PUA30312 Certificate III in Public Safety (Police Liaison)

Modification History

Release	TP version	Comments
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA30310. Packaging rules wording revised, units updated. Equivalent.

Description

Not applicable.

Pathways Information

Pathways into the qualification
In the public safety industry, qualification pathways depend on a range of factors specific to each industry such as organisational/agency structure, promotional structure and rank structure.
Liaison and community policing qualifications have been developed to set agreed minimum standards that should be contextualised within the specifics of each jurisdiction/ agency/organisational policy and procedure.
Pathways for candidates considering this qualification may include:

- achievement of the PUA20312 Certificate II in Public Safety (Police Liaison)
- other relevant experience

Pathways from the qualification
After achieving the PUA30312 Certificate III in Public Safety (Police Liaison), candidates may undertake a range of qualifications relevant to their role. Pathways for candidates considering this qualification may include to:

- undertake other liaison/police related qualifications

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA30312 Certificate III in Public Safety (Police Liaison) have been reproduced in the table below. This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.
Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skill	Employability Skills Statement
Communication	‣ adopt communication strategies that reflect consideration of cultural, gender, age issues and are in accordance with organisational policies and procedures ‣ chair meetings ‣ write reports
Teamwork	‣ collate information collected and systematically report to relevant officers as appropriate ‣ explain police service strategies and report feedback to senior officers ‣ work with others in a team situation
Problem solving	‣ advise the community of a range of prevention and mitigation techniques ‣ de-escalate incidents ‣ rectify hazardous situations where possible and report and/or record according to organisation's policies and procedures
Initiative and enterprise	‣ recognise impact of own actions on safety of others ‣ report immediately to designated person, changes in situation and/or conditions ‣ select interpersonal communication techniques and skills from a range of options and apply appropriately
Planning and organising	‣ access and utilise external agencies, where required, according to agreed procedures ‣ enlist cooperation and support from industry, government and the community in planning and initiating special promotions which target identified needs ‣ suggest strategies to achieve service objectives while respecting

		cultural differences
Self-management	‣	implement survival technique strategies in accordance with organisation's policies and guidelines
	‣	maintain contact at all times with other work group members
	‣	maintain control and objectivity at all times in conflict situations
Learning	‣	learn about culturally specific community social and political structure
	‣	learn about legislative responsibilities relevant to providing information
	‣	learn about organisational Codes of Ethics
Technology	‣	select and check personal protective clothing and equipment
	‣	use communication equipment
	‣	use a range of equipment when making a presentation

Packaging Rules

8 units of competency are required for this qualification including:

- 6 core units
- 2 elective units

Choose the 2 elective units from either the elective list below, or elsewhere within this training package, or another endorsed training package, or accredited course.

All elective units selected from outside this qualification must be from an equivalent qualification level or higher.

Elective units selected must not duplicate content already covered by other units in this qualification.

Code	Core Units
PUACOM005B	Foster a positive organisational image in the community
PUACOM007B	Liaise with other organisations
PUACOM011B	Develop community awareness networks
PUAOHS002B	Maintain safety at an incident scene
PUAPOLGD006A	Facilitate effective communication in the policing environment
PUAPOLIM002A	Promote public safety objectives by liaison with a culturally specific community

Code	Elective Units
PUAPOLGD001A	Maintain police operational safety
PUAPOLGD005A	Use and maintain police operational equipment
PUAPOLGD007A	Manage persons in care or custody
PUAPOLGD008A	Administer legislation to ensure compliance
PUAPOLGD010A	Perform police administrative duties
PUAPOLIM003A	Provide interpreting and translating services
PUAPOLIM004A	Provide police services in an Aboriginal or Torres Strait Islander community
PUAPOLIM005A	Provide advanced information concerning an Aboriginal or Torres Strait Islander community

NOTE

Information about customising PUA12 Public Safety Training Package qualifications in the Customisation of Qualifications section.

PUA30412 Certificate III in Public Safety (SES Rescue)

Modification History

Release	TP version	Comments
3	PUA12 V2.1	Editorial changes.
2	PUA12 V2	Imported units updated
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA30410. Packaging rules wording revised, imported units updated. Equivalent.

Description

Not applicable.

Pathways Information

Pathways into the qualification and pathways from the qualification
Within the SES sector, pathways into and from qualifications are based on organisational requirements and capabilities, as well as the requirement to meet unit of competency pre-requisites.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA30412 Certificate III in Public Safety (SES Rescue) have been reproduced in the table below.
This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.
Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skill	Employability Skills Statement
Communication	‣ accurately record details of casualties' condition, treatment and response to treatment in line with organisation's procedures ‣ communicate with casualties ‣ correctly use, interpret, confirm and act upon signalling in a timely manner ‣ identify and communicate additional or specific resource requirements ‣ immediately report any changes in situation and/or conditions to designated person ‣ use protocols ‣ write a management plan
Teamwork	‣ contribute to maintaining safety of other work group members ‣ establish issues affecting safety of self and other personnel by identifying hazards and assessing risks, and by liaising with others at the scene ‣ participate in assessment, which may be as a member of a team or as part of an interagency exercise ‣ work with others in a team situation
Problem solving	‣ apply techniques for removing public from scene ‣ assess the scene, which may identify hazards ‣ identify and communicate additional or specific resource requirements ‣ monitor treatment to changes in condition of the casualty and/or environment ‣ rectify hazardous situations where possible and report and/or record them according to organisation's policies and procedures

	‣ seek expert advice
	‣ undertake visual inspections, plan reviews, recognise hazard warnings, interview others at scene
Initiative and enterprise	‣ assist work group members in danger in accordance with standard operating procedures, ensuring personal safety is maintained
	‣ immediately report changes in situation and/or conditions to designated person
	‣ monitor and assess treatment, and appropriately amend the management plan in response to changes in condition of the casualty and/or environment
	‣ understand that working environment may be hazardous and unpredictable
	‣ undertake initial assessment of extent and nature of emergency care required

Packaging Rules

12 units of competency are required for this qualification including:

- 5 core units
- 7 elective units

Choose a minimum of 1 elective unit from the Group A list below.
Choose a minimum of 4 elective units from the Group A and/or B lists below.
Choose the remaining 2 elective units from either the list below, or elsewhere within this training package, or anther endorsed training package, or accredited course.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.
Where a pre-requisite unit is attached to a unit it is identified by this symbol ∟.
The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.

Code	Core Units
PUALAW001B	Protect and preserve incident scene
PUAOHS002B	Maintain safety at an incident scene
PUAOPE013A	Operate communications systems and equipment
PUAOPE014A	Navigate to an incident
HLTFA311A	Apply first aid
Code	**Elective Units**
Group A	

PUASAR024A	Undertake road crash rescue
	
	∟ PUASAR022A Participate in a rescue operation
	
	    ∟ HLTFA211A Provide basic emergency life support
	
	    OR
	
	    ∟PUAEME001B Provide emergency care
	
	And either
	
	∟ PUAEME002C Manage injuries at emergency incident
	
	    ∟ PUAEME001B Provide emergency care
	
	    OR

	∟ HLTFA311A Apply first aid
PUASAR027A	Undertake land search rescue

PUASAR028A	Undertake rescue from a partial structural collapse
	
	∟ PUASAR023A Participate in an urban search and rescue Category 1
	
	    ∟ HLTFA211A Provide basic emergency life support
	
	    OR
	
	    ∟ PUAEME001B Provide emergency care

PUASAR032A	Undertake vertical rescue
	
	∟ PUASAR022A Participate in a rescue operation
	
	    ∟ HLTFA211A Provide basic emergency life support
	
	    OR
	
	    ∟ PUAEME001B Provide emergency care

PUASES008A	Undertake storm and water damage operations
PUASES009A	Undertake inland floodboat operations
PUASES013A	Undertake storm and water damage operations performed at heights ∟ PUASES008A Undertake storm and water damage operations
PUASES014A	Apply flood and fast moving water safety techniques ∟ HLTFA311A Apply first aid
PUASES015A	Operate over-snow vehicle
PUASES016A	Apply snowcraft skills when performing search operations
PUAVEH001B	Drive vehicles under operational conditions
Group B	
PUAAMS001B	Work in an aviation environment
PUAAMS002B	Search as a member of an air search team
PUAAMS003B	Conduct stores dropping operations
PUACOM002B	Provide services to clients

PUACOM003B	Manage information
PUACOM005B	Foster a positive organisational image in the community
PUAEMR030	Manage and evaluate emergency management exercises
PUAEMR031	Design emergency management exercises
PUALAW002B	Conduct initial investigation at incident scene
PUALAW003B	Give evidence in judicial or quasi-judicial setting
PUAMAN002B	Administer work group resources
PUAOPE012A	Control a Level 1 incident
PUAOPE015A	Conduct briefings and debriefings
PUASES010A	Plan, activate and maintain a communications network └ PUAOPE013A Operate communications systems and equipment
PUASES012A	Work as a team member in an emergency operations centre
PUATEA002B	Work autonomously
FPICOT2239A	Trim and cut felled trees
FPIFGM3212	Fall trees manually (intermediate)
FPIFGM3213	Fall trees manually (advanced)
HLTFA404C	Apply advanced resuscitation techniques
TAEDEL301A	Provide work skill instruction
For the purposes of gaining a qualification the following three units count as one unit*:	
TAEASS401B *	Plan assessment activities and processes
TAEASS301B *	Contribute to assessment
OR	
TAEASS402B *	Assess competence

| TAEASS403B * | Participate in assessment validation |

PUA30512 Certificate III in Public Safety (SES Operations)

Modification History

Release	TP version	Comments
2	PUA12 V2.1	Imported units updated.
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA30510. Packaging rules wording revised, imported units updated. Equivalent.

Description

Not applicable.

Pathways Information

Pathways into the qualification and pathways from the qualification
Within the SES sector, pathways into and from qualifications are based on organisational requirements and capabilities, as well as the requirement to meet unit of competency pre-requisites.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA30512 Certificate III in Public Safety (SES Operations) have been reproduced in the table below. This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.
Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skill	Employability Skills Statement
Communication	- communicate effectively - disseminate gathered information to appropriate personnel within the specified timeframe - identify information needs and sources - interview - make contributions to participative arrangements in the workplace within organisational procedures and scope of responsibilities and competencies - present information, which may include routine and complex reports and submissions, briefing notes, ministerials, proposals, project plans, articles and promotional material - recommend improving the information system and submit this to designated persons/groups - use information in a format suitable for analysis, interpretation and dissemination
Teamwork	- collect information that is timely and relevant to the needs of individuals/teams - determine and identify the information needs of individuals/teams and the sources - develop networks and relationships and liaise effectively - develop relationships - establish formal and informal networks - mentor and coach - participate in regular meetings and forums to support mutual cooperation
Problem solving	allocate resources to facilitate required outcomes

	▸ interpret cartographic information, navigation techniques, local and environmental conditions to determine and plan a safe and timely route ▸ recognise hazards in the work area, rectify them where possible and report to designated personnel according to workplace procedures ▸ review activity against the policies, practices and training of the organisation to identify any discrepancies ▸ review information held by the organisation to determine suitability and accessibility ▸ solve problems to support analysis
Initiative and enterprise	▸ modify route to address prevailing conditions and, if required, initiate alternate strategies ▸ obtain information which is not available or accessible within the organisation ▸ raise occupational health and safety issues with designated personnel in accordance with workplace procedures and relevant occupational health and safety legislation
Planning and organising	▸ analyse information to identify relevant trends and developments in terms of the needs for which it was acquired ▸ monitor and evaluate resource usage against targets and organisational standards ▸ plan and prepare a briefing/debriefing in accordance with organisation's policy and procedures ▸ store equipment stock and supplies in accordance with organisation's policy and procedures
Self-management	▸ maintain personal safety and safety of others ▸ monitor individual performance against defined performance requirements and take appropriate action to maintain performance if required ▸ provide feedback on own performance as required ▸ report the results of information gathering, analysis and synthesis within specified timeframes and to the standard defined by the organisation ▸ store equipment stock and supplies in accordance with organisation's policy and procedures
Learning	▸ learn about organisation's policies ▸ learn about organisation's procedures for activity debriefing ▸ learn about practices and training processes in relation to

	activity
	‣ maintain records of resource allocation and usage in accordance with relevant legislation and organisational guidelines
Technology	‣ analyse, which may include application of statistical methods, mathematical calculations
	‣ use collection techniques such as databases
	‣ use computers, communication channels, records management, market trends, registries and file records, basic statistical information
	‣ use information storage requirements and methods
	‣ use management information systems to store and retrieve data for decision making
	‣ use technology available in the work area/organisation to manage information

Packaging Rules

12 units of competency are required for this qualification including:

- 7 core units
- 5 elective units

Choose a minimum of 3 elective units from the list below.
Choose the remaining 2 elective units from either the list below, or from elsewhere within this training package, or another endorsed training package, or accredited course.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.
Where a pre-requisite unit is attached to a unit it is identified by this symbol ∟.
The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.

Code	Core Units
PUACOM003B	Manage information
PUACOM007B	Liaise with other organisations
PUAMAN002B	Administer work group resources
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOPE014A	Navigate to an incident
PUAOPE015A	Conduct briefings and debriefings
PUATEA002B	Work autonomously
Code	Elective Units
PUACOM002B	Provide services to clients
PUACOM005B	Foster a positive organisational image in the community
PUACOM006B	Plan and conduct a public awareness program
PUACOM008B	Develop and organise public safety awareness programs
PUACOM012B	Liaise with media at a local level
PUACOM013B	Administer a local public safety group

PUAEMR030	Manage and evaluate emergency management exercises
PUAEMR031	Design emergency management exercises
PUALAW001B	Protect and preserve incident scene
PUALAW002B	Conduct initial investigation at incident scene
PUALAW003B	Give evidence in a judicial or quasi-judicial setting
PUAOPE012A	Control a Level 1 incident
PUASES010A	Plan, activate and maintain a communications network ∟ PUAOPE013A Operate communications systems and equipment
PUAVEH001B	Drive vehicles under operational conditions
TAEDEL301A	Provide work skill instruction
For the purposes of gaining a qualification the following three units count as one unit*:	
TAEASS401B *	Plan assessment activities and processes
TAEASS301B *	Contribute to assessment
OR	
TAEASS402B *	Assess competence
TAEASS403B *	Participate in assessment validation

PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)

Modification History

Release	TP version	Comments
2	PUA12 V2.1	Editorial changes.
1	PUA12 V2	Primary release on TGA.

Description

Not applicable.

Pathways Information

Pathways into the qualification
Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at this qualification level, such as:

- after achieving the PUA20613 Certificate II in Public Safety (Firefighting and Emergency Operations)

Pathways from the qualification
After achieving the PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA40313 Certificate IV in Public Safety (Firefighting Supervision).

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations) have been reproduced in the table below.
This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.
Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skill	Employability Skills Statement
Communication	• consult community members and organisations, where appropriate, during the identification and/or inspection process • maintain and monitor communication throughout firefighting operations in accordance with organisational procedures • prepare reports, verbal and/or written, and submit to immediate supervisor • provide situation reports (Sitreps) • receive fire details and respond in accordance with organisational procedures
Teamwork	• discuss anticipated situational and environmental hazards with rescue team members while on approach • identify hazards to self and others and take appropriate action to safeguard against injury • work as a member of a team under limited supervision • work with others at a scene, which may include organisational personnel, personnel from other organisations, general public
Problem solving	• interpret weather signs to predict local conditions • report and act upon changes to fire condition, within limits of responsibility, to determine firefighting tactics • monitor equipment and take appropriate action to ensure efficiency of operation, in accordance with organisational procedures
Initiative and enterprise	• continually monitor fire and significant changes affecting the status of the fire and report the effectiveness of selected firefighting strategies in accordance with organisational procedures • identify potential situational and environmental hazards to self and others and report to supervisor

Planning and organising	- conduct inspections to provide for relevant information for pre incident planning - conduct risk reduction activities in accordance with organisational procedures - site and position equipment to support operations in accordance with organisational requirements - implement maintenance procedures to ensure equipment is serviceable, in accordance with organisational requirements
Self-management	- remain calm under pressure - ensure personal safety is maintained - undertake duties in line with organisational health and safety codes of practice and relevant legislation
Learning	recognise personal capabilities and limitations and report to supervisor
Technology	- use computers - use firefighting and emergency response equipment and application techniques

Packaging Rules

12 units of competency are required for this qualification including:

- 8 core units
- 4 elective units

Choose a minimum of 2 elective units from the lists below.
Choose the remaining 2 units from either the lists below, or elsewhere within this training package, or another endorsed training package, or accredited course.
All elective units selected from outside this qualification must be selected from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.
Where a pre-requisite unit is attached to a unit it is identified by this symbol ∟.
The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.

Code	Core Units
PUAFIR302B	Suppress urban fire ∟ HLTFA311A Apply first aid ∟ PUAFIR203B Respond to urban fire ∟ PUAFIR207B Operate breathing apparatus open circuit ∟ PUAFIR215 Prevent injury
PUAFIR308B	Employ personal protection at a hazardous materials incident ∟ PUAFIR207B Operate breathing apparatus open circuit ∟ PUAFIR215 Prevent injury
PUAFIR309B	Operate pumps ∟PUAEQU001B Prepare, maintain and test response equipment ∟ PUAFIR215 Prevent injury (Fire sector specific) And one of the following four units ∟ PUAFIR218 Respond to isolated structure fire ∟ PUAFIR215 Prevent injury OR ∟ PUAFIR203B Respond to urban fire ∟ PUAFIR207B Operate breathing apparatus open circuit ∟ PUAFIR215 Prevent injury

	OR
	
	∟ PUAFIR204B Respond to wildfire
	
	    ∟ PUAFIR215 Prevent injury
	
	OR
	
	∟ PUAFIR205B Respond to aviation incident (specialist)
	
	    ∟ PUAFIR203B Respond to urban fire
	
	        ∟ PUAFIR207B Operate breathing apparatus open circuit
	
	            ∟ PUAFIR215 Prevent injury

PUAFIR320	Render hazardous materials incidents safe ∟ PUAFIR215 Prevent injury
PUAOHS002B	Maintain safety at an incident site ∟ PUAFIR215 Prevent injury (Fire sector specific)
PUAVEH001B	Drive vehicles under operational conditions
HLTFA311A	Apply first aid
HLTFA404C	Apply advanced resuscitation techniques
Group A General Elective Units	
PUACOM005B	Foster a positive organisational image in the community ∟ PUATEA004D Work effectively in a public safety organisation (Fire sector specific)
PUACOM006B	Plan and conduct a public awareness program ∟ PUACOM005B Foster a positive organisational image in the community (Fire sector specific) ∟ PUATEA004D Work effectively in a public safety organisation (Fire sector specific)
PUAFIR301B	Undertake community safety activities
PUAFIR303B	Suppress wildfire ∟ PUAFIR204B Respond to wildfire

	∟ PUAFIR215 Prevent injury
PUAFIR304B	Respond to marine emergencies ∟ PUAFIR207B Operate breathing apparatus open circuit ∟ PUAFIR215 Prevent injury

PUAFIR305B	Respond to aviation incidents (general)
	
	∟ PUAFIR218 Respond to isolated structure fire
	
	    ∟ PUAFIR215 Prevent injury
	
	OR
	
	∟PUAFIR203B Respond to urban fire
	
	    ∟ PUAFIR207B Operate breathing apparatus open circuit
	
	        ∟ PUAFIR215 Prevent injury

PUAFIR311B	Dispatch rappel personnel and equipment from a helicopter ∟ PUAFIR212B Rappel from helicopter ∟ PUAFIR209B Work safely around aircraft
PUAFIR312B	Operate aerial ignition equipment in an aircraft ∟ PUAFIR209B Work safely around aircraft
PUAFIR313B	Operate aviation support equipment ∟ PUAFIR209B Work safely around aircraft
PUAFIR314B	Utilise installed fire safety systems ∟ PUAFIR206B Check installed fire safety systems
PUAFIR315B	Navigate from an aircraft ∟ PUAFIR209B Work safely around aircraft (Fire sector specific)
PUAFIR316	Identify, detect and monitor hazardous materials at an incident ∟ PUAFIR207B Operate breathing apparatus open circuit ∟ PUAFIR215 Prevent injury
PUAFIR317	Operate aerial appliance ∟ PUAEQU001B Prepare, maintain and test response equipment

	∟ PUAFIR215 Prevent injury (Fire sector specific)
	∟ PUAFIR215 Prevent injury
	∟ PUAVEH001B Drive vehicles under operational conditions
PUAFIR318	Operate specialist appliance
PUALAW002B	Conduct initial investigation at incident scene
PUAOPE014A	Navigate to an incident
PUAOPE020A	Lead a crew
PUASAR018A	Select and maintain canines to be part of a canine search team for USAR incidents
PUASAR019A	Train canines to work in a USAR environment
PUASAR020A	Develop a canine search team for USAR incidents ∟ PUASAR018A Select and maintain canines to be part of a canine search team for USAR incidents ∟ PUASAR019A Train canines to work in a USAR environment ∟ PUASAR023A Participate in an urban search and rescue Category 1 ∟ HLTFA211A Provide basic emergency life support OR ∟ PUAEME001B Provide emergency care ∟ PUAFIR215 Prevent injury (Fire sector specific)
PUASAR021A	Search as part of a canine search team at USAR incidents ∟ PUASAR020A Develop a canine search team for USAR incidents ∟ PUASAR018A Select and maintain canines to be part of a canine search team for USAR incidents ∟ PUASAR019A Train canines to work in a USAR environment ∟ PUASAR023A Participate in an urban search and rescue Category 1 ∟ HLTFA211A Provide basic emergency life support

	OR └ PUAEME001B Provide emergency care └ PUAFIR215 Prevent injury (Fire sector specific)

PUASAR024A	Undertake road crash rescue
	
	└ PUASAR022A Participate in a rescue operation
	
	    └ HLTFA211A Provide basic emergency life support
	
	    OR
	
	    └ PUAEME001B Provide emergency care
	
	        └ PUAFIR215 Prevent injury (Fire sector specific)
	
	And either
	
	└ PUAEME002C Manage injuries at emergency incident
	
	    └ PUAEME001B Provide emergency care
	
	        └ PUAFIR215 Prevent injury (Fire sector specific)
	
	    OR
	
	└ HLTFA311A Apply first aid

PUASAR025A	Undertake confined space rescue
	
	└ PUASAR022A Participate in a rescue operation (Fire Sector specific)
	
	    └ HLTFA211A Provide basic emergency life support
	
	    OR
	
	    └ PUAEME001B Provide emergency care
	
	        └ PUAFIR215 Prevent Injury (Fire sector specific)
	
	└ PUAFIR316 Identify, detect and monitor hazardous materials at an incident
	
	    └ PUAFIR207B Operate breathing apparatus open circuit
	
	        └ PUAFIR215 Prevent injury

PUASAR026A	Undertake industrial and domestic rescue
PUASAR027A	Undertake land search rescue └ PUAFIR215 Prevent injury (Fire sector specific)

PUASAR028A	Undertake rescue from a partial structural collapse
	
	∟ PUASAR023A Participate in an urban search and rescue Category 1
	
	     ∟ HLTFA211A Provide basic emergency life support
	
	     OR
	
	     ∟ PUAEME001B Provide emergency care
	
	          ∟ PUAFIR215 Prevent injury (Fire sector specific)

PUASAR029A	Undertake a complex transport rescue

PUASAR030A	Undertake trench rescue
	
	∟ PUASAR022A Participate in a rescue operation
	
	     ∟ HLTFA211A Provide basic emergency life support
	
	     OR
	
	     ∟ PUAEME001B Provide emergency care
	
	          ∟ PUAFIR215 Prevent injury (Fire sector specific)

PUASAR031A	Undertake an urban search and rescue Category 2
	
	∟ PUASAR023A Participate in an urban search and rescue Category 1
	
	     ∟ HLTFA211A Provide basic emergency life support
	
	     OR
	
	     ∟ PUAEME001B Provide emergency care
	
	          ∟ PUAFIR215 Prevent injury (Fire sector specific)

PUASAR032A	Undertake vertical rescue
	
	∟ PUASAR022A Participate in a rescue operation
	
	     ∟ HLTFA211A Provide basic emergency life support
	
	     OR
	
	     ∟ PUAEME001B Provide emergency care
	
	          ∟ PUAFIR215 Prevent injury (Fire sector specific)

PUASAR034	Undertake swiftwater and floodwater rescue and recovery ∟ PUASAR033 Perform land based swiftwater and floodwater rescue

	and recovery ∟ HLTFA311A Apply first aid
PUATEA002B	Work autonomously ∟ PUATEA001B Work in a team (Fire sector specific)
BSBCMM401A	Make a presentation
HLTFA412A	Apply advanced first aid
TAEDEL301A	Provide work skill instruction

PUA30713 Certificate III in Public Safety (Firefighting Operations)

Modification History

Release	TP version	Comments
2	PUA12 V2.1	Editorial changes.
1	PUA12 V2	Primary release on TGA.

Description

Not applicable.

Pathways Information

Pathways into the qualification
Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at this qualification level, such as:

- after achieving the PUA20713 Certificate II in Public Safety (Firefighting Operations)

Pathways from the qualification
After achieving the PUA30713 Certificate III in Public Safety (Firefighting Operations), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA40313 Certificate IV in Public Safety (Firefighting Supervision)

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA30713 Certificate III in Public Safety (Firefighting Operations) have been reproduced in the table below.
This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.
Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skill	Employability Skills Statement
Communication	• maintain and monitor communication throughout firefighting operations in accordance with organisational procedures • prepare reports, verbal and/or written, and submit to immediate supervisor • provide situation reports (Sitreps) • consult community members and organisations, where appropriate, during the identification and/or inspection process • receive fire details and respond in accordance with organisational procedures
Teamwork	• discuss anticipated situational and environmental hazards with rescue team members while on approach • identify hazards to self and others and take appropriate action to safeguard against injury • work as a member of a team under limited supervision • work with others at a scene, which may include organisational personnel, personnel from other organisations, general public
Problem solving	• interpret weather signs to predict local conditions • monitor equipment and take appropriate action to ensure efficiency of operation, in accordance with organisational procedures • report and act upon changes to fire condition, within limits of responsibility, to determine firefighting tactics
Initiative and enterprise	• continually monitor fire and significant changes affecting the status of the fire and report the effectiveness of selected firefighting strategies in accordance with organisational procedures • identify potential situational and environmental hazards to self and others and report to supervisor

Planning and organising	- conduct inspections to provide for relevant information for pre incident planning - conduct risk reduction activities in accordance with organisational procedures - implement maintenance procedures to ensure equipment is serviceable, in accordance with organisational requirements - site and position equipment to support operations in accordance with organisational requirements
Self-management	- ensure personal safety is maintained - remain calm under pressure - undertake duties in line with organisational health and safety codes of practice and relevant legislation
Learning	recognise personal capabilities and limitations and report to supervisor
Technology	- use computers - use firefighting and emergency response equipment and application techniques

Packaging Rules

12 units of competency are required for this qualification including:

- 3 core units
- 9 elective units

Choose a minimum of 7 elective units from the lists below, of which at least one must be chosen from Group A.
Choose the remaining 2 elective units from either the lists below, or elsewhere in this training package, or another endorsed training package, or accredited course.
Only one elective unit may be chosen from the Group B list.
Only two elective units may be chosen from the Group C list.
All elective units selected from outside this qualification must be from a qualification level of Certificate II or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.
Where a pre-requisite unit is attached to a unit it is identified by this symbol ∟.
The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.

Code	Core Units
PUAFIR309B	Operate pumps ∟ PUAEQU001B Prepare, maintain and test response equipment ∟ PUAFIR215 Prevent injury (Fire sector specific) And one of the following four units ∟ PUAFIR218 Respond to isolated structure fire ∟ PUAFIR215 Prevent injury OR ∟ PUAFIR203B Respond to urban fire ∟ PUAFIR207B Operate breathing apparatus open circuit ∟ PUAFIR215 Prevent injury OR ∟ PUAFIR204B Respond to wildfire ∟ PUAFIR215 Prevent injury OR ∟ PUAFIR205B Respond to aviation incident (specialist) ∟ PUAFIR203B Respond to urban fire ∟ PUAFIR207B Operate breathing apparatus open

	circuit └ PUAFIR215 Prevent injury
PUAOHS002B	Maintain safety at an incident site └ PUAFIR215 Prevent injury (Fire sector specific)
PUATEA002B	Work autonomously └ PUATEA001B Work in a team (Fire sector specific)
Elective Units Group A	
PUAFIR302B	Suppress urban fire └ HLTFA311A Apply first aid └ PUAFIR203B Respond to urban fire └ PUAFIR207B Operate breathing apparatus open circuit └ PUAFIR215 Prevent injury
PUAFIR303B	Suppress wildfire └ PUAFIR204B Respond to wildfire └ PUAFIR215 Prevent injury
Elective Units Group B	
HLTFA302C	Provide first aid in remote situation
HLTFA404C	Apply advanced resuscitation techniques
Elective Units Group C	
AHCARB205A	Operate and maintain chainsaws
FPIFGM3212	Fall trees manually (intermediate)
FPIFGM3213	Fall trees manually (advanced)
FPICOT2239A	Trim and cut felled trees
Elective Units Group D	
PUACOM005B	Foster a positive organisational image in the community └ PUATEA004D Work effectively in a public safety organisation

	(Fire sector specific)
PUACOM006B	Plan and conduct a public awareness program ∟ PUACOM005B Foster a positive organisational image in the community(Fire sector specific) 　　∟ PUATEA004D Work effectively in a public safety organisation (Fire sector specific)
PUAFIR301B	Undertake community safety activities
PUAFIR304B	Respond to marine emergencies ∟ PUAFIR207B Operate breathing apparatus open circuit 　　∟ PUAFIR215 Prevent injury
PUAFIR305B	Respond to aviation incidents (general) ∟ PUAFIR218 Respond to isolated structure fire 　　∟ PUAFIR215 Prevent injury OR ∟ PUAFIR203B Respond to urban fire 　　∟ PUAFIR207B Operate breathing apparatus open circuit 　　　　∟ PUAFIR215 Prevent injury
PUAFIR308B	Employ personal protection at a hazardous materials incident ∟ PUAFIR207B Operate breathing apparatus open circuit 　　∟ PUAFIR215 Prevent injury
PUAFIR311B	Dispatch rappel personnel and equipment from a helicopter ∟ PUAFIR212B Rappel from helicopter 　　∟ PUAFIR209B Work safely around aircraft
PUAFIR312B	Operate aerial ignition equipment in an aircraft ∟ PUAFIR209B Work safely around aircraft
PUAFIR313B	Operate aviation support equipment ∟ PUAFIR209B Work safely around aircraft
PUAFIR314B	Utilise installed fire safety systems

	∟ PUAFIR206B Check installed fire safety systems
PUAFIR315B	Navigate from an aircraft
	∟ PUAFIR209B Work safely around aircraft (Fire sector specific)
PUAFIR316	Identify, detect and monitor hazardous materials at an incident
	∟ PUAFIR207B Operate breathing apparatus open circuit
	∟ PUAFIR215 Prevent injury
PUAFIR317	Operate aerial appliance
	∟ PUAEQU001B Prepare, maintain and test response equipment
	∟ PUAFIR215 Prevent injury (Fire sector specific)
	∟ PUAFIR215 Prevent injury
	∟ PUAVEH001B Drive vehicles under operational conditions
PUAFIR318	Operate specialist appliance
PUAFIR319	Take local weather observations
PUAFIR320	Render hazardous materials incidents safe
	∟ PUAFIR215 Prevent injury
PUAFIR321	Operate heavy plant in fire control operations
PUAFIR322	Push trees with machines in forest fire control operations
PUALAW002B	Conduct initial investigation at incident scene
PUAOPE014A	Navigate to an incident
PUAOPE020A	Lead a crew

PUASAR024A	Undertake road crash rescue ∟ PUASAR022A Participate in a rescue operation 　　　∟ HLTFA211A Provide basic emergency life support OR 　　　∟PUAEME001B Provide emergency care 　　　　　∟ PUAFIR215 Prevent injury (Fire sector specific) And either ∟ PUAEME002C Manage injuries at emergency incident 　　　∟ PUAEME001B Provide emergency care 　　　　　∟ PUAFIR215 Prevent injury (Fire sector specific) OR ∟ HLTFA311A Apply first aid
PUASAR025A	Undertake confined space rescue ∟ PUASAR022A Participate in a rescue operation (Fire sector specific) 　　　∟ HLTFA211A Provide basic emergency life support 　　　OR 　　　∟PUAEME001B Provide emergency care 　　　　　∟ PUAFIR215 Prevent Injury (Fire sector specific) ∟ PUAFIR316 Identify, detect and monitor hazardous materials at an incident (Fire sector specific) 　　　∟ PUAFIR207B Operate breathing apparatus open circuit 　　　　　∟ PUAFIR215 Prevent injury
PUASAR026A	Undertake industrial and domestic rescue
PUASAR028A	Undertake rescue from a partial structural collapse ∟ PUASAR023A Participate in an urban search and rescue Category 1 　　　∟ HLTFA211A Provide basic emergency life support 　　　OR

	∟PUAEME001B Provide emergency care ∟ PUAFIR215 Prevent injury (Fire sector specific)
PUASAR029A	Undertake a complex transport rescue
PUASAR030A	Undertake trench rescue ∟ PUASAR022A Participate in a rescue operation ∟ HLTFA211A Provide basic emergency life support OR ∟PUAEME001B Provide emergency care ∟ PUAFIR215 Prevent injury (Fire sector specific)
PUASAR031A	Undertake an urban search and rescue Category 2 ∟ PUASAR023A Participate in an urban search and rescue Category 1 ∟ HLTFA211A Provide basic emergency life support OR ∟PUAEME001B Provide emergency care ∟ PUAFIR215 Prevent injury (Fire sector specific)
PUASAR032A	Undertake vertical rescue ∟ PUASAR022A Participate in a rescue operation ∟ HLTFA211A Provide basic emergency life support OR ∟PUAEME001B Provide emergency care ∟ PUAFIR215 Prevent injury (Fire sector specific)
PUASAR034	Undertake swiftwater and floodwater rescue and recovery ∟ PUASAR033 Perform land based swiftwater and floodwater rescue and recovery ∟ HLTFA311A Apply first aid
PUAVEH001B	Drive vehicles under operational conditions
CPPSIS3011A	Apply map presentation principles

CPPSIS3015A	Collect basic spatial data
FPIFGM3215	Perform complex 4x4 operations
HLTFA311A	Apply first aid
TAEDEL301A	Provide work skill instruction

PUA31312 Certificate III in Public Safety (Aquatic Search and Rescue)

Modification History

Release	TP version	Comments
3	PUA12 V2.1	Imported units updated.
2	PUA12 V2	Imported units updated
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA31310. Packaging rules wording revised, imported units updated. Equivalent.

Description

Not applicable.

Pathways Information

Pathways into the qualification
Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at this qualification level, such as:

- after achieving the PUA21012 Certificate II in Public Safety (Aquatic Rescue)
- working in a lifesaver, lifeguard, first responder or marine rescue role
- with vocational experience in beach or marine safety and first responder roles.

Pathways from the qualification
After achieving the PUA31312 Certificate III in Public Safety (Aquatic Search and Rescue), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA41112 Certificate IV in Public Safety (Community Safety)
- PUA42612 Certificate IV in Public Safety (Aquatic Search and Rescue Management).
-

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA31312 Certificate III in Public Safety (Aquatic Search and Rescue) have been reproduced in the table below.
This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

Employability Skill	Employability Skills Statement
Communication	- accurately record the details of casualties' condition, treatment and response to treatment in line with organisation's procedures - communicate, which may include Auslan gestures; calming and reassuring a casualty; face-to-face; facsimile; feedback of information; landline and mobile telephone; pamphlets translated into other languages; radio; signalling systems; using interpreters - record vital signs in planning treatment and report as appropriate - relay instructions clearly, concisely and accurately and obtain confirmation of understanding - use clear concise and appropriate language in all communications to client, assignment and organisation's requirements - use established communication pathways for routine and non-routine communication - use questioning, learning and summarising skills to establish client needs - write reports
Teamwork	- assist members of other emergency services - contribute to maintaining safety of other work group members - have knowledge of the composition of team and the roles and responsibilities of team members - move a casualty, which may be as part of a team - establish issues affecting safety of self and other personnel by identifying hazards and assessing risks - obtain search operation information and task information, and discuss with team members - participate in group discussions and informal meetings
Problem solving	apply fault finding techniques

	▸ assess the movement of a casualty to a safer location by scene assessment, visual inspections, planning reviews, recognising hazard warnings, interviewing others at the scene
	▸ employ alternative communication strategies
	▸ identify hazards to self and others and take appropriate action to safeguard against injury
	▸ provide emergency care pending the arrival of appropriately qualified personnel
	▸ seek expert advice
Initiative and enterprise	▸ assess extent and nature of emergency care required
	▸ assist work group members in danger in accordance with standard operating procedures, ensuring personal safety is maintained
	▸ immediately report any changes in situation and/or conditions to designated person
	▸ improvise techniques where there is limited access to equipment
	▸ monitor, assess and amend treatment and management plan in response to changes in condition of the casualty and/or environment
Planning and organising	▸ assess extent and nature of initial emergency care required
	▸ select and check personal protective clothing and equipment according to organisational procedures to ensure it is operational prior to entry into incident situation
	▸ select and check search equipment for serviceability, and store/pack it for use
	▸ use equipment according to casualty's condition, availability and to organisation's procedures
	▸ use search formation or grids to locate missing persons or objects
Self-management	▸ establish issues affecting safety of self and other personnel by identifying hazards and assessing risks
	▸ implement hazard control and mitigation measures with minimum damage to the environment, while maintaining safety of self and others
	▸ maintain knowledge of legal and ethical issues in pre-hospital care and knowledge of current practices and procedures in emergency care
	▸ maintain universal hygiene precautions
	▸ maintain water and food intake, rest breaks and shelter

	requirements
	▸ recognise impact of own actions on safety of others
	▸ remain calm under pressure
	▸ undertake duties in line with organisational health and safety codes of practice and relevant legislation
Learning	▸ learn about current practices and procedures in emergency care
	▸ maintain knowledge in managing identified injuries in line with approved emergency care
	▸ recognise and refer personal capabilities and limitations to the team leader
	▸ recognise and report symptoms of operational stress
Technology	▸ identify hazards by accessing databases
	▸ operate first aid equipment
	▸ use communication systems and equipment
	▸ use hazard control equipment such as atmospheric monitoring equipment; meteorological equipment; radiation monitoring equipment
	▸ use search equipment such as radio communications equipment; information technology systems; mobile telephone; radio; signalling systems

Packaging Rules

11 units of competency are required for this qualification including:

- 6 core units
- 5 elective units

Choose a minimum of 3 elective units from the list below.
Choose the remaining 2 elective units from either the elective list below or elsewhere within this training package or another endorsed training package or accredited course.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.
Where a pre-requisite unit is attached to a unit it is identified by this symbol ∟.
The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.

Code	Core Units
PUACOM001C	Communicate in the workplace
PUAOHS002B	Maintain safety at an incident scene
PUAOPE013A	Operate communications systems and equipment
PUASAR011C	Search as a member of an aquatic search team
PUATEA004D	Work effectively in a public safety organisation
HLTFA311A	Apply first aid
Code	**Elective Units**
PUACOM002B	Provide services to clients
PUAEME003C	Administer oxygen in an emergency situation ∟ PUAEME001B Provide emergency care
PUAEME004A	Provide emergency care for suspected spinal injury ∟ HLTFA211A Provide basic emergency life support OR ∟ HLTFA311A Apply first aid
PUAEME005A	Provide pain management ∟ HLTFA211A Provide basic emergency life support

	OR ∟ HLTFA311A Apply first aid
PUAEMR026	Treat operational risk ∟ PUAEMR027 Assess operational risk
PUAEMR027	Assess operational risk
PUAEQU001B	Prepare, maintain and test response equipment
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOPE009C	Navigate in an aquatic environment
PUAOPE010C	Operate an automated external defibrillator in an emergency ∟ PUAEME001B Provide emergency care OR ∟ HLTFA211A Provide basic emergency life support
PUAOPE012A	Control a Level 1 incident
PUAOPE027A	Undertake beach safety management activities
PUAPOLIM002A	Promote public safety objectives by liaison with a culturally specific community
PUASAR014A	Operate and maintain a small powercraft and motor for rescue operations
PUASAR015A	Crew small powercraft in a rescue operation
PUASAR016A	Operate and maintain a personal water craft for rescue operations
PUASAR017A	Undertake advanced surf rescue ∟ PUACOM001C Communicate in the workplace ∟ PUASAR012C Apply surf awareness and self-rescue skills ∟ PUASAR013A Participate in an aquatic rescue operation
PUASES012A	Work as a team member in an emergency operations centre

PUATEA002B	Work autonomously
PUAVEH001B	Drive vehicles under operational conditions
BSBFLM312C	Contribute to team effectiveness
HLTFA302B	Provide first aid in remote situation
HLTFA412A	Apply advanced first aid
HLTFA404C	Apply advanced resuscitation techniques
PMAOHS214B	Undertake helicopter safety and escape
SISCAQU202A	Perform basic water rescues
SISCAQU306A	Supervise clients at an aquatic facility or environment
SISCAQU307A	Perform advanced water rescues
SISCAQU312A	Assist participants with a disability during aquatic activities

PUA31412 Certificate III in Public Safety (Community Safety)

Modification History

Release	TP version	Comments
3	PUA12 V2.1	Imported units updated.
2	PUA12 V2	Imported units updated
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA31404. Packaging rules wording revised, imported units updated. Equivalent.

Description

Not applicable.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for PUA31412 Certificate III in Public Safety
(**Community Safety**)
Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA31412
Certificate III in Public Safety (Community Safety) have been reproduced in the table below.
This table provides an example of Employability Skills for the qualification because
Employability Skills within a qualification will vary depending on the qualification packaging
options.

Employability Skill	Employability Skills Statement
Communication	- adopt a calm, caring and reassuring manner in interaction with the casualty and others - communicate with stakeholders and convey information, which may include clarifying, listening, paraphrasing, questioning, summarising - exercise courtesy, consideration and sensitivity at all times with the client - give and receive instructions - interact with people internally and externally through verbal, non verbal and written communications in the workplace and follow verbal and written workplace instructions - make notes of observations - provide and receive feedback in a constructive manner - read and understand the organisation's plans, policies and procedures - use language in all communications which is clear, concise and appropriate to client, assignment and organisation's requirements - use non verbal communication which is positive, culturally appropriate and tailored to the audience - use skills to follow instructions/directives and to report information
Teamwork	- apply interpersonal skills - assist members of other emergency services - attend and contribute to work related meetings and workplace committees - participate in group discussions and informal meetings - promote cooperation

	• recognise and access contribution of individuals of different ages, gender, and social and cultural backgrounds • seek peer support when required • suggest and debate practical consultation and decision making strategies • work effectively with other personnel in the organisation
Problem solving	• assess moving casualty to a safer location • identify and communicate additional or specific resource requirements • identify hazards to self and others and take appropriate action to safeguard against injury • monitor and assess treatment, and appropriately amend the management plan in response to changes in condition of the casualty and/or environment • operate within local supervisory/management responsibility and apply known solutions to a variety of predictable problems • provide emergency care pending the arrival of appropriately qualified personnel • recognise and resolve problems and conflict • rectify and/or report first aid equipment faults • use the organisation's policies and procedures
Initiative and enterprise	• make initial assessment of extent and nature of emergency care required • monitor treatment • use information such as characteristics of natural, local and built environments, demographics (population distribution, social, cultural, health status and education data), economic activity reports and government reports • use improvised techniques, when limited access to equipment necessitates
Planning and organising	• accurately record details of casualties' condition, treatment and response to treatment in line with organisation's procedures • assess work load and set priorities within allocated timeframes • compare calculated level of risk to the established risk evaluation criteria and determine to be acceptable or unacceptable in consultation with the supervisor • determine scope and focus of a feasible emergency risk management project • evaluate treatment plans to determine residual risk following

	implementation
	• identify factors affecting work requirements, assess impact and take appropriate action to ensure work requirements are met
	• monitor, review and record effectiveness and efficiency of the treatment plan, in accordance with organisational policies and procedures, to ensure compliance and validity
	• use equipment according to casualty's condition, availability and to organisation's procedures
Self-management	• apply knowledge of current practices and procedures in emergency care
	• apply knowledge of legal and ethical issues in pre-hospital care
	• conduct oneself at all times in accordance with organisation's policies, procedures and standards
	• develop and maintain own expertise
	• identify training and development needs relevant to the area of work
	• maintain universal hygiene precautions
	• maintain work effectiveness
	• manage own work
	• monitor own work
	• observe designated dress codes
	• participate in programs to ensure level of expertise meets organisation's requirements
	• recognise and manage signs of personal stress
	• recognise level of well being necessary to perform work effectively
	• remain calm under pressure
	• voice personal view to the review process
Learning	• learn about assessment of casualty, in accordance with organisation's procedures
	• learn about culture, diversity and history of communities, environments and associated concerns, issues and sensitivities
	• learn about current practices and procedures in emergency care
	• learn about group dynamics
	• learn about perception of risks
	• learn about strategies for resolving conflict
Technology	• analyse information
	• operate first aid equipment

	- represent mathematical ideas in appropriate format - use information technology effectively - use technology such as monitoring and assessment resources - use technology, which may include specified methods or tools for examining any available data, such as audit results/incident reports

Packaging Rules

12 units of competency are required for this qualification including:

- 3 core units
- 9 elective units

Choose 3 elective units from the Group A list below.
Choose a minimum of 4 elective units from the Group B list of elective units below.
Choose the remaining 2 elective units from either the Group B elective list below or elsewhere within this training package or another endorsed training package, or accredited course.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.

Code	Core Units
PUACOM001C	Communicate in the workplace
PUACOM002B	Provide services to clients
PUATEA004D	Work effectively in a public safety organisation

Code	Elective Units
Group A	
PUACOM014B	Contribute to community safety
OR	
PUAFIR208B	Participate in community safety activities
PUACOM015B	Conduct community safety activities ∟PUATEA004D Work effectively in a public safety organisation
OR	
PUAFIR301B	Undertake community safety activities
PUAEME001B	Provide emergency care
PUAEME002C	Manage injuries at emergency incident ∟PUAEME001B Provide emergency care

PUAEMR008B	Contribute to an emergency risk management process
PUAEMR026	Treat operational risk ∟ PUAEMR027 Assess operational risk
PUAEMR027	Assess operational risk
PUAFIR206B	Check installed fire safety systems
PUAFIR314B	Utilise installed fire safety systems ∟ PUAFIR206B Check installed fire safety systems
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOHS002B	Maintain safety at an incident scene
PUAPOLIM002A	Promote public safety objectives by liaison with a culturally specific community
PUAWER001B	Identify, prevent and report potential workplace emergency situations
PUAWER004B	Respond to workplace emergencies
PUAWER008B	Confine small workplace emergencies
Group B	
PUACOM005B	Foster a positive organisational image in the community
PUACOM006B	Plan and conduct a public awareness campaign
PUACOM011B	Develop community awareness networks
PUACOM012B	Liaise with media at a local level
PUALAW001B	Protect and preserve incident scene
PUALIO002B	Provide local community, cultural and geographic information to other agencies and tourists
PUAPOLIM003A	Provide interpreting and translating services
PUATEA001B	Work in a team

PUATEA002B	Work autonomously
PUATEA005A	Manage own professional performance
AHCCCF413A	Service committees
CHCCD401E	Support community participation
CHCCD413E	Work within specific communities
CHCGROUP302D	Support group activities
CHCYTH301D	Work effectively with young people
SITXMPR402	Create a promotional display or stand
TAEDEL301A	Provide work skill instruction

PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations)

Modification History

Release	TP version	Comments
3	PUA12 V2.1	Imported units updated.
2	PUA12 V2	Imported units updated.
1.1	PUA12 v1.1	Packaging rules corrected.
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA33010. Packaging rules wording revised, imported units updated, elective groupings changed. Equivalent.

Description

Not applicable.

Pathways Information

Pathways into the qualification

Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at this qualification level, such as:

- after achieving the PUA21012 Certificate II in Public Safety (Aquatic Rescue)
- working in an emergency communications centre operations role
- with vocational experience in emergency communications centre operations roles

Pathways from the qualification

After achieving the PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA31312 Certificate III in Public Safety (Aquatic Search and Rescue)
- PUA42712 Certificate IV in Public Safety (Emergency Communications Centre Operations)
- PUA41012 Certificate IV in Public Safety (Leadership)
- PUA41112 Certificate IV in Public Safety (Community Safety)
-

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations)
Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations) have been reproduced in the table below.
This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

Employability Skill	Employability Skills Statement
Communication	- control the conversation to ensure necessary information is obtained from the caller - use active listening skills and questioning techniques to clarify issues - use codes, abbreviations, prowords or specialist terminology in the transmission of information
Teamwork	- encourage and acknowledge participation by team members - make contributions to participative arrangements in the workplace (such as occupational health and safety committees team or workgroup meetings) within organisational procedures and scope of responsibilities and competencies - request assistance in the completion of tasks from other team members where appropriate
Problem solving	- identify and communicate difficulties/problem areas to the appropriate person - identify and report faulty equipment in accordance with the organisation's policies and procedures, and employ alternative strategies employed when necessary - make decisions and solve problems to prioritise requests
Initiative and enterprise	- make contributions to identifying team goals and objectives - raise occupational health and safety issues with designated personnel in accordance with workplace procedures and relevant occupational health and safety legislation - understand, acknowledge and accurately represent to others where required, views and opinions of individuals or a group
Planning and organising	prioritise request/s for assistance in accordance with agency protocols and legislation where required

	• receive, record and relay information • summarise and communicate information using clear and appropriate language, in accordance with the organisation's policies and procedures
Self-management	• maintain readiness in periods of low operational activity • manage stress • respond calmly to multiple demands in high operational activity
Learning	• learn about communication protocols • learn about the meaning of occupational health and safety signs and symbols relevant to area of work • learn about the types of emergencies (with regards to relevant legislation)
Technology	• effectively use telephony equipment, radios, computer systems and associated software • use equipment designed to receive incoming incident calls/enquiries in accordance with the organisation's and supplier's procedures • use equipment relating to incident/information management

Packaging Rules

11 units of competency are required for this qualification including:

- 3 core units
- 8 elective units

Choose a minimum of 6 elective units from the list below.
Choose the remaining 2 elective units from either the elective list below or elsewhere within this training package or another endorsed training package, or accredited course.
Only one unit may be chosen from the Group A elective list.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.
Where a pre-requisite unit is attached to a unit it is identified by this symbol ⌐.
The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.

Code	Core Units
PUACOM001C	Communicate in the workplace
PUAECO001A	Operate telephony systems
PUAECO002A	Process emergency incident calls and enquiries
PUAECO003A	Operate and control radio networks
PUAECO004A	Operate computer aided dispatch system
PUAECO005A	Dispatch resources from within an emergency communications centre
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUATEA001B	Work in a team
Code	**Elective Units**
Group A	
PUAEME001B	Provide emergency care
HLTFA211A	Provide basic emergency life support
Code	**Elective Units**
Group B	

PUAECO006A	Read and interpret maps
PUAECO007A	Respond to and maintain monitored alarm systems
PUAECO008A	Receive and action notification of uncontrolled hazardous materials situations ∟ PUAECO001A Operate telephony systems
PUAFIR215	Prevent injury
PUAOPE013A	Operate communications systems and equipment
PUASES012A	Work as a team member in an emergency operations centre
PUATEA002B	Work autonomously
PUATEA004D	Work effectively in a public safety organisation

PUA33112 Certificate III in Public Safety (Biosecurity Response Operations)

Modification History

Release	TP version	Comments
2	PUA12 V2.1	Imported units updated.
1	PUA12 V1	New qualification.

Description

Not applicable.

Pathways Information

Pathways into the qualification
There are no pre requisites for entering this qualification. This qualification is open to any candidate who has worked in or is likely to work in biosecurity response; either in a field or operations centre role.

Pathways from the qualification
After achieving the PUA33112 Certificate III in Public Safety (Biosecurity Response Operations), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA42912 Certificate IV in Public Safety (Biosecurity Response Leadership)
- PUA52412 Diploma of Public Safety (Biosecurity Response Management).
-

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA33112 Certificate III in Public Safety (Biosecurity Response Operations) have been reproduced in the table below.
This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.
Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skill	Employability Skills Statement
Communication	• control the conversation to ensure necessary information is obtained from the caller • use active listening skills and questioning techniques to clarify issues • use codes, abbreviations, prowords or specialist terminology in the transmission of information
Teamwork	• encourage and acknowledge participation by team members • make contributions to participative arrangements in the workplace (such as occupational health and safety committees team or workgroup meetings) within organisational procedures and scope of responsibilities and competencies • request assistance in the completion of tasks from other team members where appropriate
Problem solving	• identify and communicate difficulties/problem areas to the appropriate person • identify and report faulty equipment in accordance with the organisation's policies and procedures, and employ alternative strategies employed when necessary • make decisions and solve problems to prioritise requests
Initiative and enterprise	• make contributions to identifying team goals and objectives • raise occupational health and safety issues with designated personnel in accordance with workplace procedures and relevant occupational health and safety legislation • understand, acknowledge and accurately represent to others where required, views and opinions of individuals or a group
Planning and	• prioritise request/s for assistance in accordance with agency

organising	protocols and legislation where required
	• receive, record and relay information
	• summarise and communicate information using clear and appropriate language, in accordance with the organisation's policies and procedures
Self -management	• maintain readiness in periods of low operational activity
	• manage stress
	• respond calmly to multiple demands in high operational activity
Learning	• learn about communication protocols
	• learn about the meaning of occupational health and safety signs and symbols relevant to area of work
	• learn about the types of emergencies (with regards to relevant legislation)
Technology	• effectively use telephony equipment, radios, computer systems and associated software
	• use equipment designed to receive incoming incident calls/enquiries in accordance with the organisation's and supplier's procedures
	• use equipment relating to incident/information management

Packaging Rules

10 units of competency are required for this qualification including:

- 4 core units
- 6 elective units

Choose 1 elective unit from the Group A list below.
Choose a minimum of 2 elective units from the Group B list below.
Choose the remaining 2 elective units from either the Group B elective list below, or elsewhere within this training package, or another endorsed training package or accredited course.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Although some units within this qualification have pre-requisite units (in a fire context), those pre-requisites are not required for this qualification.

Code	Core Units
PUACOM001C	Communicate in the workplace
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUATEA001B	Work in a team
AHCBIO301A	Work effectively in an emergency disease or pest plant response
Code	**Elective Units**
Group A	
PUACOM003B	Manage information
PSPGOV307B	Organise workplace information
Code	**Elective Units**
Group B	
PUAECO006A	Read and interpret maps
PUAEQU001B	Prepare, maintain and test response equipment
PUAFIR209B	Work safely around aircraft
PUAOHS002B	Maintain safety at an incident scene
PUAOPE013A	Operate communications systems and equipment

PUAOPE015A	Conduct briefings and debriefings
PUAOPE020A	Lead a crew
PUASES012A	Work as a team member in an emergency operations centre
PUAVEH001B	Drive vehicles under operational conditions
AHCBIO202A	Follow site quarantine procedures
AHCBIO302A	Identify and report unusual disease or plant pest signs
AHCBIO303A	Carry out emergency disease or plant pest control procedures at infected premises
AHCBIO304A	Carry out movement and security procedures
AHCBIO402A	Carry out field surveillance for a specific emergency disease or plant pest
AHCNAR302A	Collect and preserve biological samples
PSPGOV417A	Identify and treat risks

PUA40112 Certificate IV in Public Safety (Aboriginal or Torres Strait Islander Community Policing)

Modification History

Release	TP version	Comments
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA40110. Packaging rules wording revised, units updated. Equivalent.

Description

Not applicable.

Pathways Information

Pathways into the qualification
In the public safety industry, qualification pathways depend on a range of factors specific to each industry such as organisational/agency structure, promotional structure and rank structure.
Liaison and community policing qualifications have been developed to set agreed minimum standards that should be contextualised within the specifics of each jurisdiction/agency/ organisational policy and procedure.
Pathways for candidates considering this qualification may include:

- achievement of the PUA30112 Certificate III in Public Safety (Aboriginal or Torres Strait Islander Community Policing)
- appropriate vocational experience in a range of environments providing liaison services between communities and others or in providing support services to communities
- appropriate experience working as a volunteer
- appropriate experience participating in community activities

Pathways from the qualification
After achieving the PUA40112 Certificate IV in Public Safety (Aboriginal or Torres Strait Islander Community Policing), candidates may undertake a range of qualifications relevant to their role. Pathways for candidates considering this qualification may include to:

- commence the PUA50212 Diploma of Public Safety (Policing)
- undertake community/policing related qualifications

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.

Employability Skills statements from a selection of units of competency from the PUA40112 Certificate IV in Public Safety (Aboriginal or Torres Strait Islander Community Policing) have been reproduced in the table below.

This table provides an example of Employability Skills for the qualification as Employability Skills within a qualification will vary depending on the qualification packaging options. Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skill	Employability Skills Statement
Communication	‣ interact with others effectively ‣ legitimately collect and document relevant information ‣ provide information to other organisations in a clear, concise and comprehensive manner
Teamwork	‣ minimise workplace risks to self, colleagues and the public ‣ provide encouragement, support and advice to personnel as required ‣ mentor people as required
Problem solving	‣ explore possible resolutions or compromises ‣ readily identify and critically evaluate problems and barriers to resolution and develop and plan a range of response options ‣ resolve conflict
Initiative and enterprise	‣ analyse, note and disseminate features particular to a patrol area ‣ correctly analyse emergent situations and take appropriate actions, including requests for further assistance ‣ regularly use self-assessment and reflection in practice to monitor performance against established standards and to accurately identify personal strengths and weaknesses
Planning and organising	‣ involve other community groups/organisations when opportune, to help reach a solution ‣ note and file outcomes of the proceedings and complete reports where required according to organisation requirements ‣ plan and implement personal improvement plans
Self-management	‣ assess competing demands and organise within time constraints to achieve individual, team and organisational priorities ‣ maintain an acceptable demeanour (in relation to issues such as

	appearance, confidence, deportment, dress standard) ▸ organise and manage time effectively
Learning	▸ learn about acceptable/non-acceptable behaviour and practices ▸ learn about professional standards ▸ learn about the rules of evidence
Technology	▸ manage computers and information ▸ select appropriate equipment

Packaging Rules

7 units of competency are required for this qualification including:

- 7 core units

Code	Core Units
PUACOM007B	Liaise with other organisations
PUALAW003B	Give evidence in a judicial or quasi-judicial setting
PUAPOLGD002A	Apply policing methods
PUAPOLGD003A	Undertake initial police investigation
PUAPOLGD009A	Manage involvement in the judicial process
PUAPOLGD011A	Manage personal and ethical performance
PUAPOLIM006A	Enhance status as a role model in an Aboriginal or Torres Strait Islander community

---

NOTE

Information about customising PUA12 Public Safety Training Package qualifications in the Customisation of Qualifications section.

PUA40212 Certificate IV in Public Safety (SES Leadership)

Modification History

Release	TP version	Comments
2	PUA12 V2.1	Imported units updated.
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA40210. Packaging rules wording revised, imported units updated. Equivalent.

Description

Not applicable.

Pathways Information

Pathways into the qualification and pathways from the qualification
Within the SES sector, pathways into and from qualifications are based on organisational requirements and capabilities, as well as the requirement to meet unit of competency pre-requisites.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA40212 Certificate IV in Public Safety (SES Leadership) have been reproduced in the table below. This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.
Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skill	Employability Skills Statement
Communication	- check team members' understanding of objectives and standards - communicate objectives and required standards - consult team members about implementing new work practices - encourage discussion, analyses and evaluation by personnel of their anticipated or actual roles in the activity they are in - interview - make presentations at community group gatherings, special interest forums, other organisation forums, community events and festivals - present information in a format suitable for analysis, interpretation and dissemination - present information, which may include routine and complex reports and submissions, briefing notes, ministerials, proposals, project plans, articles and promotional material - provide regular constructive feedback on all aspects of work performance - provide team members with up-to-date information - refer non-routine requests for information to an appropriate person
Teamwork	- acknowledge contributions to team operations - apply interpersonal skills - consult team members - encourage and support team members - improve performance of teams and individuals - inform relevant personnel involved in the activity of debriefing requirements

Employability Skill	Employability Skills Statement
	▸ lead and supervise individuals and teams ▸ maintain a team ▸ manage and develop individuals and teams ▸ use coaching and mentoring as development tools ▸ use team members' skills
Problem solving	▸ allocate resources to facilitate required outcomes ▸ apply conflict resolution and negotiation techniques ▸ follow up brief/debrief actions, which may include addressing issues identified ▸ identify, analyse and develop solutions for difficulties in achieving required outcomes ▸ manage difficulties to achieve positive outcomes ▸ review activity against the policies, practices and training of the organisation to identify any discrepancies ▸ review information held by the organisation to determine suitability and accessibility ▸ use problem solving
Initiative and enterprise	▸ identify and access required resources in accordance with organisation's policy and procedures ▸ identify brief/debrief follow-up actions and act upon them in a timely manner ▸ prepare plans to obtain information which is not available or accessible within the organisation ▸ report the results of information gathering, analysis and synthesis so they can be input to policy development and organisation decision making ▸ select an appropriate location for the brief/debrief
Planning and organising	▸ collect appropriate incident information ▸ determine and identify the information needs of individuals/teams and the sources ▸ develop an action plan to meet individual and team training and development needs ▸ identify and assess training needs of individuals and the team ▸ monitor and evaluate resource usage against targets and organisational standards ▸ plan and prepare a briefing/debriefing in accordance with the

Employability Skill	Employability Skills Statement
	organisation's policy and procedures
	▸ store equipment stock and supplies in accordance with organisation's policy and procedures
	▸ summarise and record brief/debrief findings if appropriate in a format suitable for subsequent action by the appropriate personnel
Self-management	▸ collect information that is timely and relevant to the needs of individuals/teams
	▸ participate in conferences
	▸ provide leadership to individuals and teams
	▸ report the results of information gathering, analysis and synthesis within specified time frames and to the standard defined by the organisation
Learning	▸ learn about maintaining records of resource allocation and usage in accordance with relevant legislation and organisational guidelines
	▸ learn about organisation's policies, and organisation's procedures for activity debriefing, practices and training processes in relation to activity
	▸ support and participate in development activities
Technology	▸ analyse, which may include application of statistical methods
	▸ complete mathematical calculations
	▸ know about the organisation's policy, procedures and standards for technology and data associated with management information systems
	▸ operate resource management systems for example, computer database resource lists
	▸ use computer-based tools to produce resource reports
	▸ use management information systems to store and retrieve data for decision making
	▸ use management information systems, which may include computers, communication channels, records management, market trends, registries and file records, basic statistical information

Packaging Rules

12 units of competency are required for this qualification including:

- 5 core units
- 7 elective units

Choose a minimum of 5 elective units from the list below.
Choose the remaining 2 elective units from either the elective lists below, or from elsewhere within this training package, or another endorsed training package, or accredited course.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.
Where a pre-requisite unit is attached to a unit it is identified by this symbol ∟.
The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.

Code	Core Units
PUACOM003B	Manage information
PUACOM005B	Foster a positive organisational image in the community
PUAMAN002B	Administer work group resources
PUAOPE015A	Conduct briefings and debriefings
PUATEA003B	Lead, manage and develop teams
Code	Elective Units
PUAAMS007B	Coordinate search and rescue operations
PUACOM002B	Provide services to clients
PUACOM008B	Develop and organise public safety awareness programs
PUACOM012B	Liaise with media at a local level
PUACOM013B	Administer a local public safety group
PUAEMR030	Manage and evaluate emergency management exercises
PUAEMR031	Design emergency management exercises
PUALAW001B	Protect and preserve incident scene

PUALAW002B	Conduct initial investigation at incident scene
PUALAW003B	Give evidence in a judicial or quasi-judicial setting
PUAPRO001B	Promote a learning environment in the workplace
PUASES010A	Plan, activate and maintain a communications network ∟ PUAOPE013A Operate communications systems and equipment
PUAVEH001B	Drive vehicles under operational conditions
TAEDEL301A	Provide work skill instruction
For the purposes of gaining a qualification the following three units count as one unit*:	
TAEASS401B *	Plan assessment activities and processes
TAEASS301B *	Contribute to assessment
OR	
TAEASS402B *	Assess competence
TAEASS403B *	Participate in assessment validation

PUA40313 Certificate IV in Public Safety (Firefighting Supervision)

Modification History

Release	TP version	Comments
2	PUA12 V2.1	Editorial changes.
1	PUA12 V2	Primary release on TGA.

Description

Not applicable.

Pathways Information

Pathways into the qualification
Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at this qualification level, such as:

- after achieving the PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
- after achieving the PUA30713 Certificate III in Public Safety (Firefighting Operations)

Pathways from the qualification
After achieving the PUA40313 Certificate IV in Public Safety (Firefighting Supervision), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA50513 Diploma of Public Safety (Firefighting Management)
-

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA40313 Certificate IV in Public Safety (Firefighting Supervision) have been reproduced in the table below.
This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.
Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skill	Employability Skills Statement
Communication	• communicate changes in the incident plan to relevant personnel and organisations • communicate effectively • communicate incident information to assigned personnel clearly, accurately and in a timely manner • conduct briefings and debriefings • establish and maintain communication in accordance with organisational procedures • maintain incident records of incident actions and decisions • prepare post incident reports in accordance with organisational requirements • receive and deal with requests for response
Teamwork	• acknowledge contributions of personnel in a positive way • allocate tasks to appropriate personnel • monitor welfare of team members and take appropriate action • seek, encourage and value contributions from personnel during the brief/debrief • supervise a response by a small team to incidents • supervise post-response activities • support and participate in development activities
Problem solving	• assess and minimise or control hazards and potential hazards • follow up brief/debrief action, which may include identifying issues for review and subsequent action • identify alternative strategies and tactics where required and convey them to appropriate personnel

	• identify and request the need for additional resources
Initiative and enterprise	• evaluate impact of strategies, tactics and incident operations
Planning and organising	• develop and implement an operational plan including objective, strategies and tactics, based on available information and in accordance with organisational procedures • monitor, and review operational plan • obtain and assess relevant incident information to assist in the planning process • plan and prepare a briefing/debriefing in accordance with organisation's policy and procedures • manage data and maintain accurate records
Self -management	• communicate clearly in a group setting • maintain safe working practices • provide leadership to individuals and teams
Learning	• provide leadership and supervision to ensure that performance and practice are to operational standards • provide feedback and encourage contributions from group members
Technology	• collect and analyse data applicable to work • record and document information collected in accordance with organisational requirements • use communication equipment

Packaging Rules

11 units of competency are required for this qualification including:

- 3 core units
- 8 elective units

Choose a minimum of 6 elective units from the lists below.
Choose the remaining 2 elective units from either the lists below, or elsewhere within this training package, or another endorsed training package, or accredited course.
Only 1 elective unit may be chosen from the Group B list.
Only 2 elective units in total may be chosen from Groups B & C.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.
Where a pre-requisite unit is attached to a unit it is identified by this symbol ⌐.
The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.
Elective units selected must not duplicate content already covered by other units in this qualification.

Code	Core Units
PUAOPE0015A	Conduct briefings and debriefings

PUAOPE012A	Control a Level 1 incident
	
	⌐ PUAFIR302B Suppress urban fire (Fire sector specific)
	
	 ⌐ HLTFA311A Apply first aid
	
	 ⌐ PUAFIR203B Respond to urban fire
	
	  ⌐ PUAFIR207B Operate breathing apparatus open circuit
	
	   ⌐ PUAFIR215 Prevent injury
	
	OR
	
	⌐ PUAFIR303B Suppress wildfire (Fire sector specific)
	
	 ⌐ PUAFIR204B Respond to wildfire
	
	  ⌐ PUAFIR215 Prevent injury

PUATEA003B	Lead, manage and develop teams ⌐ PUATEA002B Work autonomously (Fire sector specific) ⌐ PUATEA001B Work in a team (Fire sector specific)
Elective Units Group A	

PUAC0M006B	Plan and conduct a public awareness program ∟ PUACOM005B Foster a positive organisational image in the community (fire sector specific) ∟ PUATEA004D Work effectively in a public safety organisation (Fire sector specific)
PUACOM011B	Develop community awareness networks ∟ PUAFIR301B Undertake community safety activities (Fire sector specific)
PUACOM012B	Liaise with media at a local level
PUAEMR022	Establish context for emergency risk assessment
PUAFIR401B	Obtain incident intelligence
PUAFIR403B	Assess building plans ∟ PUAFIR314C Utilise installed fire safety systems ∟ PUAFIR206B Check installed fire safety systems
PUAFIR404B	Inspect dangerous goods facilities ∟ PUAFIR403B Assess building plans ∟ PUAFIR314B Utilise installed fire safety systems ∟ PUAFIR206B Check installed fire safety systems
PUAFIR405B	Collect, analyse and provide regulatory information
PUAFIR408B	Plan aircraft operations ∟ PUAOPE013A Operate communications systems and equipment ∟ PUAFIR209B Work safely around aircraft
PUAFIR409B	Develop air attack strategies ∟ PUAFIR408B Plan aircraft operations ∟ PUAOPE013A Operate communications systems and equipment ∟ PUAFIR209B Work safely around aircraft ∟ PUAOPE013A Operate communications systems and equipment

PUAFIR410A	Provide safety advice at a rural/land management incident
PUAFIR411A	Provide safety advice at an urban incident

PUAFIR412	Conduct simple prescribed burns
	∟ PUAFIR303B Suppress wildfire
	    ∟ PUAFIR204B Respond to wildfire
	        ∟ PUAFIR215 Prevent injury

PUAFIR413	Develop simple prescribed burn plans
	∟ PUAFIR303B Suppress wildfire
	    ∟ PUAFIR204B Respond to wildfire
	        ∟ PUAFIR215 Prevent injury

PUAFIR414	Interpret and analyse fire weather information

PUAFIR415	Supervise use of machinery in wildfire operations
	∟ PUAFIR303B Suppress wildfire
	    ∟ PUAFIR204B Respond to wildfire
	        ∟ PUAFIR215 Prevent injury

PUAFIR416	Supervise specialist response to aviation accidents and incidents
	∟ PUAFIR205B Respond to aviation incident (specialist)
	    ∟ PUAFIR203B Respond to urban fire
	        ∟ PUAFIR207B Operate breathing apparatus open circuit
	            ∟ PUAFIR215 Prevent injury

PUAMAN002B	Administer work group resources

PUAOPE012A	Control a Level 1 incident
	∟ PUAFIR302B Suppress urban fire (Fire sector specific)
	    ∟ HLTFA311A Apply first aid
	    ∟ PUAFIR203B Respond to urban fire
	        ∟ PUAFIR207B Operate breathing apparatus open circuit
	            ∟ PUAFIR215 Prevent injury

	OR ∟ PUAFIR303B Suppress wildfire (Fire sector specific) 　　∟ PUAFIR204B Respond to wildfire 　　　　∟ PUAFIR215 Prevent injury
PUAOPE016A	Manage a multi-team sector ∟ PUAFIR302B Suppress urban fire (Fire sector specific) 　　∟ HLTFA311A Apply first aid 　　∟ PUAFIR203B Respond to urban fire 　　　　∟ PUAFIR207B Operate breathing apparatus open circuit 　　　　　　∟ PUAFIR215 Prevent injury OR ∟ PUAFIR303B Suppress wildfire (Fire sector specific) 　　∟ PUAFIR204B Respond to wildfire 　　　　∟ PUAFIR215 Prevent injury
BSBCMM401A	Make a presentation
BSBMGT401A	Show leadership in the workplace
CPPSIS4026A	Read and interpret basic image data
Elective Units Group B	
TAEASS301B	Contribute to assessment
TAEASS402B	Assess competence
Elective Units Group C	
TAEASS401B	Plan assessment activities and processes
TAEASS403B	Participate in assessment validation
TAEDEL301A	Provide work skill instruction
TAEDEL401A	Plan, organise and deliver group-based learning
TAEDEL402A	Plan, organise and facilitate learning in the workplace

| TAEDEL404A | Mentor in the workplace |

PUA41012 Certificate IV in Public Safety (Leadership)

Modification History

Release	TP version	Comments
2	PUA12 V2.1	Imported units updated.
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA41004. Packaging rules wording revised, imported units updated, elective groupings changed. Equivalent.

Description

Not applicable.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA41012 Certificate IV in Public Safety (Leadership) have been reproduced in the table below.
This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

Employability Skill	Employability Skills Statement
Communication	• advise and involve the community in public safety activities, presentations at community group gatherings, special interest forums, other organisation forums, community events and festivals • explain and promote the organisation's activities • participate in conferences • represent the organisation's position on particular issues in a way which acknowledges community concerns and promotes community awareness • write reports
Teamwork	• allocate resources, which may include considering urgency, cost effectiveness, accessibility, maintenance demands, availability and deployment time • collect timely information that is relevant to the needs of individuals/teams • determine the information needs of individuals/teams and identify the sources • gather and disseminate information to appropriate personnel within the specified timeframe
Problem solving	• allocate resources to facilitate required outcomes • analyse feedback and cooperation with community groups • analyse, which may include problem solving • brief and debrief content and format, which may include problem based approaches • provide advice that takes into account type of risk, locality, and protection of life, property and the environment • review activity against the policies, practices and training of the organisation to identify any discrepancies • review information held by the organisation to determine suitability and accessibility

Initiative and enterprise	• identify and act upon briefing and debriefing follow-up actions in a timely manner • prepare plans to obtain information which is not available or accessible within the organisation • report the results of information gathering, analysis and synthesis so they can be input to policy development and organisation's decision making • select an appropriate location for the brief/debrief
Planning and organising	• conduct inspections to provide for relevant information for pre-incident planning • evaluate resource usage against targets and organisational standards • gather, analyse, synthesise and report information within specified timeframes and to the standard defined by the organisation • monitor resource usage • plan and prepare a briefing/debriefing in accordance with organisation's policy and procedures • report the results of information gathering, analysis and synthesis so they can be input to policy development and organisation's decision making • store equipment stock and supplies in accordance with organisation's policy and procedures
Self-management	• analyse needs • manage and store equipment stock and supplies in accordance with organisation's policy and procedures • provide leadership to individuals and teams • voice personal view to the review process
Learning	• learn about legislative requirements relevant to emergency management • learn about organisation's policies • learn about organisation's procedures for activity debriefing • learn about practices and training processes in relation to activity • learn about reporting procedures of the organisation • learn about techniques for the prioritisation and evaluation of public safety risk management systems • maintain records of resource allocation and usage in accordance

	with relevant legislation and organisational guidelines • support and participate in development activities
Technology	• ensure that computer-based tools are used to produce resource reports • use basic statistical information • use communication channels • use information technology effectively • use management information systems that may include computers • use management information systems to store and retrieve data for decision making • use market trends • use records management systems, registries and file records

Packaging Rules

13 units of competency are required for this qualification including:

- 5 core units
- 8 elective units

Choose 1 elective unit from the Group A list below.
Choose a minimum of 5 elective units from the Group B list below.
Choose the remaining 2 elective units from either the Group B elective list below or elsewhere within this training package, or another endorsed training package, or accredited course.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.
Where a pre-requisite unit is attached to a unit it is identified by this symbol ⌞.
The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.

Code	Core Units
PUACOM001C	Communicate in the workplace
PUACOM003B	Manage information
PUACOM005B	Foster a positive organisational image in the community
PUAMAN002B	Administer work group resources
PUAOPE015A	Conduct briefings and debriefings
Code	**Elective Units**
Group A	
PUATEA003B	Lead, manage and develop teams
BSBWOR402A	Promote team effectiveness
Code	**Elective Units**
Group B	
PUAAMS007B	Coordinate search and rescue operations
PUACOM002B	Provide services to clients

PUACOM008B	Develop and organise public safety awareness programs
PUACOM012B	Liaise with media at a local level
PUACOM013B	Administer a local public safety group
PUAEMR008B	Contribute to an emergency risk management process
PUAEMR026	Treat operational risk ∟ PUAEMR027 Assess operational risk
PUAEMR029	Plan and implement a treatment measure
PUAEMR030	Manage and evaluate emergency management exercises
PUAEMR031	Design emergency management exercises
PUALAW001B	Protect and preserve incident scene
PUALAW002B	Conduct initial investigation at incident scene
PUALAW003B	Give evidence in a judicial or quasi-judicial setting
PUAMAN007B	Manage financial resources
PUAMAN008B	Manage physical resources
PUAPRO001B	Promote a learning environment in the workplace
PUASES010A	Plan, activate and maintain a communications network ∟ PUAOPE013A Operate communications systems and equipment
PUASES012A	Work as a team member in an emergency operations centre
PUAVEH001B	Drive vehicles under operational conditions
TAEDEL301A	Provide work skill instruction
For the purposes of gaining a qualification the following three units count as one unit*:	
TAEASS401B *	Plan assessment activities and processes
TAEASS301B *	Contribute to assessment

OR	
TAEASS402B *	Assess competence
TAEASS403B *	Participate in assessment validation

PUA41112 Certificate IV in Public Safety (Community Safety)

Modification History

Release	TP version	Comments
3	PUA12 V2.1	Imported units updated.
2	PUA12 V2	Imported units updated
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA41104. Packaging rules wording revised, imported units updated. Equivalent.

Description

Not applicable.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA41112 Certificate IV in Public Safety (Community Safety) have been reproduced in the table below. This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

Employability Skill	Employability Skills Statement
Communication	- answer general enquiries - listen to questions - make presentations at community group gatherings, special interest forums, other organisation forums, community events and festivals - participate in conferences - provide advice on prevention and mitigation techniques in a way that acknowledges community concerns - provide information in a format suitable for analysis, interpretation and dissemination
Teamwork	- collect information that is timely and relevant to the needs of individuals/teams - determine the information needs of individuals/teams and identify the sources - develop networks and relationships - gather information which is disseminated to appropriate personnel within the specified timeframe - liaise effectively - participate in regular meetings and forums - support mutual cooperation - suggest and debate practical consultation and decision making strategies
Problem solving	- analyse, which may include problem solving - assess credibility, accuracy and currency of available risk information - identify sources of useful, credible information through stakeholders, community networks and interested parties - review information held by the organisation to determine suitability and accessibility

	• seek additional information from specialists, organisations and other stakeholders regarding information gaps and conflicting data or views
Initiative and enterprise	• analyse documented risk assessments • analyse family and historical records • analyse, which may include critical analysis • prepare plans to obtain information which is not available or accessible within the organisation • report the results of information gathering, analysis and synthesis so they can be input to policy development and organisation decision making • source information, which may include community information, credible individuals, group and community leaders
Planning and organising	• develop risk statements jointly by considering sources of risk, elements at risk and community/environmental vulnerability • develop with others, a draft project plan that is jointly refined and finalised prior to communication with stakeholders • identify organisational resources that can be provided to support the emergency risk management process
Self-management	• collect information that is timely and relevant to the needs of individuals/teams • demonstrate commitment by sharing knowledge and expertise, completing allocated tasks on time and encouraging others to help achieve common goals • place overall community safety outcomes above personal or organisational/constituency interests • provide input to help assess the effectiveness of existing treatment strategies • report information gathering, analysis and synthesis within specified timeframes and to the standard defined by the organisation
Learning	• learn about active listening • learn about reporting procedures of the organisation • learn about the promotion of two-way communication with organisation/constituency
Technology	• locate and interpret community information • know risks, which may include technology/technical issues • make technology available in the work area/organisation to

	manage information
	• use information systems, which may include computers; communication channels; records management; market trends, registries and file records, basic statistical information
	• use management information systems to store and retrieve data for decision making

Packaging Rules

12 units of competency are required for this qualification including:

- 4 core units
- 8 elective units

Choose a minimum of 3 elective units from the Group A list below.

Choose a minimum of 3 elective units from the Group A and B elective lists below.

Choose the remaining 2 elective units from elsewhere in this training package or another endorsed training package or accredited course.

All elective units selected from outside this qualification must be selected an equivalent qualification level or higher.

Elective units selected must not duplicate content already covered by other units in this qualification.

Where a pre-requisite unit is attached to a unit it is identified by this symbol ∟.

The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.

Code	Core Units
PUACOM003B	Manage information
PUACOM005B	Foster a positive organisational image in the community
PUACOM007B	Liaise with other organisations
PUAEMR008B	Contribute to an emergency risk management process
Code	**Elective Units**
Group A	
PUACOM006B	Plan and conduct a public safety awareness program
PUACOM015B	Conduct community safety activities ∟ PUATEA004D Work effectively in a public safety organisation
OR	
PUAFIR301B	Undertake community safety activities
PUAEMR026	Treat operational risk ∟ PUAEMR027 Assess operational risk
PUAEMR027	Assess operational risk

PUAFIR403B	Assess building plans ∟ PUAFIR314B Utilise installed fire safety systems 　　　∟ PUAFIR206B Check installed fire safety systems
PUAFIR404B	Inspect dangerous goods facilities ∟ PUAFIR403B Assess building plans 　　　∟ PUAFIR314B Utilise installed fire safety systems 　　　　　∟ PUAFIR206B Check installed fire safety systems
PUAFIR405B	Collect, analyse and provide regulatory information
PUAFIR507B	Inspect building fire safety systems ∟ PUAFIR302B Suppress urban fire 　　　∟ HLTFA311A Apply first aid 　　　∟ PUAFIR203B Respond to urban fire 　　　∟ PUAFIR207B Operate breathing apparatus open circuit 　　　　　∟ PUAFIR215 Prevent injury ∟ PUAFIR314B Utilise installed fire safety systems 　　　∟ PUAFIR206B Check installed fire safety systems
PUAFIR509B	Implement prevention strategies
OR	
PUAEMR029	Plan and implement a treatment measure
PUAFIR510B	Inspect for legislative compliance
PUAOPE011B	Inspect property and facilities
PUAPOL036B	Provide crime prevention advice through environmental design
PUAWER005B	Operate as part of an emergency control organisation
PUAWER009B	Participate as a member of a workplace emergency initial response team
CHCDFV402C	Manage own professional development in responding to domestic and family violence

CHCDFV404C	Promote community awareness of domestic and family violence
Group B	
PUACOM011B	Develop community awareness networks
PUACOM012B	Liaise with media at a local level
PUALAW001B	Protect and preserve incident scene
PUALAW003B	Give evidence in a judicial or quasi-judicial setting
PUALAW004B	Represent the organisation in a judicial or quasi-judicial setting
PUAMAN002B	Administer work group resources
PUAMAN005B	Manage projects
PUAOPE015A	Conduct briefings and debriefings
PUATEA003B	Lead, manage and develop teams
AHCCCF406A	Facilitate ongoing group development
AHCILM506A	Operate within community cultures and goals
BSBMGT401A	Show leadership in the workplace
BSBWOR401A	Establish effective workplace relationships
CHCGROUP403D	Plan and conduct group activities
CHCPOL403C	Undertake research activities
CHCYTH301D	Work effectively with young people
PSPPOL401A	Contribute to policy development
PSPREG402C	Promote client compliance
SITXMPR401	Coordinate production of brochures and marketing materials
SISXRES402A	Support implementation of environmental management practices
TAEDEL301A	Provide work skill instruction

For the purposes of gaining a qualification the following three units count as one unit*:	
TAEASS401B *	Plan assessment activities and processes
TAEASS402B *	Assess competence
OR	
TAEASS301B *	Contribute to assessment
TAEASS403B *	Participate in assessment validation

PUA42512 Certificate IV in Public Safety (Disaster Victim Identification Operations)

Modification History

Not applicable.

Description

This qualification is not cleared for public access.
NOTE: Police specialist units of competency and qualifications are not included in this document; Police specialist units of competency and qualifications are confidential and should not be accessible in the public domain. Public access to these units of competency and qualifications has the potential to compromise Police operations and security as well as place members of the public and Police Officers at risk. These units and qualifications are contained in a separate document and are only available to persons authorised by the Australia New Zealand Policing Advisory Agency (ANZPAA) – via website contact
http://www.anzpaa.org.au http://www.anzpaa.org

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Not applicable.

Packaging Rules

Not applicable.

Custom Content Section

Not applicable.

PUA42612 Certificate IV in Public Safety (Aquatic Search and Rescue Management)

Modification History

Release	TP version	Comments
2	PUA12 V2.1	Imported units updated.
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA42610. Packaging rules wording revised, imported units updated. Equivalent.

Description

Not applicable.

Pathways Information

Pathways into the qualification
Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at this qualification level, such as:

- working in an beach or marine rescue management role
- with vocational experience in beach or marine management roles.

Pathways from the qualification
After achieving the PUA42612 Certificate IV in Public Safety (Aquatic Search and Rescue Management), candidates may undertake a range of qualifications relevant to their role.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for PUA42612 Certificate IV in Public Safety (Aquatic Search and Rescue Management)

Employability Skills are part of a unit of competency.

Employability Skills statements from a selection of units of competency from the PUA42612 Certificate IV in Public Safety (Aquatic Search and Rescue Management) have been reproduced in the table below.

This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

Employability Skill	Employability Skills Statement
Communication	• ensure information is in a form suitable for analysis, interpretation and dissemination • identify information needs and sources • produce resource reports
Teamwork	• collect information that is timely and relevant to the needs of individuals/teams • continually seek, encourage and value contributions from personnel during the briefing or debriefing • provide feedback and encourage contributions from group members
Problem solving	• identify, analyse and develop solutions for difficulties in achieving required outcomes • review information held by the organisation to determine suitability and accessibility • review the activity against the policies, practices and training of the organisation to identify any discrepancies
Initiative and enterprise	• identify briefing or debriefing follow-up actions and act upon them in a timely manner • manage difficulties to achieve positive outcomes • prepare plans to obtain information which is not available or accessible within the organisation
Planning and organising	• allocate resources to facilitate required outcomes • analyse information to identify relevant trends and developments in terms of the needs for which it was acquired • prepare briefing and/or debriefing plan in accordance with organisational policies and procedures

Self-management	• lead and manage group processes • provide leadership to individuals and teams
Learning	• support and participate in development activities • use coaching and mentoring as development tools
Technology	• use management information systems to store and retrieve data for decision making • use technology available in the work area/organisation to manage information

Packaging Rules

12 units of competency are required for this qualification including:

- 5 core units
- 7 elective units

Choose a minimum of 5 elective units from the list below.
Choose the remaining 2 elective units from either the elective list below or elsewhere within this training package or another endorsed training package or accredited course.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.

Code	Core Units
PUACOM001C	Communicate in the workplace
PUACOM003B	Manage Information
PUAMAN002B	Administer work group resources
PUAOPE015A	Conduct briefings and debriefings
PUATEA003B	Lead, manage and develop teams
Elective Units	
PUAAMS007B	Coordinate search and rescue operations
PUACOM002B	Provide services to clients
PUACOM005B	Foster a positive organisational image in the community
PUACOM007B	Liaise with other organisations
PUACOM012B	Liaise with media at a local level
PUACOM013B	Administer a local public safety group
PUAEMR027	Assess operational risk
PUAEMR026	Treat operational risk ∟ PUAEMR027 Assess operational risk
PUAOHS001C	Follow defined occupational health and safety policies and procedures

PUAOHS002B	Maintain safety at an incident scene
PUAOPE012A	Control a Level 1 incident
PUAOPE027A	Undertake beach safety management activities
PUASAR011C	Search as a member of an aquatic search team
SISCAQU201A	Monitor pool water quality
SISCAQU304A	Maintain pool water quality
SISCAQU305A	Implement aquatic facility plant and equipment maintenance program
SISCAQU416A	Coordinate lifeguard service at an aquatic facility

PUA42712 Certificate IV in Public Safety (Emergency Communications Centre Operations)

Modification History

Release	TP version	Comments
3	PUA12 V2.1	Imported units updated.
2	PUA12 V2	Imported units updated
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA42710. Packaging rules wording revised, imported units updated, elective groupings changed. Equivalent.

Description

Not applicable.

Pathways Information

Pathways into the qualification
Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at this qualification level, such as:

- after achieving the PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations)
- after achieving the PUA30512 Certificate III in Public Safety (SES Operations)
- after achieving the PUA31312 Certificate III in Public Safety (Aquatic Search and Rescue)
- with extensive vocational experience in emergency communications centre operations roles

Pathways from the qualification
After achieving the PUA42712 Certificate IV in Public Safety (Emergency Communications Centre Operations), candidates may undertake a range of qualifications relevant to their role.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for PUA42712 Certificate IV in Public Safety
(**Emergency Communications Centre Operations**)
Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA42712
Certificate IV in Public Safety (Emergency Communications Centre Operations) have been
reproduced in the table below.
This table provides an example of Employability Skills for the qualification because
Employability Skills within a qualification will vary depending on the qualification packaging
options.

Employability Skill	Employability Skills Statement
Communication	• communicate effectively with peers and agency management • liaise with appropriate agencies to meet service delivery requirements • record incident and or event information accurately in accordance with organisational requirements
Teamwork	• allocate, supervise and review shift activities of the team • maintain effective coordination and liaison with support services and other agencies to optimise incident resourcing • maintain liaison with senior management and on-call personnel
Problem solving	• analyse and remediate system faults and equipment failures • identify improvements/amendments to policy, systems and procedures • review activity against the policies, practices and training to identify any discrepancies
Initiative and enterprise	• identify threats and events that are likely to impact on the emergency communications centre's ability to maintain service delivery • monitor welfare and safety of personnel and take appropriate action as required • select an appropriate location for the brief/debrief
Planning and organising	• maintain emergency communications centre staffing levels during times of peak workload • maintain rosters, in accordance with level of responsibility • maintain physical resources required for the operations of the centre at an appropriate level
Self-management	• manage time effectively

	• operate under general direction and limited supervision • participate as a member of the management team as required
Learning	• learn about the principles of leadership • learn about the principles of supervision • learn about self management issues such as time management, workplace administration requirements
Technology	• manage information systems • retrieve and collate data from the organisation's system

Packaging Rules

14 units of competency are required for this qualification including:

- 11 core units
- 3 elective units

Choose the 3 elective units from either the elective list below or elsewhere within this training package, or another endorsed training package, or accredited course.
Only 1 elective unit may be chosen from the Group A elective list.
Only 1 elective unit may be chosen from the Group B elective list.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.

Code	Core Units
PUAECO009A	Coordinate emergency communications centre operations
PUAECO010A	Maintain standards of emergency service delivery
PUACOM001C	Communicate in the workplace
PUACOM003B	Manage information
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOPE015A	Conduct briefings and debriefings
PUATEA001B	Work in a team
PUATEA002B	Work autonomously
PUATEA003B	Lead, manage and develop teams
BSBCON401A	Work effectively in a business continuity context
TAEDEL301A	Provide work skill instruction
Code	**Elective Units**
Group A	
BSBWHS510A	Contribute to the implementation of emergency procedures
BSBWHS401A	Monitor safe workplaces

Code	Elective Units
Group B	
TAEASS301B	Contribute to assessment
*The following three TAE units only count for one unit:	
TAEASS401B	Plan assessment activities and processes
TAEASS402B	Assess competence
TAEASS403B	Participate in assessment validation
Code	**Elective Units**
Group C	
PUACOM012B	Liaise with media at a local level
PUAECO011A	Support logistics in the field
PUAMAN005B	Manage projects

PUA42912 Certificate IV in Public Safety (Biosecurity Response Leadership)

Modification History

Release	TP version	Comments
2	PUA12 V2.1	Imported units updated.
1	PUA12 v1	New qualification.

Description

Not applicable.

Pathways Information

Pathways into the qualification
There are no pre requisites for entering this qualification. This qualification is open to any candidate who has worked in or is likely to work in a leadership role in biosecurity response; either in a field or operations centre role.
Pathways from the qualification
After achieving the PUA42912 Certificate III in Public Safety (Biosecurity Response Leadership), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA52412 Diploma of Public Safety (Biosecurity Response Management).
-

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills are part of a unit of competency.
Employability Skills statements from a selection of units of competency from the PUA42912 Certificate IV in Public Safety (Biosecurity Response Leadership) have been reproduced in the table below.
This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.
Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skills	Employability Skills Statements
Communication	- advise and involve the community in public safety activities, presentations at community group gatherings, special interest forums, other organisation forums, community events and festivals - participate in conferences - represent the organisation's position on particular issues in a way which acknowledges community concerns and promotes community awareness - write reports
Teamwork	- allocate resources, which may include considering urgency, cost effectiveness, accessibility, maintenance demands, availability and deployment time - collect timely information that is relevant to the needs of individuals/teams - determine the information needs of individuals/teams and identify the sources - gather and disseminate information to appropriate personnel within the specified timeframe
Problem solving	- allocate resources to facilitate required outcomes - analyse feedback and cooperation with community groups - analyse, which may include problem solving - brief and debrief content and format, which may include problem based approaches - provide advice that takes into account type of risk, locality, and protection of life, property and the environment - review activity against the policies, practices and training of the organisation to identify any discrepancies

	• review information held by the organisation to determine suitability and accessibility
Initiative and enterprise	• identify and act upon briefing and debriefing follow-up actions in a timely manner • prepare plans to obtain information which is not available or accessible within the organisation • report the results of information gathering, analysis and synthesis so they can be input to policy development and organisation's decision making • select an appropriate location for the brief/debrief
Planning and organisation	• conduct inspections to provide for relevant information for pre-incident planning • evaluate resource usage against targets and organisational standards • gather, analyse, synthesise and report information within specified timeframes and to the standard defined by the organisation • monitor resource usage • plan and prepare a briefing/debriefing in accordance with organisation's policy and procedures • report the results of information gathering, analysis and synthesis so they can be input to policy development and organisation's decision making • store equipment stock and supplies in accordance with organisation's policy and procedures
Self-management	• analyse needs • manage and store equipment stock and supplies in accordance with organisation's policy and procedures • provide leadership to individuals and teams • voice personal view to the review process
Leadership	• learn about legislative requirements relevant to emergency management • learn about organisation's policies • learn about organisation's procedures for activity debriefing • learn about practices and training processes in relation to activity • learn about reporting procedures of the organisation • learn about techniques for the prioritisation and evaluation of public safety risk management systems • maintain records of resource allocation and usage in accordance with relevant legislation and organisational guidelines

	• support and participate in development activities
Technology	• ensure that computer-based tools are used to produce resource reports
	• use basic statistical information
	• use communication channels
	• use information technology effectively
	• use management information systems that may include computers
	• use management information systems to store and retrieve data for decision making
	• use market trends
	• use records management systems, registries and file records

Packaging Rules

11 units of competency are required for this qualification including:

- 5 core units
- 6 elective units

Choose a minimum of 4 elective units from the Group A and/or B lists below.
Choose the remaining 2 elective units from either the Group A and/or B lists below or elsewhere within this training package or another endorsed training package or accredited course.
Only 1 unit may be chosen from the Group A elective list.
All elective units selected from outside this qualification must be from an equivalent qualification level or higher.
Elective units selected must not duplicate content already covered by other units in this qualification.

Code	Core Units
PUAMAN002B	Administer workgroup resources
PUAOPE015A	Conduct briefings/debriefings
AHCBIO501A	Manage active operational emergency disease or plant pest sites
PSPGOV417A	Identify and treat risks
TLIG3002A	Lead a work team or group
Code	**Elective Units**
Group A	
PUAOHS003B	Implement and monitor the organisation's OH&S policies, procedures and programs
AHCOHS401A	Maintain occupational health and safety (OHS) processes
Code	**Elective Units**
Group B	
PUACOM006B	Plan and conduct a public awareness campaign
PUAEMR014A	Deliver recovery services
PUAOPE007B	Command agency personnel within a multi agency emergency response

PUAOPE012A	Control a level 1 incident
PUAOPE016A	Manage a multi-team sector
PUAOPE021A	Manage information function at an incident
PUAOPE022A	Manage logistics for a Level 2 incident
PUAOPE023A	Manage operations for a Level 2 incident
PUAOPE025A	Manage planning for a Level 2 incident
AHCBIO401A	Supervise activities on infected premises
AHCPMG601A	Develop a plant pest survey strategy
AHCPMG602A	Develop a plant pest destruction strategy
BSBWOR403A	Manage stress in the workplace

SIH30111 Certificate III in Hairdressing

Modification History

The release details of this endorsed qualification are set out in the table below. The latest information is at the top.

Release	Comments
2	Metadata corrections. Editorial update to Pathways Information.
1	Initial release.

Description

This qualification reflects the role of individuals employed as hairdressers working as part of a team in a hairdressing environment, and who are competent in communicating in the workplace, consulting with clients, selling products and services, and designing and applying a broad range of technical hairdressing services on clients.

These individuals possess a range of well-developed skills where discretion and judgement is required and are responsible for their own outputs.

This qualification is suitable for an Australian Apprenticeship pathway, however, it is not suitable for VETiS delivery.

Job roles
Hairdresser

Pathways Information

After achieving SIH30111 Certificate III in Hairdressing, individuals may undertake:

- SIH40111 Certificate IV in Hairdressing
- SIB50210 Diploma of Salon Management
- SIH80113 Graduate Certificate in Hairdressing Creative Leadership

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Entry Requirements

There are no entry requirements to this qualification.

Employability Skills Summary

The following table contains a summary of the Employability Skills as identified by the hairdressing industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Using questioning and active listening to ascertain and respond to client needs to ensure clients enjoy a positive experience that reflects salon values; negotiating responsively with client to suggest new looks, products and services; ensuring and confirming client satisfaction; giving clear instructions to apprentices and other team members; regularly carrying out verbal instructions from other team members and supervisors; reading and interpreting product and tool manufacturer's instructions and other work related documents; completing simple written workplace forms and sharing work related information with other team members.
Teamwork	Supervising apprentices and working collaboratively with other team members; supporting the team; respecting and understanding others views; giving and receiving feedback in the context of a salon environment where employees are expected to perform their individual tasks but also look for opportunities to assist others at peak client periods and to share technical expertise.
Problem-solving	Demonstrating sensitivity to client needs and concerns, anticipating problems and acting to avoid them where possible; Solving technical and service problems in the context of a team structure where, decisions may be made independently or may be referred to another technical team member or a supervisor for support or resolution depending upon salon policy and procedures.
Initiative and enterprise	Acting independently within the context of a team structure where some supervision may occur; regularly suggesting new hairdressing design, service and product ideas to clients.
Planning and organising	Planning and carrying out complex technical and salon tasks to accommodate salon service timelines and priorities.
Self-management	Understanding and following salon policies regarding work availability, rosters and work duties; working within the salon culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; efficiently prioritising and completing delegated tasks under instruction.
Learning	Identifying personal strengths and weaknesses in the context of the job

	role; recognising how to personally learn best at work; seeking opportunities to learn new ways of doing things; implementing changes within the context of salon procedures and wider industry product and technical developments.
Technology	Using and maintaining a range of salon technology in the context of available equipment and salon procedures; recognising and reporting faulty equipment and following salon occupational health and safety procedures.

Packaging Rules

32 units must be completed:

- 26 core units
- 6 elective units comprised of:
  - all 3 units from either of the following elective groups:
- Group A – General Hairdressing
- Group B – Men's Hairdressing
  - 3 units from Group C – General elective units
- general electives may include a maximum of 2 elective selected from electives packaged in the Certificate IV in Hairdressing.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units	
BSBSUS201A	Participate in environmentally sustainable work practices
SIBXCCS201A	Conduct financial transactions
SIBXCCS202A	Provide service to clients
SIHHBAS201A	Perform shampoo and basin services
SIHHCCS302A	Perform a full client consultation
SIHHCCS303A	Respond to service related and technical problems
SIHHHCS301A	Design haircut structures
SIHHHCS302A	Apply one length or solid haircut structures
SIHHHCS303A	Apply graduated haircut structures
SIHHHCS304A	Apply layered haircut structures
SIHHHCS305A	Apply over-comb techniques
SIHHHRS302A	Perform chemical curling and volumising services
SIHHHRS303A	Perform chemical straightening and relaxing services
SIHHCLS302A	Colour and lighten hair
SIHHCLS303A	Design and perform full and partial highlighting techniques

SIHHCLS304A	Neutralise unwanted colours and tones
SIHHCLS305A	Perform on scalp full head and retouch bleach services
SIHHHDS303A	Design and apply short to medium length hair design finishes
SIHHIND201A	Maintain and organise tools, equipment and work areas
SIHHHSC301A	Apply the principles of hairdressing science
SIHHHSC302A	Identify and treat hair and scalp conditions
SIHHIND303A	Coordinate clients and services
SIHHIND304A	Develop and expand a client base
SIHHOHS201A	Apply salon safety procedures
SIRXCOM001A	Communicate in the workplace
SIRXIND001A	Work effectively in a retail environment

Elective units

Group A - General hairdressing

SIHHHCS306A	Combine structures for current haircut designs
SIHHHCS307A	Combine structures for traditional and classic men's haircut designs
SIHHHDS304A	Design and apply classic long hair up styles

Group B - Men's hairdressing

SIHHHCS307A	Combine structures for traditional and classic men's haircut designs
SIHHHCS308A	Design and maintain beards and moustaches
SIHHHCS309A	Perform face and head shaves

Group C - General elective units

SIHHBAS202A	Perform head, neck and shoulder massage
SIHHCCS304A	Plan services for special events

SIHHHCS306A	Combine structures for current haircut designs
SIHHHCS308A	Design and maintain beards and moustaches
SIHHHCS309A	Perform face and head shaves
SIHHHDS305A	Select and apply hair extensions
SIHHHRS304A	Perform protein straightening and relaxing treatments
SIHHIND305A	Hone and strop straight razors
SIHHIND306A	Participate in a session styling team
SIRXSLS002A	Advise on products and services
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
SIRXINV001A	Perform stock control procedures
SIRXMER001A	Merchandise products

SIH40111 Certificate IV in Hairdressing

Modification History

The release details of this endorsed qualification are set out in the table below. The latest information is at the top.

Release	Comments
2	Metadata corrections. Editorial update to Pathways Information.
1	Initial release.

Description

This qualification reflects the role of highly skilled senior hairdressers who develop complex technical skills and knowledge working as part of or coordinating a salon team. It includes senior hairdressers who work as technical advisers with a hairdressing products company; or independently as a freelance session stylist. Functions at this level include the self-directed application of a broad range of knowledge and skills and the provision of technical leadership, training and support to colleagues. A hairdresser at this level may provide specialist services, including haircutting, hair design, hair colouring, complex colour correction, hair extensions, chemical reformation, trichology and makeup application.

This qualification is suitable for an Australian Apprenticeship pathway.

Job roles
Senior hairdresser

Pathways Information

After achieving SIH40111 Certificate IV in Hairdressing individuals may undertake:

- SIB50210 Diploma of Salon Management
- SIH80113 Graduate Certificate in Hairdressing Creative Leadership.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Entry Requirements

The Certificate IV in Hairdressing is designed to build on the foundation skills acquired through the completion of the Certificate III in Hairdressing or equivalent.

Entry to this qualification is open to those who have vocational expertise in the hairdressing industry.

Vocational expertise must include a minimum of 2 of the 3 points below:

- experience as an operator in a commercially run salon
- provision of cutting, styling and chemical services
- establishment of a clientele base
-

Employability Skills Summary

The following table contains a summary of the Employability Skills as identified by the hairdressing industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.	
Employability Skill	**Industry/enterprise requirements for this qualification include:**
Communication	Using questioning and active listening to ascertain and respond to client needs to ensure clients enjoy a positive experience that reflects salon values; negotiating responsively with client to suggest new looks, products and services and to ensure and confirm client satisfaction; giving clear instructions to apprentices and other team members; listening to and carrying out verbal instructions from other team members and supervisors; reading and interpreting product and equipment manufacturer instructions and other work related documents; completing written workplace forms; sharing work-related information with other team members.
Teamwork	Working collaboratively with other team members; supporting the team; respecting and understanding others views and giving and receiving feedback; sharing technical expertise and acting as a mentor and trouble shooter for less experienced team members.
Problem-solving	Demonstrating sensitivity to client needs and concerns; anticipating problems and acting to avoid them where possible; solving technical hairdressing and service problems independently; providing technical problem solving and leadership to other hairdressers.
Initiative and enterprise	Acting independently as freelance session stylist or within the context of a salon team or manufacturers technical team structure; regularly suggesting new hairdressing design, service and product ideas to clients.

Planning and organising	Using a broad range of products and equipment to plan and carry out complex technical hairdressing and hair design services.
Self-management	Understanding and following workplace policies regarding work availability, rosters and work duties; working effectively within a team culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; efficiently and independently prioritising and completing technical tasks.
Learning	Identifying personal strengths and weaknesses in the context of the job role; recognising how to personally develop as a hairdressing technical leader; consistently seeking opportunities to learn new ways of doing things; implementing changes within the specific hairdressing job role and wider industry product and technical developments.
Technology	Seeking, using and maintaining a range of hairdressing and small business technology in the context of available equipment and salon procedures; recognising and reporting faulty equipment and following salon occupational health and safety procedures.

Packaging Rules

11 units must be completed:

- 2 core units
- 9 elective units:
  - a minimum of 4 units must be selected from Group A Hairdressing technical skill electives
  - the remaining units may be selected from the Group B General elective units or another endorsed Training Package or accredited course; these must be units which are first packaged at AQF level 4 or 5.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units	
SIHHTLS401A	Provide technical leadership within the hairdressing context
SIHHTLS402A	Research and utilise hairdressing trends to advance creative work
Elective units	
Group A – Hairdressing technical skills	
SIHHCLS406A	Solve complex colour problems
SIHHCLS407A	Apply creative colouring and lightening techniques to enhance hair designs
SIHHHCS306A	Combine structures for current haircut designs
SIHHHCS410A	Design and perform creative haircuts
SIHHHDS304A	Design and apply classic long hair up styles
SIHHHDS305A	Select and apply hair extensions
SIHHHDS406A	Design and apply creative long hair designs
SIHHHDS407A	Apply and maintain wigs and hairpieces
SIHHHDS408A	Make wigs and hairpieces
SIHHHRS304A	Perform protein straightening and relaxing treatments
SIHHHRS405A	Apply chemical reformation techniques to enhance hair designs
Group B – General elective units	

BSBMKG413A	Promote products and services
SIBXFAS202A	Design and apply make-up for photography
SIHHHSC403A	Apply knowledge of hair and scalp problems to trichological consultations
SIHHHSC404A	Perform trichological assessments
SIHHHSC405A	Apply the principles of nutrition
SIHHHSC406A	Develop and apply scalp treatment therapies
SIHHTLS403A	Work as a session stylist
SIRXMGT001A	Coordinate work teams
SIRXMGT003A	Lead and manage people
SIRXQUA002A	Lead a team to foster innovation
TAEDEL301A	Provide work skill instruction
TAEDEL402A	Plan, organise and facilitate learning in the workplace
TAEASS401A	Plan assessment activities and processes
TAEASS402A	Assess competence

SIS30113 Certificate III in Aquatics

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
1	Replaces and is equivalent to SIS30110 Certificate III in Aquatics. Intent of the qualification remains unchanged. HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core. SISCAQU307A Perform advanced water rescues replaced with SISCAQU318 Perform advanced water rescues in Elective Group B – Pool Lifeguard.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring autonomous work within a defined range of situations and activities in an aquatic setting. Qualification outcomes will depend on the specialisation chosen and include swimming teaching, pool lifeguard and pool operations. Work would be undertaken in locations such as aquatic facilities or environments, and indoor recreation facilities under some supervision.

Job Roles
The following are indicative job roles for this qualification:

- aquatic operator
- pool lifeguard
- swimming teacher.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with senior staff to determine and interpret their specific requirements; understanding verbal and written information on aquatics; providing clear verbal instructions to swimmers; effectively using body language and demonstration to reinforce technique instruction; providing clear information to educate the public on the use of resources.
Initiative and enterprise	Adjusting work procedures to differences in equipment and changes in work environment; taking correct action and following established procedures on discovery of an actual or potential emergency, security or safety hazard; identifying improvements to the aquatic facility or services; reflecting and evaluating own performance.
Learning	Knowing the structure of aquatic networks and sources of information within the aquatic industry; keeping well informed of updates and changes to aquatic policies, procedures and regulations; analysing new swimming instruction strategies and techniques for applicability to own situation; accessing professional development opportunities to enhance performance.
Planning and organising	Time management to schedule tasks to meet deadlines; allocating resources and equipment to enable the desired activities to be undertaken according to schedule; determining appropriate activities for swimming teaching sessions, performing water quality tests in a timely manner; following organisation policies and procedures to complete plant and equipment maintenance tasks in an efficient manner.
Problem-solving	Identifying and taking action to mitigate hazards and risks that may arise in aquatic facilities; responding to emergency situations and determining appropriate rescue techniques; taking responsibility for seeking assistance from colleagues to resolve issues; dealing with equipment breakdowns and identifying pool water quality issues; determining appropriate solutions to technique or skill problems when instructing.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role in the aquatics industry; applying risk management strategies; applying safety and emergency practices, precautions and procedures; acknowledging, discussing and acting upon feedback provided

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	by colleagues, clients and supervisors.
Teamwork	Working as a skilled team member; contributing to positive team dynamics and dealing appropriately with conflict; collaborating with other aquatic facility personnel and users to provide quality aquatic experiences for clients; recognising factors that may affect team harmony and assisting appropriately to avoid or overcome the identified interpersonal issues.
Technology	Understanding and utilising the operating capability of aquatic plant and equipment and related software; recognising and reporting faulty tools and equipment; selecting, using and maintaining aquatic equipment according to manufacturer's specifications and organisation policies and procedures.

Packaging Rules

16 units must be completed:

- 9 core units
- 7 elective units, consisting of:
    - all the units in any one of Groups A to C
    - the remaining to make up the required 7 elective units from General Electives; up to 2 of these remaining units may be selected elsewhere in SIS10 or any current accredited course or other Training Package, and must be first packaged at AQF level 2, 3, or 4.

In all cases, elective units must relate to the core function or role of the candidate's current or intended work environment, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
BSBWOR301B	Organise personal work priorities and development
HLTAID003	Provide first aid
SISCAQU202A	Perform basic water rescues
SISCAQU306A	Supervise clients at an aquatic facility or environment
SISXCCS201A	Provide customer service
SISXEMR201A	Respond to emergency situations
SISXIND101A	Work effectively in sport and recreation environments
SISXRES301A	Provide public education on the use of resources
SISXRSK301A	Undertake risk analysis of activities
Electives	
Group A - Aquatic Technical Operations	
SISCAQU201A	Monitor pool water quality
SISCAQU303A	Operate aquatic facility plant and equipment
SISCAQU305A	Implement aquatic facility plant and equipment maintenance program
Group B - Pool Lifeguard	

SISCAQU318	Perform advanced water rescues
PUAEME001B	Provide emergency care
PUAEME003C	Administer oxygen in an emergency situation
Group C - Swimming Teacher	
SISCAQU308A	Instruct water familiarisation, buoyancy and mobility skills
SISCAQU309A	Instruct clients in water safety and survival skills
SISCAQU310A	Instruct swimming strokes
SISCCR0302A	Apply legal and ethical instructional skills
General electives	
Aquatics	
SISCAQU201A	Monitor pool water quality
SISCAQU303A	Operate aquatic facility plant and equipment
SISCAQU304A	Maintain pool water quality
SISCAQU305A	Implement aquatic facility plant and equipment maintenance program
SISCAQU306A	Supervise clients at an aquatic facility or environment
SISCAQU308A	Instruct water familiarisation, buoyancy and mobility skills
SISCAQU309A	Instruct clients in water safety and survival skills
SISCAQU310A	Instruct swimming strokes
SISCAQU311A	Foster the development of infants and toddlers in an aquatic environment
SISCAQU312A	Assist participants with a disability during aquatic activities
SISCAQU313A	Develop an aquatics career plan
Community Recreation Development	

SISCCRD301A	Facilitate community development through recreational activities
SISCCRD304A	Work with key stakeholders

Community Recreation Operations	
SISCCRO301A	Assist with recreation games not requiring equipment

Cross-Sector	
SISXCCS202	Process entry transactions

Imported	
BSBITU201A	Produce simple word processed documents
CHCYTH301E	Work effectively with young people
HLTAID006	Provide advanced first aid
ICAICT203A	Operate application software packages
PUAEME003C	Administer oxygen in an emergency situation
PUAOPE010C	Operate a semi automatic defibrillator in an emergency
SIRXSLS201	Sell products and services

SIS30213 Certificate III in Community Activity Programs

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
1	Replaces and is equivalent to SIS30210 Certificate III in Community Activity Programs. Intent of the qualification remains unchanged. HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring autonomous work within a defined range of situations and activities. Qualification outcomes will depend on the specialisation chosen and include conducting both general and specific community based recreation programs such as recreational dance, self defence and programs for children and clients with a disability. Work would be undertaken in locations such as community recreation centres and indoor or outdoor recreation facilities with a focus on community development.

Job roles
The following are indicative job roles for this qualification:

- community dance instructor
- program instructor
- recreation officer
- self-defence instructor.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with clients and colleagues to determine and interpret their specific requirements; understanding verbal and written information on community activity programs; preparing community based recreation session plans; interpreting and carrying out verbal instructions from supervisors; empathising and negotiating acceptable solutions to client requests and complaints to ensure a positive recreation experience; providing clear verbal instructions to clients when conducting recreation programs.
Initiative and enterprise	Showing initiative and independence in delivering community activity program sessions that meet or exceed client expectations; adjusting programs to accommodate differences in clients, equipment and facilities; taking correct action and following established procedures on discovery of an actual or potential emergency, security or safety hazard; reflecting on own performance for improvement.
Learning	Knowing the structure of networks and sources of information within the community; keeping well informed of updates and changes to organisational policies, procedures and regulations; seeking information on new and innovative community activity programs; accessing professional development opportunities to strengthen own skill base and contributing to a learning environment through openly sharing knowledge and experiences.
Planning and organising	Collecting, analysing and recording information to allow for the efficient planning and delivery of community activity programs; setting work priorities and scheduling programs to avoid conflicts and avoid duplication of resources; following organisation policies and procedures to plan and deliver community activity programs in an efficient manner.
Problem-solving	Identifying hazards and risks that may arise during community activity programs; mitigating problems by making variations to the activity or program that are within scope of responsibility; clarifying the extent of, and resolving problems through negotiating with clients in a sensitive and culturally appropriate manner; taking responsibility for seeking assistance from colleagues to resolve issues and to manage contingencies;

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	determining appropriate content for community activity programs.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role in the community recreation industry; understanding the boundaries of own role and correctly determining when referral to, or assistance from, colleagues or other professionals is required; time management to complete tasks in accordance with agreed deadlines; seeking and acting on feedback from supervisors, colleagues and clients to improve own work performance.
Teamwork	Working as a skilled team member, receiving instructions and understanding own role in preparing and conducting community activity programs; supporting other team members to provide quality recreation experiences for clients; recognising and adapting sessions appropriately to cultural and language differences.
Technology	Understanding and utilising the operating capability of computer systems and software that assist in planning and delivering community activity programs and services; safely using and maintaining recreation equipment according to manufacturer's specifications and organisation policies and procedures.

Packaging Rules

18 units must be completed:

- 11 core units
- 7 elective units, consisting of:
  - all the units in any one of Groups A to D
  - the remaining to make up the required 7 elective units from General Electives; up to 3 of these remaining units may be selected elsewhere in SIS10 or any current accredited course or other Training Package, and must be first packaged at AQF level 2, 3 or 4.

In all cases, selection of electives must be selected from units not previously completed and relate to the core function or role of the candidate's current or intended work environment, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
BSBWOR301B	Organise personal work priorities and development
HLTAID003	Provide first aid
SISCCRD301A	Facilitate community development through recreational activities
SISCCRO302A	Apply legal and ethical instructional skills
SISXCAI303A	Plan and conduct sport and recreation sessions
SISXCAI306A	Facilitate groups
SISXCCS201A	Provide customer service
SISXEMR201A	Respond to emergency situations
SISXIND101A	Work effectively in sport and recreation environments
SISXRES301A	Provide public education in the use of resources
SISXRSK301A	Undertake risk analysis of activities
Electives	
Group A - Cross-Sector	
SISFFIT311A	Deliver approved community fitness programs
SISXCAI101A	Provide equipment for activities

Group B - **Disability**	
CHCDIS301C	Work effectively with people with a disability
SISCCRD303A	Facilitate inclusion for people with a disability
SISCCRO304A	Plan and conduct disability recreation programs
Group C - **Older Persons**	
CHCAC318B	Work effectively with older people
SISCCRO303A	Plan and conduct recreation programs for older persons
Group D - **Self-defence**	
SISCSDF301A	Instruct the basic skills of unarmed self-defence
SISCSDF302A	Instruct the intermediate skills of unarmed self-defence
SISXCAI101A	Provide equipment for activities
General electives	
Community Recreation Development	
SISCCRD302A	Recruit and manage volunteers
SISCCRD303A	Facilitate inclusion for people with a disability
SISCCRD304A	Work with key stakeholders
Community Recreation Operations	
SISCCRO303A	Plan and conduct recreation programs for older persons
SISCCRO304A	Plan and conduct disability recreation programs
SISCCRO305A	Develop a budget for a recreation initiative
SISCCRO306A	Organise participant travel
Dance	
SISCDAN301A	Teach recreational dance

Fitness	
SISFFIT311A	Deliver approved community fitness programs
Imported	
BSBITU201A	Produce simple word processed documents
CHCAC318B	Work effectively with older people
CHCDIS301C	Work effectively with people with a disability
CHCYTH301E	Work effectively with young people
ICAICT203A	Operate application software packages
SIRXSLS201	Sell products and services

SIS30313 Certificate III in Fitness

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
1	Replaces and is equivalent to SIS30310 Certificate III in Fitness.
	Intent of the qualification remains unchanged.
	HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core.
	SISFFIT332 Deliver pre-choreographed or prescribed community group exercise programs and SISFFIT333 Deliver pre-choreographed or prescribed group exercise to music classes added to General electives.
	CHCIC301E Interact effectively with children removed from the General electives.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring autonomous work within a defined range of exercise instruction situations and activities. Qualification outcomes will depend on the elective grouping chosen and may include providing exercise instruction for group, aqua or gym programs.

Work may be undertaken in locations such as gyms, fitness facilities, pools and community facilities.

Job roles

- exercise instructor - gym
- exercise instructor - group exercise
- exercise instructor - aqua.

Pathways Information

Not Applicable

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with clients and colleagues to determine and interpret their specific requirements; understanding verbal and written information on fitness products and services; preparing accurate records of client details; providing clear verbal pre-screening instructions; empathising and negotiating acceptable solutions to client requests and complaints to ensure a positive fitness experience.
Initiative and enterprise	Showing initiative and independence in delivering fitness sessions that meet or exceed client expectations; identifying and discussing a range of product or service enhancements to improve client satisfaction or business profitability.
Learning	Knowing the structure of networks within and sources of new information on the fitness industry; accessing professional development opportunities to regularly update fitness product and service knowledge and skills; sharing information with colleagues.
Planning and organising	Collecting, analysing and recording client, product or service information to allow for the efficient planning and delivery of fitness sessions; setting work priorities and scheduling own daily work activities to meet deadlines; following organisation policies and procedures to guide planning and delivery of fitness sessions.
Problem-solving	Identifying hazards and risks that may arise during fitness activities; mitigate problems by making variations to the activity that are within scope of responsibility; clarifying the extent of, and resolving problems through negotiating with clients in a sensitive and culturally appropriate manner; taking responsibility for seeking assistance from colleagues to resolve issues; adhering to organisation policies and procedures to guide solutions to problems.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role in the fitness industry; understanding the boundaries of own role and correctly determining when referral to colleagues or medical or allied health professionals is required; reviewing and reflecting on own work performance; seeking and acting on feedback from

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	colleagues and clients to improve service delivery.
Teamwork	Working as a skilled team member, giving and receiving instructions and understanding own role in delivering fitness sessions and servicing client needs; supporting other team members to provide quality fitness experiences for clients.
Technology	Understanding the operating capability of computer systems and software that assist in selling, planning and delivering exercise products and services; safely using and maintaining fitness equipment according to manufacturer's specifications and organisation policies and procedures.

Packaging Rules

15 units must be completed:

- 10 core units
- 5 elective units, consisting of:
  - all the units in any one of Groups A to C
  - the remaining units to make up the required 5 elective units from General Electives; up to 2 of these remaining units may be selected elsewhere in SIS10 or any current accredited course or other Training Package, and must be first packaged at AQF level 3 or 4.

In all cases, selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
HLTAID003	Provide first aid
SISFFIT301A	Provide fitness orientation and health screening
SISFFIT302A	Provide quality service in the fitness industry
SISFFIT303A	Develop and apply an awareness of specific populations to exercise delivery
SISFFIT305A	Apply anatomy and physiology principles in a fitness context
SISFFIT306A	Provide healthy eating information to clients in accordance with recommended guidelines
SISXFAC207	Maintain sport, fitness and recreation equipment for activities
SISXIND101A	Work effectively in sport and recreation environments
SISXOHS101A	Follow occupational health and safety policies
SISXRSK301A	Undertake risk analysis of activities
Electives	
Group A - Aqua Instructor	
SISFFIT304A	Instruct and monitor fitness programs
SISFFIT310A	Plan and deliver water based fitness activities
Group B - Group Exercise Instructor	

SISFFIT304A	Instruct and monitor fitness programs
SISFFIT309A	Plan and deliver group exercise sessions
Group C - Gym Instructor	
SISFFIT304A	Instruct and monitor fitness programs
SISFFIT307A	Undertake client health assessment
SISFFIT308A	Plan and deliver gym programs
General electives	
Aqua	
SISCAQU202A	Perform basic water rescues
SISCAQU308A	Instruct water familiarisation, buoyancy and mobility skills
Cross-Sector	
SISXCAI306A	Facilitate groups
SISXCCS202	Process entry transactions
Fitness	
SISFFIT307A	Undertake client health assessment
SISFFIT308A	Plan and deliver gym programs
SISFFIT309A	Plan and deliver group exercise sessions
SISFFIT310A	Plan and deliver water based fitness activities
SISFFIT311A	Deliver approved community fitness programs
SISFFIT312A	Plan and deliver an endurance training program
SISFFIT313A	Plan and deliver exercise to apparently healthy children and adolescents
SISFFIT314A	Plan and deliver exercise to older clients with managed conditions
SISFFIT332	Deliver pre-choreographed or prescribed community group exercise

	programs
SISFFIT333	Deliver pre-choreographed or prescribed group exercise to music classes
Imported	
BSBSUS201A	Participate in environmentally sustainable work practices

SIS30413 Certificate III in Outdoor Recreation

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
1	Replaces and is equivalent to SIS30410 Certificate III in Outdoor Recreation.
	Intent of the qualification remains unchanged.
	HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core.
	SISOCLA304A Guide top rope climbing activities on artificial surfaces replaced by SISOCLA311 Guide top rope climbing activities on artificial surfaces in Elective Group J – Climbing – Guide – Artificial Surfaces – Top Rope
	SISOEQO317 Supervise horse handling added to Elective Group T – Horse Riding – Arena and Group U – Horse Riding – Guide Day Rides.
	SITTGDE307 Prepare specialised interpretive content on flora, fauna and landscape replaced with SITTGDE306 Research and share general information on Australian Indigenous cultures in Elective Group AN - Interpretation - Cultural.
	CHCYTH402C Work effectively with young people in the youth work context replaced with CHCYTH002 Work effectively with young people in the youth work context in Elective Group AT – Youth – Orientation.

Description

This qualification provides the skills and knowledge for an individual to be competent in guiding outdoor recreation activities in a controlled environment. It requires technical knowledge of the outdoor recreation activity to be transferred to allow individuals to safely participate in the outdoor activity. It does not provide the skills and knowledge to impart the required level of technical knowledge and expertise to allow participants to independently undertake outdoor recreation activities.

A guide operating in a controlled environment has the skills, knowledge and experience to work autonomously within a closely defined range of skilled operations involving known routines, methods and procedures, where a small amount of discretion and judgement is required in the selection of equipment, services or contingency measures. This person may work independently only within clearly defined contexts where there are clearly defined Standard Operating Procedures (SOPs) and relevant documented guidelines, key safety features and risk management procedures for the specific activity location, they are familiar with those SOPs, and where assistance is available should a non-routine situation arise.

Work can be undertaken either autonomously or as part of a team under supervision. This supervision can be on or off site and would provide support to deal appropriately with unplanned or unexpected events. Work would be undertaken in field locations with clearly defined site specific situations such as camps, recreation centres or facilities or fields on various public lands. Work may be undertaken in differing environments such as water-based, dry land and mountainous terrains, using a diverse range of equipment.

Job roles
The following is indicative job role for this qualification:

* outdoor guide (controlled environment).

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

Entry to this qualification by persons without prior outdoor recreation industry experience or formal qualifications is not recommended.
Examples of sufficient relevant skills and knowledge for entry into the qualification may include:

- Previous qualification at the AQF level below
- Previous experience in the outdoor recreation industry and interest in outdoor pursuits

Entry into this qualification and progression between qualification levels will be based on the professional judgement of the RTO, in consultation with the individual.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
The following table contains a summary of the employability skills required by the outdoor recreation industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on packaging options.	
Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with clients and colleagues to determine and interpret their specific requirements; understanding verbal and written information on guiding outdoor recreation activities; providing clear verbal instructions to clients when guiding; effectively using body language and demonstration to reinforce technique instruction; empathising and negotiating acceptable solutions to client requests and complaints to ensure a positive recreation experience.
Initiative and enterprise	Adjusting work procedures to differences in equipment and facilities and changes in work environment (e.g. tides, weather and water conditions); taking correct action and following established procedures on discovery of an actual or potential emergency or safety hazard; accommodating client differences when guiding outdoor recreation activities.
Learning	Knowing the structure of networks and sources of information within the outdoor recreation industry; keeping well informed of updates and changes to organisational policies, procedures and regulations; seeking information on new and innovative outdoor recreation activity programs; accessing professional development opportunities to strengthen own skill base and contributing to a learning environment through openly sharing knowledge and experiences.
Planning and organising	Collecting, analysing and recording information to allow for the efficient planning of outdoor recreation activities; setting work priorities and scheduling programs to avoid conflicts and avoid duplication of resources; following organisation policies and procedures to plan and deliver outdoor recreation activity programs in an efficient manner and minimise environmental impact.
Problem-solving	Identifying hazards and risks that may arise during outdoor

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	recreation activities; mitigating problems by making variations to the activity that are within scope of responsibility; interpreting weather in the field; clarifying the extent of, and resolving problems through negotiating with clients in a sensitive and culturally appropriate manner; taking responsibility for seeking assistance from colleagues to resolve issues and to manage contingencies;.
Self-management	Understanding the boundaries of own role and correctly determining when assistance from colleagues is required; time management to complete tasks in accordance with agreed deadlines; seeking and acting on feedback from supervisors, colleagues and clients to improve own work performance.
Teamwork	Working as a skilled team member, facilitating a group to meet client expectations and dealing appropriately with conflict; receiving instructions and understanding own role in guiding outdoor recreation activities; supporting other staff to provide quality outdoor recreation experiences for clients.
Technology	Understanding the operating capability of computer systems, software and equipment that assists in the planning and delivery of outdoor recreation activities; safely using and maintaining outdoor recreation equipment according to manufacturer's specifications and organisation policies and procedures.

Packaging Rules

24 units must be completed:

- 12 core units
- 12 elective units, consisting of:
  - all the units in any two of Groups A to AJ, or
  - all the units in any one of Groups A to AJ, and all the units in any one of Groups AK to AT
  - the remaining to make up the required 12 elective units from General electives, or any of the above groups; up to 4 of these remaining units may be selected elsewhere in SIS10, or any current accredited course or other Training Package, and must be first packaged at AQF level 2, 3 or 4.

In all cases, selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
BSBWOR301B	Organise personal work priorities and development
HLTAID003	Provide first aid
SISOODR302A	Plan outdoor recreation activities
SISOODR303A	Guide outdoor recreation sessions
SISOOPS201A	Minimise environmental impact
SISOOPS306A	Interpret weather conditions in the field
SISXCAI306A	Facilitate groups
SISXCCS201A	Provide customer service
SISXEMR201A	Respond to emergency situations
SISXOHS101A	Follow occupational health and safety policies
SISXRSK301A	Undertake risk analysis of activities
TAEDEL301A	Provide work skill instruction
Electives	
Group A - **Abseiling** - **Guide** - **Single Pitch** - **Artificial Surfaces**	
SISOABA302A	Apply single pitch abseiling skills on artificial surfaces

SISOABA303A	Establish ropes for abseiling on artificial surfaces
SISOABA304A	Guide abseiling on single pitch artificial surfaces
SISOABN202A	Safeguard an abseiler using a single rope belay system
SISOVTR301A	Perform vertical rescues
Group B - **Abseiling** - **Guide** - **Single Pitch** - **Natural Surfaces**	
SISOABN202A	Safeguard an abseiler using a single rope belay system
SISOABN303A	Apply single pitch abseiling skills on natural surfaces
SISOABN304A	Establish ropes for single pitch abseiling on natural surfaces
SISOABN305A	Guide abseiling on single pitch natural surfaces
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOVTR301A	Perform vertical rescues
Group C - **Bushwalking** - **Guide** - **Controlled Environment**	
PUAOPE002B	Operate communications systems and equipment
SISOBWG201A	Demonstrate bushwalking skills in a controlled environment
SISOBWG303A	Guide bushwalks in a controlled environment
SISONAV201A	Demonstrate navigation skills in a controlled environment
Group D - **Canoeing** - **Guide** - **Flat Water**	
SISOCNE202A	Perform deep water rescues
SISOCNE303A	Apply canoeing skills
SISOCNE305A	Guide canoeing trips on flat and undemanding water
SISONAV201A	Demonstrate navigation skills in a controlled environment
Group E - **Canoeing** - **Guide** - **White Water Grade 2**	
SISOCNE304A	Apply inland canoeing skills on Grade 2 water

SISOCNE307A	Guide canoeing trips on Grade 2 water
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOWWR201A	Demonstrate self rescue skills in white water
SISOWWR302A	Demonstrate white water rescues and recoveries
Group F - **Canyoning** - **Guide** - **Single Pitch**	
SISCAQU202A	Perform basic water rescues
SISOCAY302A	Apply vertical canyoning skills
SISOCAY303A	Establish belays in canyons
SISOCAY304A	Guide single pitch canyoning trips
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOVTR301A	Perform vertical rescues
Group G - **Caving** - **Guide - Single Pitch**	
SISOCVE201A	Demonstrate caving skills
SISOCVE302A	Apply single pitch abseiling skills in caves
SISOCVE303A	Rig a ladder pitch
SISOCVE304A	Apply laddering skills
SISOCVE305A	Apply caving specific single rope techniques
SISOCVE306A	Rig ropes and establish belays in caves
SISOCVE307A	Guide vertical single pitch caving trips
SISOCVE308A	Guide horizontal caving trips
SISOVTR301A	Perform vertical rescues
Group H - **Challenge Ropes Course - Conduct High Ropes**	
SISOABL301A	Assist in the facilitation of adventure-based learning activities

SISOCRP302A	Conduct a high ropes session

Group I - Challenge Ropes Course - Conduct Low Ropes

SISOABL301A	Assist in the facilitation of adventure-based learning activities
SISOCRP301A	Conduct a low ropes session

Group J - **Climbing** - **Guide** - **Artificial Surfaces** - **Top Rope**

SISOCLA302A	Apply top rope climbing skills on artificial surfaces
SISOCLA303A	Establish belays for climbing on artificial surfaces
SISOCLA311	Guide top rope climbing activities on artificial surfaces

Group K - **Climbing** - **Guide** - **Natural Surfaces** - **Top Rope**

SISOCLN302A	Apply climbing skills on natural surfaces
SISOCLN303A	Establish belays for climbing on natural surfaces
SISOCLN304A	Guide top rope climbing activities on natural surfaces
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOVTR301A	Perform vertical rescues

Group L - **Cycle Touring** - **Guide** - **On-road**

SISOCYT201A	Select, set up and maintain a bike
SISOCYT202A	Demonstrate basic cycling skills
SISOCYT303A	Apply on-road cycling skills
SISOCYT304A	Guide on-road cycle tours
TLIH3002A	Plan and navigate routes

Group M - **Fishing** - **Guide**

SISOFSH201A	Catch and handle fish
SISOFSH202A	Select, catch and use bait

SISOFSH203A	Select, rig and use terminal tackle
SISOFSH204A	Select, use and maintain fishing tackle outfits
SISOFSH205A	Construct and work simple fishing lures
SISOFSH206A	Locate and attract fish
SISOFSH307A	Guide fishing trips
SISOFSH308A	Instruct fishing skills
Group N - **Fishing Equipment**	
SISOFSH201A	Catch and handle fish
SISOFSH204A	Select, use and maintain fishing tackle outfits
SISOFSH205A	Construct and work simple fishing lures
SISOFSH310A	Tie simple fishing flies
SISOFSH314A	Construct and repair fishing rods
Group O - **Fishing Guide** - **Beach**	
SISOFSH201A	Catch and handle fish
SISOFSH313A	Catch crabs, prawns and squid
SISOFSH315A	Demonstrate beach fishing skills
SISOOPS303A	Interpret weather for marine environments
Group P - **Fishing Guide** - **Estuary**	
SISOFSH201A	Catch and handle fish
SISOFSH312A	Demonstrate estuary fishing skills
SISOOPS303A	Interpret weather for marine environments
Group Q - **Fishing Guide** - **Fly**	
SISOFSH201A	Catch and handle fish

SISOFSH309A	Apply fly fishing skills
SISOFSH310A	Tie simple fishing flies

Group R - **Fishing Guide** - **Freshwater**	
SISOFSH201A	Catch and handle fish
SISOFSH311A	Demonstrate freshwater fishing skills

Group S - **Four Wheel Driving** - **Guide**	
SISODRV302A	Drive and recover a 4WD vehicle
SISODRV303A	Guide 4WD tours
TLIB2003A	Carry out vehicle servicing and maintenance
TLIB2004A	Carry out vehicle inspection
TLIH3002A	Plan and navigate routes

Group T - **Horse Riding** - **Arena**	
AHCLSK309A	Implement animal health control programs
AHCLSK320A	Coordinate and monitor livestock transport
SISOEQO303A	Conduct horse riding sessions in an arena
SISOEQO304A	Apply first aid for horses
SISSEQS303A	Teach the fundamental skills of riding
SISOEQO317	Supervise horse handling

Group U - **Horse Riding** - **Guide Day Rides**	
AHCLSK309A	Implement animal health control programs
AHCLSK320A	Coordinate and monitor livestock transport
SISOEQO202A	Demonstrate basic horse riding skills
SISOEQO304A	Apply first aid for horses

SISOEQO305A	Ride horses in tracked areas
SISOEQO306A	Guide day horse trail rides in tracked areas
SISOEQO317	Supervise horse handling
Group V - **Kayaking** - **Guide** - **Flat Water**	
SISOCNE202A	Perform deep water rescues
SISOKYK302A	Apply kayaking skills
SISOKYK304A	Guide kayaking trips on flat and undemanding water
SISONAV201A	Demonstrate navigation skills in a controlled environment
Group W - **Kayaking** - **Guide** - **White Water Grade 2**	
SISOKYK303A	Apply inland kayaking skills on Grade 2 water
SISOKYK305A	Guide kayaking trips on Grade 2 water
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOWWR201A	Demonstrate self rescue skills in white water
SISOWWR302A	Demonstrate white water rescues and recoveries
Group X - **Mountain Biking** - **Guide**	
SISOCYT202A	Demonstrate basic cycling skills
SISOMBK201A	Demonstrate basic off-road cycling skills
SISOMBK302A	Apply advanced off-road cycling skills
SISOMBK303A	Guide off-road cycle tours
SISONAV302A	Apply navigation skills in an intermediate environment
Group Y - **Personal Water Craft** - **Guide**	
SISOPWC303A	Ride personal water craft in moderate to difficult conditions
SISOPWC304A	Guide tours using personal water craft

Group Z - **Rafting Guide** - **Moving Water**	
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISORAF301A	Guide a raft on moving water
SISOWWR201A	Demonstrate self rescue skills in white water
Group AA - **SCUBA** - **Advanced**	
SISOSCB301A	SCUBA dive in open water to a maximum depth of 18 metres
SISOSCB302A	Complete night dives
SISOSCB303A	Complete deep dives to between 18 and 40 metres
SISOSCB304A	Navigate prescribed routes underwater
Group AB - **SCUBA** - **Dive Guide**	
SISCAQU202A	Perform basic water rescues
SISOSCB301A	SCUBA dive in open water to a maximum depth of 18 metres
SISOSCB306A	Perform diver rescues
SISOSCB308A	Guide a SCUBA dive
SISOSNK201A	Demonstrate snorkelling activities
SISOSNK302A	Guide snorkelling
Group AC - **SCUBA** - **Master Diver**	
SISOSCB301A	SCUBA dive in open water to a maximum depth of 18 metres
SISOSCB302A	Complete night dives
SISOSCB303A	Complete deep dives to between 18 and 40 metres
SISOSCB304A	Navigate prescribed routes underwater
SISOSCB305A	Complete underwater search and recovery dives
SISOSCB306A	Perform diver rescues

Group AD - SCUBA - Open Water	
SISOSCB301A	SCUBA dive in open water to a maximum depth of 18 metres
SISOSCB306A	Perform diver rescues
SISOSCB313A	Complete computer aided dives

Group AE - Skiing - Ski Touring - Guide - Day	
SISONAV302A	Apply navigation skills in an intermediate environment
SISOSKT303A	Day ski tour away from a patrolled area
SISOSKT304A	Guide day ski tours
SISOSKT305A	Apply snow craft skills for day touring

Group AF - Snorkelling - Guide	
SISCAQU202A	Perform basic water rescues
SISOSNK201A	Demonstrate snorkelling activities
SISOSNK302A	Guide snorkelling

Group AG - Snowboarding - Guide - Day	
SISONAV302A	Apply navigation skills in an intermediate environment
SISOSKB302A	Snowboard on intermediate terrain
SISOSKB303A	Guide day snowboarding activities
SISOSKT305A	Apply snow craft skills for day touring

Group AH - Surfing - Guide - Basic	
SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions
SISOSRF303A	Perform intermediate level surfing manoeuvres
SISOSRF304A	Perform simple rescues in moderate surf conditions
SISOSRF305A	Guide surfing sessions

Group AI - **Trail Bike Riding** - **Guide** - **Advanced**	
SISONAV302A	Apply navigation skills in an intermediate environment
SISOTBR201A	Select, set up and maintain an off-highway motorcycle
SISOTBR303A	Apply advanced off-highway motorcycling skills
SISOTBR304A	Guide off-highway motorcycle tours
Group AJ - **Yachting** - **Windsurfing**	
SISOYSA302A	Apply enhanced windsurfing skills in moderate conditions
SISOYSA303A	Use a sailboard in stronger winds
Group AK - **Boating**	
MEM50008B	Carry out trip preparation and planning
MEM50009B	Safely operate a mechanically powered recreational boat
MEM50010B	Respond to boating emergencies and incidents
SISOOPS303A	Interpret weather for marine environments
Group AL - **Community Development**	
SISCCRD301A	Facilitate community development through recreational activities
SISCCRD302A	Recruit and manage volunteers
Group AM - **Disability**	
CHCDIS301C	Work effectively with people with a disability
CHCDIS400C	Provide care and support
SISCCRO303A	Plan and conduct recreation programs for older persons
Group AN - **Interpretation** - **Cultural**	
SITTGDE101	Interpret aspects of local Australian Indigenous culture
SITTGDE304	Prepare and present tour commentaries or activities

SITTGDE306	Research and share general information on Australian Indigenous cultures
SITTGDE401	Coordinate and operate a tour
Group AO - **Interpretation** - **Cultural and Heritage Environments**	
SISOINT302A	Develop specialist resources for interpretive activities
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE309	Prepare specialised interpretive content on cultural and heritage environments
SITTGDE401	Coordinate and operate a tour
Group AP - **Interpretation** - **Flora, Fauna and Landscape**	
SISOINT302A	Develop specialist resources for interpretive activities
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE307	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE401	Coordinate and operate a tour
Group AQ - **Interpretation** - **Marine Environments**	
SISOINT302A	Develop specialist resources for interpretive activities
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE308	Prepare specialised interpretive content on marine environments
SITTGDE401	Coordinate and operate a tour
Group AR - **Natural Resource Planning**	
AHCNAR301A	Maintain natural areas
AHCWRK311A	Conduct site inspections
Group AS - **Tour Guiding**	

SITTGDE301	Work as a guide
SITTGDE303	Lead tour groups
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE305	Develop and maintain the general and regional knowledge required by guides
Group AT - Youth - Orientation	
CHCYTH301E	Work effectively with young people
CHCYTH002	Work effectively with young people in the youth work context
General electives	
SISOARC301A	Conduct an archery session
SISOBWG302A	Apply intermediate bushwalking skills
SISOCAY201A	Demonstrate horizontal canyoning skills
SISOCLA305A	Apply route setting skills
SISOCLN405A	Apply single pitch lead climbing skills on natural surfaces
SISOCNE306A	Instruct canoeing skills on flat and undemanding water
SISOCYT202A	Demonstrate basic cycling skills
SISOINT201A	Conduct interpretation within an outdoor activity
SISOINT302A	Develop specialist resources for interpretive activities
SISOKYS302A	Demonstrate sea kayaking skills
SISOKYS303A	Guide sea kayaking trips in easy to moderate conditions
SISOKYS304A	Demonstrate sea kayaking skills in moderate to difficult conditions
SISOODR404A	Manage risk in an outdoor activity
SISOOPS202A	Use and maintain a temporary or overnight site

SISOOPS304A	Plan for minimal environmental impact
SISOOPS305A	Provide first aid in a remote location
SISOPWC202A	Demonstrate simple personal water craft skills in controlled conditions
SISOSCB307A	Inspect and fill SCUBA cylinders
SISOSCB309A	Complete dives off boats
SISOSCB310A	Complete an underwater video
SISOSCB311A	Take still photographs underwater
SISOSCB312A	Complete dry suit dives
SISOSCB314A	Complete wreck dives
SISOSCB315A	Complete drift dives on SCUBA
SISOSCB316A	Dive at altitude greater than 300 metres
SISOSCB317A	Complete a dive using Enriched Air Nitrox
SISOSCB318A	Dive in open water using surface supplied air
SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions
SISOTBR201A	Select, set up and maintain an off-highway motorcycle
SISOVTR301A	Perform vertical rescues
SISOYSB302A	Sail a small boat in light to moderate conditions
SISSCNO305A	Perform the advanced skills and tactics of canoeing
SITTGDE302	Provide arrival and departure assistance
SITXCOM401	Manage conflict
SITXFSA101	Use hygienic practices for food safety

SIS30513 Certificate III in Sport and Recreation

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
1	Replaces and is equivalent to SIS30512 Certificate III in Sport and Recreation. Intent of the qualification remains unchanged. HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core.

Description

This qualification reflects the role of individuals who apply the skills and knowledge to work in the sport and recreation industry in areas such as maintaining grounds and playing surfaces, providing customer service, housekeeping and or administrative assistance. This qualification also provides for multi skilled roles which combine a range of activities required to support the operation of facilities such as fitness centres, outdoor sporting grounds or complexes, aquatic centres and community recreation centres. All job roles are performed under supervision with some degree of autonomy.

Job roles
The following are indicative job roles for this qualification:

- recreation assistant
- administration assistant
- retail assistant.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislation, regulatory or certification requirements apply to this qualification of the endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

The following table contains a summary of the employability skills required by the sport industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with clients and colleagues to determine and interpret their specific requirements; understanding verbal and written information on sport and recreation products and services; preparing accurate records of client details; completing maintenance records; empathising and negotiating acceptable solutions to client requests and complaints.
Initiative and enterprise	Adjusting work procedures to differences in equipment and facilities and changes in work environment; implementing correct action and following established procedures on discovery of an actual or potential emergency, security or safety hazard; identifying and discussing a range of ideas to improve own and colleagues work practices.
Learning	Knowing the sources of new information on the sport and recreation industry; accessing professional development opportunities to regularly update own knowledge and skills; sharing information with colleagues; updating knowledge and skills to accommodate changes in equipment and operating procedures.
Planning and organisation	Collecting, analysing and recording information to provide efficient support for sport and recreation programs and facilities; setting work priorities and scheduling own daily work activities to meet deadlines; following organisation policies and procedures to guide own work; Interpreting program schedules and timetables to determine priority and sequence of own tasks.
Problem Solving	Identifying hazards and risks related to sport and recreation activities and facilities; clarifying the extent of, and resolving problems through negotiating with clients in a sensitive and culturally appropriate manner; taking responsibility for seeking assistance from colleagues to resolve issues; addressing equipment breakdowns that may occur in the course of use and adhering to organisation policies and procedures to guide solutions to problems.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role in the sport and recreation industry; seeking and

	reflecting on feedback on own performance; acting on feedback from colleagues and supervisors on areas for improvement.
Teamwork	Working as a skilled team member; understanding own role in supporting the operation of sport and recreation facilities and servicing client needs; acknowledging accountability to other team members and working collaboratively with other sport and recreation personnel.
Technology	Understanding the operating capability of computer systems and software that assist in selling, planning and delivering sport and recreation products and services; safely using and maintaining sport and recreation equipment according to manufacturer specifications and organisational policies and procedures.

Packaging Rules

15 units must be completed:

- 10 core units
- 5 elective units, which may be selected from the electives in this qualification or from units first packaged at AQF levels 2, 3 and 4 within SIS10; up to 2 of these elective units may be selected from any current accredited course or other Training Package, and must be units which are first packaged at AQF level 3.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
BSBCRT301A	Develop and extend critical and creative thinking skills
BSBWOR301B	Organise personal work priorities and development
HLTAID003	Provide first aid
ICAWEB201A	Use social media tools for collaboration and engagement
SISXCAI303A	Plan and conduct sport and recreation sessions
SISXCCS201A	Provide customer service
SISXEMR201A	Respond to emergency situations
SISXRSK301A	Undertake risk analysis of activities
SISXWHS101	Follow work health and safety policies
SITXCOM401	Manage conflict
Electives	
AHCCHM303A	Prepare and apply chemicals
AHCCHM304A	Transport, handle and store chemicals
AHCMOM202A	Operate tractors
AHCMOM205A	Operate vehicles
AHCMOM302A	Perform machinery maintenance
AHCMOM304A	Operate machinery and equipment

AHCMOM305A	Operate specialised machinery and equipment
AHCPMG301A	Control weeds
AHCPMG302A	Control plant pests, diseases and disorders
AHCTRF301A	Construct turf playing surfaces
AHCTRF304A	Monitor turf health
AHCTRF305A	Renovate sports turf
BSBADM307B	Organise schedules
BSBADM311A	Maintain business resources
BSBFIA301A	Maintain financial records
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBINM301A	Organise workplace information
BSBWOR204A	Use business technology
CHCDIS301C	Work effectively with people with a disability
CHCDIS302A	Maintain an environment to empower people with disabilities
HLTAID006	Provide advanced first aid
ICAICT203A	Operate application software packages
SIRRRPK012A	Recommend business and leisure products and services
SIRXINV002A	Maintain and order stock
SIRXMER303	Coordinate merchandise presentation
SIRXSLS304	Coordinate sales performance
SISCCRD304A	Work with key stakeholders

SISCCRO306A	Organise participant travel
SISSSCO101	Develop and update knowledge of coaching practices
SISSSCO202	Coach beginner or novice participants to develop fundamental motor skills
SISSSDE201	Communicate effectively with others in a sport environment
SISSSPT303A	Conduct basic warm-up and cool-down programs
SISXCAI304A	Plan and conduct sport and recreation programs
SISXCAI306A	Facilitate groups
SISXFAC208	Maintain sport, fitness and recreation facilities
SISXFAC303A	Implement facility maintenance programs
SISXIND402	Analyse legal knowledge for organisation governance
SISXRES301A	Provide public education on the use of resources
SISXRES402A	Support implementation of environmental management practices
SITHFAB201	Provide responsible service of alcohol
SITHFAB301	Operate and monitor cellar systems
SITHFAB307	Provide table service of food and beverage
SITHGAM201	Provide responsible gambling services
SITHGAM301	Analyse and report on gaming machine data
SITXEVT302	Process and monitor event registrations
SITXEVT303	Coordinate on-site event registrations
SITXEVT304	Provide event staging support
SITXFSA101	Use hygienic practices for food safety
SITXHRM401	Roster staff

SIS30613 Certificate III in Sport Career Oriented Participation

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
2	Imported elective units updated from the following training packages: • BSB Business Services • ICP Printing and Graphic Arts • ICT Information and Communications Technology Elective group – Rugby Union – added and elective groups subsequently recoded.
1	Replaces and is equivalent to SIS30612 Certificate III in Sport Career Oriented Participation. Intent of the qualification remains unchanged. HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core.

Description

This qualification reflects the role of individuals who apply the skills and knowledge to undertake a career as an athlete at a regional, state or territory level which may enable match-payments, prize money, grants or endorsements to form the primary source of their income.

Those undertaking this qualification should hold a scholarship with an Institute of Sport, be a member of a state, territory or national team, squad or development program; a state, territory or national talent development program or a member of a second tier national competition. Likely functions for someone with this qualification include training for events, assessing competitors and conditions at venues, consulting with coaches to determine appropriate strategies, competing and undertaking promotional duties.

Job Roles

The following is an indicative job role for this qualification:

• professional athlete.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislation, regulatory or certification requirements apply to this qualification of the endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

The following table contains a summary of the employability skills required by the sport industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Consulting with coaches to determine and interpret own specific training strategies; analysing verbal and written information on professional sport; presentation skills to interact effectively with media personnel and undertake promotional duties; clearly articulating own requirements to coaches, other players and support personnel.
Initiative and enterprise	Showing initiative and independence in adjusting to new situations and adapting to new competition strategies, reflecting on own performance and identifying and discussing a range of modifications to improve own or team achievement and identifying new promotional opportunities.
Learning	Knowing the structure of sport institutes and sources of information within the sport industry; actively using feedback from coaches and support personnel to improve performance; keeping well informed of updates and changes to athlete's diets; sourcing information on new techniques to improve performance.
Planning and organisation	Collecting, analysing and recording information to prepare sponsorship proposals and design an athlete's diet; assessing conditions at competition venues; recognising team priorities and scheduling own training and promotional activities to meet deadlines and achieve goals and targets; following policies and procedures to meet scholarship or talent development program responsibilities in an efficient manner.
Problem Solving	Identifying and taking action to mitigate hazards and risks that may arise during sporting training and competition; responding to setbacks; assessing competitors capabilities, strengths and weaknesses; consulting with coaches to determine appropriate competition strategies and solutions to technique or skill problems.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role as a professional athlete; applying safety practices and procedures; seeking and assessing feedback from team members, coaches and support personnel to improve own performance and identifying and seeking out appropriate development and promotional

	opportunities.
Teamwork	Understanding one's relationship and accountability to sport organisation and institute staff, collaborating with other team members, coaches and support personnel to assist in planning and implementing training plans; contributing to positive team dynamics and working autonomously in the interest of shared team goals and objectives.
Technology	Understanding the operating capability of equipment and software that assists in performance enhancement; using information technology to assist in planning an athlete's diet; safely using and maintaining sport equipment according to manufacturer specifications and organisational policies and procedures.

Packaging Rules

15 units must be completed:

- 10 core units
- 5 elective units, consisting of:
    - all the units in any one of Groups A to H
    - the remaining to make up the required 5 elective units from General electives; up to 2 of these remaining units may be selected elsewhere in SIS10 or any current accredited course or other Training Package, and must be first packaged at AQF level 3 or 4.

In all cases, selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
BSBWOR301B	Organise personal work priorities and development
HLTAID003	Provide first aid
SISSCOP202A	Develop a personal management plan
SISSCOP204A	Develop personal media skills
SISSCOP205A	Develop a personal financial plan
SISSCOP306A	Prepare a sponsorship proposal
SISSCOP308A	Model the responsibilities of an elite athlete
SISSCOP309A	Design an athlete's diet
SISXRSK301A	Undertake risk analysis of activities
SISXWHS101	Follow work health and safety policies
Electives	
Group A – Australian Football	
SISSAFL201A	Perform the intermediate skills of Australian Football
SISSAFL202A	Perform the intermediate tactics of Australian Football
SISSAFL304A	Perform the advanced skills of Australian Football
SISSAFL305A	Perform the advanced tactics of Australian Football

Group B – Cricket	
SISSCKT303A	Participate in conditioning for cricket
SISSCKT304A	Perform the advanced skills of cricket
SISSCKT305A	Perform the advanced tactics and strategies of cricket
Group C – Equestrian	
RGRPSH401A	Relate anatomical and physiological features to the care and treatment of horses
SISOEQO202A	Demonstrate basic horse riding skills
Group D – Golf	
SISSGLF307	Participate in conditioning for golf
SISSGLF314	Perform the advanced skills of golf
SISSGLF315	Apply the advanced tactics and strategies of golf
SISSGLF316	Interpret and apply the rules of golf
Group E – Netball	
SISSNTB201A	Use intermediate level netball skills
SISSNTB202A	Use intermediate level tactics and game strategy in netball play
SISSNTB305A	Use advanced level tactics and game strategy in netball play
SISSNTB306A	Use advanced level netball skills
Group F – Rugby League	
SISSRGL201A	Use intermediate level Rugby League game skills
SISSRGL202A	Use intermediate level tactics and game strategy in Rugby League play
SISSRGL305A	Use advanced level Rugby League game skills
SISSRGL308A	Use advanced level tactics and game strategy in Rugby League play

Group G – Rugby Union	
SISSRGU203A	Participate in conditioning for Rugby Union
SISSRGU306A	Perform advanced level rugby Union skills
SISSRGU307A	Perform advanced level Rugby Union tactics and strategies
Group H – Soccer	
SISSSOC301A	Perform advanced level soccer skills
SISSSOC302A	Perform advanced level soccer tactics and strategies
General electives	
BSBCMM401	Make a presentation
BSBSMB301	Investigate micro business opportunities
ICPDMT263	Access and use the Internet
ICTICT102	Operate word-processing applications
ICTICT105	Operate spreadsheet applications
ICTICT106	Operate presentation packages
ICTICT203	Operate application software packages
ICTICT210	Operate database applications
ICTICT308	Use advanced features of computer applications
SISSAFL202A	Perform the intermediate tactics of Australian Football
SISSAFL305A	Perform the advanced tactics of Australian Football
SISSCKT303A	Participate in conditioning for cricket
SISSCKT304A	Perform the advanced skills of cricket
SISSCKT305A	Perform the advanced tactics and strategies of cricket
SISSCOP307A	Manage personal finances

SISSGLF316	Interpret and apply the rules of golf
SISSNTB306A	Use advanced level netball skills
SISSRGL305A	Use advanced level Rugby League game skills
SISSRGL308A	Use advanced level tactics and game strategy in Rugby League play
SISSRGU201A	Perform foundation level Rugby Union skills
SISSRGU202A	Perform foundation level Rugby Union tactics and strategies
SISSRGU306A	Perform advanced level Rugby Union skills
SISSRGU307A	Perform advanced level Rugby Union tactics and strategies
SISSSOC301A	Perform advanced level soccer skills
SISSSOC302A	Perform advanced level soccer tactics and strategies
SISSSOF101	Develop and update officiating knowledge
SISSSOF202	Officiate games or competitions
SISSSOF203	Judge competitive situations
SISSSPT201A	Implement sports injury prevention
SISXCAI101A	Provide equipment for activities
SISXEMR201A	Respond to emergency situations
SISXFAC207	Maintain sport, fitness and recreation equipment for activities
SISXIND403A	Analyse participation patterns

SIS30713 Certificate III in Sport Coaching

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
2	Imported elective units updated from the following training packages: • ICP Printing and Graphic Arts • ICT Information and Communications Technology
1	Replaces and is equivalent to SIS30712 Certificate III in Sport Coaching. Intent of the qualification remains unchanged. HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core. CHCIC301E Interact effectively with children removed from the General electives.

Description

This qualification reflects the role of individuals who apply the skills and knowledge to undertake a role as a coach. Likely functions for someone with this qualification include observing the performance of sports participants to determine the required level of instruction, and planning, conducting and evaluating individualised and team based training programs. Those with this qualification would also supervise practice sessions and provide in competition assistance to participants.

Job Roles
The following is an indicative job role for this qualification:

• community coach.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislation, regulatory or certification requirements apply to this qualification of the endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

The following table contains a summary of the employability skills required by the sport industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with athletes to determine and interpret their specific requirements; understanding verbal and written information on sport skills; providing clear verbal instructions to players when coaching; effectively using body language and demonstration to reinforce technique instruction; motivating players to enhance performance and provide competition support to athletes.
Initiative and enterprise	Showing initiative and independence in delivering coaching sessions that meet or exceed player expectations; adjusting coaching techniques to differences in players, equipment and facilities; taking correct action and following established procedures on discovery of an actual or potential emergency or safety hazard; reflecting on own performance for improvement.
Learning	Knowing the structure of coaching networks and sources of information within the sport industry; keeping well informed of updates and changes to sport policies, procedures and regulations; analysing new coaching strategies and tactics for applicability to own situation; accessing professional development opportunities to enhance coaching performance.
Planning and organisation	Collecting and recording information to undertake the efficient planning and delivery of coaching activities; time management to schedule tasks to meet deadlines; allocating resources and equipment to enable the desired activities to be undertaken to meet competition or performance targets; following organisational policies and procedures to complete coaching tasks in an efficient manner.
Problem Solving	Identifying and taking action to mitigate hazards and risks that may arise during coaching activities; responding to emergency situations within scope of responsibility; taking responsibility for seeking assistance from colleagues to resolve issues; recognising and adapting appropriately to age and skill differences; dealing with equipment breakdowns and facility availability and to manage contingencies; determining appropriate solutions to technique or skill problems.

Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role as a sports coach; applying risk management strategies; acknowledging, discussing and acting upon feedback provided by senior coaches, players and sport personnel to improve own coaching performance.
Teamwork	Working as a skilled team member; contributing to positive team dynamics and dealing appropriately with conflict; collaborating with other coaches and sport personnel to achieve agreed goals; recognising factors that may affect team harmony and assisting appropriately to avoid or overcome the identified interpersonal issues.
Technology	Understanding and utilising the operating capability of equipment and software that assists in sport coaching; selecting, using and maintaining sport equipment according to manufacturer specifications and organisational policies and procedures.

Packaging Rules

15 units must be completed:

- 9 core units
- 6 elective units, consisting of:
    - all the units in one of Groups A to N
    - the remaining to make up the required 6 elective units from General electives or SIS10, and must be first packaged at AQF level 2, 3 or 4; up to 2 of these may be selected from any current accredited course or other Training Package, and must be first packaged at AQF level 3.

In all cases, selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
HLTAID003	Provide first aid
SISSSCO101	Develop and update knowledge of coaching practices
SISSSCO202	Coach beginner or novice participants to develop fundamental motor skills
SISSSCO303	Plan and deliver coaching programs
SISSSCO304	Customise coaching for athletes with specific needs
SISSSDE201	Communicate effectively with others in a sport environment
SISXFAC207	Maintain sport, fitness and recreation equipment for activities
SISXRSK301A	Undertake risk analysis of activities
SITXCOM401	Manage conflict
Electives	
Group A – Basketball	
SISSBSB303A	Teach intermediate level basketball skills
SISSBSB304A	Teach intermediate level basketball tactics and game strategy
Group B – Competitive Canoeing	
SISSCNO302A	Teach the intermediate skills and tactics of flatwater canoeing
SISSCNO303A	Teach the intermediate skills and tactics of whitewater canoeing

SISSCNO304A	Teach the intermediate skills and tactics of canoe polo

Group C – Cricket

SISSCKT306A	Teach the intermediate skills of cricket
SISSCKT307A	Teach the intermediate tactics and strategies of cricket

Group D – Equestrian

AHCHBR201A	Monitor horse health and welfare
AHCHBR203A	Provide daily care for horses
RGRPSH401A	Relate anatomical and physiological features to the care and treatment of horses
SISOEQO304A	Apply first aid for horses
SISSEQS303A	Teach the fundamental skills of riding

Group E - Gymnastics

CHCYTH301E	Work effectively with young people
SISSGYN302A	Teach fundamental gymnastics skills for infants

Group F – Rugby League

SISSRGL307A	Teach intermediate level Rugby League tactics and game strategy
SISSRGL308A	Use advanced level tactics and game strategy in Rugby League play

Group G – Rugby Union

SISSRGU202A	Perform foundation level Rugby Union tactics and strategies
SISSRGU308A	Teach Rugby Union tactics and strategies at a foundation level
SISSRGU309A	Teach Rugby Union skills at a foundation level

Group H – Squash

SISSSQU303A	Teach the intermediate skills of squash

SISSSQU304A	Teach the intermediate tactics and strategies of squash

Group I – Surf Life Saving

SISSSUR303A	Teach the intermediate skills of surf life saving
SISSSUR304A	Officiate intermediate level surf life saving competitions

Group J – Surfing

SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions
SISOSRF303A	Perform intermediate level surfing manoeuvres
SISOSRF409A	Instruct basic to intermediate surfing skills

Group K – Swimming

SISSSWM301A	Teach the competitive strokes of swimming
SISSSWM302A	Plan a program for a competitive swimmer
SISSSWM303A	Teach the advanced skills of competitive swimming

Group L – Tennis

SISSTNS205	Interpret and apply the rules and regulations of tennis
SISSTNS307	Coach red stage tennis players
SISSTNS308	Coach orange stage tennis players
SISSTNS309	Coach green stage tennis players

Group M – Touch Football

SISSTOU303A	Teach the intermediate skills of Touch
SISSTOU304A	Teach the intermediate tactics and strategies of Touch

Group N – Volleyball

SISSVOL301A	Teach the intermediate skills of volleyball
SISSVOL302A	Teach the intermediate tactics and strategies of volleyball

General electives	
AHCHBR201A	Monitor horse health and welfare
AHCHBR203A	Provide daily care for horses
CHCYTH301E	Work effectively with young people
ICPDMT263	Access and use the Internet
ICTICT105	Operate spreadsheet applications
ICTICT106	Operate presentation packages
ICTICT203	Operate application software packages
ICTICT210	Operate database applications
RGRPSH401A	Relate anatomical and physiological features to the care and treatment of horses
SISOEQO304A	Apply first aid for horses
SISOYSB201A	Demonstrate basic skills to sail a small boat in controlled conditions
SISOYSB302A	Sail a small boat in light to moderate conditions
SISSBSB304A	Teach intermediate level basketball tactics and game strategy
SISSCKT306A	Teach the intermediate skills of cricket
SISSCKT307A	Teach the intermediate tactics and strategies of cricket
SISSCOP202A	Develop a personal management plan
SISSEQS301A	Demonstrate basic dressage, show jumping and cross-country riding
SISSEQS302A	Demonstrate basic dressage and show horse skills
SISSEQS303A	Teach the fundamental skills of riding
SISSGYN302A	Teach fundamental gymnastics skills for infants
SISSMAR201A	Teach the intermediate skills of martial arts

SISSRGL306A	Teach intermediate level Rugby League game skills
SISSRGL307A	Teach intermediate level Rugby League tactics and game strategy
SISSRGL308A	Use advanced level tactics and game strategy in Rugby League play
SISSRGU308A	Teach Rugby Union tactics and strategies at a foundation level
SISSRGU309A	Teach Rugby Union skills at a foundation level
SISSSAI301A	Teach the basic tactics and strategies of sailing
SISSSCO305	Implement selection policies
SISSSOF101	Develop and update officiating knowledge
SISSSOF202	Officiate games or competitions
SISSSOF203	Judge competitive situations
SISSSOF304	Roster officials
SISSSPA301A	Coordinate regional touring athletes
SISSSPT302A	Provide initial management of sports injuries
SISSSQU303A	Teach the intermediate skills of squash
SISSSQU304A	Teach the intermediate tactics and strategies of squash
SISSSWM301A	Teach the competitive strokes of swimming
SISSTOU303A	Teach the intermediate skills of Touch
SISSTOU304A	Teach the intermediate tactics and strategies of Touch
SISSVOL301A	Teach the intermediate skills of volleyball
SISSVOL302A	Teach the intermediate tactics and strategies of volleyball
SISXCAI303A	Plan and conduct sport and recreation sessions
SISXCAI304A	Plan and conduct sport and recreation programs
SISXEMR201A	Respond to emergency situations

SISXIND409	Organise a sport, fitness or recreation event
SISXWHS101	Follow work health and safety policies

SIS30813 Certificate III in Sports Trainer

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
2	Imported elective units updated from the following training packages: • BSB Business Services • ICP Printing and Graphic Arts • ICT Information and Communications Technology
1	Replaces and is equivalent to SIS30812 Certificate III in Sports Trainer. Intent of the qualification remains unchanged. HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core.

Description

This qualification reflects the role of individuals who apply the skills and knowledge to undertake a career as a sports trainer at a regional, state or territory level. Likely functions for someone with this qualification include performing pre and post event taping as part of providing injury prevention and treatment for athletes, developing warm up and cool down programs and assisting with the management of sports injuries under the guidance of a health professional. Those with this qualification would also liaise with coaching and other related support staff.

Job roles
The following is an indicative job role for this qualification:

• sports trainer.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway, however is not suitable for School Based Traineeships/Apprenticeships.

Licensing/Regulatory Information

No licensing, legislation, regulatory or certification requirements apply to this qualification of the endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

The following table contains a summary of the employability skills required by the sport industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with athletes to determine and interpret their specific taping requirements; understanding verbal and written information on injury prevention; providing clear verbal instructions to players on injury prevention and treatment; terminology to interpret information and instructions from sports medicine personnel.
Initiative and enterprise	Showing initiative and independence in assisting with management of sport injuries; adjusting taping techniques to meet players' needs; taking correct action and following established procedures on discovery of an actual or potential emergency or safety hazard; reflecting on own performance for improvement.
Learning	Knowing the structure of sports medicine networks and sources of information within the sport industry; keeping well informed of updates and changes to sports medicine techniques, policies, procedures and regulations; analysing new injury prevention strategies for applicability to own situation; accessing professional development opportunities to enhance sports trainer performance.
Planning and organisation	Collecting and recording information to undertake the efficient planning and delivery of injury prevention, warm up and cool down programs; time management to schedule player taping to meet training or competition deadlines; allocating resources and equipment to enable the desired activities to be undertaken to meet competition timelines; following organisational policies and procedures to complete sports trainer tasks in an efficient manner.
Problem Solving	Identifying and taking action to mitigate hazards and risks that may arise during sports training activities; responding to emergency situations within scope of responsibility; recognising individual differences and adapting injury prevention and treatment strategies accordingly; determining appropriate solutions to injury prevention and management problems.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role as a sports trainer; understanding the boundaries of

	own role and correctly determining when referral to colleagues or medical or allied health professionals is required; acknowledging, discussing and acting upon feedback provided by coaches, players and other sports medicine personnel to improve own performance.
Teamwork	Working as a skilled team member; contributing to positive team dynamics and dealing appropriately with conflict; collaborating with athletes, coaches and sports medicine personnel to determine injury prevention strategies.
Technology	Understanding and utilising the operating capability of equipment and software that assists in injury prevention and treatment; selecting, using and maintaining protective sports equipment according to manufacturer specifications and organisational policies and procedures.

Packaging Rules

14 units must be completed:

- 9 core units
- 5 elective units, which may be selected from the electives in this qualification or from units first packaged at AQF level 2, 3 or 4 within SIS10; up to 2 of these elective units may be selected from any current accredited course or other Training Package, and must be first packaged at AQF level 3.

In all cases, selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
HLTAID003	Provide first aid
SISSSPT201A	Implement sports injury prevention
SISSSPT302A	Provide initial management of sports injuries
SISSSPT303A	Conduct basic warm-up and cool-down programs
SISSSPT304A	Tape ankle, thumb and fingers
SISSSPT305A	Support sports injury management
SISSSPT307A	Conduct advanced taping
SISXRSK301A	Undertake risk analysis of activities
SISXWHS101	Follow work health and safety policies
Electives	
BSBADM307	Organise schedules
BSBWOR301	Organise personal work priorities and development
HLTAID006	Provide advanced first aid
ICPDMT263	Access and use the Internet
ICTICT102	Operate word-processing applications
ICTICT105	Operate spreadsheet applications
ICTICT106	Operate presentation packages

ICTICT203	Operate application software packages
ICTICT210	Operate database applications
SISSSCO101	Develop and update knowledge of coaching practices
SISSSCO303	Plan and deliver coaching programs
SISSSCO304	Customise coaching for athletes with specific needs
SISSSCO305	Implement selection policies
SISSSCO306	Provide drugs in sport information
SISSSCO307	Provide nutrition information to athletes
SISSSCO308	Support athletes to adopt principles of sports psychology
SISSSDE201	Communicate effectively with others in a sport environment
SISSSPA301A	Coordinate regional touring athletes
SISSSPT306A	Deal with medical conditions in a sport setting
SISSSTC301A	Instruct strength and conditioning techniques
SISXEMR201A	Respond to emergency situations

SIS30913 Certificate III in Sport Officiating

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
2	Imported elective units updated from the following training packages: • BSB Business Services • ICP Printing and Graphic Arts • ICT Information and Communications Technology
1	Replaces and is equivalent to SIS30912 Certificate III in Sport Officiating. Intent of the qualification remains unchanged. HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core.

Description

This qualification reflects the role of individuals who apply the skills and knowledge to undertake a career as an official at a regional, state or territory level.

Those undertaking this qualification should be a member of an official's squad or development program, or officiating at a regional to international level. Likely functions for someone with this qualification include training for competition officiating duties, coaching lower level officials and officiating sport competitions.

Job roles
The following is an indicative job role for this qualification:

• official.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislation, regulatory or certification requirements apply to this qualification of the endorsement.

Entry Requirements

Entry to SIS30913 Certificate III in Sport Officiating is open to those who hold entry level National Officiating Accreditation Scheme (NOAS) registration in a chosen sport OR Officiating – Dynamic Skill Set OR Officiating – Static Skill Set.

Employability Skills Summary

The following table contains a summary of the employability skills required by the sport industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Consulting with officials' coaches to determine and interpret own specific training strategies; analysing verbal and written information on professional sport; presentation skills to interact effectively with support personnel and undertake officiating duties; clearly articulating decisions to coaches, participants and support personnel.
Initiative and enterprise	Showing initiative and independence in adjusting to new situations and adapting to new officiating strategies, reflecting on own performance and identifying and discussing a range of modifications to improve own achievement and identifying new personal development opportunities.
Learning	Knowing the structure of the National Sporting Organisation and sources of information within the sport industry; actively using feedback from officials coaches and support personnel to improve performance; keeping well informed of updates and changes to rules and regulations; sourcing information on new techniques to improve performance.
Planning and organisation	Collecting, analysing and recording information to prepare a personal development plan; assessing conditions at competition venues; following policies and procedures to meet officiating or development program responsibilities in an efficient manner.
Problem Solving	Identifying and taking action to mitigate hazards and risks that may arise during officiating training and competition; responding to setbacks; assessing officials' capabilities, strengths and weaknesses; consulting with mentor to determine appropriate strategies and solutions to technique or skill problems.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role as an official; applying safety practices and procedures; seeking and assessing feedback from other officials, officials coaches and support personnel to improve own performance and identifying and seeking out appropriate development opportunities.
Teamwork	Understanding one's relationship and accountability to sport organisation, collaborating with other officials, administrators and support personnel to

	assist in planning and implementing personal development plans, understanding one's roles and responsibilities when officiating as part of a team.
Technology	Understanding the operating capability of equipment and software that assists in performance enhancement; using information technology to assist in planning a development program; safely using and maintaining sport equipment according to manufacturer specifications and organisational policies and procedures.

Packaging Rules

15 units must be completed:

- 10 core units
- 5 elective units, which may be selected from the electives in this qualification of from units first packaged at AQF level 3 or 4 within SIS10; up to 2 of these elective units may be selected from any current accredited course or other Training Package, and must be first packaged at AQF level 3 or 4.

In all cases, selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
BSBWOR301B	Organise personal work priorities and development
HLTAID003	Provide first aid
SISSSDE201	Communicate effectively with others in a sport environment
SISSSOF305	Officiate in a high performance environment
SISSSOF306	Apply self-management to enhance high performance officiating
SISSSOF307	Coach officials
SISXIND408	Select and use technology for sport, fitness and recreation
SISXRSK301A	Undertake risk analysis of activities
SISXWHS101	Follow work health and safety policies
SITXCOM401	Manage conflict
Electives	
BSBCMM401	Make a presentation
BSBLDR403	Lead team effectiveness
BSBSMB301	Investigate micro business opportunities
ICPDMT263	Access and use the Internet
ICTICT102	Operate word-processing applications
ICTICT105	Operate spreadsheet applications

ICTICT106	Operate presentation packages
ICTICT203	Operate application software packages
ICTICT210	Operate database applications
ICTICT308	Use advanced features of computer applications
SISSRGU204A	Officiate junior level Rugby Union
SISSRGU205A	Officiate local or district level Rugby Union
SISSRGU410A	Officiate advanced level Rugby Union
SISSSCO101	Develop and update knowledge of coaching practices
SISSSCO202	Coach beginner or novice participants to develop fundamental motor skills
SISSSCO409	Work collaboratively with support personnel
SISSSCO410	Implement a talent identification program
SISSSOF304	Roster officials
SISSSPA403A	Administer a team or group
SISSSPT201A	Implement sports injury prevention
SISSSPT302A	Provide initial management of sports injuries
SISSSPT303A	Conduct basic warm-up and cool-down programs
SISSSPT304A	Tape ankle, thumb and fingers
SISSSPT305A	Support sports injury management
SISSSPT306A	Deal with medical conditions in a sport setting
SISSSUR202A	Officiate beginner level surf life saving competitions
SISSSUR406A	Officiate advanced level surf life saving competitions
SISXCAI101A	Provide equipment for activities
SISXEMR201A	Respond to emergency situations

SISXFAC207	Maintain sport, fitness and recreation equipment for activities
SISXIND403A	Analyse participation patterns
SISXIND409	Organise a sport, fitness or recreation event
SISXIND410	Coordinate sport, fitness or recreation work teams or groups

SIS40113 Certificate IV in Community Recreation

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
1	Replaces and is equivalent to SIS40110 Certificate IV in Community Recreation. Intent of the qualification remains unchanged. HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core. SISCAQU307A Perform advanced water rescues replaced by SISCAQU318 Perform advanced water rescues in Aquatics Elective group.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions within the community recreation sector including working independently at a broad range of venues or environments such as leisure centres and pools, with a variety of different client groups. Individuals with this level of competency have the ability to plan, conduct and evaluate activities of others and to deal with unpredictable and non-routine situations and provide leadership and guidance to staff.

Job roles
The following are indicative job roles for this qualification:

- duty manager
- program coordinator
- recreation coordinator
- swim school coordinator.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
The following table contains a summary of the employability skills required by the sport and recreation industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on packaging options.	
Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with stakeholders to determine their specific requirements; analysing written information on community recreation participation patterns; preparing accurate records or reports on activities undertaken; completing staff rosters; clarifying instructions to staff; negotiating acceptable solutions to client or staff requests and complaints.
Initiative and enterprise	Identifying and discussing a range of activity or program enhancements to improve client satisfaction and organisation or facility profitability; engaging colleagues in sharing work-place knowledge; actively engaging with community leaders to build relationships; reflecting on own work practices for improvement; monitoring activities and programs for emerging risks.
Learning	Identifying and accessing sources of research on community recreation; contributing to a learning environment through openly sharing knowledge and experiences; accessing internal and external professional development opportunities; updating knowledge and skills to accommodate changes in community recreation programming.
Planning and organising	Collecting, analysing and recording information to provide efficient planning for community recreation programs and activities; setting work priorities and scheduling staff daily work activities to meet deadlines; preparing program plans and coordinating recreation activities; implementing and monitoring occupational health and safety policies.
Problem-solving	Identifying and mitigating hazards and risks related to sport and recreation activities and facilities; clarifying the extent of, and resolving problems through negotiating with clients in a sensitive and culturally appropriate manner; dealing with unpredictable and non-routine situations; planning, strategy and resource allocation to design activities to meet client needs; research into community needs.
Self-	Understanding the organisation, own role and operating within limits of

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
management	authority; critically reviewing own strengths and weaknesses; actively seeking and reflecting on feedback on own performance; building industry and community networks to regularly update knowledge and skills.
Teamwork	Providing leadership to a team of workers; monitoring worker progress and providing assistance where necessary; recognising and adapting appropriately to cultural and language differences in the workplace and community; promoting compliance with legal obligations; acknowledging accountability to senior management and working collaboratively with other community recreation personnel and stakeholders.
Technology	Understanding and utilising the operating capability of computer systems and software for community recreation programming; using information technology to assist in communication and support management and planning functions.

Packaging Rules

19 units must be completed:

- 11 core units
- 8 elective units, which may be selected from the electives listed in this qualification or from SIS10 which are packaged at AQF level 3, 4 or 5; up to 3 of these units may be selected elsewhere in SIS10 or from any current accredited course or other Training Package, and must be first packaged at AQF level 4.

In all cases selection of electives must relate to the core function or role of the candidate's current or intended work environment, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
BSBWOR404B	Develop work priorities
HLTAID003	Provide first aid
ICAICT203A	Operate application software packages
SIRXMGT001A	Coordinate work teams
SISCCRD304A	Work with key stakeholders
SISXCCS404A	Address client needs
SISXEMR402A	Coordinate emergency responses
SISXIND404A	Promote compliance with laws and legal principles
SISXOHS402A	Implement and monitor occupational health and safety policies
SISXRES402A	Support implementation of environmental management practices
SISXRSK301A	Undertake risk analysis of activities
Electives	
Aquatics	
SISCAQU201A	Monitor pool water quality
SISCAQU202A	Perform basic water rescues
SISCAQU303A	Operate aquatic facility plant and equipment

SISCAQU304A	Maintain pool water quality
SISCAQU305A	Implement aquatic facility plant and equipment maintenance program
SISCAQU308A	Instruct water familiarisation, buoyancy and mobility skills
SISCAQU309A	Instruct clients in water safety and survival skills
SISCAQU310A	Instruct swimming strokes
SISCAQU311A	Foster the development of infants and toddlers in an aquatic environment
SISCAQU312A	Assist participants with a disability during aquatic activities
SISCAQU318	Perform advanced water rescues
SISCAQU414A	Develop pool water maintenance procedures
SISCAQU415A	Develop aquatic facility maintenance procedures
SISCAQU416A	Coordinate lifeguard service at an aquatic facility
SISCAQU417A	Operate self-contained breathing apparatus in an aquatic facility
Community Recreation Development	
SISCCRD301A	Facilitate community development through recreational activities
SISCCRD302A	Recruit and manage volunteers
SISCCRD303A	Facilitate inclusion for people with a disability
Community Recreation Operations	
SISCCRO302A	Apply legal and ethical instructional skills
SISCCRO304A	Plan and conduct disability recreation programs
Cross-Sector	
SISXCAI304A	Plan and conduct sport and recreation programs
SISXCCS402A	Coordinate client service activities

SISXCCS403A	Determine needs of client populations
SISXFAC404A	Coordinate facility and equipment acquisition and maintenance
SISXIND403A	Analyse participation patterns
SISXIND405A	Conduct projects
SISXIND406A	Manage projects
Fitness	
SISFFIT311A	Deliver approved community fitness programs
Sports Administration	
SISSSDE503	Develop volunteer management policies
Imported	
BSBHRM401A	Review human resources functions
BSBHRM402A	Recruit, select and induct staff
BSBHRM501B	Manage human resources services
BSBSMB407A	Manage a small team
HLTAID006	Provide advanced first aid
PSPROC414A	Manage contracts
PUAEME003C	Administer oxygen in an emergency situation

SIS40210 Certificate IV in Fitness

Modification History

The release details of this qualification are in the table below. The latest information is at the top.

Release	Comments
4	SISCAQU307A Perform advanced water rescues removed from Group A – Aqua Trainer
3	Editorial updates. Updated units.
2	• Pre requisite unit SISCAQU202A Perform basic water rescues has been inserted into Group A – Aqua Trainer Other changes made are as follows: • The heading "Suggested electives for those wishing to operate a personal training small business" and associated list of units has been deleted • SISSST301A corrected to SISSSTC301A • SISSST402A corrected to SISSSTC402A

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions within the Fitness industry, including working independently in a broad range of settings, such as within fitness centres, gyms, pools, community facilities and in open spaces.

Those with this level of competency will be expected to train individual clients, on a one-on-one basis, and may include older clients and children.

Persons with this level of competency will have the ability to plan, conduct and evaluate exercise training, provide leadership and guidance to clients and other staff and possibly deal with unpredictable situations.

Exercise Trainers will have the ability to monitor and manage business activities to operate efficiently and profitably.

Job roles
• exercise trainer - personal trainer

- exercise trainer - aqua trainer
- exercise trainer - program coordinator
- exercise trainer - children's trainer
- exercise trainer - older client trainer

Pathways Information

Not Applicable

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

Entry to this qualification is open to those who hold a current first aid qualification and current CPR certificate and who have achieved the following units of competency:

SISFFIT301A	Provide fitness orientation and health screening
SISFFIT302A	Provide quality service in the fitness industry
SISFFIT303A	Develop and apply an awareness of specific populations to exercise delivery
SISFFIT304A	Instruct and monitor fitness programs
SISFFIT305A	Apply anatomy and physiology principles in a fitness context
SISFFIT306A	Provide healthy eating information to clients in accordance with recommended guidelines
SISFFIT307A	Undertake client health assessment
SISFFIT308A	Plan and deliver gym programs
SISXOHS101A	Follow occupational health and safety policies
SISXRSK301A	Undertake risk analysis of activities

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
The following table contains a summary of the employability skills required by the fitness industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on packaging options.	
Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	Negotiating with clients to determine and interpret their specific requirements and preferences; explaining the benefits of, and selling personal training services proactively to ensure profitability; adjusting communication styles to meet client needs and motivate clients to meet fitness goals; developing and maintaining documentation such as operational procedures, equipment instructions and marketing information.
Teamwork	Motivating and leading diverse groups of employees or clients; planning work to take into account other facility or environment users; providing support and coaching.
Problem-solving	Anticipating facility, equipment or staffing problems and developing a range of strategies to address typical problems; preparing business or operational plans which outline risk management strategies and actions; identifying issues related to client adherence to exercise programs and developing practical solutions; monitoring client progress and identifying modifications to fitness activities and services based on client feedback; identifying issues outside of scope and determining when to refer clients to medical and allied health professionals.
Initiative and enterprise	Using creativity and innovation in delivering exercise sessions that meet or exceed client expectations or improve business capacity; adapting products and services to respond to emerging fitness industry trends; implementing a continuous improvement approach across the personal training business.
Planning and organising	Collecting, analysing and recording client information to allow for the efficient planning and delivery of personal training sessions; developing business or operational plans to ensure effective delivery of services; preparation of exercise programs that include progression and are appropriate to the client's fitness goals;

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	allocating equipment and determining staffing levels to deliver programmed sessions.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to personal trainers; understanding and respecting scope of practice; taking responsibility for scheduling own time to ensure the personal training business runs efficiently and profitably; seeking and acting on feedback and guidance from clients and colleagues.
Learning	Proactively maintaining and updating exercise product and service knowledge and skills; sharing information with colleagues; accessing current evidence based research; actively listening to clients to learn more about their needs and preferences and incorporating these in program design.
Technology	Identifying updated technologies that assist in the planning, delivery and selling of exercise products and services; safely using and maintaining exercise equipment according to manufacturer's specifications and own policies and procedures.

Packaging Rules

15 units must be completed:

- 10 core units
- 5 elective units, consisting of:
    - all the units in any one of Groups A to C
    - the remaining to make up the required 5 elective units from General electives; up to 2 of these remaining units may be selected elsewhere in SIS10 or any current accredited course or other Training Package, and must be first packaged at AQF level 3 or 4.

In all cases, selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core (10)	
BSBSMB401A	Establish legal and risk management requirements of small business
BSBSMB403A	Market the small business
BSBSMB404A	Undertake small business planning
SISFFIT415A	Work collaboratively with medical and allied health professionals
SISFFIT416A	Apply motivational psychology to provide guidance on exercise behaviour and change to meet health and fitness goals
SISFFIT417A	Undertake long term exercise programming
SISFFIT418A	Undertake appraisals of functional movement
SISFFIT419A	Apply exercise science principles to planning exercise
SISFFIT420A	Plan and deliver exercise programs to support desired body composition outcomes
SISFFIT421A	Plan and deliver personal training
Electives (5)	
Group A - Aqua Trainer	
SISCAQU202A	Perform basic water rescues

SISFFIT422A	Implement inclusive aquatic activities for specific population groups
Group B - **Children's Trainer**	
CHCIC301E	Interact effectively with children
SISFFIT313A	Plan and deliver exercise to apparently healthy children and adolescents
Group C - **Older Clients Trainer**	
SISFFIT314A	Plan and deliver exercise to older clients with managed conditions
General electives	
Aquatics	
SISCAQU312A	Assist participants with a disability during aquatic activities
Fitness	
SISFFIT311A	Deliver approved community fitness programs
SISFFIT312A	Plan and deliver an endurance training program
Strength and Conditioning	
SISSSTC301A	Instruct strength and conditioning techniques
SISSSTC402A	Develop strength and conditioning programs
Cross Sector	
SISXIND406A	Manage projects
Imported	
BSBFRA402B	Establish a franchise
BSBFRA403B	Manage relationship with franchisor
BSBHRM402A	Recruit, select and induct staff

BSBSMB306A	Plan a home-based business
BSBSMB405B	Monitor and manage small business operations
BSBSMB406A	Manage small business finances
BSBSMB407A	Manage a small team
BSBSUS201A	Participate in environmentally sustainable work practices
CUFIND401A	Provide services on a freelance basis
ICAICT203A	Operate application software packages
SITXHRM003A	Roster staff

SIS40313 Certificate IV in Outdoor Recreation

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
2	Imported elective units updated from the following training packages: • CHC08 Community Services The following units added to the General electives: • MEM50008B Carry out trip preparation and planning • MEM50009B Safely operate a mechanically powered recreational boat • MEM50010B Respond to boating emergencies and incidents Editorial correction in Group H

1	Replaces and is equivalent to SIS40310 Certificate IV in Outdoor Recreation.
	
	Intent of the qualification remains unchanged.
	
	HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core.
	
	Four new Elective groups created:
	
	• Group F – Bushwalking – Instruct – Controlled Environment. The following units have been added to Group F:
	  • PUAOPE002B Operate communications systems and equipment
	  • SISOBWG201A Demonstrate bushwalking skills in a controlled environment
	  • SISONAV201A Demonstrate navigation skills in a controlled environment
	  • SISOBWG411 Instruct bushwalks in a controlled environment
	• Group G – Bushwalking – Instruct - Intermediate Environment. The following units have been added to Group G:
	  • PUAOPE002B Operate communications systems and equipment
	  • SISOBWG302A Apply intermediate bushwalking skills
	  • SISOBWG404A Apply river crossing skills
	  • SISONAV302A Apply navigation skills in an intermediate environment
	  • SISOOPS202A Use and maintain a temporary or overnight site
	  • SISOBWG412 Instruct bushwalks in an intermediate environment
	• Group H – Bushwalking – Instruct – Uncontrolled Environment. The following units have been added to Group H:

- PUAOPE002B Operate communications systems and equipment
- SISOBWG404A Apply river crossing skills
- SISONAV403A Navigate in uncontrolled environments
- SISOBWG405B Apply bush walking skills in uncontrolled environments
- SISOBWG413 Instruct bushwalks in an uncontrolled environment
- Group U – Climbing – Instruct – Artificial Surfaces – Top Rope. The following units have been added to Group U:
  - SISOCLA302A Apply top rope climbing skills on artificial surfaces
  - SISOCLA303A Establish belays for climbing on artificial surfaces
  - SISOCLA412 Instruct top rope climbing on artificial surfaces

SISOEQO418 Apply anatomy and physiology to equine performance added to Elective Group AE – Horse Handling and Group AH - Horse Riding – Instruct.

SISOCLA304A Guide top rope climbing activities on artificial surfaces replaced by SISOCLA311 Guide top rope climbing activities on artificial surfaces in General electives.

CHCYTH402C Work effectively with young people in the youth work context replaced with CHCYTH002 Work effectively with young people in the youth work context in Elective Group AAW – Youth – Orientation.

CHCYTH505E Support youth programs replaced with CHCYTH009 Support youth programs in Elective Group AAX – Youth – Service Delivery.

CHCYTH506B Provide services for young people appropriate to their needs and circumstances replaced with CHCYTH010 Provide services for young people appropriate to their needs and circumstances in Elective Group AAX – Youth – Service Delivery.

Description

Depending on the specialisations chosen, this qualification provides the skills and knowledge for an individual to be competent in:

Guiding outdoor recreation activities in an uncontrolled environment
It requires technical knowledge of the outdoor recreation activity to be transferred to allow individuals to safely participate in the outdoor activity. It does not provide the skills and knowledge to impart the required level of technical knowledge and expertise to allow participants to independently undertake outdoor recreation activities.

A guide operating in an uncontrolled environment has the skills, knowledge and experience that enable them to work independently within a variety of settings and contexts that may be complex and non-routine.

Instructing outdoor recreation skills
An instructor has the skills, knowledge and experience to facilitate skill transfer or development to clients in order that they may participate independently (or with minimal supervision) in outdoor activities. This requires the instructor to be able to:

- transfer required technical skills and knowledge to participants
- apply a variety of appropriate instructional strategies
- critique participants technique
- assess participants skill and knowledge acquisition during and at the end of a program or session
- In all cases those with this qualification would be managing expected and unexpected situations with considerable autonomy. Leadership, guidance and supervision are involved when organising activities of self and others, as well as contributing to technical solutions of a non-routine or contingency nature. Work would be performed in field locations with varied contexts requiring contingency planning and in differing environments such as water-based, dry land and mountainous terrains, using a diverse range of equipment.

Job roles
The following are indicative job roles for this qualification:

- outdoor guide (uncontrolled environment)
- outdoor instructor.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

Entry to this qualification by persons without prior outdoor recreation industry experience or formal qualifications is not recommended.

Examples of sufficient relevant skills and knowledge for entry into the qualification may include:

- Previous qualification at the AQF level below
- Previous experience in the outdoor recreation industry and interest in outdoor pursuits

Entry into this qualification and progression between qualification levels will be based on the professional judgement of the RTO, in consultation with the individual.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
The following table contains a summary of the employability skills required by the outdoor recreation industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on packaging options.	
Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with clients and colleagues to determine and interpret their specific requirements; providing precise location and situation information in case of emergency situations, documenting outdoor recreation activity programs; effectively using body language and demonstration to reinforce technique instruction; delivering feedback on client technique; addressing client needs to ensure a positive recreation experience.
Initiative and enterprise	Identifying and discussing a range of activity or program enhancements to improve client satisfaction and organisation or facility sustainability; engaging colleagues in sharing work-place knowledge; reflecting on own instructional practices for improvement; supporting the implementation of environmental management practices; monitoring activities and programs for emerging risks.
Learning	Identifying and accessing sources of research on outdoor recreation instruction and program design; contributing to a learning environment through openly sharing knowledge and experiences; accessing internal and external professional development opportunities; updating knowledge and skills to accommodate changes in the outdoor recreation industry.
Planning and organising	Collecting, analysing and recording information to efficiently plan outdoor recreation activities and programs; setting work priorities and scheduling programs and work activities to meet deadlines and use resources efficiently while minimising environmental impact, implementing and monitoring occupational health and safety policies and promoting compliance with legislation and regulations.
Problem-solving	Managing hazards, risks and emergencies related to outdoor recreation activities and facilities; clarifying the extent of, and resolving problems through negotiating with clients in a sensitive and culturally appropriate manner; dealing with unpredictable and non-routine situations; planning, strategy and resource allocation to design activities to meet client needs;

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	applying search and rescue skills; interpreting changing weather conditions in the field; determining appropriate instructional strategies for skill transfer to clients.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role and operating within limits of authority; critically reviewing own strengths and weaknesses; actively seeking and reflecting on feedback on own performance; building industry networks to regularly update knowledge and skills.
Teamwork	Providing leadership to outdoor activity assistants; monitoring group progress and providing encouragement where necessary; recognising and adapting appropriately to cultural and language differences; promoting compliance with legal obligations; acknowledging accountability to supervisors and working collaboratively with other outdoor recreation personnel and stakeholders.
Technology	Understanding and utilising the operating capability of computer systems and software for outdoor recreation program planning and delivery; identifying new equipment that improves safety and enhances delivery of outdoor recreation activities; using information technology to assist in communication and support management and planning functions.

Packaging Rules

31 units must be completed:

- 15 core units
- 16 elective units, consisting of:
    - all the units in any two of Groups A to AAK, or
    - all the units in any one of Groups A to AAK and all the units in any one of Groups AAL to AAX
    - the remaining to make up the required 16 elective units from the General electives, or any of the above groups; up to 5 of these remaining units may be selected elsewhere in SIS10 or any current accredited course or other Training Package, and must be first packaged at AQF level 2, 3 or 4.

In all cases selection of electives must relate to the core function or role of the candidate's current or intended work environment, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
BSBWOR404B	Develop work priorities
HLTAID003	Provide first aid
SISOODR302A	Plan outdoor recreation activities
SISOODR404A	Manage risk in an outdoor activity
SISOODR405A	Develop and coordinate programs incorporating outdoor activities
SISOOPS306A	Interpret weather conditions in the field
SISOOPS407A	Apply search and rescue skills
SISXCCS404A	Address client needs
SISXEMR201A	Respond to emergency situations
SISXIND404A	Promote compliance with laws and legal principles
SISXIND405A	Conduct projects
SISXOHS402A	Implement and monitor occupational health and safety policies
SISXRES402A	Support implementation of environmental management practices
SISXRES403A	Use resources efficiently

TAEDEL301A	Provide work skill instruction

Electives

Group A - **Abseiling** - **Guide** - **Natural Surface** - **Multi Pitch**

SISOABN202A	Safeguard an abseiler using a single rope belay system
SISOABN406A	Apply multi pitch abseiling skills on natural surfaces
SISOABN407A	Establish ropes for multi pitch abseiling on natural surfaces
SISOABN409A	Guide abseiling on multi pitch natural surfaces
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOVTR402A	Perform complex vertical rescues

Group B - **Abseiling** - **Instruct** - **Artificial Surface** - **Multi Pitch**

SISOABA405A	Establish ropes for multi pitch abseiling on artificial surfaces
SISOABA406A	Instruct abseiling on single pitch artificial surface
SISOABA407A	Instruct abseiling on multi pitch artificial surfaces
SISOABN202A	Safeguard an abseiler using a single rope belay system
SISOVTR402A	Perform complex vertical rescues

Group C - **Abseiling** - **Instruct** - **Artificial Surface** - **Single Pitch**

SISOABA302A	Apply single pitch abseiling skills on artificial surfaces
SISOABA303A	Establish ropes for abseiling on artificial surfaces
SISOABA406A	Instruct abseiling on single pitch artificial surfaces
SISOABN202A	Safeguard an abseiler using a single rope belay system
SISOVTR301A	Perform vertical rescues

Group D - **Abseiling** - **Instruct** - **Natural Surface** - **Single Pitch**

SISOABN202A	Safeguard an abseiler using a single rope belay system

SISOABN303A	Apply single pitch abseiling skills on natural surfaces
SISOABN304A	Establish ropes for single pitch abseiling on natural surfaces
SISOABN408A	Instruct abseiling on single pitch natural surfaces
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOVTR301A	Perform vertical rescues
Group E - **Bushwalking** - **Guide** - **Intermediate Environment**	
PUAOPE002B	Operate communications systems and equipment
SISOBWG302A	Apply intermediate bushwalking skills
SISOBWG404A	Apply river crossing skills
SISOBWG405A	Guide intermediate bushwalks
SISONAV302A	Apply navigation skills in an intermediate environment
SISOOPS202A	Use and maintain a temporary or overnight site
Group F – Bushwalking – Instruct – Controlled Environment	
PUAOPE002B	Operate communications systems and equipment
SISOBWG201A	Demonstrate bushwalking skills in a controlled environment
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOBWG411	Instruct bushwalks in a controlled environment
Group G – Bushwalking – Instruct - Intermediate Environment	
PUAOPE002B	Operate communications systems and equipment
SISOBWG302A	Apply intermediate bushwalking skills
SISOBWG404A	Apply river crossing skills
SISONAV302A	Apply navigation skills in an intermediate environment
SISOOPS202A	Use and maintain a temporary or overnight site

SISOBWG412	Instruct bushwalks in an intermediate environment

Group H – Bushwalking – Instruct – Uncontrolled Environment

PUAOPE002B	Operate communications systems and equipment
SISOBWG404A	Apply river crossing skills
SISONAV403A	Navigate in uncontrolled environments
SISOBWG406A	Apply bush walking skills in uncontrolled landscapes
SISOBWG413	Instruct bushwalks in an uncontrolled environment

Group I - **Canoeing** - **Guide** - **White Water Grade 2**

SISOCNE304A	Apply inland canoeing skills on Grade 2 water
SISOCNE307A	Guide canoeing trips on Grade 2 water
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOWWR201A	Demonstrate self rescue skills in white water
SISOWWR302A	Demonstrate white water rescues and recoveries

Group J - **Canoeing** - **Guide** - **White Water Grade 3**

SISOCNE408A	Apply inland canoeing skills on Grade 3 water
SISOCNE410A	Guide canoeing trips on Grade 3 water
SISONAV302A	Apply navigation skills in an intermediate environment
SISOWWR201A	Demonstrate self rescue skills in white water
SISOWWR403A	Perform complex white water rescues and recoveries

Group K - **Canoeing** - **Instruct** - **Flat Water**

SISOCNE202A	Perform deep water rescues
SISOCNE303A	Apply canoeing skills
SISOCNE306A	Instruct canoeing skills on flat and undemanding water

SISONAV201A	Demonstrate navigation skills in a controlled environment

Group L - **Canoeing** - **Instruct** - **White Water Grade 2**

SISOCNE304A	Apply inland canoeing skills on Grade 2 water
SISOCNE409A	Instruct canoeing skills on Grade 2 water
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOWWR201A	Demonstrate self rescue skills in white water
SISOWWR302A	Demonstrate white water rescues and recoveries

Group M - **Canyoning** - **Guide** - **Multi Pitch**

SISCAQU202A	Perform basic water rescues
SISOCAY302A	Apply vertical canyoning skills
SISOCAY405A	Apply advanced vertical canyoning skills
SISOCAY406A	Establish complex belays in canyons
SISOCAY407A	Guide multi pitch canyoning trips
SISONAV302A	Apply navigational skills in an intermediate environment
SISOVTR402A	Perform complex vertical rescues

Group N - **Caving** - **Guide** - **Multi Pitch**

SISOCVE302A	Apply single pitch abseiling skills in caves
SISOCVE305A	Apply caving specific single rope techniques
SISOCVE409A	Rig ladders in complex situations
SISOCVE410A	Rig a complex pitch using caving specific techniques
SISOCVE411A	Apply vertical caving skills
SISOCVE412A	Rig multi pitches in complex vertical cave systems
SISOCVE413A	Navigate in untrogged caves

SISOCVE414A	Guide vertical multi pitch caving trips
SISONAV302A	Apply navigation skills in an intermediate environment
SISOVTR402A	Perform complex vertical rescues

Group O - **Caving** - **Instruct** - **Vertical Single Pitch**

SISOCVE201A	Demonstrate caving skills
SISOCVE302A	Apply single pitch abseiling skills in caves
SISOCVE303A	Rig a ladder pitch
SISOCVE304A	Apply laddering skills
SISOCVE305A	Apply caving specific single rope techniques
SISOCVE306A	Rig ropes and establish belays in caves
SISOCVE411A	Apply vertical caving skills
SISOCVE417A	Instruct vertical single pitch caving skills
SISONAV302A	Apply navigation skills in an intermediate environment
SISOVTR301A	Perform vertical rescues

Group P - **Caving** - **Specialist** - **Cavern Diving**

SISOCVE416A	Apply cavern diving skills
SISOSCB301A	SCUBA dive in open water to a maximum depth of 18 metres
SISOSCB302A	Complete night dives

Group Q - **Challenge Ropes Course** - **Supervise High Ropes**

SISOABL402A	Facilitate adventure-based learning activities
SISOCRP302A	Conduct a high ropes session
SISOCRP404A	Supervise a high ropes session

Group R - **Challenge Ropes Course** - **Supervise Low Ropes**

SISOABL402A	Facilitate adventure-based learning activities
SISOCRP301A	Conduct a low ropes session
SISOCRP403A	Supervise a low ropes session

Group S - **Climbing** - **Guide** - **Natural Surface** - **Single Pitch** - **Lead**

SISOCLN303A	Establish belays for climbing on natural surfaces
SISOCLN405A	Apply single pitch lead climbing skills on natural surfaces
SISOCLN408A	Guide lead climbing activities on single pitch natural surfaces
SISOVTR301A	Perform vertical rescues

Group T - **Climbing** - **Guide** - **Natural Surface** - **Top Rope**

SISOCLN302A	Apply climbing skills on natural surfaces
SISOCLN303A	Establish belays for climbing on natural surfaces
SISOCLN304A	Guide top rope climbing activities on natural surfaces
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOVTR301A	Perform vertical rescues

Group U – Climbing – Instruct – Artificial Surfaces – Top Rope

SISOCLA302A	Apply top rope climbing skills on artificial surfaces
SISOCLA303A	Establish belays for climbing on artificial surfaces
SISOCLA412	Instruct top rope climbing on artificial surfaces

Group V - **Climbing** - **Instruct** - **Artificial Surface** - **Single Pitch** - **Lead**

SISOCLA303A	Establish belays for climbing on artificial surfaces
SISOCLA406A	Apply lead climbing skills on artificial surfaces
SISOCLA409A	Instruct lead climbing on single pitch artificial surfaces
SISOVTR301A	Perform vertical rescues

Group W - **Climbing** - **Instruct** - **Natural Surface** - **Single Pitch** - **Lead**	
SISOCLN303A	Establish belays for climbing on natural surfaces
SISOCLN405A	Apply single pitch lead climbing skills on natural surfaces
SISOCLN411A	Instruct lead climbing on single pitch natural surfaces
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOVTR301A	Perform vertical rescues
Group X - **Climbing** - **Instruct** - **Natural Surface** -**Top Rope**	
SISOCLN302A	Apply climbing skills on natural surfaces
SISOCLN303A	Establish belays for climbing on natural surfaces
SISOCLN409A	Instruct top rope climbs on natural surfaces
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOVTR301A	Perform vertical rescues
Group Y - Cycle Touring - Guide – Overnight	
SISOCYT201A	Select, set up and maintain a bike
SISOCYT202A	Demonstrate basic cycling skills
SISOCYT303A	Apply on-road cycling skills
SISOCYT304A	Guide on-road cycle tours
SISOCYT405A	Apply overnight cycle touring skills
SISOCYT406A	Guide overnight and extended cycle tours
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOOPS202A	Use and maintain a temporary or overnight site
TLIH3002A	Plan and navigate routes
Group Z - **Cycle Touring - Instructor**	

SISOCYT201A	Select, set up and maintain a bike
SISOCYT202A	Demonstrate basic cycling skills
SISOCYT303A	Apply on-road cycling skills
SISOCYT304A	Guide on-road cycle tours
SISOCYT405A	Apply overnight cycle touring skills
SISOCYT406A	Guide overnight and extended cycle tours
SISOCYT407A	Instruct cycle touring skills
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOOPS202A	Use and maintain a temporary or overnight site
TLIH3002A	Plan and navigate routes
Group AA- **Fishing Guide** - **Charter In-shore**	
SISOFSH201A	Catch and handle fish
SISOFSH416A	Demonstrate marine inshore fishing skills
SISOFSH417A	Demonstrate marine offshore fishing skills
Group AB - **Fishing Guide** - **Charter Off-shore**	
SISOFSH201A	Catch and handle fish
SISOFSH417A	Demonstrate marine offshore fishing skills
SISOOPS303A	Interpret weather for marine environments
Group AC - **Fishing Instructor**	
SISOFSH201A	Catch and handle fish
SISOFSH202A	Select, catch and use bait
SISOFSH203A	Select, rig and use terminal tackle
SISOFSH204A	Select, use and maintain fishing tackle outfits

SISOFSH206A	Locate and attract fish
SISOFSH308A	Instruct fishing skills

Group AD - **Four Wheel Driving** - **Guide** - **Advanced**

SISODRV302A	Drive and recover a 4WD vehicle
SISODRV303A	Guide 4WD tours
SISODRV404A	Drive a 4WD vehicle in difficult terrain
SISODRV405A	Coordinate recovery of 4WD vehicles
SISONAV201A	Demonstrate navigation skills in a controlled environment

Group AE - **Horse Handling**

AHCHBR304A	Educate, ride and care for horses and equipment
AHCHBR306A	Prevent and treat equine injury and disease
SISOEQO407A	Select horses for a program
SISOEQO408A	Determine nutritional requirements for horses
SISOEQO409A	Train and condition horses
SISOEQO418	Apply anatomy and physiology to equine performance

Group AF - **Horse Riding** - **Overnight Rides**

AHCHBR302A	Carry out basic hoof care procedures
SISOEQO410A	Guide overnight horse trail rides in tracked areas
SISONAV201A	Demonstrate navigation skills in a controlled environment

Group AG - **Horse Riding** - **Remote Areas**

AHCHBR302A	Carry out basic hoof care procedures
AHCHBR304A	Educate, ride and care for horses and equipment
AHCHBR306A	Prevent and treat equine injury and disease

SISOEQO202A	Demonstrate basic horse riding skills
SISOEQO304A	Apply first aid for horses
SISOEQO305A	Ride horses in tracked areas
SISOEQO408A	Determine nutritional requirements for horses
SISOEQO409A	Train and condition horses
SISOEQO410A	Guide overnight horse trail rides in tracked areas
SISOEQO411A	Ride horses in remote areas
SISOEQO412A	Manage horse illness and injuries in remote areas
SISOEQO413A	Guide trail rides in remote areas
SISONAV201A	Demonstrate navigation skills in a controlled environment

Group AH - **Horse Riding** - **Instruct**

AHCHBR304A	Educate, ride and care for horses and equipment
SISOEQO407A	Select horses for a program
SISOEQO414A	Instruct horse riding and handling skills
SISOEQO418	Apply anatomy and physiology to equine performance

Group AI - **Kayaking** - **Guide** - **White Water Grade 2**

SISOKYK303A	Apply inland kayaking skills on Grade 2 water
SISOKYK305A	Guide kayaking trips on Grade 2 water
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOWWR201A	Demonstrate self rescue skills in white water
SISOWWR302A	Demonstrate white water rescues and recoveries

Group AJ - Kayaking - **Guide** - **White Water Grade 3**

SISOKYK406A	Demonstrate inland kayaking skills on Grade 3 water

SISOKYK409A	Guide kayaking trips on Grade 3 water
SISOWWR201A	Demonstrate self rescue skills in white water
SISOWWR403A	Perform complex white water rescues and recoveries

Group AK - **Kayaking** - **Instruct** - **Flat Water**

SISOCNE202A	Perform deep water rescues
SISOKYK302A	Apply kayaking skills
SISOKYK407A	Instruct kayaking skills on flat and undemanding water
SISONAV201A	Demonstrate navigation skills in a controlled environment

Group AL - **Kayaking** - **Instruct** - **White Water Grade 2**

SISOKYK303A	Apply inland kayaking skills on Grade 2 water
SISOKYK408A	Instruct kayaking skills on Grade 2 water
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOWWR201A	Demonstrate self rescue skills in white water
SISOWWR302A	Demonstrate white water rescues and recoveries

Group AM - **Mountain Biking** - **Guide**

SISOCYT202A	Demonstrate basic cycling skills
SISOMBK201A	Demonstrate basic off-road cycling skills
SISOMBK302A	Apply advanced off-road cycling skills
SISOMBK303A	Guide off-road cycle tours
SISONAV302A	Apply navigation skills in an intermediate environment

Group AN - **Mountain Biking** - **Instruct**

SISOCYT202A	Demonstrate basic cycling skills
SISOMBK201A	Demonstrate basic off-road cycling skills

SISOMBK302A	Apply advanced off-road cycling skills
SISOMBK404A	Instruct off-road cycling skills
SISONAV302A	Apply navigation skills in an intermediate environment

Group AO - **Personal Water Craft** - **Instruct** - **Basic Skills**	
SISOPWC202A	Demonstrate simple personal water craft skills in controlled conditions
SISOPWC405A	Instruct basic personal water craft riding skills

Group AP - **Rafting** - **Guide** - **Grade 3 Rapids**	
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISORAF402A	Guide a raft on Grade 3 rapids
SISOWWR201A	Demonstrate self rescue skills in white water
SISOWWR302A	Demonstrate white water rescues and recoveries

Group AQ - **Rafting** - **Trip Leader** - **Grade 3 Rapids**	
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISORAF403A	Guide a raft on Grade 4 rapids
SISORAF404A	Coordinate and manage white water rafting trips
SISOWWR201A	Demonstrate self rescue skills in white water
SISOWWR403A	Perform complex white water rescues and recoveries

Group AR - **SCUBA** - **Dive Supervisor**	
SISOSCB301A	SCUBA dive in open water to a maximum depth of 18 metres
SISOSCB306A	Perform diver rescues
SISOSCB308A	Guide a SCUBA dive

Group AS - **SCUBA - Instruct - Specialities**	
SISOSCB301A	SCUBA dive in open water to a maximum depth of 18 metres

SISOSCB419A	Instruct SCUBA diving skills
SISOSCB420A	Instruct specialised SCUBA diving skills

Group AT - **Sea Kayaking** - **Guide** - **Easy to Moderate Conditions**

PUAOPE002B	Operate communications systems and equipment
SISOCNE202A	Perform deep water rescues
SISOKYS302A	Demonstrate sea kayaking skills
SISOKYS303A	Guide sea kayaking trips in easy to moderate conditions
SISOKYS406A	Plan and navigate a sea kayaking inshore passage
SISOOPS303A	Interpret weather for marine environments

Group AU - **Sea Kayaking** - **Instruct** - **Easy to Moderate Conditions**

PUAOPE002B	Operate communications systems and equipment
SISOCNE202A	Perform deep water rescues
SISOKYS302A	Demonstrate sea kayaking skills
SISOKYS406A	Plan and navigate a sea kayaking inshore passage
SISOKYS407A	Instruct sea kayaking in easy to moderate conditions
SISOOPS303A	Interpret weather for marine environments

Group AV - Skiing - Cross Country - Instruct - Intermediate

SISOSKT409A	Apply intermediate cross country skiing skills
SISOSKT411A	Instruct cross country skiing

Group AW - **Skiing** - **Downhill** - **Instruct**

SISOSKI402A	Alpine ski downhill on intermediate terrain
SISOSKI403A	Alpine ski downhill on advanced terrain
SISOSKI405A	Alpine free ski on all terrain

SISOSKI408A	Instruct alpine skiing skills

Group AX - **Skiing** - **Downhill** - **Instruct** - **Telemarking**

SISOSKI406A	Telemark ski downhill on intermediate terrain
SISOSKI408A	Instruct alpine skiing skills

Group AY - **Skiing** - **Ski Touring** - **Guide** - **Overnight**

SISONAV403A	Navigate in uncontrolled environments
SISOOPS202A	Use and maintain a temporary or overnight site
SISOSKT407A	Overnight ski tour in difficult terrain using advanced ski touring skills
SISOSKT408A	Apply snow craft skills for overnight touring
SISOSKT409A	Apply intermediate cross country skiing skills
SISOSKT410A	Guide overnight ski tours

Group AZ - **Skiing** - **Ski Touring** - **Guide** - **Overnight** - **Intermediate**

SISONAV403A	Navigate in uncontrolled environments
SISOOPS202A	Use and maintain a temporary or overnight site
SISOSKT408A	Apply snow craft skills for overnight touring
SISOSKT410A	Guide overnight ski tours

Group AAA - **Snorkelling** - **Instruct**

SISCAQU202A	Perform basic water rescues
SISOSNK201A	Demonstrate snorkelling activities
SISOSNK403A	Instruct snorkelling skills

Group AAB - **Snowboarding** - **Guide** - **Overnight**

SISONAV403A	Navigate in uncontrolled environments
SISOSKB404A	Snowboard on advanced terrain

SISOSKB408A	Guide overnight snowboarding activities
SISOSKT408A	Apply snow craft skills for overnight touring
Group AAC - **Snowboarding** - **Instruct**	
SISOSKB302A	Snowboard on intermediate terrain
SISOSKB407A	Instruct snowboarding
Group AAD - **Surfing** - **Guide - Basic**	
SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions
SISOSRF303A	Perform intermediate level surfing manoeuvres
SISOSRF304A	Perform simple rescues in moderate surf conditions
SISOSRF305A	Guide surfing sessions
Group AAE - **Surfing** - **Instruct** - **Basic to Intermediate**	
SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions
SISOSRF303A	Perform intermediate level surfing manoeuvres
SISOSRF304A	Perform simple rescues in moderate surf conditions
SISOSRF409A	Instruct basic to intermediate surfing skills
Group AAF - **Surfing** - **Instruct** - **Intermediate to Advanced**	
SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions
SISOSRF303A	Perform intermediate level surfing manoeuvres
SISOSRF406A	Perform advanced level surfing manoeuvres
SISOSRF407A	Perform rescues in moderate to difficult surf conditions
SISOSRF410A	Instruct advanced surfing skills
Group AAG - **Trail Bike Riding - Instruct - Basic Skills**	
SISONAV201A	Demonstrate navigation skills in a controlled environment

SISOTBR201A	Select, set up and maintain an off-highway motorcycle
SISOTBR202A	Demonstrate basic off-highway motorcycling skills
SISOTBR304A	Guide off-highway motorcycle tours
SISOTBR405A	Guide extended off-highway motorcycle tours
SISOTBR406A	Instruct basic off-highway motorcycling skills
Group AAH - **Vertical Rescue** - **Instruct**	
SISOVTR301A	Perform vertical rescues
SISOVTR402A	Perform complex vertical rescues
SISOVTR403A	Instruct vertical rescue
Group AAI - **White Water Rescue** - **Instruct**	
SISOWWR403A	Perform complex white water rescues and recoveries
SISOWWR404A	Instruct white water rescue
Group AAJ - **Yachting** - **Instruct** - **Windsurfing**	
SISOYSA404A	Use long boards in difficult conditions
SISOYSA405A	Use short boards in difficult conditions
SISOYSA406A	Instruct windsurfing
Group AAK - **Yachting** - **Small Boats**	
SISOYSB403A	Sail a small boat in moderate and variable conditions
SISOYSB404A	Instruct small boat yachting
Group AAL - **Community Development**	
AHCCCF411A	Develop approaches to include cultural and human diversity
SISCCRD304A	Work with key stakeholders
SISXCAI304A	Plan and conduct sport and recreation programs

Group AAM - **Disability**	
CHCDIS301C	Work effectively with people with a disability
CHCDIS507C	Design and adapt surroundings to group requirements
SISCCRD303A	Facilitate inclusion for people with a disability
SISCCRO304A	Plan and conduct disability recreation programs
Group AAN - **Interpretation**	
SISOINT201A	Conduct interpretation within an outdoor activity
SISOINT302A	Develop specialist resources for interpretive activities
Group AAO - **Interpretation** - **Cultural**	
SITTGDE101	Interpret aspects of local Australian Indigenous culture
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE306	Research and share general information on Australian Indigenous cultures
SITTGDE401	Coordinate and operate a tour
Group AAP - **Interpretation** - **Cultural and Heritage Environments**	
SISOINT302A	Develop specialist resources for interpretive activities
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE309	Prepare specialised interpretive content on cultural and heritage environments
SITTGDE401	Coordinate and operate a tour
Group AAQ - **Interpretation** - **Flora**, **Fauna and Landscape**	
SISOINT302A	Develop specialist resources for interpretive activities
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE0307	Prepare specialised interpretive content on flora, fauna and landscape

SITTGDE401	Coordinate and operate a tour

Group AAR - **Interpretation** - **Marine Environments**

SISOINT302A	Develop specialist resources for interpretive activities
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE308	Prepare specialised interpretive content on marine environments
SITTGDE401	Coordinate and operate a tour

Group AAS - **Natural Resource Planning**

AHCNAR301A	Maintain natural areas
AHCWRK402A	Provide information on environmental issues and policies

Group AAT - **Tour Guiding**

SITTGDE301	Work as a guide
SITTGDE303	Lead tour groups
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE305	Develop and maintain the general and regional knowledge required by guides

Group AAU - **Tour Guiding** - **Extended Tours**

SITTGDE401	Coordinate and operate a tour
SITTGDE402	Manage extended touring programs
SITTTOP302	Provide outdoor catering
SITTTOP402	Set up and operate a camp site
SITXFSA101	Use hygienic practices for food safety
TLIB2003A	Carry out vehicle servicing and maintenance

Group AAV - **Tour Manager**

SITTGDE302	Provide arrival and departure assistance
SITTGDE309	Prepare specialised interpretive content on cultural and heritage environments
SITTGDE402	Manage extended touring programs

Group AAW - Youth - Orientation

CHCYTH301E	Work effectively with young people
CHCYTH002	Work effectively with young people in the youth work context

Group AAX - Youth - Service Delivery

CHCYTH002	Work effectively with young people in the youth work context
CHCYTH009	Support youth programs
CHCYTH010	Provide services for young people appropriate to their needs and circumstances

General electives

MEM50008B	Carry out trip preparation and planning
MEM50009B	Safely operate a mechanically powered recreational boat
MEM50010B	Respond to boating emergencies and incidents
SISOBWG406A	Apply bushwalking skills in uncontrolled landscapes
SISOCAY201A	Demonstrate horizontal canyoning skills
SISOCAY302A	Apply vertical canyoning skills
SISOCLA311	Guide top rope climbing activities on artificial surfaces
SISOCLA407A	Apply multi pitch lead climbing skills on artificial surfaces
SISOCLA408A	Establish belays for multi pitch climbing on artificial surfaces
SISOCLN406A	Apply multi pitch lead climbing skills on natural surfaces
SISOCLN407A	Establish belays for multi pitch climbing on natural surfaces

SISOCLN410A	Guide lead climbing activities on multi pitch natural surfaces
SISOCNE305A	Guide canoeing trips on flat and undemanding water
SISOCRP301A	Conduct a low ropes session
SISOCRP302A	Conduct a high ropes session
SISOCVE415A	Perform cave rescues
SISOKYS407A	Instruct sea kayaking in moderate to difficult conditions
SISOKYS408A	Guide sea kayaking trips in moderate to difficult conditions
SISOOPS305A	Provide first aid in a remote location
SISOPWC303A	Ride personal watercraft in moderate to controlled conditions
SISOSCB318A	Dive in open water using surface supplied air
SISOSKB303A	Guide day snowboarding activities
SISOSKB405A	Snowboard freestyle on advanced terrain
SISOSKB406A	Snowboard alpine-style on advanced terrain
SISOSKI402A	Alpine ski downhill on intermediate terrain
SISOSKI403A	Alpine ski downhill on advanced terrain
SISOSKI404A	Alpine ski downhill off-piste
SISOSKI407A	Telemark ski downhill on advanced terrain
SISOSKT406A	Demonstrate advanced cross country skiing skills
SISOSRF408A	Guide surfing trips
SISOTBR303A	Apply advanced off-highway motorcycling skills
SISOVTR402A	Perform complex vertical rescues
SISXEMR402A	Coordinate emergency response
TAEASS401B	Plan assessment activities and processes

TAEASS402B	Assess competence
TAEASS403B	Participate in assessment validation

SIS40412 Certificate IV in Sport and Recreation

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
2	Imported unit updated: HLTAID006 Provide advanced first aid replaces HLTFA402C Apply advanced first aid.
1	Replaces and is equivalent to SIS40410 Certificate IV in Sport and Recreation.
	New and updated unit codes and titles in core and electives.
	Imported units updated.
	The job role of grounds coordinator has been deleted and replaced with recreation coordinator.
	Qualification packaging rules the same, however:
	2 units have been added to the core:
	• SISXFAC409 Plan and provide sport and recreation services
	• SISXIND410 Coordinate sport, fitness or recreation work teams or groups.
	2 units have been deleted from the core and added to electives:
	• ICAU2006B Operate computing packages
	• SISXCCS402A Coordinate client service activities.
	Units added to electives:
	• SISSSCO101 Develop and update knowledge of coaching practices
	• SISSSCO202 Coach beginner or novice participants to develop fundamental motor skills
	• SISSSDE201 Communicate effectively with others in a sport environment
	• SISXCAI305A Conduct individualised long-term training programs
	• SISXIND409 Organise a sport, fitness or recreation event.

Description

This qualification reflects the role of individuals who apply the skills and knowledge to work in the sport and recreation industry in an administrative or organisational capacity in locations such as fitness centres, outdoor sporting grounds or complexes, aquatic centres or sporting organisations and associations. Persons with this level of competency would support the management of ancillary functions required to ensure the effective provisions of specific services and programs.

Job roles
The following are indicative job roles for this qualification:

- facility coordinator
- administration coordinator
- recreation coordinator.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislation, regulatory or certification requirements apply to this qualification of the endorsement.

Entry Requirements

Not applicable.

Employability Skills Summary

The following table contains a summary of the employability skills required by the sport industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues to determine their specific requirements; analysing written information on sport and recreation participation patterns; preparing accurate records of project activities or reports on activities undertaken; completing staff rosters; clarifying instructions to staff; negotiating acceptable solutions to client or staff requests and complaints.
Teamwork	Providing leadership to a team of workers; monitoring worker progress and providing assistance where necessary; recognising and adapting appropriately to cultural and language differences in the workplace; promoting compliance with legal obligations; acknowledging accountability to senior management and working collaboratively with other sport and recreation personnel and stakeholders.
Problem Solving	Identifying and mitigating hazards and risks related to sport and recreation activities and facilities; clarifying the extent of, and resolving problems through negotiating with clients in a sensitive and culturally appropriate manner; planning, strategy and resource allocation contributing to the avoidance or resolution of contingency or emergency situations; research into client needs.
Initiative and enterprise	Identifying and discussing a range of facility or administration enhancements to improve client satisfaction and organisation or facility profitability; engaging colleagues in sharing work-place knowledge; reflecting on own work practices for improvement; actively monitoring activities for emerging risks.
Planning and organisation	Collecting, analysing and recording information to provide efficient planning for sport and recreation organisations and facilities; setting work priorities and scheduling staff daily work activities to meet deadlines; preparing project plans; implementing and monitoring work health and safety policies.
Self-management	Understanding the organisation, own role and operating within limits of authority; critically reviewing own strengths and weaknesses; actively

	seeking and reflecting on feedback on own performance; building industry networks to regularly update knowledge and skills.
Learning	Identifying and accessing sources of research on the sport and recreation industry; contributing to a learning environment through openly sharing knowledge and experiences; accessing internal and external professional development opportunities; updating knowledge and skills to accommodate changes in sport and recreation administration or facility management.
Technology	Understanding and utilising the operating capability of computer systems and software for sport and recreation administration or facility management; using information technology to assist in communication and support management and planning functions.

Packaging Rules

16 units must be completed:

- 9 core units
- 7 elective units, which may be selected from the electives in this qualification or units first packaged at AQF level 3, 4 or 5 within SIS10; up to 3 of these elective units may be selected from any current accredited course or other Training Package, and must be units which are first packaged at AQF level 4

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units	
BSBWOR404A	Develop work priorities
SISXCCS404A	Address client needs
SISXFAC409	Plan and provide sport, fitness and recreation services
SISXIND403A	Analyse participation patterns
SISXIND404A	Promote compliance with laws and legal principles
SISXIND405A	Conduct projects
SISXIND410	Coordinate sport, fitness or recreation work teams or groups
SISXRSK301A	Undertake risk analysis of activities
SISXWHS402	Implement and monitor work health and safety policies
General electives	
AHCCCF411A	Develop approaches to include cultural and human diversity
AHCCHM401A	Minimise risks in the use of chemicals
AHCCHM402A	Plan and implement a chemical use program
AHCMOM402A	Supervise maintenance of property machinery and equipment
AHCPCM401A	Recommend plants and cultural practices
AHCTRF401A	Develop a sports turf maintenance program
AHCTRF501A	Plan the establishment of sports turf playing surfaces

AHCWRK402A	Provide information on issues and policies
BSBADM405B	Organise meetings
BSBADM406B	Organise business travel
BSBADM409A	Coordinate business resources
BSBCMM401A	Make a presentation
BSBFIA402A	Report on financial activity
BSBFIM501A	Manage budgets and financial plans
BSBGOV401A	Implement Board member responsibilities
BSBHRM402A	Recruit, select and induct staff
BSBITA401A	Design databases
BSBITS401B	Maintain business technology
BSBITU402A	Develop and use complex spreadsheets
BSBITU404A	Produce complex desktop published documents
BSBMKG401B	Profile the market
BSBMKG402B	Analyse consumer behaviour for specific markets
BSBREL401A	Establish networks
BSBREL402A	Build client relationships and business networks
BSBRES401A	Analyse and present research information
HLTAID006	Provide advanced first aid
ICAICT203A	Operate application software packages
ICAICT308A	Use advanced features of computer applications
SIRXINV005A	Control inventory
SIRXINV404	Manage retail merchandise

SIRXMER405	Manage store presentation and pricing
SIRXMGT001A	Coordinate work teams
SIRXSLS406	Manage sales and service delivery
SISCCRD302A	Recruit and manage volunteers
SISSSCO101	Develop and update knowledge of coaching practices
SISSSCO202	Coach beginner or novice participants to develop fundamental motor skills
SISSSDE201	Communicate effectively with others in a sport environment
SISSSDE503	Develop volunteer management policies
SISXCAI305A	Conduct individualised long-term training programs
SISXCCS402A	Coordinate client service activities
SISXIND409	Organise a sport, fitness or recreation event
SISXRES402A	Support implementation of environmental management practices
SISXRES403A	Use resources efficiently
SITXEVT401	Plan in-house events or functions
SITXHRM401	Roster staff
TAEDEL301A	Provide work skill instruction

SIS40512 Certificate IV in Sport Coaching

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
2	Imported elective units updated from the following training packages: • BSB Business Services • ICT Information and Communications Technology
1	Replaces and is equivalent to SIS40510 Certificate IV in Sport Coaching Qualification notes changed to better reflect scope of practice Qualification packaging rules remain the same Entry requirements added Imported units updated Unit added to the core: • BSBRSK401A Identify risk and apply risk management processes Unit deleted from the core: • SISXRSK301A Undertake risk analysis of activities New group added: Group H – Surfing New and updated unit codes and titles in core and electives Groups from H to L renamed Numerous units added to the electives.

Description

This qualification reflects the role of individuals who apply the skills and knowledge to pursue a career as a coach. Likely functions for someone with this qualification include observing the performance of athletes to determine the required level of instruction, and planning, conducting and evaluating individualised and team training programs. Those with this qualification would supervise training and provide in competition assistance to athletes including supporting their psychological preparation and conducting post competition analysis of both performance and strategy. They would also be responsible for athlete support needs in conjunction with other personnel. Those with this qualification may also be responsible for the output of others and undertake broader business functions including long and short term planning.

Job roles
The following is an indicative job role for this qualification.

* coach.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislation, regulatory or certification requirements apply to this qualification of the endorsement.

Entry Requirements

Entry to SIS40512 Certificate IV in Sport Coaching is open to those who hold current first aid and CPR certification AND National Coaching Accreditation Scheme (NCAS) registration in a chosen sport.

Employability Skills Summary

The following table contains a summary of the employability skills required by the sport industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with athletes to determine their specific needs; liaising with volunteers and support staff; preparing accurate training and performance records or reports on competition outcomes; clarifying instructions to athletes related to drugs in sport; documenting individualised and team training programs.
Teamwork	Providing leadership to support personnel; monitoring progress and providing assistance where necessary to athletes to maintain team harmony; collaborating with officials and sport personnel to achieve agreed goals; promoting compliance with legal obligations; supporting athletes to adopt principles of sports psychology; acknowledging accountability to sport management and officials.
Problem Solving	Identifying and mitigating hazards and risks related to sport coaching; post competition analysis of performance and strategy to identify areas for improvement; dealing with athlete injury or illness; planning, strategy and resource allocation to design and deliver training and recovery programs; modifying training programs to accommodate unforeseen situations.
Initiative and enterprise	Identifying and discussing a range of activity or program enhancements to improve performance; engaging colleagues in sharing work-place knowledge; adjusting coaching techniques to differences in each athlete's individual circumstances; reflecting on own coaching practices for improvement; monitoring activities and programs for emerging risks.
Planning and organisation	Collecting, analysing and recording information to provide efficient planning for sport coaching; setting work priorities and scheduling training activities to meet competition targets and deadlines; implementing selection policies; developing nutritional strategies to meet athlete needs; implementing and monitoring work health and safety policies.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role within sports coaching and operating within limits of authority; critically reviewing own strengths and weaknesses; actively seeking and reflecting on feedback on own performance; building sport

	coaching networks to regularly update knowledge and skills.
Learning	Identifying and accessing sources of research on sport coaching and performance enhancement; contributing to a learning environment through openly sharing knowledge and experiences; accessing internal and external professional development opportunities; updating knowledge and skills to accommodate changes in sport coaching.
Technology	Understanding and utilising the operating capability of computer systems and software for athlete development; using information technology to assist in communication and support management and planning functions.

Packaging Rules

22 units must be completed:

- 15 core units
- 7 elective units, consisting of:
  - all the units in any one of Groups A to K
  - the remaining to make up the required 7 elective units from General electives; up to 3 of these remaining units may be selected from SIS10, or any current accredited course or other Training Package, and must be first packaged at AQF level 4.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units	
BSBRSK401A	Identify risk and apply risk management processes
BSBWOR404B	Develop work priorities
SISSSCO303	Plan and deliver coaching programs
SISSSCO304	Customise coaching for athletes with specific needs
SISSSCO306	Provide drugs in sport information
SISSSCO307	Provide nutrition information to athletes
SISSSCO308	Support athletes to adopt principles of sport psychology
SISSSCO409	Work collaboratively with support personnel
SISXCCS402A	Coordinate client service activities
SISXCCS404A	Address client needs
SISXIND405A	Conduct projects
SISXIND408	Select and use technology for sport, fitness and recreation
SISXIND410	Coordinate sport, fitness or recreation work teams or groups
SISXWHS402	Implement and monitor work health and safety policies
SITXCOM401	Manage conflict
Electives (7)	

Group A – AFL	
SISSAFL406A	Teach the intermediate skills of Australian Football
SISSAFL407A	Teach the intermediate tactics of Australian Football
Group B – Competitive Canoeing	
SISSCNO406A	Teach the advanced skills and tactics of flat water canoeing
SISSCNO407A	Teach the advanced skills and tactics of slalom canoeing
Group C – Cricket	
SISSCKT408A	Teach the advanced skills of cricket
SISSCKT409A	Teach the advanced tactics and strategies of cricket
Group D – Equestrian	
AHCHBR306A	Prevent and treat equine injury and disease
SISOEQO408A	Determine nutritional requirements for horses
SISOEQO409A	Train and condition horses
SISSEQS302A	Demonstrate basic dressage and show horse skills
SISSEQS404A	Teach the intermediate skills of riding on the flat
SISSEQS405A	Teach the intermediate skills of riding over fences
Group E – Netball	
SISSNTB407A	Teach intermediate level netball skills
SISSNTB408A	Teach intermediate level netball tactics and game strategy
SISSSTC402A	Develop strength and conditioning programs
Group F – Rugby League	
SISSRGL409A	Teach advanced level Rugby League game skills

SISSRGL410A	Teach advanced level Rugby League tactics and game strategy
Group G – Surfing	
SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions
SISOSRF303A	Perform intermediate level surfing manoeuvres
SISOSRF406A	Perform advanced level surfing manoeuvres
SISOSRF407A	Perform rescues in moderate to difficult surf conditions
SISOSRF410A	Instruct advanced surfing skills
Group H – Surf Life Saving	
SISSSUR405A	Teach the advanced skills of surf life saving
SISSSUR406A	Officiate advanced level surf life saving competitions
Group I – Swimming	
SISSSWM302A	Plan a program for a competitive swimmer
Group J – Tennis	
SISSTNS205	Interpret and apply the rules and regulations of tennis
SISSTNS307	Coach red stage tennis players
SISSTNS308	Coach orange stage tennis players
SISSTNS309	Coach green stage tennis players
SISSTNS410	Coach stroke production for intermediate tennis players
SISSTNS411	Coach tactics for intermediate tennis players
Group K – Volleyball	
SISSVOL403A	Teach the advanced skills of volleyball
SISSVOL404A	Teach the advanced tactics and strategies of volleyball

General elective units	
AHCHBR306A	Prevent and treat equine injury and disease
BSBGOV401	Implement Board member responsibilities
BSBGOV403	Analyse financial reports and budgets
BSBLDR403	Lead team effectiveness
ICTICT203	Operate application software packages
SISCCRD302A	Recruit and manage volunteers
SISFFIT305A	Apply anatomy and physiology principles in a fitness context
SISOEQO409A	Train and condition horses
SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions
SISOSRF303A	Perform intermediate level surfing manoeuvres
SISOSRF305A	Guide surfing sessions
SISOSRF408A	Guide surfing trips
SISOYSB403A	Sail a small boat in moderate and variable conditions
SISSAFL406A	Teach the intermediate skills of Australian Football
SISSAFL407A	Teach the intermediate tactics of Australian Football
SISSCKT408A	Teach the advanced skills of cricket
SISSCKT409A	Teach the advanced tactics and strategies of cricket
SISSCNO406A	Teach the advanced skills and tactics of flat water canoeing
SISSCNO407A	Teach the advanced skills and tactics of slalom canoeing
SISSEQS301A	Demonstrate basic dressage, show jumping and cross-country riding

SISSEQS404A	Teach the intermediate skills of riding on the flat
SISSEQS405A	Teach the intermediate skills of riding over fences
SISSMAR402A	Teach the advanced skills of martial arts
SISSNTB407A	Teach intermediate level netball skills
SISSNTB408A	Teach intermediate level netball tactics and game strategy
SISSRGU410A	Officiate advanced level Rugby Union
SISSSAI402A	Teach the advanced tactics and strategies of sailing
SISSSCO410	Implement a talent identification program
SISSSCO513	Plan and implement high performance training and recovery programs
SISSSOF101	Develop and update officiating knowledge
SISSSOF202	Officiate games or competitions
SISSSOF203	Judge competitive situations
SISSSOF305	Officiate in a high performance environment
SISSSOF306	Apply self-management to enhance high performance officiating
SISSSPA301A	Coordinate regional touring athletes
SISSSPA402A	Coordinate international touring athletes
SISSSPA403A	Administer a team or group
SISSSPA404A	Implement accreditation and registration systems
SISSSPT302A	Provide initial management of sports injuries
SISSSPT303A	Conduct basic warm-up and cool-down programs
SISSSPT304A	Tape ankle, thumb and fingers
SISSSPT305A	Support sports injury management

SISSSPT306A	Deal with medical conditions in a sport setting
SISSSTC301A	Instruct strength and conditioning techniques
SISSSTC402A	Develop strength and conditioning programs
SISSSUR405A	Teach the advanced skills of surf life saving
SISSSWM302A	Plan a program for a competitive swimmer
SISSSWM303A	Teach the advanced skills of competitive swimming
SISSVOL404A	Teach the advanced tactics and strategies of volleyball
SISXCAI305A	Conduct individualised long-term training programs
SISXCAI306A	Facilitate groups
SISXEMR402A	Coordinate emergency responses
SISXFAC303A	Implement facility maintenance programs
SISXIND402	Analyse legal knowledge for organisation governance
SISXIND403A	Analyse participation patterns
SISXIND409	Organise a sport, fitness and recreation event
SITXHRM402	Lead and manage people
TAEDEL404A	Mentor in the workplace

SIS40612 Certificate IV in Sport Development

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
3	Imported elective units updated from the following training packages: • BSB Business Services • ICT Information and Communications Technology
2	Imported unit updated: HLTAID003 Provide first aid replaces HLTFA301C Apply first aid.
1	Replaces and is equivalent to SIS40610 Certificate IV in Sport Development. Job roles added. Qualification packaging rules changed. Total number of units increased by 3 units: • 2 units added to the core • 1 unit added to the electives. New and updated unit codes and titles in core and electives. Imported units updated.

Description

This qualification reflects the role of individuals who apply the skills and knowledge to pursue a career in sport development. Occupational outcomes for this qualification are varied with roles ranging from positions with specific expectations to those where a range of tasks are required. These may include liaising with a number of stakeholder groups to increase the profile of sport, implementing and administering junior sports programs or clinics within clubs and schools in specific sports, training coaches and teachers, recruiting young people, parents and volunteers to sport, and fixturing and scheduling competitions.

Job roles
The following are indicative job roles for this qualification:

- competition coordinator
- program coordinator
- sports development officer
- talent development coordinator
- coaches coordinator
- officials coordinator
- volunteer coordinator
- club coordinator.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway, however is not suitable for School Based Traineeships/Apprenticeships.

Licensing/Regulatory Information

No licensing, legislation, regulatory or certification requirements apply to this qualification of the endorsement.

Entry Requirements

Not applicable.

Employability Skills Summary

The following table contains a summary of the employability skills required by the sport industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with stakeholder groups to improve the profile of the sport; liaising with volunteers, parents and school staff; preparing accurate records or reports on activities undertaken; clarifying instructions to participants and other staff in clinics or junior sport programs; effectively using body language and demonstration to reinforce technique instruction.
Teamwork	Providing leadership to a group of volunteers; monitoring progress and providing assistance where necessary; collaborating with other coaches and sport personnel to achieve agreed goals; promoting compliance with legal obligations; training teachers to deliver sport sessions; acknowledging accountability to sport management and other sport stakeholders.
Problem Solving	Identifying and mitigating hazards and risks related to sport development activities; clarifying the extent of, and resolving problems through negotiating with stakeholders in a sensitive and culturally appropriate manner; dealing with equipment breakdowns or facility unavailability; planning, strategy and resource allocation to design and deliver sport development activities and programs.
Initiative and enterprise	Identifying and discussing a range of activity or program enhancements to improve participation or sport profile; engaging colleagues in sharing work-place knowledge; actively engaging with sport and community stakeholders to build relationships; reflecting on own work practices for improvement; monitoring activities and programs for emerging risks.
Planning and organisation	Collecting, analysing and recording information to provide efficient planning for sport development programs and activities; setting work priorities and scheduling staff and volunteer work activities to meet deadlines; preparing fixtures and scheduling competitions; implementing and monitoring work health and safety policies.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role within sports development and operating within limits of authority; critically reviewing own strengths and weaknesses;

	actively seeking and reflecting on feedback on own performance; building sport networks to regularly update knowledge and skills.
Learning	Identifying and accessing sources of research on sport development; contributing to a learning environment through openly sharing knowledge and experiences; accessing internal and external professional development opportunities; updating knowledge and skills to accommodate changes in sport development.
Technology	Understanding and utilising the operating capability of computer systems and software for sport programming and promotion; using information technology to assist in communication and support management and planning functions.

Packaging Rules

21 units must be completed:

- 14 core units
- 7 electives which may be chosen from the electives in this qualification or from units first packaged at AQF level 3, 4 or 5 within SIS10; up to 3 of these may be selected from any current accredited course or other Training Package, and must be first packaged at AQF level 4.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units	
BSBRSK401A	Identify risk and apply risk management processes
SISCCRD302A	Recruit and manage volunteers
SISXCAI303A	Plan and conduct sport and recreation sessions
SISXCAI304A	Plan and conduct sport and recreation programs
SISXCCS404A	Address client needs
SISXEMR402A	Coordinate emergency responses
SISXIND402	Analyse legal knowledge for organisation governance
SISXIND403A	Analyse participation patterns
SISXIND404A	Promote compliance with laws and legal principles
SISXIND405A	Conduct projects
SISXIND409	Organise a sport, fitness or recreation event
SISXWHS402	Implement and monitor work health and safety policies
SITXCOM401	Manage conflict
SITXHRM402	Lead and manage people
General elective units	
AHCHBR201A	Monitor horse health and welfare

AHCHBR203A	Provide daily care for horses
BSBGOV401	Implement Board member responsibilities
BSBGOV403	Analyse financial reports and budgets
BSBLDR403	Lead team effectiveness
BSBSUS301	Implement and monitor environmentally sustainable work practices
HLTAID003	Provide first aid
RGRPSH401A	Relate anatomical and physiological features to the care and treatment of horses
SISOEQO303A	Conduct horse riding sessions in an arena
SISOEQO304A	Apply first aid for horses
SISSCKT306A	Teach the intermediate skills of cricket
SISSCKT307A	Teach the intermediate tactics and strategies of cricket
SISSCNO302A	Teach the intermediate skills and tactics of flatwater canoeing
SISSCNO303A	Teach the intermediate skills and tactics of whitewater canoeing
SISSCNO304A	Teach the intermediate skills and tactics of canoe polo
SISSCOP202A	Develop a personal management plan
SISSCOP204A	Develop personal media skills
SISSCOP306A	Prepare a sponsorship proposal
SISSEQS301A	Demonstrate basic dressage, show jumping and cross-country riding
SISSEQS303A	Teach the fundamental skills of riding
SISSSCO101	Develop and update knowledge of coaching practices
SISSSCO202	Coach beginner or novice participants to develop fundamental motor skills
SISSSCO303	Plan and deliver coaching programs

SISSSCO304	Customise coaching for athletes with specific needs
SISSSCO305	Implement selection policies
SISSSCO410	Implement a talent identification program
SISSSDE502	Design and implement strategies to increase participation
SISSSOF101	Develop and update officiating knowledge
SISSSOF202	Officiate games or competitions
SISSSOF203	Judge competitive situations
SISSSOF304	Roaster officials
SISSSOF305	Officiate in a high performance environment
SISSSOF306	Apply self-management to enhance high performance officiating
SISSSOF307	Coach officials
SISXCAI306A	Facilitate groups
SISXCCS402A	Coordinate client service activities
SISXIND408	Select and use technology for sport, fitness and recreation
SISXIND410	Coordinate sport, fitness or recreation work teams or groups
SITXADM501	Prepare and present proposals
SITXEVT401	Plan in-house events or functions
SITXEVT602	Develop event concepts
SITXEVT603	Determine event feasibility
SITXEVT606	Develop crowd management plans
SITXGLC501	Research and comply with regulatory requirements

SIS50213 Diploma of Fitness

Modification History

The version details of this endorsed qualification are the table below. The latest information is at the top.

Release	Comments
1	Replaces and is equivalent to SIS50210 Diploma of Fitness. Intent of the qualification remains unchanged. HLTFA402C Apply advanced first aid replaced by HLTAID006 Provide advanced first aid in the core.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions within the fitness industry, including working collaboratively with medical and allied health professionals in a broad range of settings, such as fitness facilities, aquatic facilities, community facilities and in open spaces.

Those with this level of competency will be expected to provide exercise training to individual clients with specific needs, on a one-on-one or group basis, and may include older clients and children with chronic conditions.

Persons with this level of competency will have the ability to implement, evaluate and modify the exercise prescription provided by medical or allied health professionals for clients with specific conditions, within an agreed scope for progression as recommended by referring medical or allied health professionals.

Specialised exercise trainers will have the ability to monitor client progress and, in collaboration with medical or allied health professionals, utilise an evidence-based approach to deliver solutions by applying knowledge of physiology and anatomy and the pathology of specific medical conditions.

Job roles

- specialised exercise trainer.

Pathways Information

Not Applicable

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

Entry requirements
This qualification is designed for those existing fitness professionals have considerable experience in exercise delivery. Entry to this qualification is open to those who have achieved the following units of competency and have significant vocational experience in the fitness industry:

SISFFIT415A	Work collaboratively with medical and allied health professionals
SISFFIT416A	Apply motivational psychology to provide guidance on exercise behaviour and change to meet health and fitness goals
SISFFIT417A	Undertake long term exercise programming
SISFFIT418A	Undertake appraisals of functional movement
SISFFIT419A	Apply exercise science principles to planning exercise
SISFFIT420A	Plan and deliver exercise programs to support desired body composition outcomes
SISFFIT421A	Plan and deliver personal training
BSBSMB401A	Establish legal and risk management requirements of small business

While the nature and duration of the individual's vocational experience may vary according to the fitness business activity undertaken, evidence of the programming and delivery of a diverse range of fitness services to clients is required.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
The following table contains a summary of the employability skills required by the fitness industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on packaging options.	
Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	Consulting with medical or allied health professionals to obtain clear information about providing exercise for clients with specific needs; explaining to clients the benefits of recommended exercise prescription; providing clear information about the exercises and activities proposed or delivered; answering client's questions and providing support during delivery of fitness services.
Initiative and enterprise	Monitoring of client progress and satisfaction and subsequently indentifying the most appropriate modifications to the exercise prescription or program, within the boundaries of scope and any contraindications present; using knowledge of current and emerging fitness and health industry trends to inform work practices.
Learning	Utilising an evidence based approach to obtain and evaluate knowledge relevant to exercise prescription and programs; undertaking professional development activities to ensure knowledge is current and further develop professional expertise and quality of services offered.
Planning and organising	Information, time and resources are organised to ensure safe and effective delivery of services; monitoring plans, procedures and systems and participating in continuous improvement processes; specialised exercise trainers will need to manage interactions with medical and allied health professionals to deliver timely and effective services to clients.
Problem-solving	Modifying exercise prescriptions within scope of this qualification; identifying issues related to client adherence to fitness programs and developing solutions by applying knowledge of physiology and anatomy and the pathology of specific medical conditions; identifying the need for referral back to, or consultation with medical or allied health professionals.

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to specialised exercise trainers; maintaining professional standards and demonstrating safe practices in all aspects of the services provided, identifying boundaries and determining when to refer clients to medical or allied health professionals
Teamwork	Collaborating with medical and allied health professionals to take collective responsibility for innovation in delivering quality fitness services to clients; planning fitness service delivery to take into account team member strengths and weaknesses; providing support and coaching.
Technology	Identifying and assessing updated technologies that assist in the planning and delivery of services; understanding the operating capacities of different equipment and their safe use.

Packaging Rules

13 units must be completed:

- 9 core units
- 4 elective units, which may be chosen from the electives listed in this qualification; up to 2 of these units may be selected elsewhere in SIS10 or from any current accredited course or other Training Package, and must be first packaged at AQF level 4 or 5.

In all cases, selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core	
HLTAID006	Provide advanced first aid
SISFFIT523A	Deliver prescribed exercise to clients with cardiorespiratory conditions
SISFFIT524A	Deliver prescribed exercise to clients with metabolic conditions
SISFFIT525A	Advise on injury prevention and management
SISFFIT526A	Deliver prescribed exercise to clients with musculoskeletal conditions
SISFFIT527A	Undertake health promotion activities to decrease risk factors and prevent chronic disease
SISFFIT528A	Apply research findings to exercise management strategies
SISXCCS404A	Address client needs
SISXIND405A	Conduct projects
Electives	
Fitness	
SISFFIT313A	Plan and deliver exercise for apparently healthy children and adolescents
SISFFIT314A	Plan and deliver exercise to older clients with managed conditions

SISFFIT529A	Deliver prescribed exercise to clients with a disability or neurological impairment
SISFFIT530A	Deliver prescribed exercise to children and young adolescents with specific chronic conditions
SISFFIT531A	Deliver prescribed exercise to older clients with chronic conditions
SISSSTC301A	Instruct strength and conditioning techniques
SISSSTC402A	Develop strength and conditioning programs
Sport Coaching	
SISSSCO513	Plan and implement high-performance training and recovery programs
Cross-Sector	
SISXFAC404A	Coordinate facility equipment acquisition and maintenance
SISXIND406A	Manage projects
SISXOHS402A	Implement and monitor occupational health and safety policies
SISXRSK502A	Manage organisational risk
Imported	
BSBADM502B	Manage meetings
BSBMKG501B	Identify and evaluate marketing opportunities
BSBWOR501B	Manage personal work priorities and professional development
HLTAQU413C	Deliver and monitor a hydrotherapy program

SIT30107 Certificate III in Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales, operational and tour delivery skills.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of tourism industry needs. It recognises the diversity of tourism operations and the increasing industry trend for operators to provide specialised tourism products. The types of enterprise to which this qualification may apply include tour operators of any sort (e.g. coach, camping, cruise boat, four-wheel drive or walking), attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

Possible job titles include:

- guide and salesperson in an Indigenous cultural centre
- cellar door salesperson and guide in a winery
- attendant and guide in a museum
- attendant in an attraction or theme park
- senior ride operator in an attraction or theme park
- operations consultant for a tour operator
- reservation sales agent for a tour operator.

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT30107 Certificate III in Tourism
The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, other tourism suppliers and agents to plan and deliver the customer's tourism experience; understanding verbal and written information on tourism products to be delivered; determining and interpreting customer requirements; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers, suppliers and agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in servicing the needs of the tourism customer; supporting other team members in their role in providing quality tourism service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Anticipating problems that may arise with tourism product delivery; mitigating problems by operational planning of all tourism product delivery details; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or operational problems associated with delivering the tourism product.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering tourism products that meet or exceed customer expectations; identifying and

Employability skill	Industry/enterprise requirements for this qualification include:
	discussing a range of tourism product and service concepts to improve existing product and service delivery.
Planning and organising	Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient planning and delivery of tourism products and services; setting timelines and organising own work flow to coordinate the delivery of tourism experiences; using appropriate predetermined policies and procedures to guide the planning and delivery of tourism products.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in planning and delivering the tourism product; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively planning and delivering tourism activities.
Learning	Knowing the structure of, networks within, and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism activities and information for customers.
Technology	Understanding the operating capability of, selecting and using technologies that assist in planning and delivering tourism products such as computer systems and software, microphones, vehicles, navigation equipment, and recreational and entertainment equipment; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism, 15 units must be completed:

- all 5 core units
- 10 elective units:
    - a minimum of 6 elective units must be selected from the list below
    - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITTIND001B	Develop and update tourism industry knowledge
SITXCCS001B	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

ELECTIVE UNITS

Accommodation Services

| SITHACS006B | Clean premises and equipment |

Administration

SITXADM001A   Perform office procedures

SITXADM002A   Source and present information

BSBRES401A   Analyse and present research information

Client and Customer Service

SIRXCCS001A   Apply point-of-sale handling procedures

Communication and Teamwork

SITXCOM003A   Deal with conflict situations

SITXCOM004A   Communicate on the telephone

Computer Operations and ICT Management

BSBITU309A   Produce desktop published documents

BSBITU301A   Create and use databases

BSBITU302A   Create electronic presentations

BSBITU102A   Develop keyboard skills

BSBWOR204A   Use business technology

BSBITU201A   Produce simple word processed documents

BSBITU306A   Design and produce business documents

BSBITU203A   Communicate electronically

E-Business

BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website
BSBCUS401A	Coordinate implementation of customer service strategies

Environmental Sustainability

SITXENV002A	Implement and monitor environmentally sustainable work practices

Events

SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
BSBFIA303A	Process accounts payable and receivable

First Aid

HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation

Food and Beverage

SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB222A	Conduct a product tasting for alcoholic beverages

Guiding

SITTGDE001B	Work as a guide
SITTGDE002A	Provide arrival and departure assistance
SITTGDE004A	Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE011A	Prepare specialised interpretive content on marine environments
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage environments

Human Resource Management

SITXHRM001A	Coach others in job skills

Inventory

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English

Merchandising

SIRXMER001A	Merchandise products

Occupational Health and Safety

SITXOHS002A	Follow workplace hygiene procedures
SITXOHS003B	Identify hazards, and assess and control safety risks

Planning and Product Development

SITTPPD005A	Plan and develop interpretive activities

Risk Management and Security

CPPSEC2012A	Monitor and control individual and crowd behaviour
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility

Sales

SIRXSLS001A   Sell products and services

SIRXSLS002A   Advise on products and services

Tour Operations

SITTTOP002A   Load touring equipment and conduct pre-departure checks

SITTTOP003B   Operate and maintain a 4WD tour vehicle

SITTTOP005A   Provide camp site catering

TLIB307C   Carry out vehicle servicing and maintenance

TLIC107C   Drive vehicle

TLIC807C   Drive coach/bus

Tourism Sales and Office Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory

Venue and Facility Operations

SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF003A	Operate a ride location
SITTVAF004A	Load and unload a ride
SITTVAF005B	Operate a games location

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Guide and salesperson in an Indigenous cultural centre
CUVPRP03A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts
SIRXCCS001A Apply point-of-sale handling procedures
SIRXRSK001A Minimise theft
SIRXSLS001A Sell products and services
SIRXSLS002A Advise on products and services
SITTGDE001B Work as a guide
SITTGDE007A Develop and maintain the general and regional knowledge required by guides
SITTGDE008A Research and share general information on Australian Indigenous cultures
SITXADM001A Perform office procedures
SITXINV001A Receive and store stock

Cellar door sales person and guide in a winery
SITHFAB222A Conduct a product tasting for alcoholic beverages
SITXCCS001B Provide visitor information
SIRXCCS001A Apply point-of-sale handling procedures
SIRXSLS001A Sell products and services
SIRXSLS002A Advise on products and services
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITTGDE001B Work as a guide
SITTGDE006A Prepare and present tour commentaries or activities
SITXINV001A Receive and store stock

Attendant and guide in a museum
CULMS201B Develop and apply knowledge of the museum industry
CULMS205B Observe and report basic condition of collection
CULMS207B Assist with the presentation of public activities and events
CULMS412B Record and maintain collection information
SIRXCCS001A Apply point-of-sale handling procedures
SIRXSLS001A Sell products and services
SIRXSLS002A Advise on products and services
SITTGDE001B Work as a guide
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments
SITTVAF002A Provide a briefing or scripted commentary

Attendant in an attraction or theme park
HLTFA301B Apply first aid
SIRXCCS001A Apply point-of-sale handling procedures
SIRXSLS001A Sell products and services
SITHACS006B Clean premises and equipment
SITHFAB003A Serve food and beverage to customers
SITHFAB010C Prepare and serve non-alcoholic beverages
SITTVAF002A Provide a briefing or scripted commentary
SITTVAF003A Operate a ride location
SITTVAF004A Load and unload a ride

SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Reservation sales agent for a tour operator

BSBITU203A Communicate electronically
SITTTOP002A Load touring equipment and conduct pre-departure checks
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL005A Sell tourism products and services
SITTTSL006B Prepare quotations
SITTTSL007B Receive and process reservations
SITTTSL009B Process travel-related documentation
SITTTSL010B Control reservations or operations using a computerised system
SITXADM001A Perform office procedures

SIT30212 Certificate III in Travel

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Release	Comments
First Release: May 2012	Title of SIT30207 qualification changed to Certificate III in Travel, generating an update in the code to SIT30212. No change in qualification structure.
	The following superseded imported units updated to current equivalent versions:
	• BSBCUS401A Coordinate implementation of customer service strategies updated to BSBCUS401B Coordinate implementation of customer service strategies
	• BSBITU302A Create electronic presentations updated to BSBITU302B Create electronic presentations.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed retail travel sales and operational skills.

Work would be undertaken in a retail office or shopfront environment where the planning of customer's travel and touring arrangements takes place.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

Job roles
Individuals with this qualification are able to work in the retail travel sector, covering all types of retailers, including those that cover or specialise in leisure, corporate, domestic and international sales. At this level, retail travel personnel can operate in domestic or international sales and this qualification allows for both.

Possible job titles include:

- travel consultant
- tour desk consultant
- international travel consultant
- leisure consultant
- corporate leisure consultant
- corporate consultant
- international corporate consultant
- online consultant
- mobile travel consultant.

Pathways Information

The qualification is suitable for an Australian apprenticeship pathway.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

Not applicable.

Employability Skills Summary

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, customers and tourism product suppliers to plan the customer's travel itinerary; interpreting verbal and written information on tourism product conditions; determining and interpreting customer preferences to sell proactively and persuasively; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in selling tourism products and servicing the needs of the retail travel customer; supporting other team members in their role in providing quality sales and service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of retail travel customers.
Problem solving	Anticipating problems that may arise with the customer's travel arrangements; mitigating problems by planning and booking appropriate travel itineraries that adhere to suppler conditions and customer requests; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors and suppliers in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or supplier problems associated with the sale of retail travel products.
Initiative and enterprise	Showing independence and initiative required to take a lead role in making travel sales and providing service that meets or exceeds customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the retail travel agency.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for effective selling and efficient coordination of tourism product bookings; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the

	selling and booking processes.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in selling tourism products; knowing own job role and responsibilities in selling and coordinating bookings for tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the sales needs of retail travel customers.
Learning	Knowing the structure of, networks within, and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and suppliers.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in selling and coordinating bookings for tourism products.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

To achieve a Certificate III in Travel, 22 units must be completed:

- all 15 core units
- 7 elective units:
  - a minimum of 3 elective units must be selected from the general electives listed below
  - the remaining elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

Core units	
SITTIND001B	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment

SITXOHS001B	Follow health, safety and security procedures

General Elective units

Administraltion

SITXADM001A	Perform office procedures

Communication and Teamwork

SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations

Computer Operations and ICT Management

BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302B	Create electronic presentations
BSBITA401A	Design databases
BSBITU102A	Develop keyboard skills
BSBITU203A	Communicate electronically
BSBITU306A	Design and produce business documents
BSBWOR204A	Use business technology

E-Business

BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website
BSBCUS401B	Coordinate implementation of customer service strategies

Environmental Sustainability

SITXENV002A	Implement and monitor environmentally sustainable work practices

Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA303A	Process accounts payable and receivable
Human Resource Management	
SITXHRM001A	Coach others in job skills
Languages other than English	
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR004A	Coordinate marketing activities
Occupational Health and Safety	

SITXOHS003B	Identify hazards, and assess and control safety risks

Planning and Product Development

SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products

Tourism Sales and Operations

SITTTSL007B	Receive and process reservations
SITTTSL011A	Maintain a product inventory
SITTTSL012B	Construct domestic airfares
SITTTSL015B	Construct advanced international airfares
SITTTSL016B	Administer billing and settlement plan

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:
International travel consultant – corporate, leisure mobile or online
BSBITU301A Create and use databases
SITTTSL003A Source and provide international destination information and advice
SITTTSL013B Construct normal international airfares
SITTTSL014B Construct promotional international airfares
SITTTSL016B Administer billing and settlement plan
SITXFIN002A Maintain financial records

SIT30307 Certificate III in Tourism (Tour Wholesaling)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales and operational skills.

Work would be undertaken in an office environment where the planning and sale of wholesale tourism products and services takes place. Some tour wholesaling personnel undertake guiding functions which would be undertaken in the field where tourism products are delivered.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the tour wholesaling sector, covering all types of wholesalers, including inbound tour operators and outbound tour wholesalers.

Possible job titles include:

- operations consultant
- wholesale consultant
- wholesale groups consultant
- wholesale international consultant
- reservations consultant
- reservations sales agent
- call centre sales agent
- inbound tour coordinator
- inbound travel consultant
- inbound groups consultant
- tour controller
- tour finaliser
- incentive coordinator
- tour consultant
- account manager.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT30307 Certificate III in Tourism (Tour Wholesaling)
The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and tourism agents to plan the customer's travel itinerary; interpreting verbal and written information on tourism suppliers' product conditions; determining and interpreting product preferences to sell proactively and persuasively to the agent and their customers; empathising and negotiating acceptable solutions to agent problems and complaints; providing clear and accurate verbal and written information to agents and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving clear operational instructions to and from other departments, and understanding own lead role in selling tourism products and servicing customer needs via their agent; supporting other departments in their role in providing quality tourism sales and service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Anticipating problems that may arise with the brochured or independently planned travel itinerary; mitigating problems by planning and booking appropriate travel itineraries that adhere to suppler conditions and agent requests; identifying and clarifying the extent of problems and requesting assistance from team members, other departments, supervisors and suppliers in solving operational or agent service issues; using predetermined policies and procedures to guide solutions to agent or supplier problems associated with the sale of wholesale tourism products.

Employability skill	Industry/enterprise requirements for this qualification include:
Initiative and enterprise	Showing independence and initiative required to take a lead role in making wholesale tourism product sales, in coordinating own operational activities and providing service that meets or exceeds the agent's expectations; identifying and discussing better ways to coordinate wholesale tourism sales and operational activities.
Planning and organising	Collecting, analysing and organising agent and customer, product and supplier information to allow for effective selling and efficient coordination of tourism product bookings; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the selling, quotation, booking and documentation process.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in selling tourism products; knowing own job role and responsibilities in selling and coordinating bookings for wholesale tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the needs of retail travel agents and their customers.
Learning	Knowing the structure of, networks within and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services, suppliers and distribution agents.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in selling and coordinating bookings for wholesale tourism products.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Tour Wholesaling), 19 units must be completed:

- all 16 core units

plus

- 3 elective units:
  - a minimum of 2 elective units must be selected from the list below
  - the remaining elective unit may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITTIND001B	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITXADM001A	Perform office procedures

SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM004A	Communicate on the telephone
SITXOHS001B	Follow health, safety and security procedures
BSBWOR204A	Use business technology
BSBITU306A	Design and produce business documents
Plus	
SITTTSL003A	Source and provide international destination information and advice
Or	
SITTTSL004A	Source and provide Australian destination information and advice

ELECTIVE UNITS	
Administration	
SITXADM002A	Source and present information
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Computer Operations and ICT Management

BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU102A	Develop keyboard skills
BSBITU203A	Communicate electronically

E-Business

BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website
BSBCUS401A	Coordinate implementation of customer service strategies

Environmental Sustainability

SITXENV002A	Implement and monitor environmentally sustainable work practices

Events

SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable

Human Resource Management

SITXHRM001A	Coach others in job skills

Guiding

SITTGDE002A	Provide arrival and departure assistance
SITTGDE004A	Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English

Marketing and Public Relations

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks

Planning and Product Development

SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products

Tourism Sales and Operations

SITTTSL003A   Source and provide international destination information and advice

SITTTSL004A   Source and provide Australian destination information and advice

SITTTSL007B   Receive and process reservations

SITTTSL009B   Process travel-related documentation

SITTTSL011A   Maintain a product inventory

SITTTSL012B   Construct domestic airfares

SITTTSL013B   Construct normal international airfares

SITTTSL014B   Construct promotional international airfares

SITTTSL015B   Construct advanced international airfares

SITTTSL016B   Administer billing and settlement plan

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:
Reservations sales agent
SITTTSL007B Receive and process reservations
SITTTSL009B Process travel-related documentation
SITXFIN002A Maintain financial records
Inbound tour coordinator
SITTPPD003B Source and package tourism products
SITTTSL009B Process travel-related documentation
SITXLAN5__A Read and write workplace information in a language other than English

SIT30407 Certificate III in Tourism (Visitor Information Services)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales and operational skills.

Work would be undertaken in a visitor information centre where information is provided and where some planning of customer's travel and touring arrangements may take place. Centres can be stand-alone shopfront and office environments or can be attached to another facility, such as a winery or coffee shop.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the visitor information sector of the tourism industry or for destination marketing companies who fulfil dual information and sales functions for particular tourism destinations.

Possible job titles include:

- information officer
- booking agent
- sales consultant.

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT30407 Certificate III in Tourism (Visitor Information Services)
The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, customers and tourism product suppliers to provide local or regional visitor information; interpreting verbal and written information on tourism product conditions; determining and interpreting customer preferences to sell proactively and persuasively; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in servicing information needs of the visitor and selling local or regional tourism products; supporting other team members in their role in providing quality information delivery and sales service; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of visitors to the local area or region.
Problem solving	Anticipating problems that may arise with the customer's local or regional tourism experience; mitigating problems by providing tailored information that meets customer needs; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors and local tourism operators in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or supplier problems associated with the visitor's local or regional tourism experience.
Initiative and enterprise	Showing independence and initiative required to take a

Employability skill	Industry/enterprise requirements for this qualification include:
	lead role in making tourism product sales, and providing local or regional information that meets or exceeds customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the visitor information centre.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient provision of tailored local or regional tourism information and effective selling and booking coordination; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the information provision, selling and booking processes.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in providing visitor information and selling tourism products; knowing own job role and responsibilities in providing visitor information, selling and coordinating bookings for tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the information and booking needs of visitor information centre customers.
Learning	Knowing the structure of, networks within and sources of new information on the local or regional tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and local tourism operators.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in providing visitor information, selling and coordinating bookings for local or regional tourism products.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Visitor Information Services), 18 units must be completed:

- all 13 core units
- 5 elective units:
    - a minimum of 3 elective units must be selected from the list below
    - the remaining 2 elective units may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITXADM001A	Perform office procedures
SITXCCS001B	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM004A	Communicate on the telephone
SITXOHS001B	Follow health, safety and security procedures
SITTIND001B	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information

SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
BSBWOR204A	Use business technology
BSBITU306A	Design and produce business documents

ELECTIVE UNITS

Administration

SITXADM003A	Write business documents

Client and Customer Service

SIRXCCS001A	Apply point-of-sale handling procedures

Communication and Teamwork

SITXCOM003A	Deal with conflict situations
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Computer Operations and ICT Management

BSBITU309A   Produce desktop published documents

BSBITU301A   Create and use databases

BSBITU302A   Create electronic presentations

BSBITU102A   Develop keyboard skills

BSBITU203A   Communicate electronically

E-Business

BSBITU305A   Conduct online transactions

BSBEBU401A   Review and maintain a website

BSBCUS401A   Coordinate implementation of customer service strategies

---

Environmental Sustainability

SITXENV002A   Implement and monitor environmentally sustainable work practices

---

Events

SITXEVT001B   Develop and update event industry knowledge

SITXEVT002B   Provide event staging support

SITXEVT003B   Process and monitor event registrations

SITXEVT004B   Coordinate on-site event registrations

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA303A	Process accounts payable and receivable

Food and Beverage

SITHFAB003A	Serve food and beverage to customers
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB222A	Conduct a product tasting for alcoholic beverages

Human Resource Management

SITXHRM001A	Coach others in job skills

Inventory

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks

Marketing and Public Relations

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR004A	Coordinate marketing activities

Merchandising

SIRXMER001A	Merchandise products

Planning and Product Development

SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products

Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

Tourism Sales and Operations	
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory

Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Information officer
SIRXMER001A Merchandise products
SIRXSLS001A Sell products and services
SITTTSL009B Process travel-related documentation
SITXFIN001A Process financial transactions
SITXMPR002A Create a promotional display or stand

Booking agent or sales consultant
SITTTSL006B Prepare quotations
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel-related documentation
SITTTSL010B Control reservations or operations using a computerised system
SITXFIN002A Maintain financial records

SIT30507 Certificate III in Tourism (Guiding)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed guiding skills.

Work would be undertaken in the field where tourism products are delivered. The field includes any destination, local or regional area, tourist precinct, site or attraction.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. They may work for local tour operators, at cultural and heritage sites, and in marine and national parks or attractions. Guiding is an occupation that relies on a knowledge base and guides at this level may have a defined scope of knowledge that allows them to operate at particular destinations or sites. The depth of knowledge of a particular destination or site could however be substantial.

Possible job titles include:

- tour guide
- site guide
- winery guide
- nature-based site guide.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT30507 Certificate III in Tourism (Guiding)
The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with tourism operator to determine specific needs of the customer group in order to deliver tailored information; interpreting verbal and written information on tour or activity requirements to ensure smooth logistical delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive tourism experience.
Teamwork	Leading the tour or activity members as a team, providing instructions and building group cohesion; working with tourism operator as a team member and understanding own lead role in delivering the tour or activity and servicing the needs of group members; understanding the quality service goals of the tourism operator and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with tour or activity logistics; mitigating problems by making acceptable adjustments to the tour or activity that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that arise during the tour or activity, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to tour or activity delivery problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering the tour or activity; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure smooth tour or activity delivery; identifying and discussing a range of tourism product and service concepts to improve

Employability skill	Industry/enterprise requirements for this qualification include:
	existing product and service options for the tourism operator.
Planning and organising	Collecting, analysing and organising customer and product information to allow for smooth logistical delivery of the tour or activity; collecting, analysing and selecting appropriate guiding information to meet the needs of the specific customer group, pacing the delivery of tour logistics and information to meet the operational and customer service requirements; participating in continuous improvement by reporting success or deficiencies of the tour or activity being delivered.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in delivering tours or activities; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering tours or activities; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of tour or activity participants.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the guiding knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver tours or activities, e.g. computer systems to prepare tour or activity participant information, microphones, props, recreational and entertainment equipment.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Guiding), 14 units must be completed:

- all 10 core units
- 4 elective units:
    - a minimum of 2 elective units must be selected from the list below
    - the remaining 2 elective units may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
SITTIND001B	Develop and update tourism industry knowledge
SITTGDE001B	Work as a guide
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTGDE004A	Lead tour groups
HLTFA301B	Apply first aid

ELECTIVE UNITS	
Client and Customer Service	
SIRXCCS001A	Apply point-of-sale handling procedures
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Finance	
SITXFIN001A	Process financial transactions
First Aid	
HLTFA302A	Provide first aid in remote situation
Food and Beverage	
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines

Guiding

SITTGDE002A	Provide arrival and departure assistance
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE011A	Prepare specialised interpretive content on marine environments
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage environments

Human Resource Management

SITXHRM001A	Coach others in job skills

Languages other than English	
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Merchandising	
SIRXMER001A	Merchandise products

Planning and Product Development	
SITTPPD005A	Plan and develop interpretive activities

Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

Tour Operations

SITTTOP002A	Load touring equipment and conduct pre-departure checks
SITTTOP003B	Operate and maintain a 4WD tour vehicle
SITTTOP004B	Set up and operate a camp site
SITTTOP005A	Provide camp site catering
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus

Tourism Sales and Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Site guide at major city tourist attraction
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments
SITTPPD005A Plan and develop interpretive activities
SITTTSL001A Operate an online information system
SITXLAN4__B Conduct complex workplace oral communication in a language other than English

Winery guide
SITHFAB325A Provide specialised advice on Australian wines
SITHFAB222A Conduct a product tasting for alcoholic beverages
SIRXSLS002A Advise on products and services
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol

Nature-based site guide
SITTGDE008A Research and share general information on Australian Indigenous cultures
SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape
SITTPPD005A Plan and develop interpretive activities
SITTTSL001A Operate an online information system

SIT30607 Certificate III in Events

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in an administrative or operational events support role. Event organisation and management takes place across the full spectrum of business and community activity. The qualification has particular relevance in the community, cultural, hospitality, sporting and tourism sectors. Work would be undertaken in an office environment where event planning and organisation takes place, at an event site or a combination of both.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in a range of organisations where event management takes place, and such organisations are diverse in nature. Examples include professional conference organisers, exhibition and event management companies, sporting associations, community organisations, hospitality and cultural venues.

Possible job titles include:

- event assistant
- event administrative assistant
- event operations assistant
- event operative
- conference assistant
- exhibitions assistant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT30607 Certificate III in Events
The following table contains a summary of the employability skills required by the events industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Liaising effectively with a diverse range of customers, other team members and event suppliers; providing key on the ground operational information to supervisors and managers; using event planning documentation to establish key work activities and priorities.
Teamwork	Working as a member of event operations team; providing assistance to other team members; working out different roles and responsibilities; using the different skills within the team to maximise efficiency.
Problem solving	Anticipating and responding to typical event operational problems; using other people and event procedures and systems to help avoid or respond effectively to problems.
Initiative and enterprise	Identifying and suggesting better and different ways of addressing operational issues; keeping up-to-date with industry trends and practices; being able to adapt to changing operational circumstances.
Planning and organising	Understanding the broad context in which different types of events take place; interpreting event documentation and plans; providing feedback and input into ways to improve future event operations.
Self-management	Understanding overall context for event operations and different roles of event staff and stakeholders; being aware of risk management, safety and other legal issues that impact on event operations.
Learning	Knowing and using opportunities to maintain currency of industry knowledge; sharing industry information with colleagues.

Employability skill	Industry/enterprise requirements for this qualification include:
Technology	Working with and understanding the broad features of a range of different technologies used in event operations; choosing the best equipment for the job at hand based on knowledge of the various options.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the events industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Events, 15 units must be completed:

- all 5 core units
- 10 elective units which may be selected from the list below, or from this or another endorsed Training Package or accredited course.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXOHS001B	Follow health, safety and security procedures

ELECTIVE UNITS	
Communication and Teamwork	
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU302A	Create electronic presentations
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents

Creative and Technical Production

CUEAUD06B	Apply a general knowledge of vision systems to work activities
CUELGT05B	Record and operate standard lighting cues
CUELGT09A	Apply a general knowledge of lighting to work activities
CUEPRP02B	Research, obtain and prepare props
CUESET05B	Apply set construction techniques
CUESOU07B	Apply a general knowledge of audio to work activities
CUESTA01C	Install staging elements
CUESTA05C	Apply a general knowledge of staging to work activities
CUETGE05C	Maintain physical production elements
CUETGE15B	Handle physical elements safely during bump-in/bump-out
CUVCRS03B	Produce computer-aided drawings

Events

SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations

Finance

BSBFIA301A	Maintain financial records

Food and Beverage

SITHFAB002C   Operate a bar

SITHFAB004A   Provide food and beverage service

SITHFAB005A   Provide table service of alcoholic beverages

SITHFAB009A   Provide responsible service of alcohol

Occupational Health and Safety

SITXOHS003B   Identify hazards, and assess and control safety risks

Risk Management and Security

CPPSEC2012A   Monitor and control individual and crowd behaviour

Tourism Sales and Operations

SITTTSL001A   Operate an online information system

SITTTSL002A   Access and interpret product information

SITTTSL004A   Source and provide Australian destination information and advice

SITTTSL006B   Prepare quotations

SITTTSL008B   Book and coordinate supplier services

SITTTSL009B   Process travel-related documentation

SITTTSL010B   Control reservations or operations using a computerised system

Venue and Facility Operations

SITTVAF001A	Provide venue information and assistance
CUEFOH03C	Provide seating and ticketing advice
CUEFOH04C	Usher patrons
CUEFOH08B	Process incoming customer orders
SRXFAC001B	Maintain equipment for activities
SRXFAC002B	Maintain sport and recreational facilities

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Event administrative assistant
BSBITU302A Create electronic presentations
BSBITU306A Design and produce business documents
SITTTSL002A Access and interpret product information
SITTTSL006B Prepare quotations
SITTTSL008B Book and coordinate supplier services
SITTTSL010B Control reservations or operations using a computerised system
SITXCOM006A Address protocol requirements
SITXEVT003B Process and monitor event registrations
SITXEVT004B Coordinate on-site event registrations
SITXFIN002A Maintain financial records

Event operations assistant
BSBWOR204A Use business technology
CUEAUD03B Operate vision systems
CUEAUD06B Apply a general knowledge of vision systems to work activities
CUESTA01C Install staging elements
CUESTA05C Apply a general knowledge of staging to work activities
CUETGE05C Maintain physical production elements
CUETGE15B Handle physical elements safely during bump-in/bump-out
CUVCRS03B Produce computer-aided drawings
CPPSEC2012A Monitor and control individual and crowd behaviour
SITXOHS003B Identify hazards, and assess and control safety risks

SIT30707 Certificate III in Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in skilled operations with the need to apply discretion and judgement. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.
The qualification is suitable for an Australian apprenticeship pathway.

Job roles
Individuals with this qualification are able to perform roles such as:

- preparing and serving drinks at a bar
- preparing and serving espresso coffee
- serving food, wine and other beverages at tables
- providing reception or front desk services
- providing housekeeping services
- providing gaming services.

Possible job titles include:

- bar attendant
- barista
- waiter
- wine waiter
- front desk receptionist
- housekeeper
- gaming attendant.

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT30707 Certificate III in Hospitality
The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in delivering the hospitality experience and servicing the needs of customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments to operational activities that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that arise during operational activities, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering the hospitality experience; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts to improve existing product and

Employability skill	Industry/enterprise requirements for this qualification include:
	service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient delivery of the hospitality experience; collecting, analysing and selecting appropriate information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting successes or deficiencies of the hospitality experience being delivered.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality sales and service; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering hospitality sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the hospitality knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Hospitality, 16 units must be completed:

- all 8 core units
- 8 elective units:

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome, as follows.

Specialisations:

- a minimum of 6 units must be selected from either Elective Group A - Food and Beverage, Elective Group B - Accommodation Services, or Elective Group C - Gaming
- the remaining units may be selected from the general elective units below, or from this or another endorsed Training Package or accredited course

Multi-skilling:

- a minimum of 6 elective units must be selected from the general elective units listed below
- the remaining units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITHIND001B	Develop and update hospitality industry knowledge
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

Plus one of the following:

SITHFAB021A   Provide and coordinate food and beverage service *

SITHIND003A   Provide and coordinate hospitality service **

* For candidates completing a Food and Beverage specialisation, SITHFAB021A Provide and coordinate food and beverage service must be completed.
** For candidates NOT completing a Food and Beverage specialisation, SITHIND003A Provide and coordinate hospitality service must be completed.

ELECTIVE GROUP A - FOOD AND BEVERAGE	
Food and Beverage	
SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB227A	Operate and monitor cellar systems
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB323A	Provide advice on beers, spirits and liqueurs
SITHFAB324A	Provide specialised advice on food and beverage matching

| SITHFAB325A | Provide specialised advice on Australian wines |
| SITHFAB326A | Provide specialised advice on imported wines |

ELECTIVE GROUP B - ACCOMMODATION SERVICES

Accommodation Services

SITHACS001B	Provide accommodation reception services
SITHACS002B	Conduct night audit
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes
SITHACS008B	Provide valet service

Client and Customer Service

| SITXCCS001B | Provide visitor information |

Computer Operations and ICT Management

| BSBITU306A | Design and produce business documents |

Tourism Sales and Operations

SITTTSL007B   Receive and process reservations

SITTTSL010B   Control reservations or operations using a computerised system

---

ELECTIVE GROUP C - GAMING

Computer Operations and ICT Management

BSBWOR204A   Use business technology

Gaming

SITHGAM001A   Attend gaming machines

SITHGAM002A   Operate a TAB outlet

SITHGAM003A   Conduct a Keno game

SITHGAM004B   Analyse and report on gaming machine data

SITHGAM006A   Provide responsible gambling services

SITHGAM007A   Operate table games

SITHGAM008A   Deal a Baccarat game

SITHGAM009A   Conduct a Big Wheel game

SITHGAM010A   Deal a Blackjack game

SITHGAM011A   Deal a Poker game

SITHGAM012A   Deal a Pontoon game

SITHGAM013A   Conduct a Rapid Roulette game

SITHGAM014A   Conduct a Roulette game

SITHGAM015A   Conduct a Sic Bo game

SITHGAM016A   Spruik at a games location

Finance

SITXFIN001A   Process financial transactions

SITXFIN002A   Maintain financial records

GENERAL ELECTIVE UNITS

Accommodation Services

SITHACS001B   Provide accommodation reception services

SITHACS002B   Conduct night audit

SITHACS003A   Provide porter services

SITHACS004B   Provide housekeeping services to guests

SITHACS005B   Prepare rooms for guests

SITHACS006B   Clean premises and equipment

SITHACS007B   Launder linen and guest clothes

SITHACS008B   Provide valet service

Administration

SITXADM001A   Perform office procedures

SITXADM002A   Source and present information

SITXADM003A   Write business documents

SITXADM004A   Plan and manage meetings

BSBRES401A   Analyse and present research information

Client and Customer Service

SITXCCS001B   Provide visitor information

SIRXCCS001A   Apply point-of-sale handling procedures

SITXCCS004A   Provide club reception services

Commercial Cookery and Catering

SITHCCC001B   Organise and prepare food

SITHCCC002A   Present food

SITHCCC003B   Receive and store kitchen supplies

SITHCCC004B   Clean and maintain kitchen premises

SITHCCC006A   Prepare appetisers and salads

SITHCCC007A   Prepare sandwiches

SITHCCC030A   Package prepared foodstuffs

SITHCCC031A   Operate a fast food outlet

Communication and Teamwork

SITXCOM003A   Deal with conflict situations

SITXCOM004A   Communicate on the telephone

SITXCOM005A   Make presentations

SITXCOM006A   Address protocol requirements

Computer Operations and ICT Management

BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA303A	Process accounts payable and receivable

First Aid

HLTFA301B	Apply first aid

Food and Beverage

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB227A	Operate and monitor cellar systems
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB016A	Plan and monitor espresso coffee service
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines

Food Safety

SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner

Gaming

SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM004B	Analyse and report on gaming machine data
SITHGAM006A	Provide responsible gambling services
SITHGAM007A	Operate table games
SITHGAM008A	Deal a Baccarat game
SITHGAM009A	Conduct a Big Wheel game
SITHGAM010A	Deal a Blackjack game
SITHGAM011A	Deal a Poker game
SITHGAM012A	Deal a Pontoon game
SITHGAM013A	Conduct a Rapid Roulette game
SITHGAM014A	Conduct a Roulette game
SITHGAM015A	Conduct a Sic Bo game
SITHGAM016A	Spruik at a games location

Inventory

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices

Quality and Innovation

SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

Risk Management and Security

CPPSEC3018A	Provide for the safety of persons at risk
CPPSEC2012A	Monitor and control individual and crowd behaviour
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility

Sales

SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

Tourism Sales and Operations

SITTTSL007B	Receive and process reservations
SITTTSL010B	Control reservations or operations using a computerised system

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Bar attendant in a hotel or club (***Food and Beverage specialisation***)
SITHFAB001C Clean and tidy bar areas
SITHFAB002C Operate a bar
SITHFAB009A Provide responsible service of alcohol
SITHFAB015A Prepare and serve cocktails
SITHFAB325A Provide specialised advice on Australian wines
SITHFAB227A Operate and monitor cellar systems
SITXFIN001A Process financial transactions
SITXINV001A Receive and store stock

Coffee machine operator or waiter in a small cafe (***Food and Beverage specialisation***)
SITHCCC001B Organise and prepare food
SITHCCC007A Prepare sandwiches
SITHFAB004A Provide food and beverage service
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITHFAB010C Prepare and serve non-alcoholic beverages
SITHFAB011A Develop and update food and beverage knowledge
SITHFAB012B Prepare and serve espresso coffee
SITXFIN001A Process financial transactions
SITXOHS002A Follow workplace hygiene procedures

Waiter in a fine dining restaurant (***Food and Beverage specialisation***)
SITHFAB003A Serve food and beverage to customers
SITHFAB004A Provide food and beverage service
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITHFAB011A Develop and update food and beverage knowledge
SITHFAB018A Provide silver service
SITHFAB325A Provide specialised advice on Australian wines
SITXFIN001A Process financial transactions

Wine waiter in a restaurant (***Multi-skilling***)
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITHFAB011A Develop and update food and beverage knowledge
SITHFAB013A Provide specialist advice on food
SITHFAB222A Conduct a product tasting for alcoholic beverages
SITHFAB325A Provide specialised advice on Australian wines
SITXFIN001A Process financial transactions

Front desk receptionist in a hotel (***Accommodation Services specialisation***)
BSBITU306A Design and produce business documents
SITHACS001B Provide accommodation reception services
SITHACS002 Conduct night audit
SITTTSL007B Receive and process reservations
SITTTSL010B Control reservations or operations using a computerised system
SITXADM001A Perform office procedures
SITXCCS001B Provide visitor information

SITXFIN001A Process financial transactions
***Gaming attendant in club*, *hotel or casino* (*Gaming specialisation*)**
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITHGAM001A Attend gaming machines
SITHGAM002A Operate a TAB outlet
SITHGAM003A Conduct a Keno game
SITHGAM004B Analyse and report on gaming machine data
SITHGAM006A Provide responsible gambling services
SITXFIN001A Process financial transactions

SIT30807 Certificate III in Hospitality (Commercial Cookery)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified cook. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.
The qualification is suitable for an Australian apprenticeship pathway.

Job roles
Individuals with this qualification are able to perform roles such as:

- preparing appetisers, salads, stocks, sauces and soups
- preparing vegetables, fruit, eggs and farinaceous dishes
- selecting, preparing and cooking poultry, seafood and meat
- preparing hot and cold desserts, pastries, cakes and yeast goods
- planning and preparing food for buffets.

Possible job title includes:

- cook.

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT30807 Certificate III in Hospitality (**Commercial Cookery**)
The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in kitchen operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with kitchen operations; mitigating problems by making acceptable adjustments to kitchen operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during kitchen operations, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to problems in the kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in kitchen operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and

Employability skill	Industry/enterprise requirements for this qualification include:
	discussing a range of hospitality product and service concepts affecting kitchen operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient kitchen operations; collecting, analysing and selecting appropriate information and products to meet the needs of customers, pacing the delivery of information and services to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in kitchen operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of food items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the commercial cookery knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of food items.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Hospitality (Commercial Cookery), 29 units must be completed:

- all 26 core units
- 3 elective units:
    - a minimum of 2 elective units must be selected from the electives listed below
    - the remaining unit may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC006A	Prepare appetisers and salads
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat
SITHCCC013A	Prepare hot and cold desserts

SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC016A	Develop cost-effective menus
SITHCCC027A	Prepare, cook and serve food for food service
SITHCCC028A	Prepare, cook and serve food for menus
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFSA001A	Implement food safety procedures
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
HLTFA301B	Apply first aid

ELECTIVE UNITS

Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Asian Cookery

SITHASC001A	Use basic Asian methods of cookery
SITHASC002A	Produce appetisers and snacks for Asian cuisines
SITHASC003A	Prepare stocks and soups for Asian cuisines
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines
SITHASC005A	Prepare salads for Asian cuisines
SITHASC006A	Prepare rice and noodles for Asian cuisines
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines
SITHASC008B	Prepare desserts for Asian cuisines
SITHASC009A	Prepare curry paste and powder for Asian cuisines
SITHASC010A	Prepare satay for Asian cuisines
SITHASC011A	Prepare vegetarian dishes for Asian cuisines
SITHASC012A	Select, prepare and serve specialised Asian cuisines
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery
SITHASC018A	Prepare and produce Japanese rice cookery
SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
SITHASC020A	Prepare and produce Chinese dim sum
SITHASC021A	Prepare and cook Chinese roast meat cuts and poultry
SITHASC022A	Prepare and produce tandoori food items
SITHASC023A	Prepare and produce Indian breads

SITHASC024A	Prepare and produce Indian sweetmeats
SITHASC025A	Prepare and produce Indian chutney and pickles
SITHASC026A	Prepare and produce Indonesian crackers

Client and Customer Service

SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SIRXCCS001A	Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC007A	Prepare sandwiches
SITHCCC015A	Plan and prepare food for buffets
SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines
SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC033B	Apply catering control principles
SITHCCC034A	Apply cook-freeze production processes
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHCCC036B	Select catering systems

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Computer Operations and ICT Management

BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

Finance

SITXFIN003A	Interpret financial information

Food Safety

SITXFSA003A	Transport and store food in a safe and hygienic manner

Inventory

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices

Quality and Innovation

SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Qualified cook in large restaurant
SITHCCC015A Plan and prepare food for buffets
SITHCCC018A Prepare pâtés and terrines
SITHCCC036B Select catering systems

Qualified cook in a cafe or small restaurant serving some Asian dishes
SITHASC001A Use basic Asian methods of cookery
SITHASC003A Prepare stocks and soups for Asian cuisines
SITHASC006A Prepare rice and noodles for Asian cuisines

SIT30907 Certificate III in Hospitality (Asian Cookery)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified cook in an Asian kitchen. Work would be undertaken in various hospitality enterprises where Asian food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.
The qualification is suitable for an Australian apprenticeship pathway.
Job roles
Individuals with this qualification are able to perform roles such as:

- basic Asian cooking
- preparing vegetarian dishes for Asian cuisines
- preparing and serving specialised Asian cuisines
- planning menus for Asian cuisines
- preparing Japanese raw fish (sashimi)
- preparing Chinese dim sum
- preparing tandoori food items
- preparing Indonesian crackers.

Possible job titles include:

- cook.

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT30907 Certificate III in Hospitality (**Asian Cookery**)
The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets des
cribed here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in Asian kitchen operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with Asian kitchen operations; mitigating problems by making acceptable adjustments to Asian kitchen operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during Asian kitchen operations, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to problems in the kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in Asian kitchen operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to

Employability skill	Industry/enterprise requirements for this qualification include:
	ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting Asian kitchen operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient Asian kitchen operations; collecting, analysing and selecting appropriate information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in Asian kitchen operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in Asian kitchen operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of Asian food items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the Asian cookery knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of Asian food items.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Hospitality (Asian Cookery), 28 units must be completed:

- all 24 core units
- 4 elective units:
  - a minimum of 3 elective units must be selected from the electives listed below
  - the remaining unit may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITHASC001A	Use basic Asian methods of cookery
SITHASC002A	Produce appetisers and snacks for Asian cuisines
SITHASC003A	Prepare stocks and soups for Asian cuisines
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines
SITHASC005A	Prepare salads for Asian cuisines
SITHASC006A	Prepare rice and noodles for Asian cuisines
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines
SITHASC027A	Prepare, cook and serve Asian food for food service
SITHASC028A	Prepare, cook and serve Asian food for menus

SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC016A	Develop cost-effective menus
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFSA001A	Implement food safety procedures
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
HLTFA301B	Apply first aid

ELECTIVE UNITS	
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Asian Cookery

SITHASC008B	Prepare desserts for Asian cuisines
SITHASC009A	Prepare curry paste and powder for Asian cuisines
SITHASC010A	Prepare satay for Asian cuisines
SITHASC011A	Prepare vegetarian dishes for Asian cuisines
SITHASC012A	Select, prepare and serve specialised Asian cuisines
SITHASC013B	Plan menus for Asian cuisines
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery
SITHASC018A	Prepare and produce Japanese rice cookery
SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
SITHASC020A	Prepare and produce Chinese dim sum
SITHASC021A	Prepare and produce Chinese roast meat cuts and poultry
SITHASC022A	Prepare and produce tandoori food items
SITHASC023A	Prepare and produce Indian breads
SITHASC024A	Prepare and produce Indian sweetmeats
SITHASC025A	Prepare and produce Indian chutney and pickles
SITHASC026A	Prepare and produce Indonesian crackers

Client and Customer Service

SITXCCS001B   Provide visitor information

SITXCCS002A   Provide quality customer service

Commercial Cookery and Catering

SITHCCC007A   Prepare sandwiches

SITHCCC017A   Organise bulk cooking operations

SITHCCC018A   Prepare pâtés and terrines

SITHCCC019A   Plan, prepare and display a buffet

SITHCCC020B   Prepare portion-controlled meat cuts

SITHCCC021B   Handle and serve cheese

SITHCCC022A   Prepare chocolate and chocolate confectionery

SITHCCC023B   Select, prepare and serve specialised food items

SITHCCC024B   Select, prepare and serve specialised cuisines

SITHCCC025A   Monitor catering revenue and costs

SITHCCC026A   Establish and maintain quality control of food

SITHCCC030A   Package prepared foodstuffs

SITHCCC031A   Operate a fast food outlet

SITHCCC032A   Apply cook-chill production processes

SITHCCC033B   Apply catering control principles

SITHCCC034A   Apply cook-freeze production processes

SITHCCC035A   Develop menus to meet special dietary and cultural needs

SITHCCC036B   Select catering systems

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

Finance

SITXFIN003A	Interpret financial information

Food Safety

SITXFSA003A	Transport and store food in a safe and hygienic manner

Computer Operations and ICT Management

BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology

Inventory

SITXINV001A   Receive and store stock

SITXINV002A   Control and order stock

Languages other than English

SITXLAN1__A   Conduct basic workplace oral communication in a language other than English

SITXLAN2__A   Conduct routine workplace oral communication in a language other than English

SITXLAN3__A   Conduct workplace oral communication in a language other than English

SITXLAN5__A   Read and write workplace information in a language other than English

---

Occupational Health and Safety

SITXOHS003B   Identify hazards, and assess and control safety risks

SITXOHS004B   Implement and monitor workplace health, safety and security practices

---

Quality and Innovation

SITXQUA001A   Contribute to workplace improvements

SITXQUA002A   Originate and develop a concept

SIRXQUA001A   Develop innovative ideas at work

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Cook in a large Japanese restaurant

SITHASC013B Plan menus for Asian cuisines

SITHASC015A Prepare and produce Japanese raw fish (sashimi)

SITHASC016A Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes

SITHASC018A Prepare and produce Japanese rice cookery

Cook in a small Vietnamese or Thai restaurant

SITHASC010A Prepare satay for Asian cuisines

SITHASC011A Prepare vegetarian dishes for Asian cuisines

SITHASC012A Select, prepare and serve specialised Asian cuisines

SITHASC013B Plan menus for Asian cuisines

SIT31007 Certificate III in Hospitality (Catering Operations)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of skilled catering operations with the need to apply discretion and judgement. Work would be undertaken in various catering settings such as hospitals and aged care facilities, sporting and entertainment venues, hotel banqueting departments, cook-chill production kitchens and mobile catering businesses of varying size. Individuals may have some responsibility for others and provide technical advice and support to a team.
The qualification is suitable for an Australian apprenticeship pathway.

Job roles
Individuals with this qualification are able to perform roles such as:

- basic cooking
- applying cook-chill and cook-freeze production processes
- preparing menus and foods according to dietary and cultural needs
- packaging, transporting and storing food in a safe and hygienic manner
- serving food and beverage to customers.

Possible job titles include:

- cook
- leading hand or food service assistant.

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT31007 Certificate III in Hospitality (Catering Operations)
The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues and customers to ensure a positive hospitality experience.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in catering operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with catering operations; mitigating problems by making acceptable adjustments to catering operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during catering operations, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in catering operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting

Employability skill	Industry/enterprise requirements for this qualification include:
	catering operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient catering operations; collecting, analysing and selecting appropriate information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in catering operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in catering operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering catering sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the catering knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Hospitality (Catering Operations), 25 units must be completed:

- all 20 core units
- 5 elective units:
    - a minimum of 2 elective units must be selected from the electives listed below
    - the remaining 3 units may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC016A	Develop cost-effective menus
SITHCCC027A	Prepare, cook and serve food for food service
SITHCCC030A	Package prepared foodstuffs
SITHCCC033B	Apply catering control principles
SITHIND001B	Develop and update hospitality industry knowledge
SITHIND003A	Provide and coordinate hospitality service
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers

SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS

Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Client and Customer Service

| SITXCCS001B | Provide visitor information |
| SIRXCCS001A | Apply point-of-sale handling procedures |

Commercial Cookery and Catering

SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat
SITHCCC013A	Prepare hot and cold desserts
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC015A	Plan and prepare food for buffets
SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines
SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes

SITHCCC034A	Apply cook-freeze production processes
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHCCC036B	Select catering systems
SITHCCC038B	Plan catering for an event or function

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Computer Operations and ICT Management

BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

Events	
SITXEVT005B	Organise in-house events or functions

Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information

First Aid	
HLTFA301B	Apply first aid

Food and Beverage

SITHFAB001C   Clean and tidy bar areas

SITHFAB002C   Operate a bar

SITHFAB003A   Serve food and beverage to customers

SITHFAB004A   Provide food and beverage service

SITHFAB005A   Provide table service of alcoholic beverages

SITHFAB009A   Provide responsible service of alcohol

SITHFAB010C   Prepare and serve non-alcoholic beverages

SITHFAB011A   Develop and update food and beverage knowledge

SITHFAB012B   Prepare and serve espresso coffee

SITHFAB013A   Provide specialist advice on food

SITHFAB018A   Provide silver service

SITHFAB222A   Conduct a product tasting for alcoholic beverages

SITHFAB325A   Provide specialised advice on Australian wines

Inventory

SITXINV001A   Receive and store stock

SITXINV002A   Control and order stock

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices

Quality and Innovation

SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Cook working in hospital
SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A Select, prepare and cook poultry
SITHCCC029A Prepare foods according to dietary and cultural needs
SITHCCC035A Develop menus to meet special dietary and cultural needs
SITHFAB003A Serve food and beverage to customers

Cook working in cook-chill kitchen
HLTFA301B Apply first aid
SITHCCC010A Select, prepare and cook poultry
SITHCCC012A Select, prepare and cook meat
SITHCCC029A Prepare foods according to dietary and cultural needs
SITHCCC032A Apply cook-chill production processes

Leading hand or food service assistant in a function facility
SITHFAB002C Operate a bar
SITHFAB004A Provide food and beverage service
SITHFAB009A Provide responsible service of alcohol
SITHFAB012B Prepare and serve espresso coffee
SITXFIN001A Process financial transactions

SIT31107 Certificate III in Hospitality (Patisserie)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified cook who specialises in patisserie. Work would be undertaken in various hospitality enterprises where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.
The qualification is suitable for an Australian apprenticeship pathway.
Job roles
Individuals with this qualification are able to perform roles such as:

- basic cooking
- preparing hot and cold desserts, pastries, cakes and yeast goods.

Possible job titles include:

- patissier.

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT31107 Certificate III in Hospitality (Patisserie)
The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in patisserie operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with patisserie operations; mitigating problems by making acceptable adjustments to patisserie operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during patisserie operations, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to problems in the pastry kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in patisserie operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a

Employability skill	Industry/enterprise requirements for this qualification include:
	range of hospitality product and service concepts affecting patisserie operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient patisserie operations; collecting, analysing and selecting appropriate information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in patisserie operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in patisserie operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of patisserie items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the patisserie knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare a diverse range of patisserie items.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Hospitality (Patisserie), 24 units must be completed:

- all 18 core units
- 6 elective units:
    - a minimum of 4 elective units must be selected from the electives listed below
    - the remaining 2 units may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC013A	Prepare hot and cold desserts
SITHCCC027A	Prepare, cook and serve food for food service
SITHIND001B	Develop and update hospitality industry knowledge
SITHPAT001A	Prepare and produce pastries
SITHPAT002A	Prepare and produce cakes
SITHPAT003A	Prepare and produce yeast goods
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment

SITXCOM003A	Deal with conflict situations
SITXFSA001A	Implement food safety procedures
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS

Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Client and Customer Service

| SITXCCS001B | Provide visitor information |
| SITXCCS002A | Provide quality customer service |

Commercial Cookery and Catering

| SITHCCC022A | Prepare chocolate and chocolate confectionery |

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Computer Operations and ICT Management

BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

Finance

SITXFIN003A	Interpret financial information

First Aid

HLTFA301B	Apply first aid

Food and Beverage

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines

Inventory

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices

Patisserie

SITHPAT004A	Prepare bakery products for patisseries
SITHPAT005A	Prepare and present gateaux, torten and cakes
SITHPAT006A	Present desserts
SITHPAT007A	Prepare and display petits fours
SITHPAT008A	Prepare and model marzipan
SITHPAT009A	Prepare desserts to meet special dietary requirements
SITHPAT010A	Prepare and display sugar work
SITHPAT011A	Plan, prepare and display sweet buffet showpieces
SITHPAT012A	Plan patisserie operations

Quality and Innovation

SITXQUA001A   Contribute to workplace improvements

SITXQUA002A   Originate and develop a concept

SIRXQUA001A   Develop innovative ideas at work

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Patissier

SITHPAT004A Prepare bakery products for patisseries
SITHPAT005A Prepare and present gateaux, torten and cakes
SITHPAT006A Present desserts
SITHPAT007A Prepare and display petits fours
SITHPAT008A Prepare and model marzipan
SITHPAT009A Prepare desserts to meet special dietary requirements

SIT31209 Certificate III in Holiday Parks and Resorts

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed skills required in the operation of holiday parks and resorts. Work would be undertaken in a front office, housekeeping or grounds maintenance environment. The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team. For example, individuals might be required to:

- assist with the co-ordination, training and supervision of other workers
- perform clerical and other office duties
- perform specific front office duties such as reservations, reception, cashiering and other accounts work
- service and clean accommodation
- perform routine repair work and maintenance and other general duties such as pool and garden care (not as a qualified tradesperson).

The qualification is suitable for an Australian apprenticeship pathway.

Job roles
This qualification is very flexible and is designed to support a broad range of holiday park job roles. Possible job titles include:

- Receptionist
- Handyperson
- Groundsperson
- Housekeeper

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT31209 Certificate III in Holiday Parks and Resorts
The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating and liaising with colleagues and customers, including those from diverse backgrounds; understanding and analysing verbal and written information to determine work and customer requirements; empathising and negotiating acceptable solutions to customer and colleague problems; providing clear and accurate verbal and written information to others.
Teamwork	Working as a team member, sometimes in a lead role; giving and receiving instructions and understanding own lead role in servicing the needs of the customer or other work activities; supporting other team members; respecting the cultural diversity of team members.
Problem solving	Anticipating problems that may arise in work activities; mitigating problems by effective operational planning work; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers and others in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering tourism products that meet or exceed customer expectations.
Planning and organising	Collecting, analysing and organising a range of information to plan and organise work activities; setting timelines and organising own work flow to coordinate work; using appropriate predetermined policies and procedures to guide work activities.

Employability skill	Industry/enterprise requirements for this qualification include:
Self-management	Understanding and complying with the legal responsibilities that apply to own work role; knowing and taking pro-active responsibility for own job and responsibilities; organising own work time and competing priorities and seeking feedback and guidance from others.
Learning	Knowing the structure of networks within, and sources of new information on the industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues and taking responsibility for keeping up to date with emerging trends and practice.
Technology	Understanding the operating capability of selecting and using appropriate work technologies; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Holiday Parks and Resorts, 19 units must be completed:

- all 7 core units
- 12 elective units:
    - a minimum of 7 elective units must be selected from the list below
    - the remaining 5 elective units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English (LOTE) unit may be counted as an elective within this qualification.

In all cases electives must be relevant to the job outcome, local industry requirements and

the qualification level.

CORE UNITS	
SITTHPR301B	Plan and organise daily work
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXENV001A	Participate in environmentally sustainable work practices
SITXOHS001B	Follow health, safety and security procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
Plus	
SITHIND001B	Develop and update hospitality industry knowledge
Or	
SITTIND001B	Develop and update tourism industry knowledge

ELECTIVE UNITS	
Accommodation Services	
SITHACS001B	Provide accommodation reception services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment

Administration

BSBRES401A   Analyse and present research information

SITXADM001A   Perform office procedures

SITXADM002A   Source and present information

Building and Grounds Maintenance

MEM18001C   Use hand tools

MEM18002B   Use power tools/hand held operations

RIISAM204A   Operate small plant and equipment

RTE3601A   Install irrigation systems

RTE3605A   Troubleshoot irrigation systems

RTF2017A   Prune shrubs and small trees

RTF2204A   Construct low profile timber or modular retaining walls

RTF2208A   Lay paving

RTF3036A   Plan and establish plant displays

RTF3204A   Construct concrete structures and features

RTF3217A   Set out site for construction works

SIFBGM001A   Provide general grounds care

SIFBGM002A   Maintain property and structures

SRCAQU001B   Monitor pool water quality

Client and Customer Service

SIRXCCS001A	Apply point-of-sale handling procedures
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service

Communication and Teamwork

SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone

Computer Operations and ICT Management

BSBITU102A	Develop keyboard skills
BSBITU201A	Produced simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology

E-Business

BSBEBU401A	Review and maintain a website

Events

SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations

Finance

BSBFIA303A	Process accounts payable and receivable
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records

First Aid

HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation

Food and Beverage

SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB003A	Serve food and beverage to customers
SITHFAB005A	Provide table service of alcoholic service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee

Food Safety

SITXFSA001A	Implement food safety procedures

Holiday Parks and Resorts

SITTHPR302B   Plan and organise in-house recreational activities

Human Resource Management

SITXHRM001A   Coach others in job skills

Inventory

SITXINV001A   Receive and store stock

SITXINV002A   Control and order stock

Languages other than English

SITXLAN1__A   Conduct basic workplace oral communication in a language other than English

SITXLAN2__A   Conduct routine workplace oral communication in a language other than English

SITXLAN3__A   Conduct workplace oral communication in a language other than English

SITXLAN5__A   Read and write workplace information in a language other than English

Occupational Health and Safety

PUAWER004B   Respond to workplace emergencies

SITTHPR303A   Tow and site a recreational vehicle safely

SITXOHS002A   Follow workplace hygiene procedures

UEGNSG604A   Fill gas cylinders

Planning and Product Development

SITTPPD005A   Plan and develop interpretive activities

Risk Management and Security

SIRXRSK001A   Minimise theft

Sales

SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

Tour Operations

TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus

Tourism Sales and Office Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system

Venue and Facility Operations

SITTVAF002A	Provide a briefing or scripted commentary

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Front Office
BSBFIA303A Process accounts payable and receivable
BSBITU102A Develop keyboard skills
BSBITU201A Produce simple word processed documents
BSBITU202A Create and use spreadsheets
BSBITU301A Create and use databases
BSBITU302A Create electronic presentations
BSBITU306A Design and produce business documents
BSBITU309A Produce desktop published documents
BSBWOR204A Use business technology
HLTFA301B Apply first aid
SITHACS001B Provide accommodation reception services
SITTHPR303A Tow and site a recreational vehicle safely
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL005A Sell tourism products and services
SITTTSL006B Prepare quotations
SITTTSL007B Receive and process reservations
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel-related documentation
SITTTSL010B Control reservations or operations using a computerised system
SITXADM001A Perform office procedures
SITXADM002A Source and present information
SITXCCS001B Provide visitor information
SITXCCS002A Provide quality customer service
SITXCOM003A Deal with conflict situations
SITXCOM004A Communicate on the telephone
SITXFIN001A Process financial transactions
SITXFIN002A Maintain financial records
SITXHRM001A Coach others in job skills
SITXINV001A Receive and store stock
SITXINV002A Control and order stock
UEGNSG604A Fill gas cylinders

Housekeeping
HLTFA301B Apply first aid
PUAWER004B Respond to workplace emergencies
SITHACS004B Provide housekeeping services to guests
SITHACS005B Prepare rooms for guests
SITHACS006B Clean premises and equipment
SITXADM001A Perform office procedures
SITXADM002A Source and present information
SITXCCS001B Provide visitor information
SITXCOM003A Deal with conflict situations
SITXHRM001A Coach others in job skills
SITXINV001A Receive and store stock

SITXINV002A Control and order stock
SITXOHS002A Follow workplace hygiene procedures
UEGNSG604A Fill gas cylinders
Grounds Maintenance
MEM18001C Use hand tools
MEM18002B Use power tools/hand held operations
RIISAM204A Operate small plant and equipment
RTE3601A Install irrigation systems
RTE3605A Troubleshoot irrigation systems
RTF2017A Prune shrubs and small trees
RTF2204A Construct low profile timber or modular retaining walls
RTF2208A Lay paving
RTF3036A Plan and establish plant displays
RTF3204A Construct concrete structures and features
RTF3217A Set out site for construction works
SIFBGM001A Provide general grounds care
SIFBGM002A Maintain property structures
SITTHPR303A Tow and site a recreational vehicle safely
SITXHRM001A Coach others in job skills
SRCAQU001B Monitor pool water quality
TLIB307C Carry out vehicle servicing and maintenance
Users may select electives from any of these three work areas and other training packages to create a multi-skilled outcome.

SIT40107 Certificate IV in Tourism (Guiding)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a broad range of highly-developed technical guiding skills or specialisation in a limited range of skills and knowledge.

Work would be undertaken in the field where tourism products and services are delivered. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. They may work for inbound tour operators, outbound tour wholesalers, local tour operators, at cultural and heritage sites, in marine and national parks and attractions, or may be owner-operators of small tourism businesses. Because guiding is an occupation that relies on a knowledge base, guides at this level may have specialist knowledge of particular destinations, local areas or regions, sites, tourist precincts or any subject matter. Local guides have a broad knowledge base and deliver tours across a particular city, local area or region. Specialist guides at this level operate tours to remote area destinations and others manage extended touring programs within and outside Australia.

Possible job titles include:

- local guide, tour guide and senior tour guide
- tour manager or tour director
- interpretive guide and senior interpretive guide
- remote area guide
- outdoor recreation guide or tour leader
- museum guide and heritage guide
- cultural guide and senior cultural guide
- nature-based guide and senior nature-based guide
- adventure guide
- walking guide
- specialist guide
- driver guide
- owner-operator of small tour operation.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT40107 Certificate IV in Tourism (Guiding)
The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with tourism operator to determine specific needs of the customer group in order to deliver tailored information; interpreting verbal and written information on tour or activity requirements to ensure smooth logistical delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers and suppliers to ensure a positive tourism experience.
Teamwork	Leading the tour or activity members as a team, providing instructions and building group cohesion; working with tourism operator and suppliers as a team member and understanding own lead role in delivering the tour or activity and servicing the needs of group members; understanding the quality service goals of the tourism operator and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with tour or activity logistics; mitigating problems by making acceptable adjustments that adhere to the predetermined itinerary requirements, supplier conditions and customer requests; identifying and clarifying the extent of problems that arise on tour, taking responsibility for or requesting assistance from the tourism operator and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to tour or activity delivery problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering the tour or activity; adapting to emerging operational situations and problems by initiating

Employability skill	Industry/enterprise requirements for this qualification include:
	and implementing creative and immediate responses to ensure smooth tour or activity delivery; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the tourism operator.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for smooth logistical delivery of the tour or activity; collecting, analysing and selecting appropriate general, specialist and destination service information to meet the needs of the specific customer group, pacing the delivery of tour logistics and information to meet the operational and customer service requirements; participating in continuous improvement by reporting successes or deficiencies of the tour or activity being delivered.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in delivering tours or activities; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering tours or activities; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of tour or activity participants.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general, specialist and destination service knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver tours or activities, e.g. computer systems to prepare tour or activity participant information, microphones, props, recreational and entertainment

Employability skill	Industry/enterprise requirements for this qualification include:
	equipment, touring vehicles and vessels.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Tourism (Guiding), 18 units must be completed:

- all 11 core units
- 7 elective units:
    - a minimum of 4 elective units must be selected from the list below
    - the remaining 3 elective units may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
SITTGDE001B	Work as a guide
SITTGDE003A	Coordinate and operate a tour
SITTGDE004A	Lead tour groups

SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTIND001B	Develop and update tourism industry knowledge
HLTFA301B	Apply first aid

ELECTIVE UNITS

Environmental Sustainability

| SITXENV003A | Develop workplace policy and procedures for sustainability |

Food and Beverage

SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines

First Aid

| HLTFA302A | Provide first aid in remote situation |

Guiding

SITTGDE002A	Provide arrival and departure assistance
SITTGDE005A	Manage extended touring programs
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE011A	Prepare specialised interpretive content on marine environments
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage environments

Human Resource Management

SITXHRM001A	Coach others in job skills

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Planning and Product Development

SITTPPD004A	Plan and implement minimal impact operations
SITTPPD005A	Plan and develop interpretive activities

Tour Operations

SITTTOP001A	Allocate tour resources
SITTTOP002A	Load touring equipment and conduct pre-departure checks
SITTTOP003B	Operate and maintain a 4WD tour vehicle
SITTTOP004B	Set up and operate a camp site
SITTTOP005A	Provide camp site catering
SITTTOP006B	Operate tours in a remote area
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus

Tourism Sales and Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Local guide
SITTGDE002A Provide arrival and departure assistance
SITTGDE008A Research and share general information on Australian Indigenous cultures
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL005A Sell tourism products and services
SITXLAN4__A Conduct complex workplace oral communication in a language other than English

Tour manager
SITTGDE002A Provide arrival and departure assistance
SITTGDE005A Manage extended touring programs
SITTGDE008A Research and share general information on Australian Indigenous cultures
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL003A Source and provide international destination information and advice
SITTTSL004A Source and provide Australian destination information and advice, or
SITTTSL005A Sell tourism products and services

Remote area guide or nature-based guide operating extended tours
HLTFA302A Provide first aid in remote situation
SITTGDE005A Manage extended touring programs
SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape
SITTPPD004A Plan and implement minimal impact operations
SITTTOP002A Load touring equipment and conduct pre-departure checks
SITTTOP004B Set up and operate a camp site
SITTTOP006B Operate tours in a remote area

Outdoor recreation guide
SITTGDE008A Research and share general information on Australian Indigenous cultures
SITTPPD004A Plan and implement minimal impact operations
SITTPPD005A Plan and develop interpretive activities
SITTTOP002A Load touring equipment and conduct pre-departure checks
SITTTOP006B Operate tours in a remote area
SROKYK001A Demonstrate simple kayaking skills
SROODR001A Apply basic outdoor recreation logistics

Driver guide
SITTGDE002A Provide arrival and departure assistance
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL005A Sell tourism products and services
SITXLAN4__A Conduct complex workplace oral communication in a language other than English
TLIC107C Drive vehicle
TLIC807C Drive coach/bus

SIT40207 Certificate IV in Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a broad range of highly-developed technical tourism sales and marketing, operational or tour delivery skills. The qualification allows for multi-skilling or for specialisation in a limited range of skills that specifically relate to either tourism operations or marketing coordination. Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in any sector of the tourism industry as senior personnel or supervisors. Tourism industry senior personnel will often specialise in certain fields; most often in operational functions or marketing roles. In the retail travel sector, personnel often specialise in corporate or leisure travel. (There is a specialist qualification at Certificate IV for tour guide job roles.)

Possible job titles for the operations specialisation include:

- senior operations coordinator
- operations supervisor
- assistant manager - tour operations
- reservations sales or call centre supervisor
- senior or supervisory retail consultant, corporate or leisure.

Possible job titles for the marketing specialisation include:

- sales coordinator or sales executive
- marketing coordinator
- product coordinator
- promotions officer
- account manager - corporate.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT40207 Certificate IV in Tourism
The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging tourism industry and marketplace trends to inform work practices.
Planning and organising	Understanding the roles and responsibilities of leaders and managers in the context of overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures

Employability skill	Industry/enterprise requirements for this qualification include:
	and systems, including timelines and resources; actively participating in continuous improvement processes.
Self-management	Understanding the legal and compliance framework that affects those working in the tourism industry; maintaining general and technical knowledge to inform work practices.
Learning	Proactively maintaining and updating knowledge of tourism industry trends and practices; being aware of tourism industry professional development opportunities; supporting team members to learn.
Technology	Selecting and using technologies used in the tourism industry to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support tourism operations.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Tourism, 25 units must be completed:

- 12 core units
- 13 elective units:
    - a minimum of 9 elective units must be selected from the general elective units listed below
    - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITXADM001A	Perform office procedures
SITXADM003A	Write business documents
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITTIND001B	Develop and update tourism industry knowledge
BSBWOR204A	Use business technology
BSBITU306A	Design and produce business documents
Plus either the following five units: (Operations)	
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXMGT001A	Monitor work operations
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Or the following five units: (Marketing)	
SITXCOM005A	Make presentations
SITXMGT006A	Establish and conduct business relationships
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR004A	Coordinate marketing activities
SITXOHS001B	Follow health, safety and security procedures

GENERAL ELECTIVE UNITS

Administration

SITXADM002A Source and present information

SITXADM004A Plan and manage meetings

BSBRES401A Analyse and present research information

Client and Customer Service

SITXCCS001B Provide visitor information

SITXCCS002A Provide quality customer service

SITXCCS003A Manage quality customer service

Communication and Teamwork

SITXCOM003A Deal with conflict situations

SITXCOM004A Communicate on the telephone

SITXCOM005A Make presentations

SITXCOM006A Address protocol requirements

Computer Operations and ICT Management

SITXICT001A	Build and launch a website for a small business
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU203A	Communicate electronically
BSBITU203A	Communicate electronically
CUFIMA01A	Produce and manipulate digital images

E-Business

BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website
BSBCUS401A	Coordinate implementation of customer service strategies
BSBEBU501A	Investigate and design e-business solutions
BSBEBU401A	Review and maintain a website
BSBPUR501B	Develop, implement and review purchasing strategies
BSBEBU502A	Implement e-business solution
BSBEBU502A	Implement e-business solutions
BSBMKG510A	Plan e-marketing communications
BSBMKG412A	Conduct e-marketing communications

Environmental Sustainability

SITXENV003A   Develop workplace policy and procedures for sustainability

Events

SITXEVT001B   Develop and update event industry knowledge

SITXEVT002B   Provide event staging support

SITXEVT003B   Process and monitor event registrations

SITXEVT004B   Coordinate on-site event registrations

SITXEVT005B   Organise in-house events or functions

Finance

SITXFIN002A   Maintain financial records

SITXFIN003A   Interpret financial information

SITXFIN004A   Manage finances within a budget

SITXFIN005A   Prepare and monitor budgets

BSBFIA302A   Process payroll

BSBFIA303A   Process accounts payable and receivable

BSBFIA304A   Maintain a general ledger

BSBFIA401A   Prepare financial reports

First Aid

HLTFA301B   Apply first aid

HLTFA302A   Provide first aid in remote situation

Governance and Legal Compliance

SITXGLC001A	Develop and update legal knowledge required for business compliance

Guiding

SITTGDE001B	Work as a guide
SITTGDE002A	Provide arrival and departure assistance
SITTGDE003A	Coordinate and operate a tour
SITTGDE004A	Lead tour groups
SITTGDE005A	Manage extended touring programs
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE011A	Prepare specialised interpretive content on marine environments
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage environments

Human Resource Management

SITXHRM001A	Coach others in job skills
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM005A	Lead and manage people

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Management and Leadership

SITXMGT001A   Monitor work operations

SITXMGT005A   Manage business risk

SITXMGT006A   Establish and conduct business relationships

Marketing and Public Relations

SITXMPR001A   Coordinate production of brochures and marketing materials

SITXMPR002A   Create a promotional display or stand

SITXMPR003A   Plan and implement sales activities

SITXMPR004A   Coordinate marketing activities

SITXMPR006A   Participate in cooperative online marketing initiatives for the tourism industry

BSBMKG401B   Profile the market

Merchandising

SIRXMER001A   Merchandise products

Occupational Health and Safety

SITXOHS001B   Follow health, safety and security procedures

SITXOHS002A   Follow workplace hygiene procedures

SITXOHS003B   Identify hazards, and assess and control safety risks

SITXOHS004B   Implement and monitor workplace health, safety and security practices

Planning and Product Development

SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
SITTPPD004A	Plan and implement minimal impact operations
SITTPPD005A	Plan and develop interpretive activities
SITTPPD008A	Develop host community awareness of tourism

Sales

| SIRXSLS001A | Sell products and services |
| SIRXSLS002A | Advise on products and services |

Tour Operations

SITTTOP001A	Allocate tour resources
SITTTOP002A	Load touring equipment and conduct pre-departure checks
SITTTOP003B	Operate and maintain a 4WD tour vehicle
SITTTOP004B	Set up and operate a camp site
SITTTOP005A	Provide camp site catering
SITTTOP006B	Operate tours in a remote area
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus

Tourism Sales and Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory
SITTTSL012B	Construct domestic airfares
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITTTSL015B	Construct advanced international airfares
SITTTSL016B	Administer billing and settlement plan

Venue and Facility Operations

SITTVAF002A   Provide a briefing or scripted commentary

SITTVAF003A   Operate a ride location

SITTVAF004A   Load and unload a ride

SITTVAF005B   Operate a games location

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Senior operations coordinator or operations supervisor inbound tour operator
BSBITU402A Develop and use complex spreadsheets
SITTPPD003B Source and package tourism products
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL005A Sell tourism products and services
SITTTSL006B Prepare quotations
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel-related documentation
SITTTSL010B Control reservations or operations using a computerised system
SITXHRM002A Recruit, select and induct staff
SITXLAN6__A Read and write workplace documents in a language other than English
SITXMGT006A Establish and conduct business relationships

Assistant manager for a small tour operator
SITTPPD003B Source and package tourism products
SITTPPD004A Plan and implement minimal impact operations
SITTTOP001A Allocate tour resources
SITTTOP002A Load touring equipment and conduct pre-departure checks
SITTTSL002A Access and interpret product information
SITTTSL005A Sell tourism products and services
SITTTSL006B Prepare quotations
SITTTSL007B Receive and process reservations
SITTTSL008B Book and coordinate supplier services
SITXHRM002A Recruit, select and induct staff
SITXHRM003A Roster staff
SITXMPR001A Coordinate production of brochures and marketing materials
SITXOHS003B Identify hazards, and assess and control safety risks

Senior or supervisory retail consultant
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL003A Source and provide international destination information and advice
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL005A Sell tourism products and services
SITTTSL006B Prepare quotations
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel-related documentation
SITTTSL010B Control reservations or operations using a computerised system
SITTTSL013B Construct normal international airfares
SITTTSL014B Construct promotional international airfares
SITXFIN002A Maintain financial records
SITXFIN004A Manage finances within a budget

Sales executive for an outbound tour wholesaler
BSBITU302A Create electronic presentations
BSBITA401A Design databases

BSBCUS401A Coordinate implementation of customer service strategies
SITTPPD002A Research tourism data
SITTTSL002A Access and interpret product information
SITTTSL003A Source and provide international destination information and advice
SITTTSL005A Sell tourism products and services
SITTTSL007B Receive and process reservations
SITXFIN003A Interpret financial information
SITXFIN004A Manage finances within a budget
SITXMPR002A Create a promotional display or stand
SITXMPR003A Plan and implement sales activities
SITXMPR006A Participate in cooperative online marketing initiatives for the tourism
industry

Marketing and product coordinator
BSBITU302A Create electronic presentations
BSBITA401A Design databases
BSBCUS401A Coordinate implementation of customer service strategies
BSBMKG510A Plan e-marketing communications
BSBMKG412A Conduct e-marketing communications
SITTPPD002A Research tourism data
SITTPPD003B Source and package tourism products
SITTTSL002A Access and interpret product information
SITTTSL011A Maintain a product inventory
SITXFIN003A Interpret financial information
SITXFIN004A Manage finances within a budget
SITXGLC001A Develop and update legal knowledge required for business compliance
SITXMPR006A Participate in cooperative online marketing initiatives for the tourism
industry

SIT40307 Certificate IV in Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in skilled operations and team leading or supervision. Work would be undertaken in various hospitality settings such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to perform roles such as:

- supervising the operation of a bar or restaurant
- supervising activities of a front desk or reception
- supervising concierge services
- providing butler services
- supervising gaming operations.

Possible job titles include:

- food and beverage supervisor
- front office supervisor
- concierge
- butler
- gaming supervisor.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT40307 Certificate IV in Hospitality
The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.
Teamwork	Leading team members, providing instructions and building group cohesion; working with enterprise managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that may arise; taking responsibility for or requesting assistance from enterprise managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering the hospitality experience; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient delivery; identifying and discussing a range of hospitality product

Employability skill	Industry/enterprise requirements for this qualification include:
	and service concepts to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient delivery of the hospitality experience; collecting, analysing and selecting appropriate generalist and specialist information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and service requirements; participating in continuous improvement by reporting success or deficiencies of the hospitality experience being delivered.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality sales and service; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering hospitality sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialist hospitality knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality, 26 units must be completed:

- all 14 core units
- 12 elective units:
    - a minimum of 8 elective units must be selected from the electives listed below
    - the remaining 4 units may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITHIND003A	Provide and coordinate hospitality service
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices

ELECTIVE UNITS

Accommodation Services

SITHACS001B	Provide accommodation reception services
SITHACS002B	Conduct night audit
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guests clothes
SITHACS008B	Provide valet service

Administration

SITXADM001A   Perform office procedures

SITXADM002A   Source and present information

SITXADM003A   Write business documents

SITXADM004A   Plan and manage meetings

BSBRES401A   Analyse and present research information

Client and Customer Service

SIRXCCS001A   Apply point-of-sale handling procedures

SITXCCS001B   Provide visitor information

SITXCCS004A   Provide club reception services

Commercial Cookery and Catering

SITHCCC001B   Organise and prepare food

SITHCCC002A   Present food

SITHCCC003B   Receive and store kitchen supplies

SITHCCC004B   Clean and maintain kitchen premises

SITHCCC006A   Prepare appetisers and salads

SITHCCC007A   Prepare sandwiches

SITHCCC030A   Package prepared foodstuffs

SITHCCC031A   Operate a fast food outlet

SITHCCC038B   Plan catering for an event or function

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Computer Operations and ICT Management

BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU203A	Communicate electronically
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBWOR204A	Use business technology
CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

Events

SITXEVT005B	Organise in-house events or functions

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports

First Aid

HLTFA301B	Apply first aid

Food and Beverage

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB016A	Plan and monitor espresso coffee service
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB428A	Manage the sale or service of wine
SITHFAB323A	Provide advice on beers, spirits and liqueurs
SITHFAB324A	Provide specialised advice on food and beverage matching
SITHFAB325A	Provide specialised advice on Australian wines
SITHFAB326A	Provide specialised advice on imported wines
SITHFAB227A	Operate and monitor cellar systems

Food Safety

SITXFSA001A   Implement food safety procedures

SITXFSA003A   Transport and store food in a safe and hygienic manner

---

Gaming

SITHGAM001A   Attend gaming machines

SITHGAM002A   Operate a TAB outlet

SITHGAM003A   Conduct a Keno game

SITHGAM004B   Analyse and report on gaming machine data

SITHGAM006A   Provide responsible gambling services

SITHGAM007A   Operate table games

SITHGAM008A   Deal a Baccarat game

SITHGAM009A   Conduct a Big Wheel game

SITHGAM010A   Deal a Blackjack game

SITHGAM011A   Deal a Poker game

SITHGAM012A   Deal a Pontoon game

SITHGAM013A   Conduct a Rapid Roulette game

SITHGAM014A   Conduct a Roulette game

SITHGAM015A   Conduct a Sic Bo game

SITHGAM016A   Spruik at a games location

Governance and Legal Compliance

SITXGLC001A	Develop and update legal knowledge required for business compliance

Human Resource Management

SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM009A	Provide mentoring support to business colleagues

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Management and Leadership

SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships

Marketing and Public Relations

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry
BSBMKG401B	Profile the market

Merchandising

SIRXMER001A	Merchandise products

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks

Quality and Innovation

SITXQUA001A   Contribute to workplace improvements

SITXQUA002A   Originate and develop a concept

SIRXQUA001A   Develop innovative ideas at work

Risk Management and Security

CPPSEC2012A   Monitor and control individual and crowd behaviour

CPPSEC3018A   Provide for the safety of persons at risk

SIRXRSK001A   Minimise theft

SITXCCS305A   Provide lost and found facility

Sales

SIRXSLS001A   Sell products and services

SIRXSLS002A   Advise on products and services

Tourism Sales and Operations

SITTTSL001A   Operate an online information system

SITTTSL002A   Access and interpret product information

SITTTSL005A   Sell tourism products and services

SITTTSL006B   Prepare quotations

SITTTSL007B   Receive and process reservations

SITTTSL008B   Book and coordinate supplier services

SITTTSL009B   Process travel-related documentation

SITTTSL010B   Control reservations or operations using a computerised system

SITTTSL011A   Maintain a product inventory

Working in Industry - **Hospitality**

SITHIND001B   Develop and update hospitality industry knowledge

Working in Industry - **Tourism**

SITTIND001B   Develop and update tourism industry knowledge

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Food and beverage supervisor
BSBCMN107A Operate a personal computer
BSBITU201A Produce simple word processed documents
SITHFAB001C Clean and tidy bar areas
SITHFAB002C Operate a bar
SITHFAB004A Provide food and beverage service
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITHFAB010C Prepare and serve non-alcoholic beverages
SITHFAB011A Develop and update food and beverage knowledge
SITHFAB012B Prepare and serve espresso coffee
SITXFIN004A Manage finances within a budget
SITXHRM003A Roster staff

Concierge or butler
BSBCMN107A Operate a personal computer
SITHACS003A Provide porter services
SITHACS008B Provide valet service
SITTIND001B Develop and update tourism industry knowledge
SITTTSL002A Access and interpret product information
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel-related documentation
SITXADM001A Perform office procedures
SITXCCS001B Provide visitor information
SITXFIN001A Process financial transactions
SITXFIN004A Manage finances within a budget
SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Gaming supervisor in a club, *hotel or casino*
BSBCMN107A Operate a personal computer
SITHFAB004A Provide food and beverage service
SITHFAB009A Provide responsible service of alcohol
SITHGAM001A Attend gaming machines
SITHGAM002A Operate a TAB outlet
SITHGAM003A Conduct a Keno game
SITHGAM004B Analyse and report on gaming machine data
SITHGAM006A Provide responsible gambling services
SITXADM001A Perform office procedures
SITXFIN004A Manage finances within a budget
SITXGLC001A Develop and update legal knowledge required for business compliance
SITXHRM003A Roster staff

Front office supervisor
BSBCMN107A Operate a personal computer
BSBITU306A Design and produce business documents
SITHACS001B Provide accommodation reception services
SITTTSL007B Receive and process reservations

SITTTSL010B Control reservations or operations using a computerised system
SITXADM001A Perform office procedures
SITXCCS001B Provide visitor information
SITXFIN001A Process financial transactions
SITXFIN002A Maintain financial records
SITXFIN004A Manage finances within a budget
SITXHRM003A Roster staff

SIT40407 Certificate IV in Hospitality (Commercial Cookery)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified chef or cook in a supervisory or team leading role in the kitchen. Work would be undertaken in various kitchen settings, such as in restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops.
The qualification is suitable for an Australian apprenticeship pathway.

Job roles
Individuals with this qualification are able to perform roles such as:

- supervising one or more sections in a large kitchen
- supervising a small kitchen.

Possible job titles include:

- chef
- chef de partie.

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT40407 Certificate IV in Hospitality (**Commercial Cookery**)
The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Leading team members, providing instructions and building group cohesion; working with kitchen managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise in kitchen operations; mitigating problems by making acceptable adjustments to kitchen operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that may arise during kitchen operations; taking responsibility for or requesting assistance from kitchen managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to problems in the kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in kitchen operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a

Employability skill	Industry/enterprise requirements for this qualification include:
	range of hospitality product and service concepts affecting kitchen operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient kitchen operations; collecting, analysing and selecting appropriate general and specialist information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and service requirements; participating in continuous improvement by reporting success or deficiencies in kitchen operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of generalist and specialised food items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialist cookery knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of general and specialised food items.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality (Commercial Cookery), 39 units must be completed:

- all 34 core units
- 5 elective units:
  - a minimum of 4 elective units must be selected from the electives listed below
  - the remaining unit may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC006A	Prepare appetisers and salads
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat

SITHCCC013A	Prepare hot and cold desserts
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC015A	Plan and prepare food for buffets
SITHCCC016A	Develop cost-effective menus
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC027A	Prepare, cook and serve food for food service
SITHCCC028A	Prepare, cook and serve food for menus
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFSA001A	Implement food safety procedures
SITXFSA002A	Develop and implement a food safety program
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices
HLTFA301B	Apply first aid

ELECTIVE UNITS	
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Asian Cookery

SITHASC001A	Use basic Asian methods of cookery
SITHASC002A	Produce appetisers and snacks for Asian cuisines
SITHASC003A	Prepare stocks and soups for Asian cuisines
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines
SITHASC005A	Prepare salads for Asian cuisines
SITHASC006A	Prepare rice and noodles for Asian cuisines
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines
SITHASC008B	Prepare desserts for Asian cuisines
SITHASC009A	Prepare curry paste and powder for Asian cuisines
SITHASC010A	Prepare satay for Asian cuisines
SITHASC011A	Prepare vegetarian dishes for Asian cuisines
SITHASC012A	Select, prepare and serve specialised Asian cuisines
SITHASC013B	Plan menus for Asian cuisines
SITHASC014A	Design and operate an Asian kitchen
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery
SITHASC018A	Prepare and produce Japanese rice cookery
SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
SITHASC020A	Prepare and produce Chinese dim sum
SITHASC021A	Prepare and produce Chinese roast meat cuts and poultry

SITHASC022A	Prepare and produce tandoori food items
SITHASC023A	Prepare and produce Indian breads
SITHASC024A	Prepare and produce Indian sweetmeats
SITHASC025A	Prepare and produce Indian chutney and pickles
SITHASC026A	Prepare and produce Indonesian crackers

Client and Customer Service

SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SIRXCCS001A	Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines
SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC033B	Apply catering control principles
SITHCCC034A	Apply cook-freeze production processes
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHCCC036B	Select catering systems
SITHCCC037C	Manage facilities associated with commercial catering contracts
SITHCCC038B	Plan catering for an event or function
SITHCCC039B	Prepare tenders for catering contracts
SITHCCC040A	Design menus to meet market needs

Communication and Teamwork

SITXCOM004A   Communicate on the telephone

SITXCOM005A   Make presentations

SITXCOM006A   Address protocol requirements

Computer Operations and ICT Management

BSBITU309A   Produce desktop published documents

BSBITU301A   Create and use databases

BSBITU302A   Create electronic presentations

BSBITA401A   Design databases

BSBITU402A   Develop and use complex spreadsheets

BSBITU102A   Develop keyboard skills

BSBWOR204A   Use business technology

BSBITU201A   Produce simple word processed documents

BSBITU306A   Design and produce business documents

BSBITU203A   Communicate electronically

BSBITU203A   Communicate electronically

CUFIMA01A   Produce and manipulate digital images

ICAS1193B   Connect a workstation to the internet

ICAS2017B   Maintain system integrity

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

Events

SITXEVT005B	Organise in-house events or functions

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports

Food and Beverage

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB007A	Complete retail liquor sales
SITHFAB009A	Provide responsible service of alcohol
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB013A	Provide specialist advice on food
SITHFAB017A	Provide gueridon service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB323A	Provide advice on beers, spirits and liqueurs
SITHFAB324A	Provide specialised advice on food and beverage matching
SITHFAB325A	Provide specialised advice on Australian wines
SITHFAB326A	Provide specialised advice on imported wines
SITHFAB227A	Operate and monitor cellar systems

Food Safety

SITXFSA003A	Transport and store food in a safe and hygienic manner

Governance and Legal Compliance

SITXGLC001A	Develop and update legal knowledge required for business compliance

Human Resource Management

SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM009A	Provide mentoring support to business colleagues

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Management and Leadership

SITXMGT002A   Develop and implement operational plans

SITXMGT004A   Develop and implement a business plan

SITXMGT006A   Establish and conduct business relationships

Marketing and Public Relations

SITXMPR001A   Coordinate production of brochures and marketing materials

SITXMPR002A   Create a promotional display or stand

SITXMPR003A   Plan and implement sales activities

SITXMPR004A   Coordinate marketing activities

Merchandising

SIRXMER001A   Merchandise products

Occupational Health and Safety

SITXOHS003B   Identify hazards, and assess and control safety risks

Patisserie

SITHPAT001A	Prepare and produce pastries
SITHPAT002A	Prepare and produce cakes
SITHPAT003A	Prepare and produce yeast goods
SITHPAT004A	Prepare bakery products for patisseries
SITHPAT005A	Prepare and present gateaux, torten and cakes
SITHPAT006A	Present desserts
SITHPAT007A	Prepare and display petits fours
SITHPAT008A	Prepare and model marzipan
SITHPAT009A	Prepare desserts to meet special dietary requirements
SITHPAT010A	Prepare and display sugar work
SITHPAT011A	Plan, prepare and display sweet buffet showpieces
SITHPAT012A	Plan patisserie operations

Quality and Innovation

SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

Risk Management and Security

CPPSEC2012A   Monitor and control individual and crowd behaviour

CPPSEC3018A   Provide for the safety of persons at risk

SIRXRSK001A   Minimise theft

SITXCCS305A   Provide lost and found facility

Sales

SIRXSLS001A   Sell products and services

SIRXSLS002A   Advise on products and services

Working in Industry - Hospitality

SITHIND001B   Develop and update hospitality industry knowledge

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Chef de partie in a large hotel kitchen
SITHCCC023B Select, prepare and serve specialised food items
SITHCCC040A Design menus to meet market needs
SITXADM001A Perform office procedures
SITXFIN004A Manage finances within a budget
SITXHRM003A Roster staff

Chef in a cafe or small restaurant
SITHCCC038B Plan catering for an event or function
SITHCCC040A Design menus to meet market needs
SITXFIN004A Manage finances within a budget
SITXHRM002A Recruit, select and induct staff
SITXHRM003A Roster staff

SIT40507 Certificate IV in Hospitality (Asian Cookery)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified chef or cook in an Asian kitchen and in a supervisory or team leading role. Work would be undertaken in various hospitality enterprises where Asian food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops.
The qualification is suitable for an Australian apprenticeship pathway.

Job roles
Individuals with this qualification are able to perform roles such as:

- supervising one or more sections in a large Asian kitchen
- supervising a small Asian kitchen.

Possible job titles include:

- chef
- chef de partie.

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT40507 Certificate IV in Hospitality (**Asian Cookery**)
The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Leading team members, providing instructions and building group cohesion; working with Asian kitchen managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise in Asian kitchen operations; mitigating problems by making acceptable adjustments to Asian kitchen operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that may arise during Asian kitchen operations; taking responsibility for or requesting assistance from kitchen managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to problems in the kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in Asian kitchen operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and

Employability skill	Industry/enterprise requirements for this qualification include:
	discussing a range of hospitality product and service concepts affecting Asian kitchen operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient Asian kitchen operations; collecting, analysing and selecting appropriate generalist and specialist information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in Asian kitchen operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in Asian kitchen operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of generalist and specialised Asian food items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialised Asian cookery knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of general and specialised Asian food items.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality (Asian Cookery), 38 units must be completed:

- all 31 core units
- 7 elective units:
  - a minimum of 5 elective units must be selected from the electives listed below
  - the remaining 2 units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITHASC001A	Use basic Asian methods of cookery
SITHASC002A	Produce appetisers and snacks for Asian cuisines
SITHASC003A	Prepare stocks and soups for Asian cuisines
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines
SITHASC005A	Prepare salads for Asian cuisines
SITHASC006A	Prepare rice and noodles for Asian cuisines
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines
SITHASC011A	Prepare vegetarian dishes for Asian cuisines
SITHASC012A	Select, prepare and serve specialised Asian cuisines
SITHASC013B	Plan menus for Asian cuisines

SITHASC027A	Prepare, cook and serve Asian food for food service
SITHASC028A	Prepare, cook and serve Asian food for menus
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC016A	Develop cost-effective menus
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFSA001A	Implement food safety procedures
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices
HLTFA301B	Apply first aid

ELECTIVE UNITS	
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Asian Cookery

SITHASC008B	Prepare desserts for Asian cuisines
SITHASC009A	Prepare curry paste and powder for Asian cuisines
SITHASC010A	Prepare satay for Asian cuisines
SITHASC014A	Design and operate an Asian kitchen
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery
SITHASC018A	Prepare and produce Japanese rice cookery
SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
SITHASC020A	Prepare and produce Chinese dim sum
SITHASC021A	Prepare and produce Chinese roast meat cuts and poultry
SITHASC022A	Prepare and produce tandoori food items
SITHASC023A	Prepare and produce Indian breads
SITHASC024A	Prepare and produce Indian sweetmeats
SITHASC025A	Prepare and produce Indian chutney and pickles
SITHASC026A	Prepare and produce Indonesian crackers

Client and Customer Service

SITXCCS001B   Provide visitor information

SITXCCS002A   Provide quality customer service

SIRXCCS001A   Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines
SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC033B	Apply catering control principles
SITHCCC034A	Apply cook-freeze production processes
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHCCC036B	Select catering systems
SITHCCC037C	Manage facilities associated with commercial catering contracts
SITHCCC038B	Plan catering for an event or function
SITHCCC039B	Prepare tenders for catering contracts
SITHCCC040A	Design menus to meet market needs

Communication and Teamwork

SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Computer Operations and ICT Management

BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents
BSBITU203A	Communicate electronically
BSBITU203A	Communicate electronically
CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

Events

SITXEVT005B	Organise in-house events or functions

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports

Food Safety

SITXFSA003A	Transport and store food in a safe and hygienic manner

Governance and Legal Compliance

SITXGLC001A	Develop and update legal knowledge required for business compliance

Human Resource Management

SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM009A	Provide mentoring support to business colleagues

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Management and Leadership

SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships

Marketing and Public Relations

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities

Merchandising

SIRXMER001A	Merchandise products

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks

Quality and Innovation

SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

Risk Management and Security
CPPSEC3018A   Provide for the safety of persons at risk
SIRXRSK001A   Minimise theft

Sales
SIRXSLS001A   Sell products and services
SIRXSLS002A   Advise on products and services

Working in Industry - **Hospitality**
SITHIND001B   Develop and update hospitality industry knowledge

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Chef de partie in a large Japanese restaurant
SITHASC008B Prepare desserts for Asian cuisines
SITHASC015A Prepare and produce Japanese raw fish (sashimi)
SITHASC016A Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A Prepare and produce Japanese one pot cookery
SITHASC018A Prepare and produce Japanese rice cookery
SITHASC019A Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
SITXHRM003A Roster staff

Chef in a small Vietnamese or Thai restaurant
SITHASC008B Prepare desserts for Asian cuisines
SITHASC009A Prepare curry paste and powder for Asian cuisines
SITHASC010A Prepare satay for Asian cuisines
SITHCCC040A Design menus to meet market needs
SITXFIN001A Process financial transactions
SITXFIN004A Manage finances within a budget
SITXHRM003A Roster staff

SIT40607 Certificate IV in Hospitality (Catering Operations)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in team leading or supervision in a catering operation. Work would be undertaken in various catering settings such as hospitals and aged care facilities, sporting and entertainment venues, hotel banqueting departments, cook-chill production kitchens and mobile catering businesses of varying size.
The qualification is suitable for an Australian apprenticeship pathway.

Job roles
Individuals with this qualification are able to perform roles such as:

- supervising one or more sections of a large catering operation
- supervising a small catering operation.

Possible job titles include:

- catering supervisor
- caterer.

Prerequisite requirements
There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT40607 Certificate IV in Hospitality (**Catering Operations**)
The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive hospitality experience.
Teamwork	Leading team members, providing instructions and building group cohesion; working with catering managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise in catering operations; mitigating problems by making acceptable adjustments to catering operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that may arise during catering operations; taking responsibility for or requesting assistance from catering managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in catering operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a

Employability skill	Industry/enterprise requirements for this qualification include:
	range of hospitality product and service concepts affecting catering operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient catering operations; collecting, analysing and selecting appropriate generalist and specialist information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and service requirements; participating in continuous improvement by reporting success or deficiencies in catering operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in catering operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering catering sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialised catering knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality (Catering Operations), 38 units must be completed:

- all 29 core units
- 9 elective units:
    - a minimum of 6 elective units must be selected from the electives listed below
    - the remaining 3 units may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC016A	Develop cost-effective menus
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC027A	Prepare, cook and serve food for food service
SITHCCC030A	Package prepared foodstuffs
SITHCCC033B	Apply catering control principles
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHIND003A	Provide and coordinate hospitality service

SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFSA001A	Implement food safety procedures
SITXFSA002A	Develop and implement a food safety program
SITXFSA003A	Transport and store food in a safe and hygienic manner
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices

ELECTIVE UNITS	
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information
Client and Customer Service	
SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat
SITHCCC013A	Prepare hot and cold desserts
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines
SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC034A	Apply cook-freeze production processes
SITHCCC036B	Select catering systems
SITHCCC037C	Manage facilities associated with commercial catering contracts

SITHCCC038B	Plan catering for an event or function
SITHCCC039B	Prepare tenders for catering contracts
SITHCCC040A	Design menus to meet market needs

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Computer Operations and ICT Management

BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents
BSBITU203A	Communicate electronically
CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

Events

SITXEVT005B	Organise in-house events or functions

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN005A	Prepare and monitor budgets
SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports

First Aid

HLTFA301B	Apply first aid

Governance and Legal Compliance

SITXGLC001A	Develop and update legal knowledge required for business compliance

Human Resource Management

SITXHRM002A   Recruit, select and induct staff

SITXHRM003A   Roster staff

SITXHRM004A   Manage volunteers

SITXHRM006A   Monitor staff performance

SITXHRM009A   Provide mentoring support to business colleagues

Inventory

SITXINV001A   Receive and store stock

Languages other than English

SITXLAN1__A   Conduct basic workplace oral communication in a language other than English

SITXLAN2__A   Conduct routine workplace oral communication in a language other than English

SITXLAN3__A   Conduct workplace oral communication in a language other than English

SITXLAN4__A   Conduct complex workplace oral communication in a language other than English

SITXLAN5__A   Read and write workplace information in a language other than English

SITXLAN6__A   Read and write workplace documents in a language other than English

Management and Leadership

SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships

Merchandising

SIRXMER001A	Merchandise products

Marketing and Public Relations

SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks

Quality and Innovation

SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

Risk Management and Security

CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3018A	Provide for the safety of persons at risk
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility

Sales

SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

Working in Industry - Hospitality

SITHIND001B	Develop and update hospitality industry knowledge

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Caterer in small catering operation
SITHCCC010A Select, prepare and cook poultry
SITHCCC011A Select, prepare and cook seafood
SITHCCC012A Select, prepare and cook meat
SITHCCC038B Plan catering for an event or function
SITHCCC039B Prepare tenders for catering contracts
SITHCCC040A Design menus to meet market needs
SITXENV001A Participate in environmentally sustainable work practices
SITXMGT002A Develop and implement operational plans
SITXMGT006A Establish and conduct business relationships

Catering supervisor in a hospital or aged care facility
SITHCCC029A Prepare foods according to dietary and cultural needs
SITHCCC036B Select catering systems
SITHCCC037C Manage facilities associated with commercial catering contracts
SITHCCC038B Plan catering for an event or function
SITHCCC039B Prepare tenders for catering contracts
SITXFIN005A Prepare and monitor budgets
SITXHRM006A Monitor staff performance
SITXMGT002A Develop and implement operational plans
SITXMGT006A Establish and conduct business relationships

SIT40707 Certificate IV in Hospitality (Patisserie)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified chef or cook who specialises in patisserie and in a supervisory or team leading role in a patisserie or pastry kitchen. Work would be undertaken in various hospitality enterprises where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to perform roles such as:

- supervising the pastry kitchen in a large hotel or catering operation
- supervising a small patisserie.

Possible job titles include:

- chef patissier
- chef de partie.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT40707 Certificate IV in Hospitality (Patisserie)
The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Leading team members, providing instructions and building group cohesion; working with patisserie managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise in patisserie operations; mitigating problems by making acceptable adjustments to patisserie operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that may arise during patisserie operations; taking responsibility for or requesting assistance from patisserie managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to problems in the pastry kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in patisserie operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting patisserie operations to improve existing product and

Employability skill	Industry/enterprise requirements for this qualification include:
	service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient patisserie operations; collecting, analysing and selecting appropriate generalist and specialist information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in patisserie operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in patisserie operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of generalist and specialised patisserie items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialised patisserie knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of generalist and specialised patisserie items.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality (Patisserie), 40 units must be completed:

- all 34 core units
- 6 elective units:
    - a minimum of 4 elective units must be selected from the electives listed below
    - the remaining 2 units may be selected from this or another endorsed Training Package or accredited course
    - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC013A	Prepare hot and cold desserts
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC027A	Prepare, cook and serve food for food service
SITHPAT001A	Prepare and produce pastries
SITHPAT002A	Prepare and produce cakes
SITHPAT003A	Prepare and produce yeast goods

SITHPAT004A	Prepare bakery products for patisseries
SITHPAT005A	Prepare and present gateaux, torten and cakes
SITHPAT006A	Present desserts
SITHPAT007A	Prepare and display petits fours
SITHPAT008A	Prepare and model marzipan
SITHPAT009A	Prepare desserts to meet special dietary requirements
SITHPAT010A	Prepare and display sugar work
SITHPAT011A	Plan, prepare and display sweet buffet showpieces
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFSA001A	Implement food safety procedures
SITXFSA002A	Develop and implement a food safety program
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices

ELECTIVE UNITS

Administration

SITXADM001A   Perform office procedures

SITXADM002A   Source and present information

SITXADM003A   Write business documents

SITXADM004A   Plan and manage meetings

BSBRES401A   Analyse and present research information

Client and Customer Service

SITXCCS001B   Provide visitor information

SITXCCS002A   Provide quality customer service

SIRXCCS001A   Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC016A   Develop cost-effective menus

SITHCCC023B   Select, prepare and serve specialised food items

SITHCCC038B   Plan catering for an event or function

Communication and Teamwork

SITXCOM005A   Make presentations

SITXCOM006A   Address protocol requirements

Computer Operations and ICT Management

BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents
BSBITU203A	Communicate electronically
CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

Events

SITXEVT005B	Organise in-house events or functions

Finance

SITXFIN001A   Process financial transactions

SITXFIN002A   Maintain financial records

SITXFIN004A   Manage finances within a budget

SITXFIN005A   Prepare and monitor budgets

SITXFIN006A   Obtain and manage sponsorship

BSBFIA302A   Process payroll

BSBFIA303A   Process accounts payable and receivable

BSBFIA401A   Prepare financial reports

First Aid

HLTFA301B   Apply first aid

Governance and Legal Compliance

SITXGLC001A   Develop and update legal knowledge required for business
                     compliance

Human Resource Management

SITXHRM002A   Recruit, select and induct staff

SITXHRM003A   Roster staff

SITXHRM006A   Monitor staff performance

SITXHRM009A   Provide mentoring support to business colleagues

Inventory

SITXINV001A   Receive and store stock

Languages other than English

SITXLAN1__A   Conduct basic workplace oral communication in a language other than English

SITXLAN2__A   Conduct routine workplace oral communication in a language other than English

SITXLAN3__A   Conduct workplace oral communication in a language other than English

SITXLAN4__A   Conduct complex workplace oral communication in a language other than English

SITXLAN5__A   Read and write workplace information in a language other than English

SITXLAN6__A   Read and write workplace documents in a language other than English

Management and Leadership

SITXMGT002A   Develop and implement operational plans

SITXMGT004A   Develop and implement a business plan

SITXMGT006A   Establish and conduct business relationships

Merchandising

SIRXMER001A   Merchandise products

Occupational Health and Safety

SITXOHS003B   Identify hazards, and assess and control safety risks

Patisserie

SITHPAT012A   Plan patisserie operations

Quality and Innovation

SITXQUA001A   Contribute to workplace improvements

SITXQUA002A   Originate and develop a concept

SIRXQUA001A   Develop innovative ideas at work

Risk Management and Security

CPPSEC3018A   Provide for the safety of persons at risk

SIRXRSK001A   Minimise theft

Sales

SIRXSLS001A   Sell products and services

SIRXSLS002A   Advise on products and services

Working in Industry - Hospitality

SITHIND001B   Develop and update hospitality industry knowledge

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Patissier or chef de partie

SITHCCC016A Develop cost-effective menus

SITHCCC023B Select, prepare and serve specialised food items

SITHCCC038B Plan catering for an event or function

SITHPAT012A Plan patisserie operations

SITXFIN004A Manage finances within a budget

SITXHRM003A Roster staff

SIT40809 Certificate IV in Holiday Parks and Resorts

Modification History

Not applicable.

Description

This qualification reflects the role of individuals who work in supervisory positions in holiday parks, and who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work as supervisors in holiday parks and resorts. This may be in a specialised area such as front office, housekeeping or grounds maintenance, or involve multi-skilling across different operational areas. Possible job titles include:

- Front office supervisor
- Operations supervisor
- Assistant manager
- Grounds and maintenance supervisor

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT40809 Certificate IV in Holiday Parks and Resorts
The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures and staff-related documentation or reports.
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem-solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging industry and marketplace trends to inform work practices.
	Understanding the roles and responsibilities of leaders and managers in the context of overall

Employability Skill	Industry/enterprise requirements for this qualification include:
Planning and organising	organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources; actively participating in continuous improvement processes.
Self-management	Understanding the legal and compliance framework that affects those working in the industry; maintaining general and technical knowledge to inform work practices.
Learning	Proactively maintaining and updating knowledge of industry trends and practices; being aware of industry professional development opportunities; supporting team members to learn.
Technology	Selecting and using technologies to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support operations.

Due to the high proportion of electives required by this qualification, the industry requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Holiday Parks and Resorts, 24 units must be completed:

- all 12 core units

plus

- 12 elective units:
  - a minimum of 8 elective units must be selected from the general elective units listed below

- the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English (LOTE) unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITXADM003A	Write business documents
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXENV002A	Implement and monitor environmentally sustainable work practices
SITXFIN004A	Manage finances within a budget
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXMGT001A	Monitor work operations
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Plus	
SITHIND001B	Develop and update hospitality industry knowledge
Or	
SITTIND001B	Develop and update tourism industry knowledge
Or	

SITTIND202B	Develop and update caravan industry knowledge

GENERAL ELECTIVE UNITS

Accommodation Services

SITHACS001B	Provide accommodation reception services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment

Administration

BSBRES401A	Analyse and present research information
SITXADM002A	Source and present information
SITXADM004A	Plan and manage meetings

Building and Grounds Maintenance

MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems
RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works

SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property structures
SIFBGM006A	Evaluate building and grounds maintenance and development needs
SIFBGM007A	Coordinate building and grounds maintenance and development
SRCAQU001B	Monitor pool water quality

Client and Customer Service

SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service

Communication and Teamwork

SITXCOM005A   Make presentations

Computer Operations and ICT Management

BSBITA401A	Design databases
BSBITU202A	Create and use spreadsheets
BSBITU203A	Communicate electronically
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBITU402A	Develop and use complex spreadsheets
BSBWOR204A	Use business technology
CUFDIG303A	Produce and prepare photo images
SITXICT001A	Build and launch a website for a small business

E-Business

BSBEBU401A	Review and maintain a website
BSBMKG412A	Conduct e-marketing communications
BSBMKG510A	Plan e-marketing communications

Events

SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
SITXEVT005B	Organise in-house events or functions

Finance

BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFIA401A	Prepare financial reports
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
SITXFIN005A	Prepare and monitor budgets

First Aid

HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation

Governance and Legal Compliance

SITXGLC001A	Develop and update legal knowledge required for business compliance

Holiday Parks and Resorts

SITTHPR302B	Plan and organise in-house recreational activities
SITTHPR303A	Tow and site a recreational vehicle safely

Human Resource Management

SITXHRM002A	Recruit, select and induct staff
SITXHRM006A	Monitor staff performance

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Management and Leadership

SITXMGT006A	Establish and conduct business relationships

Marketing and Public Relations

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry

Occupational Health and Safety

PUAWER004B	Respond to workplace emergencies
UEGNSG604A	Fill gas cylinders

Planning and Product Development

SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
SITTPPD004A	Plan and implement minimal impact operations
SITTPPD005A	Plan and develop interpretive activities

Tourism Sales and Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
	Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Front Office

BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBFIA303A	Process accounts payable and receivable
BSBWOR204A	Use business technology
HLTFA301B	Apply first aid
SITHACS001B	Provide accommodation reception services
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXHRM001A	Coach others in job skills
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITTHPR303A	Tow and site a recreational vehicle safely

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
UEGNSG604A	Fill gas cylinders

Housekeeping

HLTFA301B	Apply first aid
PUAWER004B	Respond to workplace emergencies
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXCCS001B	Provide visitor information
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXINV001A	Receive and store stock

SITXINV002A	Control and order stock
SITXOHS002A	Follow workplace hygiene procedures
UEGNSG604A	Fill gas cylinders

Grounds Maintenance

MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems
RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property structures
SITTHPR303A	Tow and site a recreational vehicle safely
SITXHRM001A	Coach others in job skills
SRCAQU001B	Monitor pool water quality
TLIB307C	Carry out vehicle servicing and maintenance
	Users may select electives from any of these three work areas and other training packages to create a multi-skilled outcome.

SIT50107 Diploma of Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a broad range of managerial skills in tourism operations, marketing and product development, underpinned by a range of operational competencies chosen as electives. The qualification allows for multi-skilling or for specialisation in a limited range of skills that specifically relate to operations management or marketing and product development.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate the work of self or a team.

The qualification is not suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in any sector of the tourism industry as a senior departmental manager, manager or owner-operator of any style of small tourism business. Some managers at this level will specialise in certain fields; in the tourism industry personnel tend to specialise in operational functions or marketing and product development roles.

Possible job titles include:

- visitor information centre manager
- operations manager
- manager - tour operations
- manager - cultural tour operations
- inbound groups manager
- reservations manager or call centre manager
- retail travel agency manager
- visitor information centre manager
- director (owner-operator small tourism business)
- manager (owner-operator small tourism business)
- sales manager
- marketing manager
- product manager
- tourism manager
- inbound sales manager.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIT50107 Diploma of Tourism
The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging tourism industry and marketplace trends to inform work practices.
Planning and organising	Understanding the roles and responsibilities of leaders and managers in the context of the overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures

Employability skill	Industry/enterprise requirements for this qualification include:
	and systems, including timelines and resources; actively participating in continuous improvement processes.
Self-management	Understanding the legal and compliance framework that affects those working in the tourism industry; maintaining general and technical knowledge to inform work practices.
Learning	Proactively maintaining and updating knowledge of tourism industry trends and practices; being aware of tourism industry professional development opportunities; supporting team members to learn.
Technology	Assessing, selecting and applying technologies used in the tourism industry to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support tourism operations; supporting skill development required by new technologies.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Diploma of Tourism, 33 units must be completed:

- 17 core units
- 16 elective units:
  - a minimum of 10 elective units must be selected from the general elective units listed below
  - the remaining 6 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective

within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS	
SITTIND001B	Develop and update tourism industry knowledge
SITXADM003A	Write business documents
SITXCCS003A	Manage quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM005A	Lead and manage people
SITXMGT006A	Establish and conduct business relationships
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Plus either the following four units: (Operations)	
SITXHRM001A	Coach others in job skills
SITXMGT001A	Monitor work operations
SITXMGT002A	Develop and implement operational plans
SITXOHS003B	Identify hazards, and assess and control safety risks

Or the following four units: (Marketing)

SITTPPD001B	Research, assess and develop tourism products
SITTPPD002A	Research tourism data
SITXMPR004A	Coordinate marketing activities
SITXMPR005A	Develop and manage marketing strategies

GENERAL ELECTIVE UNITS

Administration

SITXADM004A	Plan and manage meetings

Communication and Teamwork

SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Computer Operations and ICT Management

SITXICT001A	Build and launch a website for a small business
BSBITU309A	Produce desktop published documents
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
CUFIMA01A	Produce and manipulate digital images

E-Business

BSBCUS401A	Coordinate implementation of customer service strategies
BSBEBU401A	Review and maintain a website
BSBEBU501A	Investigate and design e-business solutions
BSBEBU502A	Implement e-business solution
BSBITU305A	Conduct online transactions
BSBMKG412A	Conduct e-marketing communications
BSBMKG510A	Plan e-marketing communications
BSBPUR501B	Develop, implement and review purchasing strategies

Environmental Sustainability

SITXENV003A	Develop workplace policy and procedures for sustainability

Events

SITXEVT008A	Plan and develop event proposals and bids

Finance

SITXFIN002A	Maintain financial records
SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFIA401A	Prepare financial reports
BSBFIM502A	Manage payroll

First Aid

HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation

Food and Beverage

SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB325A	Provide specialised advice on Australian wines
SITHFAB428A	Manage the sale or service of wine
SITHFAB222A	Conduct a product tasting for alcoholic beverages

Franchising

BSBFRA401B	Manage compliance with franchisee obligations and legislative requirements
BSBFRA403B	Manage relationship with franchisor
BSBFRA502B	Manage a franchise operation

Guiding

SITTGDE001B	Work as a guide
SITTGDE002A	Provide arrival and departure assistance
SITTGDE003A	Coordinate and operate a tour
SITTGDE004A	Lead tour groups
SITTGDE005A	Manage extended touring programs
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE011A	Prepare specialised interpretive content on marine environments
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage environments

Human Resource Management

SITXHRM001A	Coach others in job skills
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM007A	Manage workplace diversity
SITXHRM009A	Provide mentoring support to business colleagues

Inventory

SITXINV002A	Control and order stock
SITXINV003A	Manage and purchase stock

Languages other than English

SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Management and Leadership

SITXMGT001A	Monitor work operations
SITXMGT002A	Develop and implement operational plans
SITXMGT003A	Manage projects
SITXMGT004A	Develop and implement a business plan
SITXMGT005A	Manage business risk

Marketing and Public Relations

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXMPR005A	Develop and manage marketing strategies
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry
BSBMKG401B	Profile the market

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks

Planning and Product Development

SITTPPD001B	Research, assess and develop tourism products
SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
SITTPPD004A	Plan and implement minimal impact operations
SITTPPD005A	Plan and develop interpretive activities
SITTPPD006B	Plan and develop ecologically sustainable tourism operations
SITTPPD007A	Plan and develop culturally appropriate tourism operations
SITTPPD008A	Develop host community awareness of tourism
SITTPPD009A	Assess tourism opportunities for local communities
SITTPPD010A	Develop and implement local or regional tourism plan

Tour Operations

SITTTOP001A	Allocate tour resources
SITTTOP002A	Load touring equipment and conduct pre-departure checks
SITTTOP003B	Operate and maintain a 4WD tour vehicle
SITTTOP004B	Set up and operate a camp site
SITTTOP005A	Provide camp site catering
SITTTOP006B	Operate tours in a remote area
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus

Tourism Sales and Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory
SITTTSL012B	Construct domestic airfares
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITTTSL015B	Construct advanced international airfares
SITTTSL016B	Administer billing and settlement plan

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Visitor information centre manager
BSBFIA401A Prepare financial reports
SITTPPD002A Research tourism data
SITTPPD008A Develop host community awareness of tourism
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL005A Sell tourism products and services
SITXADM004A Plan and manage meetings
SITXCOM005A Make presentations
SITXHRM002A Recruit, select and induct staff
SITXHRM003A Roster staff
SITXHRM006A Monitor staff performance
SITXHRM007A Manage workplace diversity
SITXMPR001A Coordinate production of brochures and marketing materials
SITXMPR002A Create a promotional display or stand
SITXMPR004A Coordinate marketing activities
SITXMPR005A Develop and manage marketing strategies

Operations manager for a small tour operator
BSBFIA401A Prepare financial reports
SITTPPD001B Research, assess and develop tourism products
SITTPPD004A Plan and implement minimal impact operations
SITTPPD006B Plan and develop ecologically sustainable tourism operations
SITTTOP001A Allocate tour resources
SITTTOP002A Load touring equipment and conduct pre-departure checks
SITTTSL002A Access and interpret product information
SITTTSL005A Sell tourism products and services
SITTTSL006B Prepare quotations
SITTTSL007B Receive and process reservations
SITTTSL008B Book and coordinate supplier services
SITXADM004A Plan and manage meetings
SITXHRM002A Recruit, select and induct staff
SITXHRM003A Roster staff
SITXHRM006A Monitor staff performance
SITXINV002A Control and order stock

Retail travel agency manager
BSBFIA401A Prepare financial reports
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL003A Source and provide international destination information and advice
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL005A Sell tourism products and services
SITTTSL006B Prepare quotations
SITTTSL008B Book and coordinate supplier services
SITTTSL009B Process travel-related documentation
SITTTSL010B Control reservations or operations using a computerised system

SITTTSL013B Construct normal international airfares
SITTTSL014B Construct promotional international airfares
SITXFIN002A Maintain financial records
SITXHRM002A Recruit, select and induct staff
SITXHRM006A Monitor staff performance
SITXMGT005A Manage business risk

Indigenous cultural tour operator (*owner-operator*)
BSBFIA401A Prepare financial reports
SITTGDE006A Prepare and present tour commentaries or activities
SITTGDE008A Research and share general information on Australian Indigenous cultures
SITTGDE009A Interpret aspects of local Australian Indigenous culture
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments
SITTPPD001B Research, assess and develop tourism products
SITTPPD004A Plan and implement minimal impact operations
SITTPPD007A Plan and develop culturally appropriate tourism operations
SITTPPD008A Develop host community awareness of tourism
SITTTOP001A Allocate tour resources
SITTTOP002A Load touring equipment and conduct pre-departure checks
SITTTSL005A Sell tourism products and services
SITTTSL007B Receive and process reservations
SITXINV002A Control and order stock
SITXMGT005A Manage business risk
SITXMPR005A Develop and manage marketing strategies

Regional tourism manager
BSBITU302A Create electronic presentations
SITTPPD003B Source and package tourism products
SITTPPD008A Develop host community awareness of tourism
SITTPPD009A Assess tourism opportunities for local communities
SITTPPD010A Develop and implement local or regional tourism plan
SITTTSL001A Operate an online information system
SITTTSL011A Maintain a product inventory
SITXADM004A Plan and manage meetings
SITXEVT008A Plan and develop event proposals and bids
SITXFIN006A Obtain and manage sponsorship
SITXHRM002A Recruit, select and induct staff
SITXHRM006A Monitor staff performance
SITXHRM007A Manage workplace diversity
SITXMGT001A Monitor work operations
SITXMGT002A Develop and implement operational plans
SITXMPR006A Participate in cooperative online marketing initiatives for the tourism
industry

Product and marketing manager (*tour wholesaler*)
BSBITU302A Create electronic presentations
BSBFIA401A Prepare financial reports
BSBEBU501A Investigate and design e-business solutions
BSBEBU501A Investigate and design e-business solutions
BSBMKG510A Plan e-marketing communications
BSBMKG412A Conduct e-marketing communications

SITTPPD003B Source and package tourism products
SITXADM004A Plan and manage meetings
SITXCOM005A Make presentations
SITXHRM002A Recruit, select and induct staff
SITXHRM006A Monitor staff performance
SITXMGT001A Monitor work operations
SITXMGT003A Manage projects
SITXMPR001A Coordinate production of brochures and marketing materials
SITXMPR006A Participate in cooperative online marketing initiatives for the tourism industry