such as commercial ratios of customers to staff typically found in a busy commercial food outlet
SITXFSA001A	Implement food safety procedures	SITXOHS002A	✓ ability to access and interpret safe food handling procedures and consistently apply these during day-to-day food handling activities ✓ knowledge of critical control points and methods of food hazard control for each critical point ✓ project or work activities that show the candidate's ability to apply safe food handling practices on multiple occasions across a range of different food handling circumstances to ensure consistency in the application of food safety procedures	✓ access to a fully equipped industry-realistic food preparation environment, such as a commercial kitchen, catering production line, or food preparation area of a food outlet using the full range of equipment currently used in the service industries to store, prepare, display, serve and dispose of food ✓ access to current regulatory documents distributed by key federal, state or territory, and local government agencies, such as plain English legislative publications, and codes and standards outlining food safety requirements ✓ access to a food safety program inclusive of policies and procedures ✓ use of real ingredients and food items
SITXFSA003A	Transport and store food in a safe and	SITXOHS002A SITXFSA001A	✓ safe transport and storage of food items within food safety requirements and regulations ✓ transport of a range of food item types	✓ demonstration of skills using real food items to be transported and relevant transportation and storage equipment to move food between locations

	hygienic manner			
SITHGAM006A	Provide responsible gambling services	NA	✓ working knowledge and understanding of current legislation and industry and enterprise policies and procedures in relation to responsible service of gambling and the ramifications for the enterprise of non-compliance ✓ knowledge of underpinning reasons for and harm-minimisation approach of responsible gambling services ✓ ability to deal with requests for exclusion or counselling services tactfully and according to enterprise procedures ✓ project or work activities that show candidate's ability to provide responsible gambling services in a range different gambling-related situations to ensure consistency in the application of procedures	✓ activities that allow the candidate to demonstrate the application of knowledge to specific responsible gambling service situations, which might include interaction with others to demonstrate appropriate communication skills ✓ access to current regulatory documents distributed by key state and territory gambling licensing agencies, such as plain English legislative publications and codes of conduct outlining responsible gambling requirements ✓ access to industry and enterprise codes of conduct, policies, procedures, information, signage and brochures relating to responsible gambling services
SITXFSA002A	Develop & implement a food safety program	SITXFSA001A	✓ ability to develop, implement, monitor, evaluate and make ongoing improvements to a complete food safety program for a given service industry operation and in line with regulatory requirements ✓ development and documentation of a comprehensive food safety program inclusive of policies, procedures, product specifications and monitoring documents ✓ knowledge of food safety systems and options suitable for a service industry food preparation organisation ✓ project or work activities conducted over a period of time so that establishing, monitoring, evaluating and reviewing a food safety program can be assessed	✓ access to a fully equipped industry-realistic food preparation environment ✓ access to current regulatory documents distributed by key federal, state or territory, and local government agencies ✓ involvement and interaction with a food preparation team so that communication and monitoring actions can be implemented
SITHIND001B	Develop and update	NA	✓ ability to source initial and updated hospitality industry information and apply this to day-to-day activities to maximise effective performance in specific hospitality sector contexts ✓ general knowledge of the hospitality industry, including main roles, functions and interrelationships of different sectors, with a more detailed knowledge of issues that relate to a specific sector or workplace ✓ general knowledge of the key environmental, community, legal and ethical issues for the hospitality industry	✓ access to a fully equipped office environment ✓ access to information sources in order to conduct research and collect sufficient information ✓ access to industry association membership information, codes of conduct and accreditation information ✓ access to plain English documents that describe key hospitality and general workplace legislation

	hospitality industry knowledge			
SITHCCC026A	Establish and maintain quality control of food	SITXOHS002A SITXFSA001A	✓ demonstrated ability to establish, implement and maintain quality control systems in a commercial kitchen ✓ knowledge of food safety regulations and requirements ✓ knowledge of quality systems and options suitable for a commercial cookery or catering enterprise	✓ access to a commercial cookery or catering work environment ✓ project or work activities conducted over a period of time to allow the candidate to establish and implement quality control systems within a real work environment
SIT	Man	NA	✓ ability to develop purchasing and control systems to ensure continuity, quality and cost-effectiveness of supply ✓ knowledge of typical purchasing and control systems used	✓ interaction with suppliers

XINVCC3A	age and purchase stock		within the relevant hospitality context ✓ development of a purchasing and control system to address a specific business operation need	
SITXHRM008A	Manage workplace relations	NA	✓ knowledge of industrial relations issues, procedures and regulations as they apply to particular sectors ✓ ability to interpret industrial awards and agreements ✓ ability to foster the development of a positive industrial relations climate ✓ demonstration of skills through the development of workplace relations approaches to meeting a particular organisation or industry need	✓ use of current industrial relations information
SITXMGT005A	Manage business risk	NA	✓ project or work activities that show the candidate's ability to systematically identify risks to business operations, assess the associated consequences and take measures to control the risks for a given service industry operation ✓ ability to develop or access and use business risk identification and assessment template ✓ project or work activities conducted over a commercially realistic period of time so that the monitoring and evaluation aspects of business risk can be assessed	✓ that the candidate has accessed a fully equipped office environment ✓ access to an operation for which a business risk assessment can be undertaken, or to comprehensive and sufficient information about that operation to allow the candidate to participate fully and actively in risk management practices ✓ use of risk management information or business management manuals issued by industry associations or commercial publishers, and template documents used for risk assessment activities ✓ use of information sources that provide operational details on which to base business risk identification or assessment

				activity, such as business, marketing, operational or project plans ✓ involvement of key people so that consultative actions may be implemented
SITHFAB015A	Prepare and serve cocktails	SITHFAB002C SITHFAB009A SITXOHS002A	✓ ability to prepare and present a variety of standard cocktails correctly and within an acceptable enterprise range, including examples of blended, shaken, stirred, built and floated cocktails ✓ preparation of quantities of cocktails within industry-realistic timeframes	✓ preparation of a variety of cocktails over a service period to meet various customer requests ✓ access to a bar with industry-current equipment for making cocktails ✓ access to a variety of suitable ingredients for making cocktails
SIRXCCS001A	Apply point-of-sale handling procedures	NA	✓ consistently operates point-of-sale equipment according to manufacturer instructions and store policy and procedures ✓ consistently applies store policy and procedures in regard to cash handling and point-of-sale transactions ✓ interprets, calculates and records numerical information accurately ✓ processes sales transaction information responsibly and accurately according to store policy and procedures ✓ constantly applies store policy and procedures in regard to the handling, packing, wrapping and delivery of goods or merchandise	✓ a real or simulated work environment ✓ relevant documentation, such as: o stock, inventory and price lists o financial transaction dockets and slips o lay-by, credit and product return slips o store policy and procedures manuals ✓ a range of point-of-sale equipment
SITHIND002A	Apply hospitality skills in the workplace	NA	✓ collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 12 complete service periods (shifts) ✓ ability to multi-task and respond to multiple demands and requests of a number of customers with varying requirements ✓ ability to deal with typical issues such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems ✓ ability to meet, greet and interact positively with multiple and diverse customers throughout the hospitality experience ✓ ability to maintain the cleanliness and tidiness of work areas ✓ ability to participate in the service process and work flow as part of a team and take responsibility for own work and quality of outcomes ✓ compliance with relevant legislative and regulatory requirements, including OHS requirements ✓ demonstrated health and safety practices	✓ demonstration of skills within a fully-operational hospitality environment ✓ presence of industry-realistic conditions such as commercial ratios of customers to staff