

PUA20312 Certificate II in Public Safety (Police Liaison)

Modification History

Release	TP version	Comments
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA20310. Packaging rules wording revised. 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.

There are no specified pre-requisites for entry to this qualification.

Pathways from the qualification

After achieving the PUA20312 Certificate II 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:

- commence the PUA30312 Certificate III in Public Safety (Police Liaison)
- undertake further liaison related qualifications
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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 PUA20312 Certificate II 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	<ul style="list-style-type: none"> ▶ communicate clearly, need for additional support to appropriate person ▶ meet organisation's standards of style and accuracy in presentation of written documents ▶ use questioning, learning and summarising skills to establish client needs
Teamwork	<ul style="list-style-type: none"> ▶ assist team members to ensure efficient and safe completion of tasks in accordance with organisation's policies and procedures ▶ encourage and acknowledge participation by team members ▶ make contributions in small informal group activities and meetings to facilitate outcomes
Problem solving	<ul style="list-style-type: none"> ▶ identify and resolve particular misunderstandings in communication between other police and members of a culturally specific community ▶ identify hazards and assess risks ▶ recognise problems and conflict and resolve through agreed and accepted processes
Initiative and enterprise	<ul style="list-style-type: none"> ▶ observe confidentiality in accordance with organisation's policies and procedures ▶ raise occupational health and safety issues with designated personnel in accordance with workplace procedures and relevant occupational health and safety legislation ▶ suggest strategies to achieve service objectives while respecting cultural differences
Planning and organising	<ul style="list-style-type: none"> ▶ complete tasks and achieve results with minimum supervision

	<ul style="list-style-type: none"> ▶ establish appropriate decision making processes with client and relevant stakeholders ▶ select and implement appropriate response
Self-management	<ul style="list-style-type: none"> ▶ assess work load and set priorities within allocated timeframes ▶ monitor own work to ensure compliance with organisational requirements ▶ recognise and manage signs of personal stress and take appropriate action to ensure continued work effectiveness
Learning	<ul style="list-style-type: none"> ▶ access workplace information and seek clarification where necessary ▶ identify training and development needs relevant to area of work in conjunction with supervisor and follow up with relevant personnel ▶ maintain currency of required licences and certificates
Technology	<ul style="list-style-type: none"> ▶ correctly utilise communications system to facilitate transmission and reception ▶ inspect and maintain communications systems ensuring operational readiness according to organisational policies and procedures ▶ use communications systems and equipment

Packaging Rules

7 units of competency are required for this qualification including:

- 7 core units

Code	Core Units
PUACOM001C	Communicate in the workplace
PUACOM002B	Provide services to clients
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOPE013A	Operate communications systems and equipment
PUAPOLIM001A	Assist police with members of a culturally specific community
PUATEA001B	Work in a team

NOTES

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

PUA20613 Certificate II 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.

Pathways from the qualification

After achieving the PUA20613 Certificate II in Public Safety (Firefighting and Emergency Operations), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
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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 PUA20613 Certificate II 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	Working under direction: <ul style="list-style-type: none"> • follow given procedures and work instructions • give and receive information to complete workplace tasks in accordance with organisational requirements • note evidence of fire cause and bring this to the attention of supervisor • participate in activities/debriefings • raise identified work health and safety issues with designated personnel • report identified changes in incident behaviour and conditions to supervisor • respond and react to instructions in a safe, correct and timely manner
Teamwork	<ul style="list-style-type: none"> • recognise roles and responsibilities of team members • seek peer support when required • undertake activities as a member of a team • work with others and make a positive contribution to the effectiveness and efficiency of a team
Problem solving	Working under direction and in accordance with organisational procedures: <ul style="list-style-type: none"> • employ alternative communication strategies • gain access to the fire, protect life and minimise damage to property and environment • identify and diagnose equipment faults, malfunctions and irregular operations

	<ul style="list-style-type: none"> • implement actions in the workplace to avoid the risk of injury • recognise hazards in the work area, rectifying where possible and reporting to designated personnel
Initiative and enterprise	<ul style="list-style-type: none"> • evaluate changing conditions and communicate any changes to tactics • raise work health and safety issues with designated personnel in accordance with workplace procedures and relevant work health and safety legislation • recognise personal capabilities and limitations, and report to supervisor
Planning and organising	<p>In accordance with organisational procedures:</p> <ul style="list-style-type: none"> • clean, maintain, assemble and stow equipment • identify, select and check rescue resources required based on incident information • inspect equipment
Self-management	<ul style="list-style-type: none"> • maintain personal safety at all times in accordance with organisational procedures and work health and safety guidelines • recognise personal capabilities and limitations and refer them to supervisor
Learning	<ul style="list-style-type: none"> • follow instructions • provide suggestions and information • share knowledge and skills between team members
Technology	<p>In accordance with the organisation's procedures:</p> <ul style="list-style-type: none"> • monitor, transmit and receive information using communications systems and equipment • operate equipment

Packaging Rules

11 units of competency are required for this qualification including:

- 8 core units
- 3 elective units

Choose a minimum of 1 elective unit 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.

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

Elective units selected from outside the qualification must not duplicate content already covered by 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 obtained and are additional to the number of units required for the qualification.

Code	Core Units
PUAEQU001B	Prepare, maintain and test response equipment ⊥ PUAFIR215 Prevent injury (Fire sector specific)
PUAFIR203B	Respond to urban fire ⊥ PUAFIR207B Operate breathing apparatus open circuit ⊥ PUAFIR215 Prevent injury
PUAFIR207B	Operate breathing apparatus open circuit ⊥ PUAFIR215 Prevent injury
PUAFIR215	Prevent injury
PUAOPE013A	Operate communications systems and equipment
PUASAR022A	Participate in a rescue operation ⊥ HLTF211A Provide basic emergency life support OR ⊥ PUAEME001B Provide emergency care ⊥ PUAFIR215 Prevent injury (Fire sector specific)
PUATEA001B	Work in a team
HLTF211A	Provide basic emergency life support

Group A General Elective Units	
PUACOM001C	Communicate in the workplace
PUACOM002B	Provide services to clients
PUAFIR204B	Respond to wildfire <ul style="list-style-type: none"> └ PUAFIR215 Prevent injury
PUAFIR205B	Respond to aviation incident (specialist) <ul style="list-style-type: none"> └ PUAFIR203B Respond to urban fire <ul style="list-style-type: none"> └ PUAFIR207B Operate breathing apparatus open circuit └ PUAFIR215 Prevent injury
PUAFIR206B	Check installed fire safety systems
PUAFIR208B	Participate in community safety activities
PUAFIR209B	Work safely around aircraft
PUAFIR212B	Rappel from helicopter <ul style="list-style-type: none"> └ PUAFIR209B Work safely around aircraft
PUAFIR216	Undertake hover-exit operations from helicopter <ul style="list-style-type: none"> └ PUAFIR209B Work safely around aircraft
PUAFIR217	Undertake helicopter winch operations <ul style="list-style-type: none"> └ PUAFIR209B Work safely around aircraft
PUAFIR218	Respond to isolated structure fire <ul style="list-style-type: none"> └ PUAFIR215 Prevent injury
PUAFIR309B	Operate pumps <ul style="list-style-type: none"> └ PUAEQU001B Prepare, maintain and test response equipment <ul style="list-style-type: none"> └ PUAFIR215 Prevent injury (Fire sector specific) <p>And one of the following four units</p> <ul style="list-style-type: none"> └ PUAFIR218 Respond to isolated structure fire <ul style="list-style-type: none"> └ PUAFIR215 Prevent injury

	<p>OR</p> <ul style="list-style-type: none"> └ PUAFIR203B Respond to urban fire <ul style="list-style-type: none"> └ PUAFIR207B Operate breathing apparatus open circuit └ PUAFIR215 Prevent injury <p>OR</p> <ul style="list-style-type: none"> └ PUAFIR204B Respond to wildfire <ul style="list-style-type: none"> └ PUAFIR215 Prevent injury <p>OR</p> <ul style="list-style-type: none"> └ PUAFIR205B Respond to aviation incident (specialist) <ul style="list-style-type: none"> └ PUAFIR203B Respond to urban fire <ul style="list-style-type: none"> └ PUAFIR207B Operate breathing apparatus open circuit └ PUAFIR215 Prevent injury
PUALAW001B	Protect and preserve incident scene
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUASAR023A	<p>Participate in an urban search and rescue Category 1</p> <ul style="list-style-type: none"> └ HLTF211A Provide basic emergency life support <p>OR</p> <ul style="list-style-type: none"> └ PUAEME001B Provide emergency care <ul style="list-style-type: none"> └ PUAFIR215 Prevent injury (Fire sector specific)
PUASAR033	<p>Perform land based swiftwater and floodwater rescue and recovery</p> <ul style="list-style-type: none"> └ HLTF311A Apply first aid
PUATEA004D	Work effectively in a public safety organisation
FPICOT2239A	Trim and cut felled trees

PUA20713 Certificate II 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.

Pathways from the qualification

After achieving the PUA20713 Certificate II in Public Safety (Firefighting Operations), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA30713 Certificate III in Public Safety (Firefighting Operations)
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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 PUA20713 Certificate II 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	Working under direction: <ul style="list-style-type: none"> • give and receive information to complete workplace tasks in accordance with organisational requirements • follow given procedures and work instructions • note evidence of fire cause and bring this to the attention of the supervisor • participate in activities/debriefings • raise identified work health and safety issues with designated personnel • report identified changes in incident behaviour and conditions to supervisor • respond and react to instructions in a safe, correct and timely manner
Teamwork	<ul style="list-style-type: none"> • recognise roles and responsibilities of team members • seek peer support when required • undertake activities as a member of a team • work with others and make a positive contribution to the effectiveness and efficiency of a team
Problem solving	Working under direction and in accordance with organisational procedures: <ul style="list-style-type: none"> • employ alternative communication strategies • gain access to the fire, protect life and minimise damage to property and environment • implement actions in the workplace to avoid the risk of injury • identify and diagnose equipment faults, malfunctions and irregular

	<p>operations</p> <ul style="list-style-type: none"> • recognise hazards in the work area, rectifying where possible and reporting to designated personnel
Initiative and enterprise	<ul style="list-style-type: none"> • raise work health and safety issues with designated personnel in accordance with workplace procedures and relevant work health and safety legislation
Planning and organising	<ul style="list-style-type: none"> • clean, maintain, assemble and stow equipment • identify, select and check rescue resources required based on incident information • inspect equipment
Self-management	<ul style="list-style-type: none"> • maintain personal safety at all times in accordance with organisational procedures and work health and safety guidelines • recognise personal capabilities and limitations and refer them to supervisor
Learning	<ul style="list-style-type: none"> • follow instructions • provide suggestions and information • share knowledge and skills between team members
Technology	<p>In accordance with organisational procedures:</p> <ul style="list-style-type: none"> • operate equipment • monitor, transmit and receive information using communications systems and equipment

Packaging Rules

11 units of competency are required for this qualification including:

- 4 core units
- 7 elective units

Choose a minimum of 5 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.

A maximum of 2 elective units may be chosen from Group B.

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

Elective units selected from outside the qualification must not duplicate content already covered by 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
PUAEQU001B	Prepare, maintain and test response equipment ⊥ PUAFIR215 Prevent injury (Fire sector specific)
PUAFIR204B	Respond to wildfire ⊥ PUAFIR215 Prevent injury
PUAFIR215	Prevent injury
PUATEA001B	Work in a team
Group A general elective Units	
PUACOM001C	Communicate in the workplace
PUACOM002B	Provide services to clients
PUAFIR203B	Respond to urban fire ⊥ PUAFIR207B Operate breathing apparatus open circuit ⊥ PUAFIR215 Prevent injury
PUAFIR205B	Respond to aviation incident (specialist) ⊥ PUAFIR203B Respond to urban fire ⊥ PUAFIR207B Operate breathing apparatus open circuit ⊥ PUAFIR215 Prevent injury

PUAFIR206B	Check installed fire safety systems
PUAFIR207B	Operate breathing apparatus open circuit <ul style="list-style-type: none"> └ PUAFIR215 Prevent injury
PUAFIR208B	Participate in community safety activities
PUAFIR209B	Work safely around aircraft
PUAFIR212B	Rappel from helicopter <ul style="list-style-type: none"> └ PUAFIR209B Work safely around aircraft
PUAFIR213	Assist with prescribed burning <ul style="list-style-type: none"> └ PUAFIR215 Prevent injury
PUAFIR214	Use Class A foam in wildfire operations and non-structural applications <ul style="list-style-type: none"> └ PUAFIR204B Respond to wildfire <ul style="list-style-type: none"> └ PUAFIR215 Prevent injury
PUAFIR216	Undertake hover-exit operations from helicopter <ul style="list-style-type: none"> └ PUAFIR209B Work safely around aircraft
PUAFIR217	Undertake helicopter winch operations <ul style="list-style-type: none"> └ PUAFIR209B Work safely around aircraft
PUAFIR218	Respond to isolated structure fire <ul style="list-style-type: none"> └ PUAFIR215 Prevent injury
PUAFIR301B	Undertake community safety activities
PUALAW001B	Protect and preserve incident scene
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOPE013A	Operate communications systems and equipment
PUASAR022A	Participate in a rescue operation <ul style="list-style-type: none"> └ HLTF211A Provide basic emergency life support <p>OR</p>

	<ul style="list-style-type: none"> └ PUAEME001B Provide emergency care <li style="padding-left: 20px;">└ PUAFIR215 Prevent injury (Fire sector specific)
PUASAR023A	<p>Participate in an urban search and rescue Category 1</p> <ul style="list-style-type: none"> └ HLTF211A Provide basic emergency life support <p>OR</p> <ul style="list-style-type: none"> └ PUAEME001B Provide emergency care <li style="padding-left: 20px;">└ PUAFIR215 Prevent injury (Fire sector specific)
PUASAR033	<p>Perform land based swiftwater and floodwater rescue and recovery</p> <ul style="list-style-type: none"> └ HLTF311A Apply first aid
PUATEA004D	Work effectively in a public safety organisation
FPICOT3259	Operate 4x4 vehicles
HLTF211A	Provide basic emergency life support
Group B Chainsaw Electives	
AHCARB205A	Operate and maintain chainsaws
FPICOT2237A	Maintain chainsaws
FPICOT2236	Fall trees manually (basic)
FPICOT2239A	Trim and cut felled trees

PUA21012 Certificate II in Public Safety (Aquatic 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: PUA21010. Packaging rules wording reviewed, 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:

- working in a lifesaver, lifeguard or marine rescue role
- with vocational experience in beach or marine safety roles.

Pathways from the qualification

After achieving the PUA21010 Certificate II in Public Safety (Aquatic Rescue), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA31310 Certificate III in Public Safety (Aquatic Search and Rescue)
- PUA31404 Certificate III in Public Safety (Community Safety).
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Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for PUA21012 Certificate II in Public Safety (Aquatic Rescue)

Employability Skills are part of a unit of competency.

Employability Skills statements from a selection of units of competency from the PUA21012 Certificate II in Public Safety (Aquatic 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	<ul style="list-style-type: none"> • interact with people internally and externally through verbal, non-verbal and written communications in the workplace and follow verbal and written workplace instructions • provide verbal reports to paramedical personnel • use active listening skills and questioning techniques to clarify issues • use established communication pathways for routine and non-routine communication • use language that is clear, concise and appropriate to client, assignment and organisation's requirements, in all communications
Teamwork	<ul style="list-style-type: none"> • assist members of other emergency services • contribute to the identification of team goals and objectives • discuss methods for minimising hazards with team members and reach agreement as a team • encourage others/team members • obtain and discuss operation and task information with team members • participate in rescue operations as a member of an aquatic rescue team • take part in group discussions and informal meetings • work cooperatively with personnel from other organisations
Problem solving	<ul style="list-style-type: none"> • minimise or control hazards and environmental conditions • provide emergency care pending the arrival of appropriately qualified personnel • recognise and resolve problems and conflict • rectify and/or report first aid equipment faults • research hazards en-route to the incident area to determine a safe

	route/course
Initiative and enterprise	<ul style="list-style-type: none"> • initiate search and rescue patterns if required within the incident area where distressed vessel or survivors are believed to now be located • raise occupational health and safety issues with designated personnel in accordance with workplace procedures and relevant occupational health and safety legislation • recognise and refer to the supervisor, personal capabilities and limitations • use improvised techniques where access to equipment is limited
Planning and organising	<ul style="list-style-type: none"> • assess work load and set priorities within allocated timeframes • identify factors affecting work requirements, assess their impact and take appropriate action to ensure work requirements are met • identify hazards and assess risks • prepare and make ready for use relevant maps/charts, electronic navigation aids and navigation equipment • report the need for additional personnel and/or specialist equipment to the supervisor • select personal protective equipment based on the nature of the rescue operation
Self-management	<ul style="list-style-type: none"> • develop and maintain own expertise • effectively recognise level of well being necessary to perform work • identify signs and symptoms of operational stress in self and others and report these signs and symptoms to relevant personnel • identify training and development needs relevant to the area of work • manage own work • monitor own work • recognise and manage signs of personal stress
Learning	<ul style="list-style-type: none"> • learn about casualty handling techniques • learn about manual handling techniques • learn about priorities for life support in emergencies including the DRABC (danger, response, airway, breathing ventilation and circulation assessments) model • learn about resuscitation techniques • learn about systems of the body

	<ul style="list-style-type: none">• learn about verbal and non-verbal communication techniques including hand signals and language style
Technology	<ul style="list-style-type: none">• operate a chart plotter• operate a GPS• operate a radio system• operate an appropriate sized rescue vessel• operate an intercom system• operate first aid equipment• operate satellite phones from search and rescue authority• use communication technology if relevant to workplace requirements• use information technology effectively

Packaging Rules

8 units of competency are required for this qualification including:

- 5 core units
- 3 elective units

Choose a minimum of 1 elective unit from the list of elective units below.

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

Only 1 unit from Group B may be included in this qualification.

Only 1 unit from Group C may be included in this qualification.

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
PUASAR013A	Participate in an aquatic rescue operation
PUATEA001B	Work in a team
PUATEA004D	Work effectively in a public safety organisation
HLTFA211A	Provide basic emergency life support
Elective Group A	
Code	Elective Units
PUACOM002B	Provide services to clients
PUAEQU001B	Prepare, maintain and test response equipment
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOPE009C	Navigate in an aquatic environment
PUAOPE013A	Operate communications systems and equipment
PUASAR012C	Apply surf awareness and self-rescue skills
PUASES012A	Work as a team member in an emergency operations centre
PUAVEH001B	Drive vehicles under operational conditions

SISCAQU202A	Perform basic water rescues
SISCAQU306A	Supervise clients at an aquatic facility or environment
SISCAQU312A	Assist participants with a disability during aquatic activities
TDMMF1107B	Survive at sea in the event of vessel abandonment
TDMMR4307B	Assist in mooring and anchor handling activities
TDMMC807B	Manoeuvre a vessel within the limits of responsibility of a Master 5
Elective Group B	
Code	Elective Units
TDMMF5407A	Observe safety and emergency procedures on a coastal vessel
TDMMF5607A	Observe personal safety and social responsibilities
Elective Group C	
Code	Elective Units
TDMMF5507A	Fight and extinguish fires on board a coastal vessel
TDMMF6207A	Prevent, control and fight fires on board an ocean-going vessel

PUA21312 Certificate II in Public Safety (SES)

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: PUA21310. 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 PUA21312 Certificate II in Public Safety (SES) 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	<ul style="list-style-type: none"> ▶ discuss and clarify needs and expectations with clients ▶ ensure non verbal communication is positive, culturally appropriate and tailored to the audience ▶ fill in accident and incident forms ▶ locate, interpret and provide relevant information to requests ▶ use active listening skills and questioning techniques to clarify issues ▶ use questioning, learning and summarising skills to establish client needs
Teamwork	<ul style="list-style-type: none"> ▶ encourage and acknowledge participation by team members ▶ make a positive contribution to the effectiveness and efficiency of a team ▶ participate in group meetings ▶ support team members in achieving workplace goals
Problem solving	<ul style="list-style-type: none"> ▶ recognise, rectify where possible and report hazards in the work area to designated personnel according to workplace procedures ▶ recognise and resolve problems and conflict
Initiative and enterprise	<ul style="list-style-type: none"> ▶ raise occupational health and safety issues with designated personnel in accordance with workplace procedures and relevant occupational health and safety legislation
Planning and organising	<ul style="list-style-type: none"> ▶ assess work load and set priorities within allocated timeframes ▶ identify factors affecting work requirements, assess their impact and take appropriate action to ensure work requirements are met ▶ identify hazards and assess risks
Self-management	<ul style="list-style-type: none"> ▶ develop and maintain own expertise ▶ identify training and development needs relevant to the area of

	<p>work</p> <ul style="list-style-type: none"> ▶ manage own work ▶ monitor own work ▶ recognise and manage signs of personal stress
Learning	<ul style="list-style-type: none"> ▶ maintain current required licences and certificates ▶ participate in programs to ensure level of expertise meets organisation's requirements ▶ learn about local operations centre activation procedures
Technology	<ul style="list-style-type: none"> ▶ use communication technology if relevant to workplace requirements ▶ use information technology effectively

Packaging Rules

10 units of competency are required for this qualification including:

- 6 core units
- 4 elective units

Choose a minimum of 2 elective units from the list below.

Choose the remaining 2 units from either the 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
PUACOM002B	Provide services to clients
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUATEA001B	Work in a team
PUATEA004D	Work effectively in a public safety organisation
HLTFA211A	Provide basic emergency life support
Code	Elective Units
PUAEQU001B	Prepare, maintain and test response equipment
PUALAW001B	Protect and preserve incident scene
PUAOHS002B	Maintain safety at an incident scene
PUAOPE013A	Operate communications systems and equipment
PUASAR022A	Participate in a rescue operation ⊥ PUAEME001B Provide emergency care OR ⊥ HLTFA211A Provide basic emergency life support

PUASES012A	Work as a team member in an emergency operations centre
HLTFA311A	Apply first aid
TLIH2001A	Interpret road maps and navigate predetermined routes

SIH20111 Certificate II 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.
1	Initial release.

Description

This qualification reflects the role of individuals who work as salon assistants and are competent in communicating in the workplace, interacting with and providing service to clients and assistance to colleagues. They perform routine functions under direct supervision as part of a hairdressing team.

This qualification is suitable for an Australian Apprenticeship pathway and VETiS delivery.

Job roles

Salon Assistant

Pathways Information

After achieving SIH20111 Certificate II in Hairdressing, individuals may undertake SIH30111 Certificate III in Hairdressing.

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	Use questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects salon values; regularly carrying out verbal instructions from other team members and supervisors; reading and interpreting simple workplace documents; completing simple written workplace forms and sharing work related information with other team members.
Teamwork	Working collaboratively with other team members; supporting the team; respecting and understanding other views and 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.
Problem-solving	Demonstrating sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible; solving problems in the context of a team structure where, after clarification, customer service issues or recognition of risk may be referred to a senior operator for resolution depending upon salon policy and procedures.
Initiative and enterprise	Adapting to new situations, including changing workplace procedures.
Planning and organising	Planning and carrying out simple salon tasks to timelines and priorities that are set by a senior operator.
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 own learning style, at work; accepting opportunities to learn new ways of doing things; implementing changes under instruction within the context of salon procedures.
Technology	Using and maintaining a range of salon technology in the context of available equipment and salon procedures; recognising and reporting faulty

	equipment; following salon occupational health and safety procedures.
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Packaging Rules

13 units must be completed:

- 8 core units
- 5 elective units:
 - a minimum of 3 units must be selected from the general elective units listed below
 - a maximum of 2 elective units may be selected from another endorsed Training Package or accredited course. These must be units which are first packaged at AQF level 2 or 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 units	
BSBSUS201A	Participate in environmentally sustainable work practices
SIHHBAS201A	Perform shampoo and basin services
SIHHCCS201A	Greet and prepare clients for salon services
SIHHHDS201A	Dry hair to shape
SIHHIND201A	Maintain and organise tools, equipment and work areas
SIHHOHS201A	Apply salon safety procedures
SIRXCOM001A	Communicate in the workplace
SIRXIND001A	Work effectively in a retail environment
General elective units	
SIBXCCS201A	Conduct financial transactions
SIHHBAS202A	Perform head, neck and shoulder massage
SIHHCLS201A	Apply hair colour products
SIHHHRS201A	Rinse and neutralise chemically restructured hair
SIHHHDS202A	Apply hair braiding techniques
SIHHIND202A	Develop hairdressing industry knowledge
SIRXMER001A	Merchandise products

SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
SIRXSLS001A	Sell products and services

SIS10113 Certificate I 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 SIS10112 Certificate I 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 enter the sport and recreation industry in a generalist capacity. Likely functions for someone with this qualification include assisting with the conduct of community activities, working in a retail outlet, café or office located in fitness centres, outdoor sporting grounds or complexes or aquatic centres. All job roles are performed under instruction and supervision.

Job roles

The following are indicative job roles for this qualification:

- general assistant
- administration assistant
- retail assistant.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway and for VET in Schools delivery.

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 qualification include:
Communication	Communicating with clients to clarify requests or queries; passing on routine messages to staff and answering the phone; understanding verbal and written information on sport and recreation products and services; interpreting and carrying out verbal instructions from other employees.
Initiative and enterprise	Adjusting work procedures to differences in equipment and facilities; following established procedures on discovery of an actual or potential emergency, security or safety hazard; reflecting on own performance for improvement.
Learning	Knowing the sources of information within the sport and recreation industry; keeping well informed of updates and changes to organisational policies, procedures and regulations and sharing information with colleagues.
Planning and organising	Collecting and recording information to assist colleagues to provide sport and recreation programs; setting work priorities and scheduling own daily work activities to meet deadlines; following organisational policies and procedures to complete tasks in an efficient manner.
Problem-solving	Identifying hazards and risks in the work environment; responding to emergency situations within scope of responsibility; recognising and reporting basic routine problems within work activities; adhering to organisational policies and procedures to guide solutions to problems.
Self-management	Complying with the legal and ethical responsibilities that apply to own role in the sport and recreation industry; applying basic safety practices and procedures; acting on feedback from colleagues and clients to improve own work performance.
Teamwork	Receiving instructions and understanding own role in assisting in the provision of sport and recreation programs; supporting other team members to provide quality sport and recreation experiences for clients; understanding accountability to supervisors; working with people who vary in age, gender, race, religion or political persuasion.

Technology	Following the operating instructions of computer systems and software that assist in selling, planning and delivering sport and recreation programs; safely using and maintaining sport and recreation equipment according to manufacturer specifications and organisational policies and procedures.
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Packaging Rules

8 units must be completed:

- 5 core units
- 3 elective units, which may be selected from the elective units in this qualification or within SIS10, and must be first packaged at AQF level 1 or 2; up to 1 of these elective units may be selected from any current accredited course or other Training Package, and must be first packaged at AQF level 1.

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
SISXCAI101A	Provide equipment for activities
SISXCAI102A	Assist in preparing and conducting sport and recreation sessions
SISXIND211	Develop and update sport, fitness and recreation industry knowledge
SISXWHS101	Follow work health and safety policies
General electives	
AHCCHM101A	Follow basic chemical safety rules
AHCMOM203A	Operate basic machinery and equipment
AHCTRF101A	Support turf work
BSBADM101A	Use business equipment and resources
BSBCMM101A	Apply basic communication skills
BSBIND201A	Work effectively in a business environment
BSBLED101A	Plan skills development
BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR202A	Organise and complete daily work activities
ICAICT101A	Operate a personal computer
ICAICT102A	Operate word-processing applications

ICAICT103A	Use, communicate and search securely on the internet
ICAICT105A	Operate spreadsheet applications
ICAICT106A	Operate presentation packages
ICAICT201A	Use computer operating systems and hardware
ICAICT210A	Operate database applications
SIRXICT001A	Operate retail technology
SISSCO101	Develop and update knowledge of coaching practices
SITHFAB201	Provide responsible service of alcohol
SITHFAB203	Prepare and serve non-alcoholic beverages
SITXCCS303	Provide service to customers
SITXCOM201	Show social and cultural sensitivity
SITXFSA101	Use hygienic practices for food safety

SIS20113 Certificate II in Community Activities

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 SIS20110 Certificate II in Community Activities. 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 with a focus on customer contact such as assisting with the conduct of recreation activities, and facility maintenance and operations. Work may be undertaken as part of a team and would be performed under supervision. Work would be undertaken in locations such as community recreation centres or facilities, indoor recreation facilities and leisure and aquatic centres.

Job Roles

The following are indicative job roles for this qualification:

- activity assistant
- customer service assistant.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway and for VET in Schools delivery.

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 clients and colleagues to determine and interpret their specific requirements; understanding verbal and written information on community recreation products and services; completing maintenance documentation; preparing accurate records of client details; interpreting and carrying out verbal instructions from other employees.
Initiative and enterprise	Adjusting work procedures to differences in equipment, activities 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 networks and sources of information within the community; keeping well informed of updates and changes to organisational policies, procedures and regulations; accessing professional development opportunities to strengthen own skill base and sharing information with colleagues.
Planning and organising	Collecting and recording information to assist with the efficient planning and delivery of community recreation activities; setting work priorities and scheduling own daily work activities to meet deadlines; following organisation policies and procedures to complete facility maintenance tasks in an efficient manner.
Problem-solving	Identifying hazards and risks that may arise during community recreation activities; responding to emergency situations 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; dealing with delays and equipment breakdowns; adhering to organisation policies and procedures to guide solutions to problems.

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role in the community recreation industry; applying basic safety practices and procedures; seeking and acting on feedback from colleagues and clients to improve own work performance.
Teamwork	Working as a skilled team member, receiving instructions and understanding own role in assisting in preparing and conducting community recreation activities; supporting other team members to provide quality sport and recreation experiences for clients; recognising and adapting appropriately to cultural and language differences.
Technology	Understanding the operating capability of computer systems and software that assist in selling, planning and delivering community recreation products and services; safely using and maintaining sport and recreation equipment according to manufacturer's specifications and organisation policies and procedures.

Packaging Rules

13 units must be completed:

- 8 core units
- 5 elective units which may be selected from the electives listed in this qualification or from units first packaged at AQF level 1, 2, or 3 from SIS10; up to 2 of these units may from any current accredited course or other Training Package, and must be first packaged at AQF level 2.

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	
BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR202A	Organise and complete daily work activities
HLTAID003	Provide first aid
SISXCAI102A	Assist in preparing and conducting sport and recreation sessions
SISXCCS201A	Provide customer service
SISXEMR201A	Respond to emergency situations
SISXIND101A	Work effectively in sport and recreation environments
SISXOHS101A	Follow occupational health and safety policies
Electives	
Aquatics	
SISCAQU201A	Monitor pool water quality
SISCAQU202A	Perform basic water rescues
Cross-Sector	
SISXCAI101A	Provide equipment for activities
SISXCCS202	Process entry transactions
SISXFAC207	Maintain sport, fitness and recreation equipment for activities

SISXFAC208	Maintain sport, fitness and recreation facilities
Imported	
ICAICT203A	Operate application software packages
SIRXCLM101	Organise and maintain work areas
SIRXMER201	Merchandise products
SIRXSLS002A	Advise on products and services
SIRXSLS201	Sell products and services
SITXCCS101	Provide information and assistance

SIS20213 Certificate II 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	<p>The following units added to the General electives:</p> <ul style="list-style-type: none">• MEM50008B Carry out trip preparation and planning• MEM50009B Safely operate a mechanically powered recreational boat• MEM50010B Respond to boating emergencies and incidents <p>Imported elective units updated from the following training packages:</p> <ul style="list-style-type: none">• ICT Information and Communications Technology
1	<p>Replaces and is equivalent to SIS20210 Certificate II in Outdoor Recreation.</p> <p>Intent of the qualification remains unchanged.</p> <p>HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core.</p>

Description

This qualification provides the skills and knowledge for an individual to be competent in performing core skills in outdoor recreation environments and assisting with the conduct of a range of outdoor activities.

Work may be undertaken as part of a team and would be performed under supervision. Work would be undertaken in field locations such as camps or in indoor recreation centres or facilities, 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 activity assistant
- outdoor participant.

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 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 to determine and interpret their specific requirements; understanding verbal and written information on the conduct of outdoor recreation activities; interpreting and carrying out verbal instructions from supervisors; providing clear verbal instructions to clients when assisting with the conduct of outdoor activities.
Initiative and enterprise	Adjusting work procedures to differences in equipment, environment and facilities; taking correct action and following established procedures on discovery of an actual or potential emergency or safety hazard.
Learning	Knowing the organisations and sources of information within the outdoor recreation industry; keeping well informed of updates and changes to outdoor activity policies, procedures and regulations; accessing professional development opportunities to strengthen own skill base and sharing information with colleagues.
Planning and organising	Collecting and recording information to allow for the efficient conduct of outdoor recreation activities; setting work priorities and scheduling own daily work activities to meet deadlines; following organisation policies and procedures to complete facility or equipment maintenance tasks in an efficient manner.
Problem-solving	Identifying hazards and risks that may arise during outdoor recreation activities; responding to emergency situations within scope of responsibility; taking responsibility for seeking assistance from colleagues to resolve issues; dealing with delays and equipment breakdowns; 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 outdoor recreation industry; applying safety practices and procedures; minimising

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	environmental impact; seeking and acting on feedback from colleagues and clients to improve own work performance.
Teamwork	Working as a skilled team member, receiving instructions and understanding own role in assisting with the conduct of outdoor recreation activities; supporting other team members to provide quality outdoor recreation experiences for clients.
Technology	Understanding the operating capability of equipment that assists in the conduct of outdoor recreation activities; safely using and maintaining outdoor recreation equipment according to manufacturer's specifications and organisation policies and procedures.

Packaging Rules

15 units must be completed:

- 5 core units
- 10 elective units, consisting of:
 - all the units in any one of Groups A to S
 - the remaining to make up the required 10 elective units from General electives, or any of the groups above; up to 3 of these may be selected elsewhere in SIS10 or any current accredited course or other Training Package, and must be first packaged at AQF level 2 or 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
SISOODR201A	Assist in conducting outdoor recreation sessions
SISOOPS201A	Minimise environmental impact
SISXIND101A	Work effectively in sport and recreation environments
SISXOHS101A	Follow occupational health and safety policies
Electives	

Group A - Abseiling - Artificial Surfaces	
SISOABA201A	Demonstrate abseiling skills on artificial surfaces
SISOABN202A	Safeguard an abseiler using a single rope belay system
Group B - Abseiling - Natural Surfaces	
SISOABN201A	Demonstrate abseiling skills on natural surfaces
SISOABN202A	Safeguard an abseiler using a single rope belay system
Group C - Bushwalking	
SISOBWG201A	Demonstrate bushwalking skills in a controlled environment
SISONAV201A	Demonstrate navigation skills in a controlled environment
Group D - Canoeing - Flat Water	
SISOCNE201A	Demonstrate simple canoeing skills
SISOCNE202A	Perform deep water rescues
Group E - Caving	
SISOCVE201A	Demonstrate caving skills
SISONAV201A	Demonstrate navigation skills in a controlled environment
Group F - Climbing - Top Rope - Artificial Surfaces	
SISOCLA201A	Demonstrate top rope climbing skills on artificial surfaces
SISXCAI102A	Assist in preparing and conducting sport and recreation sessions
Group G - Climbing - Top Rope - Natural Surfaces	
SISOCLN201A	Demonstrate top rope climbing skills on natural surfaces
SISXCAI102A	Assist in preparing and conducting sport and recreation sessions
Group H - Cycling	
SISOCYT201A	Select, set up and maintain a bike

SISOCYT202A	Demonstrate basic cycling skills
Group I - Fishing	
SISOFSH201A	Catch and handle fish
SISOFSH206A	Locate and attract fish
Group J - Fishing - Tackle and Bait	
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
Group K - Horse Care	
AHCHBR201A	Monitor horse health and welfare
AHCHBR203A	Provide daily care for horses
AHCLSK207A	Load and unload livestock
SISOEQO201A	Handle horses
SISOEQO202A	Demonstrate basic horse riding skills
Group L - Kayaking	
SISOCNE202A	Perform deep water rescues
SISOKYK201A	Demonstrate simple kayaking skills
Group M - Kayaking Sea	
SISOCNE202A	Perform deep water rescues
SISOKYS201A	Demonstrate simple sea kayaking skills
Group N - Mountain Biking	

SISOCYT202A	Demonstrate basic cycling skills
SISOMBK201A	Demonstrate basic off-road cycling skills
SISONAV201A	Demonstrate navigation skills in a controlled environment
Group O - Personal Water Craft - Controlled Conditions	
SISOPWC201A	Select and maintain a personal water craft
SISOPWC202A	Demonstrate simple personal water craft skills in controlled conditions
Group P - Skiing - Touring	
SISONAV201A	Demonstrate navigation skills in a controlled environment
SISOSKT202A	Demonstrate ski touring skills in a patrolled environment to a basic standard
Group Q - Snorkelling	
SISOSNK201A	Demonstrate snorkelling activities
SISXCAI102A	Assist in preparing and conducting sport and recreation sessions
Group R - Surfing	
SISOSRF201A	Demonstrate surf survival and self rescue skills
SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions
Group S - Trail Bike Riding	
SISOTBR201A	Select, set up and maintain an off-highway motorcycle
SISOTBR202A	Demonstrate basic off-highway motorcycling skills
General electives	
AHCHBR201A	Monitor horse health and welfare
AHCHBR203A	Provide daily care for horses
AHCLSK207A	Load and unload stock

CHCDIS301C	Work effectively with people with a disability
ICTICT203	Operate application software packages
MEM50008B	Carry out trip preparation and planning
MEM50009B	Safely operate a mechanically powered recreational boat
MEM50010B	Respond to boating emergencies and incidents
SISOCAY201A	Demonstrate horizontal canyoning skills
SISODRV201A	Drive AWD/4WD vehicles on unsealed roads
SISOINT201A	Conduct interpretation within an outdoor activity
SISOOPS202A	Use and maintain a temporary or overnight site
SISOSKB201A	Demonstrate snowboarding skills on beginner terrain
SISOSKI201A	Demonstrate alpine skiing skills downhill on beginner terrain
SISOSKT201A	Demonstrate basic cross country skiing skills
SISOWWR201A	Demonstrate self rescue skills in white water
SISOYSA201A	Demonstrate basic sailboarding skills in controlled conditions
SISOYSB201A	Demonstrate basic skills to sail a small boat in controlled conditions
SISSCNO201A	Perform the intermediate skills and tactics of canoeing
SISXEMR201A	Respond to emergency situations
SISXFAC207	Maintain sport, fitness and recreation equipment for activities
SISXFAC208	Maintain sport, fitness and recreation facilities
SITTGDE302	Provide arrival and departure assistance
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE305	Develop and maintain the general and regional knowledge required by guides

SITTGDE306	Research and share general information on Australian Indigenous cultures
SITXFSA101	Use hygienic practices for food safety
TLIB2003A	Carry out vehicle servicing and maintenance
TLIB2004A	Carry out vehicle inspection
TLIB2008A	Carry out inspection of trailers

SIS20313 Certificate II 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 SIS20312 Certificate II 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 a generalist capacity. Likely functions for someone with this qualification include providing support in the provision of sport and recreation programs, grounds and facilities maintenance, routine housekeeping, retail and customer service assistance, administrative assistance and café service in locations such as fitness centres, outdoor sporting grounds or complexes or aquatic centres. All job roles are performed under supervision.

Job roles

The following are indicative job roles for this qualification:

- administration assistant
- community activities assistant
- recreation assistant
- retail assistant.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway and for VET in Schools delivery.

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

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; completing maintenance documentation; preparing accurate records of client details; recording telephone messages, interpreting and carrying out verbal instructions from other employees.
Initiative and enterprise	Adjusting work procedures to differences in 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 networks and sources of information within the sport and recreation industry; keeping well informed of updates and changes to organisational policies, procedures and regulations; updating skills and knowledge to accommodate changes in equipment and operating procedures; accessing professional development opportunities to strengthen own skill base and sharing information with colleagues
Planning and organisation	Collecting and recording information to assist colleagues to provide sport and recreation programs; setting work priorities and scheduling own daily work activities to meet deadlines; following organisational policies and procedures to complete facility, equipment or ground maintenance tasks in an efficient manner.
Problem Solving	Identifying hazards and risks in the work environment; responding to emergency situations within scope of responsibility; clarifying the extent of, and resolving problems through negotiating with clients in a sensitive and culturally appropriate manner; dealing with equipment breakdowns; recognising and reporting basic routine problems within work activities; adhering to organisational 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; applying basic

	safety practices and procedures; acknowledging the boundaries of own role; seeking and acting on feedback from colleagues and clients to improve own work performance.
Teamwork	Working as a skilled team member, receiving instructions and understanding own role in assisting in the provision of sport and recreation programs; supporting other team members to provide quality sport and recreation experiences for clients; recognising and adapting appropriately to cultural and language differences.
Technology	Understanding the operating capability of computer systems and software that assist in selling, planning and delivering sport and recreation programs; safely using and maintaining sport and recreation equipment according to manufacturer specifications and organisational policies and procedures.

Packaging Rules

11 units must be completed:

- 5 core units
- 6 elective units, which may be selected from the elective units listed or from SIS10, and must be first packaged at AQF level 2 or 3; 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 2.

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	
BSBWOR202A	Organise and complete daily work activities
HLTAID003	Provide first aid
SISXEMR201A	Respond to emergency situations
SISXIND211	Develop and update sport, fitness and recreation industry knowledge
SISXWHS101	Follow work health and safety policies
Electives	
AHCCHM201A	Apply chemicals under supervision
AHCPGD201A	Plant trees and shrubs
AHCPMG201A	Treat weeds
AHCPMG202A	Treat plant pests, diseases and disorders
AHCTRF201A	Assist with turf construction
AHCTRF202A	Prepare turf surfaces for play
AHCTRF203A	Renovate grassed areas
AHCTRF204A	Support turf establishment
BSBIND201A	Work effectively in a business environment
BSBINM201A	Process and maintain workplace information

BSBINM202A	Handle mail
BSBWOR204A	Use business technology
CUEFOH04C	Usher patrons
CUEFOH10B	Monitor entry to a venue
FNSACC301A	Process financial transactions and extract interim reports
ICAICT102A	Operate word-processing applications
ICAICT105A	Operate spreadsheet applications
ICAICT106A	Operate presentation packages
ICAICT203A	Operate application software packages
ICAICT210A	Operate database applications
ICPMM263C	Access and use the Internet
SIRXCCS201	Apply point-of-sale handling procedures
SIRXCLM101	Organise and maintain work areas
SIRXFIN201	Balance and secure point-of-sale terminal
SIRXINV001A	Perform stock control procedures
SIRXMER201	Merchandise products
SIRXRSK201	Minimise loss
SIRXSLS002A	Advise on products and services
SIRXSLS201	Sell products and services
SISOODR201A	Assist in conducting outdoor recreation sessions
SISOOPS201A	Minimise environmental impact
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
SISXCAI101A	Provide equipment for activities
SISXCAI102A	Assist in preparing and conducting sport and recreation sessions
SITHFAB101	Clean and tidy bar areas
SITHFAB201	Provide responsible service of alcohol
SITHFAB206	Serve food and beverage
SITHFAB307	Provide table service of food and beverage
SITHGAM201	Provide responsible gambling services
SITHGAM202	Attend gaming machines
SITXEVT302	Process and monitor event registrations
SITXEVT303	Coordinate on-site event registrations
SITXEVT304	Provide event staging support
SITXFSA101	Use hygienic practices for food safety
SITXMPR401	Coordinate production of brochures and marketing materials

SIS20412 Certificate II in Sport Career Oriented Participation

Modification History

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

Release	Comments
3	Imported elective units updated from the following training packages: <ul style="list-style-type: none">• BSB Business Services• ICP Printing and Graphic Arts• ICT Information and Communications Technology
2	Imported units updated in elective group: <ul style="list-style-type: none">• HLTAID003 Provide first aid• HLTAID006 Provide advanced first aid
1	Replaces and is equivalent to SIS20410 Certificate II in Sport Career Oriented Participation. Qualification packaging rules remain the same. Units added to General 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 as an athlete at a regional, state or territory level.

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.

Job roles

The following are indicative job roles for this qualification:

- emerging athlete.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway and for VET in Schools delivery.

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 sport industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skills	Industry/enterprise requirements for this qualification include:
Communication	Communicating with coaches to determine and interpret own specific training requirements; understanding verbal and written information on professional sport; presentation skills to interact effectively with media personnel; clearly articulating own requirements to coaches, other players and support personnel.
Teamwork	Understanding one's relationship and accountability to other team members, coaches and support personnel, receiving instructions and assisting in planning and implementing training plans; contributing to positive team dynamics and working autonomously in the interest of shared team goals and objectives.
Problem Solving	Identifying hazards and risks that may arise during sporting activities; responding to setbacks; taking responsibility for seeking assistance from colleagues to resolve issues; dealing with travel delays and equipment breakdowns and determining appropriate solutions to technique or skill problems.
Initiative and enterprise	Adjusting performance to differences in competitors, equipment and venues; adapting to new competition strategies, taking correct action and following established procedures when issues arise; reflecting on own performance to identify areas for improvement.
Planning and organisation	Collecting and recording information to develop personal management, financial, travel and accommodation plans; recognising team priorities and scheduling own training and career development 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.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role as a professional athlete; applying basic safety practices and procedures; seeking and acting on feedback from team members, coaches and support personnel to improve own performance and identifying and seeking out appropriate development 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 sport policies, procedures and regulations; sourcing information on new techniques to improve performance.
Technology	Understanding the operating capability of equipment and software that assists in performance enhancement; using information technology to assist in planning travel and accommodation; safely using and maintaining sport equipment according to manufacturer specifications and organisational policies and procedures.

Packaging Rules

11 units must be completed:

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

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	
BSBWOR202A	Organise and complete daily work activities
SISSCOP201A	Prepare a pre or post event meal
SISSCOP202A	Develop a personal management plan
SISSCOP204A	Develop personal media skills
SISSCOP205A	Develop a personal financial plan
SISXIND211	Develop and update sport, fitness and recreation industry knowledge
SISXWHS101	Follow work health and safety policies
Electives (4)	
Group A – AFL	
SISSAFL201A	Perform the intermediate skills of Australian Football
SISSAFL202A	Perform the intermediate tactics of Australian Football
SISSAFL203A	Participate in conditioning for Australian Football
Group B – Cricket	
SISSCKT201A	Perform the intermediate skills of cricket
SISSCKT202A	Perform the intermediate tactics and strategies of cricket

Group C – Equestrian	
SISOEQO201A	Handle horses
SISOEQO202A	Demonstrate basic horse riding skills
SISOEQO304A	Apply first aid for horses
Group D - Golf	
SISSGLF201	Perform the A-Grade skills of golf
SISSGLF202	Apply the A-Grade 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
SISSNTB203A	Participate in conditioning for netball
Group F – Rugby League	
SISSRGL201A	Use intermediate level Rugby League game skills
SISSRGL202A	Use intermediate level tactics and game strategy in Rugby League play
SISSRGL203A	Participate in conditioning for Rugby League
Group G – Rugby Union	
SISSRGU201A	Perform foundation level Rugby Union skills
SISSRGU203A	Participate in conditioning for Rugby Union
Group H – Touch	
SISSTOU201A	Perform the intermediate skills of Touch

SISSTOU202A	Perform the intermediate tactics and strategies of Touch
General electives units	
BSBCMM401	Make a presentation
HLTAID003	Provide first aid
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
ICTICT308	Use advanced features of computer applications
SISSCNO201A	Perform the intermediate skills and tactics of canoeing
SISSCNO305A	Perform the advanced skills and tactics of canoeing
SISSCOP203A	Develop a travel and accommodation plan
SISSRGU202A	Perform foundation level Rugby Union tactics and strategies
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
SISSSOF101	Develop and update officiating knowledge
SISSSOF202	Officiate games or competitions
SISSSOF203	Judge competitive situations

SISSTPT201A	Implement sports injury prevention
SISXCAI101A	Provide equipment for activities
SISXFAC208	Maintain sport, fitness and recreation facilities

SIS20513 Certificate II 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: <ul style="list-style-type: none">• ICP Printing and Graphic Arts• ICT Information and Communications Technology
1	Replaces and is equivalent to SIS20512 Certificate II in Sport Coaching. Intent of the qualification remains unchanged. HLTFA301C Apply first aid replaced with HLTAID003 Provide first aid in the core. SISSTNS204 Conduct red stage tennis activities added to Elective Group J - Tennis.

Description

This qualification reflects the role of individuals who apply the skills and knowledge to be competent in delivering a basic instruction session for a sport. Work may be undertaken as part of a team and would be performed under supervision or independently in a structured environment such as a sporting club or school. Individuals wishing to undertake this qualification should be current or past participants in the respective sport specialisation chosen as part of this qualification.

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 and for VET in Schools delivery.

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 as 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 senior coaches to determine and interpret their specific requirements; understanding verbal and written information on sport skills; interpreting and carrying out verbal instructions from senior coaches; providing clear verbal instructions to players when teaching basic sports skills.
Initiative and enterprise	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 organisations and sources of information within the sport industry; keeping well informed of updates and changes to sport policies, procedures and regulations; accessing professional development opportunities to strengthen own skill base and sharing information with colleagues.
Planning and organisation	Collecting and recording information to assist senior coaches with the efficient planning and delivery of coaching activities; recognising team priorities and scheduling own work activities to meet deadlines; following organisation policies and procedures to complete coaching tasks in an efficient manner.
Problem Solving	Identifying 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 delays and equipment breakdowns; determining appropriate solutions to problems.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role as a sports coach; applying basic safety practices and procedures; seeking and acting on feedback from colleagues and clients to improve own coaching performance.

Teamwork	Working as a skilled team member, receiving instructions and understanding own role in assisting in planning and implementing coaching activities; supporting other team members to provide quality sport experiences for players.
Technology	Understanding the operating capability of equipment and software that assists in sport coaching; safely using and maintaining sport equipment according to manufacturer specifications and organisational policies and procedures.

Packaging Rules

13 units must be completed:

- 8 core units
- 5 elective units, consisting of:
 - all the units in one of Groups A to K
 - the remaining to make up the required 5 elective units from General electives; up to 2 of these remaining units may be selected elsewhere SIS10 or any current accredited course or other Training Package, and must be first packaged at AQF level 2 or 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	
BSBWOR202A	Organise and complete daily work activities
HLTAID003	Provide first aid
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
SISXCAI102A	Assist in preparing and conducting sport and recreation sessions
SISXIND211	Develop and update sport, fitness and recreation industry knowledge
SISXWHS101	Follow work health and safety policies
Electives	
Group A – Athletics	
SISSATH201A	Teach the fundamental skills of athletics
Group B – Basketball	
SISSBSB201A	Teach fundamental basketball skills
SISSBSB202A	Teach fundamental basketball tactics and game strategy
SISSBSB205	Interpret and apply the rules of basketball
Group C – Equestrian	

SISOEQO201A	Handle horses
SISOEQO202A	Demonstrate basic horse riding skills
Group D – Gymnastics Coach	
SISSGYN201A	Teach fundamental gymnastic skills
Group E – Martial Arts	
SISSMAR201A	Teach the intermediate skills of martial arts
Group F – Netball	
SISSNTB204A	Teach foundation netball skills
Group G – Rugby League	
SISSRGL204A	Teach the skills of Rugby League for modified games
Group H – Squash	
SISSSQU201A	Teach the fundamental skills of squash
SISSSQU202A	Teach the basic tactics and strategies of squash
Group I – Surf Life Saving	
SISSSUR201A	Teach the basic skills of surf life saving
SISSSUR202A	Officiate beginner level surf life saving competitions
Group J – Tennis	
SISSTNS204	Conduct red stage tennis activities
SISSTNS205	Interpret and apply the rules and regulations of tennis
SISSTNS206	Develop and update knowledge of tennis development programs
Group K – Tenpin bowling	
SISSTPB201A	Teach fundamental tenpin bowling skills
General electives	

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
SISSRGU204A	Officiate junior level Rugby Union
SISSRGU205A	Officiate local or district level Rugby Union
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
SISXFAC208	Maintain sport, fitness and recreation facilities

SIT10207 Certificate I in Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in routine tasks in various hospitality settings such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may work in a team but always under direct supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

Individuals with this qualification are able to perform tasks such as:

- serving food and drinks at a counter or delivering them to tables
- clearing tables
- providing housekeeping support services
- carrying luggage to rooms.

Possible job titles include:

- bar useful
- coffee shop assistant
- waiter
- food and beverage runner
- housekeeping assistant
- porter.

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

SIT10207 Certificate I 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 and interpret their needs; interpreting and providing information to customers in a culturally appropriate manner; speaking clearly and directly to customers to ensure a positive hospitality experience.
Teamwork	Following instructions and working as a team member under supervision; working with customers to ensure their service requirements are met.
Problem solving	Identifying and clarifying the extent of operational problems and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with the service.
Initiative and enterprise	Taking initiative to maintain a high standard of personal hygiene; identifying better ways to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for safe and efficient operational activities; using appropriate predetermined policies and procedures to guide such activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality service; knowing and taking responsibility for own role in safe working practices.
Learning	Knowing the structure of networks within and sources of new information on the hospitality industry to enable the sourcing of ongoing learning opportunities; proactively

Employability skill	Industry/enterprise requirements for this qualification include:
	seeking and sharing information with colleagues on new hospitality products and services.
Technology	Understanding the operating capability and demonstrating the correct use of technologies; selecting and using the right personal protective equipment to manage 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 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 I in Hospitality, 7 units must be completed:

- all 5 core units
- 2 elective units which must be selected from the list below.

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
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS**Accommodation Services**

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

Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

Communication and Teamwork

TLIE507C	Carry out basic workplace calculations
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Finance

SITXFIN001A	Process financial transactions
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Food and Beverage	
SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
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
SITHFAB012B	Prepare and serve espresso coffee
Inventory	
SITXINV001A	Receive and store stock

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

Bar useful

SITHFAB001C Clean and tidy bar areas

SITHFAB010C Prepare and serve non-alcoholic beverages

Coffee shop assistant

SIRXCCS001A Apply point-of-sale handling procedures

SITHFAB012B Prepare and serve espresso coffee

Waiter or food and beverage runner

SITHFAB003A Serve food and beverage to customers

SITHFAB009A Provide responsible service of alcohol

Housekeeping assistant

SITHACS004B Provide housekeeping services to guests

SITHACS005B Prepare rooms for guests

Porter

SITHACS003A Provide porter services

SITXCCS001B Provide visitor information

SIT10307 Certificate I in Hospitality (Kitchen Operations)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in routine tasks in the kitchen. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may work in a team but always under direct supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

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

- receiving and storing stock
- preparing food items (mise en place)
- making simple food items, such as sandwiches and salads
- cleaning and tidying the kitchen and storage areas
- assisting in the service of food through use of presentation skills.

Possible job titles include:

- kitchen attendant
- larder hand
- sandwich hand.

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

SIT10307 Certificate I in Hospitality (Kitchen 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 and interpret their needs and the needs of customers; interpreting and providing information to colleagues in a culturally appropriate manner; speaking clearly and directly to colleagues to ensure a positive outcome.
Teamwork	Following instructions and working as a team member under supervision; working with colleagues to ensure the requirements of customers are met.
Problem solving	Identifying and clarifying the extent of operational problems in the kitchen and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to operational problems in the kitchen.
Initiative and enterprise	Taking initiative to maintain a high standard of personal hygiene; identifying better ways to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for safe and efficient kitchen operations; using appropriate predetermined policies and procedures to guide such activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing and taking responsibility for own role in safe working practices.
Learning	Knowing the structure of networks within and sources of new information on the hospitality industry, in particular kitchen operations, to enable the sourcing of ongoing

Employability skill	Industry/enterprise requirements for this qualification include:
	learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services affecting kitchen operations.
Technology	Understanding the operating capability and demonstrating the correct use of technologies; selecting and using the right personal protective equipment to manage 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 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 I in Hospitality (Kitchen Operations), 10 units must be completed:

- all 7 core units
- 3 elective unit which must be selected from the electives listed below.

In all cases the selection of the elective 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
SITXCOM001A	Work with colleagues and customers
SITXOHS001B	Follow health, safety and security procedures

SITXOHS002A	Follow workplace hygiene procedures
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ELECTIVE UNITS

Communication and Teamwork

SITXCOM002A	Work in a socially diverse environment
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TLIE507C	Carry out basic workplace calculations
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Commercial Cookery and Catering

SITHCCC005A	Use basic methods of cookery
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SITHCCC006A	Prepare appetisers and salads
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SITHCCC007A	Prepare sandwiches
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Working in Industry

SITHIND001B	Develop and update hospitality industry knowledge
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Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Kitchen attendant or larder hand

SITHCCC006A Prepare appetisers and salads

Sandwich hand

SITHCCC007A Prepare sandwiches

SIT20107 Certificate II in Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a defined range of basic tourism technical 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 individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge in a defined context.

They work under direct supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

Individuals with this qualification are able to work in many tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of basic 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 retail travel agencies of any sort, tour wholesalers, 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.

In some sectors of the industry there are no job outcomes at Certificate II level. Specialist Certificate III qualifications should be selected for the appropriate job outcome, e.g. guiding, travel consultancy or tour coordination.

Possible job titles include:

- office assistant for a small tour operator
- documentation clerk for a tour wholesaler
- receptionist and office assistant in a professional conference organiser
- receptionist and office assistant in a retail travel agency
- retail sales assistant in an attraction
- museum 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

SIT20107 Certificate II 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, supervisors and suppliers or agents to assist with the coordination of customer's tourism experience; interpreting verbal and written information on tourism product conditions and customer requirements; providing clear and accurate verbal and written information to customers and suppliers or agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the tourism customer; supporting other team members to coordinate tourism sales and operational activities to achieve quality service delivery of the tourism product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Thinking about problems that relate to own role in tourism sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with tourism products.
Initiative and enterprise	Identifying and discussing better ways to coordinate tourism sales and operational activities and to manage safety risks by participating in group risk assessment activities.

Employability skill	Industry/enterprise requirements for this qualification include:
Planning and organising	Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient coordination of tourism sales and operational activities; using appropriate predetermined policies and procedures to guide tourism selling and operational activities.
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 tourism sales and operational activities; seeking feedback and guidance from supervisors on success in coordinating 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 products, services and suppliers or agents.
Technology	Understanding the operating capability of, selecting and using computer systems and software that assist in tourism sales and operational activities; 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 II in Tourism, 11 units must be completed:

- all 4 core units
- 7 elective units:
 - a minimum of 3 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
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
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Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information

Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

Communication and Teamwork

SITXCOM004A Communicate on the telephone

Computer Operations and ICT Management

BSBITU301A Create and use databases

BSBITU102A Develop keyboard skills

BSBWOR204A Use business technology

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

Environmental Sustainability

SITXENV001A Participate in environmentally sustainable work practices

Events

SITXEVT003B Process and monitor event registrations

Finance

SITXFIN001A Process financial transactions

First Aid

HLTFA301B Apply first aid

Food and Beverage

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

SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture

Inventory

SITXINV001A	Receive and store stock
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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

Occupational Health and Safety

SITXOHS002A	Follow workplace hygiene procedures
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Risk Management and Security

SIRXRSK001A Minimise theft

Sales

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

Tour Operations

SITTTOP002A Load touring equipment and conduct pre-departure checks

TLIC107C Drive vehicle

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

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

Venue and Facility Operations

SITTVAF002A Provide a briefing or scripted commentary

SITTVAF004A Load and unload a ride

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

Office assistant for a small tour operator

BSBITU102A Develop keyboard skills

BSBWOR204A Use business technology

BSBITU201A Produce simple word processed documents

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

SITXADM001A Perform office procedures

SITXCOM004A Communicate on the telephone

Retail sales assistant in an attraction

SIRXCCS001A Apply point-of-sale handling procedures

SIRXRSK001A Minimise theft

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITHFAB010C Prepare and serve non-alcoholic beverages

SITXCCS001B Provide visitor information

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

Museum attendant

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

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SITTVAF002A Provide a briefing or scripted commentary

SITXCCS001B Provide visitor information

SIT20207 Certificate II in Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic operational knowledge and limited practical skills in a defined context. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops.

Individuals may work with some autonomy or in a team but usually under close supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

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

- undertaking mise en place prior to service
- serving food and beverage to tables
- preparing and serving drinks at a bar
- selling beverages in a retail liquor outlet
- attending gaming machines
- providing housekeeping services
- providing reception or front desk services
- providing assistance in a catering operation.

Possible job titles include:

- bar attendant
- bottle shop attendant
- catering assistant
- food and beverage attendant
- housekeeping attendant
- porter
- receptionist or front office assistant
- 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

SIT20207 Certificate II 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 assist with the coordination of customer's hospitality experience; interpreting verbal and written information on hospitality products and customer requirements; providing clear and accurate verbal and written information to customers and colleagues in a culturally appropriate manner to ensure a positive hospitality experience.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the hospitality customer; supporting other team members to coordinate hospitality sales and operational activities to achieve quality service delivery of the hospitality product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
Problem solving	Thinking about problems that relate to own role in hospitality sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members and supervisors in resolving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with hospitality sales and service.
Initiative and enterprise	Identifying and discussing better ways to coordinate hospitality sales and operational activities and to manage safety risks by participating in group risk assessment activities.

Employability skill	Industry/enterprise requirements for this qualification include:
Planning and organising	Collecting, analysing and organising information to allow for efficient coordination of hospitality sales and operational activities; using appropriate predetermined policies and procedures to guide hospitality selling and operational activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the hospitality customer; knowing own job role and responsibilities in hospitality sales and operational activities; seeking feedback and guidance from supervisors on success in hospitality sales and operational activities.
Learning	Knowing the structure of networks within and sources of new information on the hospitality industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services.
Technology	Understanding the operating capability of and selecting and using technology that assists in hospitality sales and operational activities; 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 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 II in Hospitality, 12 units must be completed:

- all 6 core units
- 6 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 4 elective units must be selected from either Elective Group A - Food and Beverage or Elective Group B -Accommodation Services.
- the remaining units may be selected from the general elective units listed below, or 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.

Multi-skilling:

- a minimum of 4 elective units must be selected from the general elective units listed below,
- a maximum of 2 elective units may be selected from the Commercial Cookery and Catering units 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

SITXCOM001A Work with colleagues and customers

SITXCOM002A Work in a socially diverse environment

SITXOHS001B Follow health, safety and security procedures

SITXOHS002A Follow workplace hygiene procedures

Plus one of the following:

SITHFAB020A Apply food and beverage skills in the workplace*

SITHIND002A Apply hospitality skills in the workplace**

* For candidates completing a Food and Beverage specialisation, SITHFAB020A Apply food and beverage skills in the workplace must be completed.

** For candidates NOT completing a Food and Beverage specialisation, SITHIND002A Apply hospitality skills in the workplace 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
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
SITHFAB227A	Operate and monitor cellar systems

ELECTIVE GROUP B - ACCOMMODATION SERVICES**Accommodation Services**

SITHACS001B	Provide accommodation reception services
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

Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

Tourism Sales and Operations

SITTTSL007B	Receive and process reservations
SITTTSL010B	Control reservations or operations using a computerised system

GENERAL ELECTIVE UNITS**Accommodation Services**

SITHACS001B	Provide accommodation reception services
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

Administration

SITXADM001A	Perform office procedures
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Client and Customer Service

SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
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

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records

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
SITHFAB020A	Apply food and beverage skills in the workplace

SITHFAB227A	Operate and monitor cellar systems
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Food Safety

SITXFSA003A	Transport and store food in a safe and hygienic manner
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Gaming

SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM006A	Provide responsible gambling services

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

Tourism Sales and Operations

SITTTSL007B Receive and process reservations

SITTTSL010B Control reservations or operations using a computerised system

Working in Industry - Tourism

SITTIND001B Develop and update tourism industry knowledge

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

Bar attendant in a club or hotel (Food and Beverage specialisation)

SITHFAB001C Clean and tidy bar areas
SITHFAB002C Operate a bar
SITHFAB227A Operate and monitor cellar systems
SITHFAB009A Provide responsible service of alcohol
SITHGAM006A Provide responsible gambling services
SITXFIN001A Process financial transactions

Retail liquor outlet attendant (Food and Beverage specialisation)

SITHFAB002C Operate a bar
SITHFAB227A Operate and monitor cellar systems
SITHFAB007A Complete retail liquor sales
SITHFAB009A Provide responsible service of alcohol
SITXFIN001A Process financial transactions
SITXINV001A Receive and store stock

Catering assistant (Multi-skilling)

SIRXCCS001A Apply point-of-sale handling procedures
SITHACS006B Clean premises and equipment
SITHCCC030A Package prepared foodstuffs
SITHFAB003A Serve food and beverage to customers
SITXFSA003A Transport and store food in a safe and hygienic manner
SITXINV001A Receive and store stock

Food and beverage attendant in a cafe (Multi-skilling)

SIRXCCS001A Apply point-of-sale handling procedures
SITHACS006B Clean premises and equipment
SITHCCC007A Prepare sandwiches
SITHFAB003A Serve food and beverage to customers
SITHFAB010C Prepare and serve non-alcoholic beverages
SITHFAB012B Prepare and serve espresso coffee

Waiter in a hotel restaurant (Food and Beverage specialisation)

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
SITXFIN001A Process financial transactions

Housekeeping attendant (Accommodation Services specialisation)

SITHACS004B Provide housekeeping services to guests
SITHACS005B Prepare rooms for guests
SITHACS006B Clean premises and equipment
SITHACS007B Launder linen and guest clothes
SITXCCS001B Provide visitor information
SITXINV001A Receive and store stock

Porter (Multi-skilling)

SITHACS003A Provide porter services
SITTIND001B Develop and update tourism industry knowledge

SITXCCS001B Provide visitor information
SITXCCS002A Provide quality customer service
SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Receptionist in a motel (Accommodation Services specialisation)

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
SITXFIN002A Maintain financial records

Gaming attendant in a club or hotel (Multi-skilling)

SITHFAB003A Serve food and beverage to customers
SITHGAM001A Attend gaming machines
SITHGAM002A Operate a TAB outlet
SITHGAM003A Conduct a Keno game
SITHGAM006A Provide responsible gambling services
SITXFIN001A Process financial transactions

SIT20307 Certificate II in Hospitality (Kitchen Operations)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of kitchen functions and activities that require the application of a limited range of practical skills in a defined context. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

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

- preparing breakfast items
- preparing a range of fast food items
- preparing a range of non-alcoholic drinks
- preparing sandwiches
- preparing appetisers and salads
- preparing hot and cold desserts.

Possible job titles include:

- breakfast cook
- short order cook
- fast food 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

SIT20307 Certificate II in Hospitality (Kitchen 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 assist with the coordination of customer's dining experience; interpreting verbal and written information on products and customer requirements; providing clear and accurate verbal and written information to colleagues in a culturally appropriate manner to ensure a positive outcome.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing customer needs; supporting other team members to achieve quality service delivery of the product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
Problem solving	Thinking about problems that relate to own role in kitchen operations; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to operational problems in the kitchen.
Initiative and enterprise	Identifying and discussing better ways to undertake operational activities in the kitchen and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for safe and efficient kitchen operations; using appropriate predetermined policies and procedures to guide such activities.

Employability skill	Industry/enterprise requirements for this qualification include:
Self-management	Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing own job role and responsibilities in kitchen operations; seeking feedback and guidance from supervisors on success in kitchen operations.
Learning	Knowing the structure of networks within and sources of new information on the hospitality industry, in particular kitchen operations, to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services affecting kitchen operations.
Technology	Understanding the operating capability of and selecting and using technology that assists in kitchen operations; 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 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 II in Hospitality (Kitchen Operations), 16 units must be completed:

- all 11 core units
- 5 elective units:
 - a minimum of 3 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
SITHCCC027A	Prepare, cook and serve food for food service
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS

Client and Customer Service

SIRXCCS001A	Apply point-of-sale handling procedures
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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
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
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Food and Beverage

SITHFAB003A Serve food and beverage to customers

SITHFAB010C Prepare and serve non-alcoholic beverages

SITHFAB012B Prepare and serve espresso coffee

Food Safety

SITXFSA001A Implement food safety procedures

SITXFSA003A Transport and store food in a safe and hygienic manner

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

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

Breakfast cook

SIRXCCS001A Apply point-of-sale handling procedures

SITHCCC007A Prepare sandwiches

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

SITHCCC031A Operate a fast food outlet

SITHFAB012B Prepare and serve espresso coffee

Short order cook in a cafe or small restaurant

SITHCCC006A Prepare appetisers and salads

SITHCCC007A Prepare sandwiches

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

SITHCCC013A Prepare hot and cold desserts

SITXCOM004A Communicate on the telephone

Cook in a fast food outlet

SIRXCCS001A Apply point-of-sale handling procedures

SITHCCC007A Prepare sandwiches

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

SITHCCC031A Operate a fast food outlet

SITHFAB010C Prepare and serve non-alcoholic beverages

SIT20407 Certificate II in Hospitality (Asian Cookery)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of Asian kitchen functions and activities that require the application of a limited range of practical skills in a defined context. 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 work with some autonomy or in a team but usually under close supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

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

- producing appetisers, snacks, salads, soups, sauces, rice and noodles for Asian cuisines
- preparing a Japanese simmered, grilled, deep-fried and steamed dishes
- preparing Japanese one pot cookery.

Possible job titles include:

- short order cook
- 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

SIT20407 Certificate II 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 assist with the coordination of customer's Asian dining experience; interpreting verbal and written information on products and customer requirements; providing clear and accurate verbal and written information to colleagues in a culturally appropriate manner to ensure a positive outcome.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing customer needs; supporting other team members to achieve quality service delivery of the product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
Problem solving	Thinking about problems that relate to own role in Asian kitchen operations; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to operational problems in the kitchen.
Initiative and enterprise	Identifying and discussing better ways to undertake operational activities in the kitchen and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for safe and efficient Asian kitchen operations; using appropriate predetermined policies and procedures to guide such activities.

Employability skill	Industry/enterprise requirements for this qualification include:
Self-management	Understanding and complying with the legal responsibilities that apply to own role in Asian kitchen operations; knowing own job role and responsibilities in Asian kitchen operations; seeking feedback and guidance from supervisors on success in Asian kitchen operations.
Learning	Knowing the structure of networks within and sources of new information on the hospitality industry, in particular Asian kitchen operations, to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services affecting Asian kitchen operations.
Technology	Understanding the operating capability of and selecting and using technology that assists in Asian kitchen operations; 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 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 II in Hospitality (Asian Cookery), 16 units must be completed:

- all 11 core units
- 5 elective units:
 - a minimum of 3 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
SITHASC027A	Prepare, cook and serve Asian food for food service
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS

Asian 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
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery

Commercial Cookery and Catering

SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet

Food Safety

SITXFSA001A Implement food safety procedures

SITXFSA003A Transport and store food in a safe and hygienic manner

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

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

Short order cook in an Asian restaurant

SITHASC002A Produce appetisers and snacks for Asian cuisines

SITHASC003A Prepare stocks and soups for Asian cuisines

SITHASC004A Prepare sauce, dips and accompaniments for Asian cuisines

SITHASC006A Prepare rice and noodles for Asian cuisines

SITHASC007A Prepare meat, poultry, seafood and vegetables for Asian cuisines

Cook in a Japanese restaurant

SITHASC003A Prepare stocks and soups for Asian cuisines

SITHASC004A Prepare sauce, dips and accompaniments for Asian cuisines

SITHASC005A Prepare salads for Asian cuisines

SITHASC016A Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes

SITHASC017A Prepare and produce Japanese one pot cookery

SIT20509 Certificate II 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 defined range of technical skills. Work would be undertaken in a front office, housekeeping or grounds maintenance environment.

The qualification reflects the role of individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge in a defined context.

They work under direct supervision. For example, an individual might be required to:

- perform basic office duties such as collating, filing, photocopying or delivering messages
- perform general clerical duties such as typing, basic data entry, calculation functions and accounting
- take reservations or action as a receptionist and cashier
- 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 job roles in holiday parks.

Possible job titles include:

- Office assistant
- Housekeeping assistant
- Junior handyman

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

SIT20509 Certificate II 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 with colleagues, supervisors and suppliers in a courteous manner; interacting with customers in a positive way; interpreting verbal and written information on customer requirements or technical work requirements; providing clear and accurate verbal and written information to others.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the customer; supporting other team members in work activities.
Problem solving	Identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, or others in solving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems.
Initiative and enterprise	Identifying and discussing better ways of doing things.
Planning and organising	Organising day to day work activities; collecting and organising information to assist with work activities coordination of sales and operational activities; using appropriate predetermined policies and procedures to guide work activities.
Self-management	Understanding and complying with the legal responsibilities that applies to own work role; knowing own job role and responsibilities; seeking feedback and guidance from supervisors on success in coordinating activities.
Learning	Knowing the structure of networks within and sources of

Employability skill	Industry/enterprise requirements for this qualification include:
	new information on the industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using 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 II in Holiday Parks and Resorts, 11 units must be completed:

- all 4 core units
- 7 elective units:
 - a minimum of 5 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.

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
SITXOHS001B	Follow health safety and security procedures
Plus	

SITHIND001B	Develop and update hospitality industry knowledge
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Or

SITTIND001B	Develop and update tourism industry knowledge
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Or

SITTIND202B	Develop and update caravan industry knowledge
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ELECTIVE UNITS

Accommodation Services

SITHACS001B	Provide accommodation reception services
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SITHACS004B	Provide housekeeping services to guests
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SITHACS005B	Prepare rooms for guests
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Administration

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

SIFBGM001A Provide general grounds care

SIFBGM002A Maintain property and structures

SRCAQU001B Monitor pool water quality

Client and Customer Service

SITXCCS001B Provide visitor information

SIRXCCS001A Apply point-of-sale handling procedures

Communication and Teamwork

SITXCOM002A Work in a socially diverse environment

Computer Operations and ICT Management

BSBITU102A Develop keyboard skills

BSBITU201A Produce simple word processed documents

BSBWOR204A Use business technology

Environmental Sustainability

SITXENV001A Participate in environmentally sustainable work practices

Finance

SITXFIN001A Process financial transactions

First Aid

HLTFA301B Apply first aid

Food and Beverage

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

Inventory

SITXINV001A Receive and store stock

Occupational Health and Safety

SITXOHS002A Follow workplace hygiene procedures

Risk Management and Security

SIRXRSK001A Minimise theft

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

SITTTSL004A Source and provide Australian destination information and advice

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

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
BSBWOR204A Use business technology
SIRXCCS001A Apply point-of-sale handling procedures
SIRXRSK001A Minimise theft
SITHACS001B Provide accommodation reception services
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL007B Receive and process reservations
SITTTSL009B Process travel-related documentation
SITXCOM004A Communicate on the telephone
SITXADM001A Perform office procedures
SITXADM002A Source and present information
SITXCCS001B Provide visitor information
SITXCOM002A Work in a socially diverse environment
SITXENV001A Participate in environmentally sustainable work practices
SITXFIN001A Process financial transactions
SITXINV001A Receive and store stock

Housekeeping

HLTFA301B Apply first aid
SITHACS004B Provide housekeeping services to guests
SITHACS005B Prepare rooms for guests
SITHACS006B Clean premises and equipment
SITXCOM002A Work in a socially diverse environment
SITXENV001A Participate in environmentally sustainable work practices
SITXINV001A Receive and store stock
SITXOHS002A Follow workplace hygiene procedures

Grounds Maintenance

HLTFA301B Apply first aid
MEM18001C Use hand tools
MEM18002B Use power tools/hand held operations
RIISAM204A Operate small plant and equipment
SIFBGM001A Provide general grounds care
SIFBGM002A Maintain property and structures
SITXENV001A Participate in environmentally sustainable work practices
SRCAQU001B Monitor pool water quality
TLIB307C Carry out vehicle servicing and maintenance

Users may select electives from any of the three areas and other training packages to create a multi-skilled outcome.

