TRAVEL TOURISM AND HOSPITALITY

SIT30622

Certificate III in Hospitality

SIT50422

Diploma of Hospitality Management

This Course Outline applies to Young Rabbit Pty Ltd (ABN: 28 003 381 182 RTO number: 90396) trading as Australian Pacific College CRICOS Provider: 01331F.

Welcome to Australian Pacific College and to your Hospitality courses. We hope you enjoy your time at Australian Pacific College and that you find your course a useful program for your professional development in the field of Hospitality. In this booklet you will find information about our marketing courses - Certificate III in Hospitality and Diploma of Hospitality Management.

SIT30622 Certificate III in Hospitality

Aims

The Certificate III in Hospitality aims to aid them in developing a more global comprehension of the application of these skills as they apply to the field of Hospitality and provide them with essential understandings to assist them as they progress to higher level qualifications or employment in a Hospitality career.

Job Roles

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming.

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

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

Possible job titles include

● front desk receptionist

● function attendant

● function host

● housekeeper

● restaurant waiter

Duration

The expected duration for the SIT30622 Certificate III in Hospitality is three terms. Students who are identified as having difficulties in completing the course in the required duration may be able to extend their course as per APC's Intervention Policy. NOTE: Due to College closure over the Christmas/New Year period the maximum course length for students studying at this time is 40 weeks.

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Entry requirements

ACADEMIC -
Successful completion of Australian Year 9 or equivalent.
For more information please visit our website apc.edu.au.

ENGLISH LANGUAGE PROFICIENCY -

- General English – Intermediate Level;
- or English Proficiency Skills test result as per the APC requirements.

Materials

The required texts for this course are the Australian Pacific College workbooks. You have access to your workbooks for all classes. These workbooks are provided to you free of charge in a pdf version in myAPC.hub and you can download them to your device.

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Course structure

The course is delivered in twelve (12) subjects. These are delivered as shown below. You will receive a timetable that indicates the times of your scheduled lectures and tutorials.

Subject code and name	Unit of Competency
A40225 Hospitality Industry Information	SITHIND006 Source and use information on the hospitality industry
A40226 Hospitality Service	SITHIND008 Work effectively in hospitality service
A40227 Hospitality Products	SITTTVL001 Access and interpret product information
A40228 Social and Cultural Sensitivity	SITXCOM007 Show social and cultural sensitivity
A40229 Reception Services	SITHACS015 Conduct night audit SITHACS016 Provide accommodation reception services
A40230 Porter Services	SITHACS013 Provide porter services
A40231 Visitor Information	SITXCCS010 Provide visitor information
A40232 WHS 1	SITXWHS005 Participate in safe work practices
A40233 Hotel Booking Systems	SITXCCS017 Use a computerised booking system
A40234 Customer Service & Sales Techniques	SITXCCS014 Provide services to customers SITXCCS015 Enhance customer service experiences SIRXSLS001 Sell to the retail customer
A40235 Workplace Coaching	SITXHRM007 Coach others in job skills
A40236 Hygiene Practices for Hospitality Services	SITHIND005 Use hygienic practices for hospitality service

Assessment Schedule

Information about your assessments is included in the Student Workbooks and Assessments for each subject. This information explains the assessment requirements and what you need to do to complete the assessments. Assessments should be submitted on the due date. Your trainer will give you more comprehensive information about each assessment task.

You are required to complete all parts of the assessment and tick the declaration that it is all your own work i.e., that you have not plagiarised by copying from the internet or other sources. You are required to be competent in each unit of competency to achieve your qualification.

Note: Please refer to individual assessment sheets or ask your teacher for further information on the units of competency and the Elements (Elements describe the essential outcomes) and Performance Criteria (Performance Criteria describe the performance needed to demonstrate achievement of the element) as listed below:

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Unit Overview

SITHIND006 - Source and use information on the hospitality industry

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Source and use industry information.	1.1. Identify sources of information on the structure and operation of the hospitality industry. 1.2. Access information of relevance to the hospitality industry to assist operational duties. 1.3. Obtain information on features of current and emerging hospitality products and services relevant to job role. 1.4. Apply information about the hospitality industry and its products and services to enhance the quality of work performance.
2. Source and use compliance information.	2.1. Obtain information on laws specifically relevant to the hospitality industry and work compliantly. 2.2. Seek information on industry quality assurance schemes and apply to benefit own organisation. 2.3. Access and apply information on career planning and equal employment opportunity (EEO) law. 2.4. Obtain information on ethical industry practices and conduct day to day hospitality activities according to those practices.
3. Source and use information on hospitality technology.	3.1. Source and access information on current and emerging technologies that impact on operational duties. 3.2. Use information on technology to suggest new and improved workplace practices. 3.3. Use current and emerging technology in day to day work activities.
4. Update personal and organisational knowledge of the hospitality industry.	4.1. Identify current issues and trends for the industry. 4.2. Identify and use a range of opportunities to update current and emerging knowledge of the hospitality industry. 4.3. Share updated information with colleagues.

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SITHIND008 - Work effectively in hospitality service

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for service.	1.1 Plan and organise tasks from organisational information. 1.2 Develop and review work schedules and liaise with team members to confirm and inform others of service requirements. 1.3 Prepare work area, equipment and supplies according to procedures to meet service requirements.
2. Provide service.	2.1 Provide quality customer service, using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery. 2.2 Offer relevant customer information on products and services. 2.3 Assist customer with choices that meet individual needs, special requests and cultural requirements. 2.4 Proactively promote, upsell and cross-sell products and services according to organisational procedures. 2.5 Resolve complaints within scope of own responsibility and use appropriate communication techniques to deal with conflict.
3. Complete operational tasks.	3.1 Follow work schedules and work cooperatively as part of a team to maximise efficiency. 3.2 Follow workplace safety and hygiene procedures. 3.3 Maintain cleanliness and tidiness of work areas. 3.4 Use organisational procedures and technology for operational tasks. 3.5 Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction.
4. Complete end of shift duties.	4.1 Follow end of shift procedures. 4.2 Complete administration and reporting requirements. 4.3 Participate in debriefing and handover sessions with colleagues and suggest service improvements.

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SITTTVL001 - Access and interpret product information

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Access product information.	1.1 Identify sales or operational need for product information. 1.2 Select suitable method to access sources of product information according to commercial agreements and specific needs. 1.3 Source specific product information to meet sales or operational need.
2. Interpret product information.	2.1 Read and interpret general and specific details about the product and confirm information meets sales or operational need. 2.2 Interpret jargon or specifications in product information and apply accurately to sales or operational activity. 2.3 Identify and assess customer, sales or operational risks that relate to the product. 2.4 Record and store information for future use.
3. Update product knowledge.	3.1 Obtain information to update own knowledge of product features on an ongoing basis. 3.2 Source and access information on current and emerging customer technologies. 3.3 Share new or updated product information with colleagues.

SITXCOM007 - Show social and cultural sensitivity

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Communicate with customers and colleagues from diverse backgrounds.	1.1 Treat customers and colleagues from different social and cultural groups with respect and sensitivity. 1.2 Respond to social and cultural differences in verbal and non-verbal communication. 1.3 Respond to others in a non-discriminatory way. 1.4 Make attempts to overcome language barriers. 1.5 Seek help with communication when necessary.
2. Address cross-cultural misunderstandings.	2.1 Identify social and cultural issues that may cause conflict or misunderstanding in the workplace. 2.2 Address difficulties and seek assistance from others when necessary. 2.3 Consider social and cultural differences when difficulties or misunderstandings occur. 2.4 Make efforts to resolve misunderstandings, taking account of social and cultural considerations. 2.5 Escalate problems and unresolved issues to appropriate supervisor or manager for follow-up.

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SITHACS015 - Conduct night audit

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Review financial transactions.	1.1 Check that transactions comply with organisational policies and procedures. 1.2 Check that balances prepared by others are accurate and comply with organisational policies and procedures. 1.3 Identify financial and system discrepancies and resolve according to level of own responsibility. 1.4 Implement financial systems and financial control systems according to organisational procedures. 1.5 Monitor systems and provide feedback to appropriate management.
2. Complete routine records and reports.	2.1 Complete routine records and reports accurately within designated timelines. 2.2 Process end or close of day trading and reports. 2.3 Forward reports to required colleagues or department. 2.4 Reduce waste by minimising use of printed materials.

SITHACS016 - Provide accommodation reception services

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for guest arrival.	1.1 Prepare and check reception area and equipment. 1.2 Check and review daily arrival details. 1.3 Allocate rooms according to guest requirements and organisational policy. 1.4 Follow-up and confirm uncertain arrivals or reservations. 1.5 Compile and distribute accurate arrivals information to relevant colleagues, including special situations or requests.
2. Welcome and register guests.	2.1 Welcome guests courteously, confirm reservation details and seek opportunities to upsell when appropriate. 2.2 Complete registration procedures according to organisational security requirements. 2.3 Follow accounting procedures for registering guests. 2.4 Provide arrival information as required to guests. 2.5 Follow organisational procedures where rooms are not immediately available or overbooking has occurred in order to minimise guest inconvenience. 2.6 Monitor activity against expected arrivals and report deviations.
3. Organise guest departure.	3.1 Review and check accuracy of departure lists. 3.2 Seek information on departing guests from other departments in a timely manner to facilitate preparation of account. 3.3 Generate guest accounts and check for accuracy. 3.4 Explain account clearly and courteously and process payments. 3.5 Recover and process keys or electronic cards. 3.6 Action or refer guest requests for departure assistance. 3.7 Process express checkouts according to organisational procedures as required. 3.8 Follow procedures for group checkout if required.
4. Prepare front office records and reports.	4.1 Prepare and update front office records within designated timelines. 4.2 Follow organisational policy in regard to room changes, no-shows, extensions and early departures. 4.3 Distribute reports and records to the appropriate departments within designated timelines. 4.4 Reduce waste by minimising use of printed materials.

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SITHACS013 - Provide porter services

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Handle guest arrivals and departures.	1.1 Review and plan for expected daily arrivals, special requests or major guest movements. 1.2 Welcome guests and direct to check-in area. 1.3 Escort guests to rooms and explain and promote organisation and room features.
2. Handle guest luggage.	2.1 Assist guests with luggage and luggage storage according to organisational policies and procedures and security requirements. 2.2 Safely transport and deliver guest luggage to correct locations within appropriate timeframes using safe manual handling techniques and moving equipment as required 2.3 Track lost luggage within the venue and take steps to locate and deliver to guest or correct location.
3. Respond to requests for ancillary services.	3.1 Provide ancillary services according to organisational procedures. 3.2 Liaise with colleagues in other departments where appropriate to ensure effective response to service requests.

SITXCCS010 - Provide visitor information

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Access and update visitor information.	1.1 Identify and access sources of visitor information. 1.2 Obtain general information on local facilities, products and services to meet different visitor needs. 1.3 Share information with colleagues to support the efficiency and quality of service. 1.4 Identify and use opportunities to update and maintain local area knowledge.
2. Provide information to visitors.	2.1 Identify specific information and assistance needs of visitors, including those with special needs. 2.2 Provide appropriate scope and depth of information to meet visitor needs. 2.3 Identify and use opportunities to promote internal products and services.
3. Seek feedback on information provision.	3.1 Proactively seek visitor feedback to ensure required information has been provided. 3.2 Follow procedures for any formal visitor evaluation. 3.3 Provide information on visitor feedback to relevant colleagues.

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SITXWHS005 - Participate in safe work practices

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Work safely.	1.1 Follow organisational health, safety and security procedures. 1.2 Incorporate safe work practices into own workplace activities. 1.3 Follow safety directions of supervisors, managers and workplace safety warning signs. 1.4 Use personal protective equipment and clothing or designated uniform. 1.5 Promptly report unsafe work practices, issues and breaches of health, safety and security procedures. 1.6 Identify and remove hazards from immediate workplace area and report all workplace hazards as they arise.
2. Follow procedures for emergency situations.	2.1 Recognise emergency and potential emergency situations. 2.2 Follow organisational security and emergency procedures. 2.3 Seek assistance from colleagues or authorities during emergency situations. 2.4 Complete emergency incident reports accurately following organisational procedures.
3. Participate in organisational health, safety and security practices.	3.1 Participate in health, safety and security management practices developed by the organisation to ensure a safe workplace. 3.2 Actively participate in the health, safety and security consultation processes. 3.3 Report health, safety and security issues and concerns as they arise.

SITXCCS017 - Use a computerised booking system

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Use computerised system features to create and administer bookings.	1.1 Use system features to check availability of required product or service. 1.2 Create new bookings containing accurate customer details. 1.3 Input customer details in the format required by the system. 1.4 Retrieve bookings using the format required by the system. 1.5 Make updates and amendments to bookings as required. 1.6 Save and file bookings details according to organisational policies and procedures.
2. Send and receive communications.	2.1 Create and process accurate communications to colleagues using system functions. 2.2 Access and interpret communications from colleagues.
3. Administer sales and operations functions using the system.	3.1 Use system capabilities to undertake sales or operational tasks. 3.2 Use system capabilities to manage required accounting processes for bookings according to organisational policies and procedures. 3.3 Produce reports according to organisational requirements. 3.4 Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste.

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SITXCCS014 - Provide service to customers

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Communicate with internal and external customers.	1.1 Communicate with customers in a professional manner within designated response times using appropriate verbal and non-verbal communication. 1.2 Observe and respond to non-verbal communication of customers. 1.3 Use active listening and questioning to facilitate effective two-way communication. 1.4 Select a medium of communication appropriate for the customer and situation.
2. Follow defined organisational standards when delivering service.	2.1 Practise high standards of personal presentation and hygiene according to organisational requirements. 2.2 Follow organisational customer service policies and procedures. 2.3 Adhere to professional standards expected of service industry personnel.
3. Provide service to customers.	3.1 Establish rapport with customer to promote goodwill and trust during service delivery. 3.2 Identify customer needs and expectations, including customers with special needs. 3.3 Promptly meet all reasonable customer needs and requests. 3.4 Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction. 3.5 Recognise and act upon opportunities to deliver additional levels of service beyond customer's immediate request.
4. Respond to customer complaints.	4.1 Proactively recognise customer dissatisfaction and take swift action to avoid escalation to a complaint. 4.2 Respond to customer complaints in a professional manner. 4.3 Identify solutions in consultation with customer. 4.4 Resolve complaints according to own level of responsibility and organisational policy. 4.5 Escalate complex service issues to higher level staff for action.
5. Provide internal feedback on customer service practices.	5.1 Provide ongoing internal feedback on service practices, policies and procedures, and suggest improvements. 5.2 Identify individual and recurring complaints and provide internal feedback to avoid future occurrence.

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SITXCCS015 - Enhance customer service experiences

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Provide a quality service experience.	1.1 Determine and confirm customer preferences, needs and expectations. 1.2 Advise customers about appropriate products and services to meet their needs. 1.3 Anticipate customer preferences, needs and expectations throughout the service experience. 1.4 Promptly provide products and services with professional and personalised service to meet individual preferences. 1.5 Offer extras and add-ons and provide tailored and additional products and services. 1.6 Check actioning of special requests before customer delivery. 1.7 Liaise with team members and suppliers to ensure efficient service delivery. 1.8 Share customer information with team members to ensure quality service.
2. Proactively respond to difficult service situations.	2.1 Identify problems with products and services and take immediate action to address before provision to customer. 2.2 Anticipate delays in product and service provision and regularly update customer on expected outcomes. 2.3 Advise customers of alternative products and services. 2.4 Proactively compensate for service difficulty in line with own level of responsibility and organisational policy. 2.5 Provide ongoing internal feedback on service issues and suggest improvements.
3. Resolve customer complaints.	3.1 Use questioning techniques to establish and agree on nature, possible cause, and details of the complaint. 3.2 Assess impact of complaint on customer. 3.3 Take responsibility for resolving complaints in a professional manner and using communication techniques to assist in their management. 3.4 Determine options to resolve complaints and promptly analyse and decide on optimal solutions, taking organisational constraints into account. 3.5 Act swiftly to resolve complaints and prevent escalation, in consultation with customer and to customer satisfaction. 3.6 Turn complaints into opportunities to demonstrate high quality customer service. 3.7 Provide internal feedback on customer complaints and feedback and required follow-up in order to avoid future occurrence. 3.8 Review and evaluate complaints and solutions to enhance response to future issues.
4. Develop customer relationships.	4.1 Promote repeat business by offering promotional services according to individual empowerment and organisational policy. 4.2 Maintain customer profiles to enhance service delivery. 4.3 Provide personalised service to customers in a professional manner that builds repeat business. 4.4 Provide tailored products and services based on customer profile.

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SIRXSLS001 - Sell to the retail customer

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish customer needs.	1.1 Connect with the customer within designated response times and establish rapport. 1.2 Use questioning and active listening to facilitate effective two-way communication. 1.3 Observe and determine appropriate level of interaction based on customer verbal and non-verbal cues. 1.4 Determine and clarify customer preferences, needs and expectations.
2. Provide advice on products and services.	2.1 Use product and service knowledge to tailor options to specific customer needs, and offer alternatives when product is unavailable. 2.2 Clearly explain and promote product and service features and benefits where relevant. 2.3 Advise on promotional events where relevant. 2.4 Provide additional information to address customer questions and objections. 2.5 Offer comparisons to competitor product or service range as required. 2.6 Collaborate with the customer to determine product or service option most suited to their needs. 2.7 Take opportunities to upsell and cross sell products and services that enhance customer request and maximise profitability of sale.
3. Facilitate the sale of products and services.	3.1 Select and use appropriate techniques to close sale. 3.2 Direct the customer to designated point-of-sale and process sale, as required, according to organisational procedures. 3.3 Farewell customer on leaving, and invite to return. 3.4 Provide any required after sales service according to organisational procedures.

SITXHRM007 - Coach others in job skills

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for on- the-job coaching.	1.1 Identify need for coaching based on assessment of relevant factors. 1.2 Identify specific coaching needs through discussion with colleague and organise coaching sessions.
2. Coach colleagues on-the-job.	2.1 Explain overall purpose of coaching to colleague. 2.2 Explain and demonstrate specific skills. 2.3 Communicate required knowledge and check colleague understanding. 2.4 Advise on organisational procedures for completing workplace tasks. 2.5 Provide colleague with opportunity to practise skill and ask questions. 2.6 Provide feedback in constructive and supportive manner.
3. Follow-up coaching.	3.1 Monitor progress of new workplace skills and provide supportive assistance. 3.2 Report progress to the appropriate person. 3.3 Identify performance problems or difficulties with coaching and rectify or refer to appropriate person for follow-up.

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SITHIND005 - Use hygienic practices for hospitality service

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Maintain personal hygiene.	1.1 Develop a routine of personal cleanliness practices in preparation for work and to maintain customer confidence in organisational service. 1.2 Check and adjust personal cleanliness during service periods to maintain health of self and others. 1.3 Check cleanliness of uniform and personal protective equipment for contamination during service periods and adjust to maintain health of self and others.
2. Prevent health hazards in the workplace.	2.1 Follow organisational policies and procedures to ensure hygienic personal contact in the course of work duties. 2.2 Prevent the spread of micro-organisms by washing hands at appropriate times. 2.3 Identify and address workplace hygiene hazards within scope of own role and report any unresolved hazards that may affect the health of self and others.

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SIT50422 Diploma of Hospitality Management

Aims

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

Job Roles

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

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:
● Hotel or Resort Manager
● Food & Beverage Manager
● Event & Venue Manager
● Reservations Manager
● Front Office Manager

Duration

The expected duration for the SIT50422 Diploma of Hospitality Management is six terms. Students who are identified as having difficulties in completing the course in the required duration may be able to extend their course as per APC's Intervention Policy. NOTE: Due to College closure over the Christmas/New Year period the maximum course length for students studying at this time is 77 weeks.

Entry requirements

ACADEMIC -
Successful completion of Australian Year 10 or equivalent.
For more information please visit our website apc.edu.au.

ENGLISH LANGUAGE PROFICIENCY -

● General English – Upper-Intermediate Level;
● or English Proficiency Skills test result as per the APC requirement

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Materials

The required texts for this course are the Australian Pacific College workbooks. You have access to your workbooks for all classes. These workbooks are provided to you free of charge in a pdf version in myAPC.hub and you can download them to your device.

Course structure

The course is delivered in twenty one subjects. These are delivered as shown below. You will receive a timetable that indicates the times of your scheduled lectures and tutorials.

Subject code and name	Unit of Competency
A40225 Hospitality Industry Information	SITHIND006 Source and use information on the hospitality industry
A40226 Hospitality Service	SITHIND008 Work effectively in hospitality service
A40227 Hospitality Products	SITTTVL001 Access and interpret product information
A40228 Social and Cultural Sensitivity	SITXCOM007 Show social and cultural sensitivity
A40229 Reception Services	SITHACS015 Conduct night audit SITHACS016 Provide accommodation reception services
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A40233 Hotel Booking Systems	SITXCCS017 Use a computerised booking system
A40234 Customer Service & Sales Techniques	SITXCCS014 Provide services to customers SITXCCS015 Enhance customer service experiences SIRXSLS001 Sell to the retail customer
A40235 Workplace Coaching	SITXHRM007 Coach others in job skills
A40236 Hygiene Practices for Hospitality Services	SITHIND005 Use hygienic practices for hospitality service
A40237 Manage Budgets	SITXFIN009 Manage finances within a budget SITXFIN010 Prepare and monitor budgets
A40238 Human Resource Management	SITXHRM010 Recruit, select and induct staff SITXHRM008 Roster staff
A40239 WHS 2	SITXWHS007 Implement and monitor work health and safety practices
A40240 Staff Management	SITXHRM009 Lead and manage people SITXCOM010 Manage conflict
A40241 Business Relationships	SITXMGT005 Establish and conduct business relationships
A40242 Customer Service Management	SITXCCS016 Develop and manage quality customer service practices SITXCRI003 Respond to a customer in crisis
A40243 Event Management	SITEEVT020 Source and use information on the events industry SITEEVT023 Plan in-house events
A40244 Work Operations	SITXMGT004 Monitor work operations
A40245 Managing Risk	SITXGLC002 Identify and manage legal risks and comply with law SIRXOSM007 Manage risk to organisational reputation in an online setting

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Assessment Schedule

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You are required to complete all parts of the assessment and tick the declaration that it is all your own work i.e. that you have not plagiarised by copying from the internet or other sources. You are required to be competent in each unit of competency to achieve your qualification.

Note: Please refer to individual assessment sheets or ask your teacher for further information on the units of competency and the Elements (Elements describe the essential outcomes) and performance criteria (Performance criteria describe the performance needed to demonstrate achievement of the element) as listed below:

SITHIND006 - Source and use information on the hospitality industry

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Source and use industry information.	1.1. Identify sources of information on the structure and operation of the hospitality industry. 1.2. Access information of relevance to the hospitality industry to assist operational duties. 1.3. Obtain information on features of current and emerging hospitality products and services relevant to job role. 1.4. Apply information about the hospitality industry and its products and services to enhance the quality of work performance.
2. Source and use compliance information.	2.1. Obtain information on laws specifically relevant to the hospitality industry and work compliantly. 2.2. Seek information on industry quality assurance schemes and apply to benefit own organisation. 2.3. Access and apply information on career planning and equal employment opportunity (EEO) law. 2.4. Obtain information on ethical industry practices and conduct day to day hospitality activities according to those practices.
3. Source and use information on hospitality technology.	3.1. Source and access information on current and emerging technologies that impact on operational duties. 3.2. Use information on technology to suggest new and improved workplace practices. 3.3. Use current and emerging technology in day to day work activities.
4. Update personal and organisational knowledge of the hospitality industry.	4.1. Identify current issues and trends for the industry. 4.2. Identify and use a range of opportunities to update current and emerging knowledge of the hospitality industry. 4.3. Share updated information with colleagues.

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SITHIND008 - Work effectively in hospitality service

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for service.	1.1. Plan and organise tasks from organisational information. 1.2. Develop and review work schedules and liaise with team members to confirm and inform others of service requirements. 1.3. Prepare work area, equipment and supplies according to procedures to meet service requirements.
2. Provide service.	2.1. Provide quality customer service, using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery. 2.2. Offer relevant customer information on products and services. 2.3. Assist customer with choices that meet individual needs, special requests and cultural requirements. 2.4. Proactively promote, upsell and cross-sell products and services according to organisational procedures. 2.5. Resolve complaints within scope of own responsibility and use appropriate communication techniques to deal with conflict.
3. Complete operational tasks.	3.1. Follow work schedules and work cooperatively as part of a team to maximise efficiency. 3.2. Follow workplace safety and hygiene procedures. 3.3. Maintain cleanliness and tidiness of work areas. 3.4. Use organisational procedures and technology for operational tasks. 3.5. Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction.
4. Complete end of shift duties.	4.1. Follow end of shift procedures. 4.2. Complete administration and reporting requirements. 4.3. Participate in debriefing and handover sessions with colleagues and suggest service improvements.

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SITTTVL001 - Access and interpret product information

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Access product information.	1.1. Identify sales or operational need for product information. 1.2. Select suitable method to access sources of product information according to commercial agreements and specific needs. 1.3. Source specific product information to meet sales or operational need.
2. Interpret product information.	2.1. Read and interpret general and specific details about the product and confirm information meets sales or operational need. 2.2. Interpret jargon or specifications in product information and apply accurately to sales or operational activity. 2.3. Identify and assess customer, sales or operational risks that relate to the product. 2.4. Record and store information for future use.
3. Update product knowledge.	3.1. Obtain information to update own knowledge of product features on an ongoing basis. 3.2. Source and access information on current and emerging customer technologies. 3.3. Share new or updated product information with colleagues.

SITXCOM007 - Show social and cultural sensitivity

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Communicate with customers and colleagues from diverse backgrounds.	1.1. Treat customers and colleagues from different social and cultural groups with respect and sensitivity. 1.2. Respond to social and cultural differences in verbal and non-verbal communication. 1.3. Respond to others in a non-discriminatory way. 1.4. Make attempts to overcome language barriers. 1.5. Seek help with communication when necessary.
2. Address cross- cultural misunderstandings.	2.1. Identify social and cultural issues that may cause conflict or misunderstanding in the workplace. 2.2. Address difficulties and seek assistance from others when necessary. 2.3. Consider social and cultural differences when difficulties or misunderstandings occur. 2.4. Make efforts to resolve misunderstandings, taking account of social and cultural considerations. 2.5. Escalate problems and unresolved issues to appropriate supervisor or manager for follow-up.

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SITHACS015 - Conduct night audit

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Review financial transactions.	1.1. Check that transactions comply with organisational policies and procedures. 1.2. Check that balances prepared by others are accurate and comply with organisational policies and procedures. 1.3. Identify financial and system discrepancies and resolve according to level of own responsibility. 1.4. Implement financial systems and financial control systems according to organisational procedures. 1.5. Monitor systems and provide feedback to appropriate management.
2. Complete routine records and reports.	2.1. Complete routine records and reports accurately within designated timelines. 2.2. Process end or close of day trading and reports. 2.3. Forward reports to required colleagues or department. 2.4. Reduce waste by minimising use of printed materials.

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SITHACS016 - Provide accommodation reception services

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for guest arrival.	1.1. Prepare and check reception area and equipment. 1.2. Check and review daily arrival details. 1.3. Allocate rooms according to guest requirements and organisational policy. 1.4. Follow-up and confirm uncertain arrivals or reservations. 1.5. Compile and distribute accurate arrivals information to relevant colleagues, including special situations or requests.
2. Welcome and register guests.	2.1. Welcome guests courteously, confirm reservation details and seek opportunities to upsell when appropriate. 2.2. Complete registration procedures according to organisational security requirements. 2.3. Follow accounting procedures for registering guests. 2.4. Provide arrival information as required to guests. 2.5. Follow organisational procedures where rooms are not immediately available or overbooking has occurred in order to minimise guest inconvenience. 2.6. Monitor activity against expected arrivals and report deviations.
3. Organise guest departure.	3.1. Review and check accuracy of departure lists. 3.2. Seek information on departing guests from other departments in a timely manner to facilitate preparation of account. 3.3. Generate guest accounts and check for accuracy. 3.4. Explain account clearly and courteously and process payments. 3.5. Recover and process keys or electronic cards. 3.6. Action or refer guest requests for departure assistance. 3.7. Process express checkouts according to organisational procedures as required. 3.8. Follow procedures for group checkout if required.
4. Prepare front office records and reports.	4.1. Prepare and update front office records within designated timelines. 4.2. Follow organisational policy in regard to room changes, no-shows, extensions and early departures. 4.3. Distribute reports and records to the appropriate departments within designated timelines. 4.4. Reduce waste by minimising use of printed materials.

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SITHACS013 - Provide porter services

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Handle guest arrivals and departures.	1.1. Review and plan for expected daily arrivals, special requests or major guest movements. 1.2. Welcome guests and direct to check-in area. 1.3. Escort guests to rooms and explain and promote organisation and room features.
2. Handle guest luggage.	2.1. Assist guests with luggage and luggage storage according to organisational policies and procedures and security requirements. 2.2. Safely transport and deliver guest luggage to correct locations within appropriate timeframes using safe manual handling techniques and moving equipment as required. 2.3. Track lost luggage within the venue and take steps to locate and deliver to guest or correct location.
3. Respond to requests for ancillary services.	3.1. Provide ancillary services according to organisational procedures. 3.2. Liaise with colleagues in other departments where appropriate to ensure effective response to service requests.

SITXCCS010 - Provide visitor information

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Access and update visitor information.	1.1. Identify and access sources of visitor information. 1.2. Obtain general information on local facilities, products and services to meet different visitor needs. 1.3. Share information with colleagues to support the efficiency and quality of service. 1.4. Identify and use opportunities to update and maintain local area knowledge.
2. Provide information to visitors.	2.1. Identify specific information and assistance needs of visitors, including those with special needs. 2.2. Provide appropriate scope and depth of information to meet visitor needs. 2.3. Identify and use opportunities to promote internal products and services.
3. Seek feedback on information provision.	3.1. Proactively seek visitor feedback to ensure required information has been provided. 3.2. Follow procedures for any formal visitor evaluation. 3.3. Provide information on visitor feedback to relevant colleagues.

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SITXWHS005 - Participate in safe work practices

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Work safely.	1.1. Follow organisational health, safety and security procedures. 1.2. Incorporate safe work practices into own workplace activities. 1.3. Follow safety directions of supervisors, managers and workplace safety warning signs. 1.4. Use personal protective equipment and clothing or designated uniform. 1.5. Promptly report unsafe work practices, issues and breaches of health, safety and security procedures. 1.6. Identify and remove hazards from immediate workplace area and report all workplace hazards as they arise.
2. Follow procedures for emergency situations.	2.1. Recognise emergency and potential emergency situations. 2.2. Follow organisational security and emergency procedures. 2.3. Seek assistance from colleagues or authorities during emergency situations. 2.4. Complete emergency incident reports accurately following organisational procedures.
3. Participate in organisational health, safety and security practices.	3.1. Participate in health, safety and security management practices developed by the organisation to ensure a safe workplace. 3.2. Actively participate in the health, safety and security consultation processes. 3.3. Report health, safety and security issues and concerns as they arise.

SITXCCS017 - Use a computerised booking system

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Use computerised system features to create and administer bookings.	1.1. Use system features to check availability of required product or service. 1.2. Create new bookings containing accurate customer details. 1.3. Input customer details in the format required by the system. 1.4. Retrieve bookings using the format required by the system. 1.5. Make updates and amendments to bookings as required. 1.6. Save and file bookings details according to organisational policies and procedures.
2. Send and receive communications.	2.1 Create and process accurate communications to colleagues using system functions. 2.2. Access and interpret communications from colleagues.
3. Administer sales and operations functions using the system.	3.1. Use system capabilities to undertake sales or operational tasks. 3.2. Use system capabilities to manage required accounting processes for bookings according to organisational policies and procedures. 3.3. Produce reports according to organisational requirements. 3.4. Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste.

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SITXCCS014 - Provide service to customers

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Communicate with internal and external customers.	1.1. Communicate with customers in a professional manner within designated response times using appropriate verbal and non-verbal communication. 1.2. Observe and respond to non-verbal communication of customers. 1.3. Use active listening and questioning to facilitate effective two-way communication. 1.4. Select a medium of communication appropriate for the customer and situation.
2. Follow defined organisational standards when delivering service.	2.1. Practise high standards of personal presentation and hygiene according to organisational requirements. 2.2. Follow organisational customer service policies and procedures. 2.3. Adhere to professional standards expected of service industry personnel.
3. Provide service to customers.	3.1. Establish rapport with customer to promote goodwill and trust during service delivery. 3.2. Identify customer needs and expectations, including customers with special needs. 3.3. Promptly meet all reasonable customer needs and requests. 3.4. Identify and anticipate operational problems and take action to minimise the effect on customer satisfaction. 3.5. Recognise and act upon opportunities to deliver additional levels of service beyond customer's immediate request.
4. Respond to customer complaints.	4.1. Proactively recognise customer dissatisfaction and take swift action to avoid escalation to a complaint. 4.2. Respond to customer complaints in a professional manner. 4.3. Identify solutions in consultation with customer. 4.4. Resolve complaints according to own level of responsibility and organisational policy. 4.5. Escalate complex service issues to higher level staff for action.
5. Provide internal feedback on customer service practices.	5.1. Provide ongoing internal feedback on service practices, policies and procedures, and suggest improvements. 5.2. Identify individual and recurring complaints and provide internal feedback to avoid future occurrence.

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SITXCCS015 - Enhance customer service experiences

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Provide a quality service experience.	1.1. Determine and confirm customer preferences, needs and expectations. 1.2. Advise customers about appropriate products and services to meet their needs. 1.3. Anticipate customer preferences, needs and expectations throughout the service experience. 1.4. Promptly provide products and services with professional and personalised service to meet individual preferences. 1.5. Offer extras and add-ons and provide tailored and additional products and services. 1.6. Check actioning of special requests before customer delivery. 1.7. Liaise with team members and suppliers to ensure efficient service delivery. 1.8. Share customer information with team members to ensure quality service.
2. Proactively respond to difficult service situations.	2.1. Identify problems with products and services and take immediate action to address before provision to customer. 2.2. Anticipate delays in product and service provision and regularly update customer on expected outcomes. 2.3. Advise customers of alternative products and services. 2.4. Proactively compensate for service difficulty in line with own level of responsibility and organisational policy. 2.5. Provide ongoing internal feedback on service issues and suggest improvements.
3. Resolve customer complaints.	3.1. Use questioning techniques to establish and agree on nature, possible cause, and details of the complaint. 3.2. Assess impact of complaint on customer. 3.3. Take responsibility for resolving complaints in a professional manner and using communication techniques to assist in their management. 3.4. Determine options to resolve complaints and promptly analyse and decide on optimal solutions, taking organisational constraints into account. 3.5. Act swiftly to resolve complaints and prevent escalation, in consultation with customer and to customer satisfaction. 3.6. Turn complaints into opportunities to demonstrate high quality customer service. 3.7. Provide internal feedback on customer complaints and feedback and required follow-up in order to avoid future occurrence. 3.8. Review and evaluate complaints and solutions to enhance response to future issues.
4. Develop customer relationships.	4.1. Promote repeat business by offering promotional services according to individual empowerment and organisational policy. 4.2. Maintain customer profiles to enhance service delivery. 4.3. Provide personalised service to customers in a professional manner that builds repeat business. 4.4. Provide tailored products and services based on customer profile.

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SIRXSLS001 - Sell to the retail customer

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish customer needs.	1.1. Connect with the customer within designated response times and establish rapport. 1.2. Use questioning and active listening to facilitate effective two-way communication. 1.3. Observe and determine appropriate level of interaction based on customer verbal and non-verbal cues. 1.4. Determine and clarify customer preferences, needs and expectations.
2. Provide advice on products and services.	2.1. Use product and service knowledge to tailor options to specific customer needs, and offer alternatives when product is unavailable. 2.2. Clearly explain and promote product and service features and benefits where relevant. 2.3. Advise on promotional events where relevant. 2.4. Provide additional information to address customer questions and objections. 2.5. Offer comparisons to competitor product or service range as required. 2.6. Collaborate with the customer to determine product or service option most suited to their needs. 2.7. Take opportunities to upsell and cross sell products and services that enhance customer request and maximise profitability of sale.
3. Facilitate the sale of products and services.	3.1. Select and use appropriate techniques to close sale. 3.2. Direct the customer to designated point-of-sale and process sale, as required, according to organisational procedures. 3.3. Farewell customer on leaving, and invite to return. 3.4. Provide any required after sales service according to organisational procedures.

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SITXHRM007 - Coach others in job skills

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for on- the-job coaching.	1.1. Identify need for coaching based on assessment of relevant factors. 1.2. Identify specific coaching needs through discussion with colleague and organise coaching sessions.
2. Coach colleagues on-the-job.	2.1. Explain overall purpose of coaching to colleague. 2.2. Explain and demonstrate specific skills. 2.3. Communicate required knowledge and check colleague understanding. 2.4. Advise on organisational procedures for completing workplace tasks. 2.5. Provide colleague with opportunity to practise skill and ask questions. 2.6. Provide feedback in constructive and supportive manner.
3. Follow-up coaching.	3.1. Monitor progress of new workplace skills and provide supportive assistance. 3.2. Report progress to the appropriate person. 3.3. Identify performance problems or difficulties with coaching and rectify or refer to appropriate person for follow-up.

SITHIND005 - Use hygienic practices for hospitality service

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Maintain personal hygiene.	1.1. Develop a routine of personal cleanliness practices in preparation for work and to maintain customer confidence in organisational service. 1.2. Check and adjust personal cleanliness during service periods to maintain health of self and others. 1.3. Check cleanliness of uniform and personal protective equipment for contamination during service periods and adjust to maintain health of self and others.
2. Prevent health hazards in the workplace.	2.1. Follow organisational policies and procedures to ensure hygienic personal contact in the course of work duties. 2.2. Prevent the spread of micro-organisms by washing hands at appropriate times. 2.3. Identify and address workplace hygiene hazards within scope of own role and report any unresolved hazards that may affect the health of self and others.

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SITXFIN009 - Manage finances within a budget

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Allocate budget resources.	1.1. Allocate funds according to budget and agreed priorities. 1.2. Discuss changes to income and expenditure priorities with relevant colleagues prior to implementation. 1.3. Consult with and inform relevant personnel about resource decisions. 1.4. Promote awareness of the importance of budget control. 1.5. Maintain detailed records of resource allocation according to organisational control systems.
2. Monitor financial activities against budget.	2.1. Identify and use relevant financial records to check actual income and expenditure against budget. 2.2. Ensure accuracy of reference records for monitoring purposes. 2.3. Identify and report deviations according to significance of deviation. 2.4. Investigate appropriate options for more effective management of deviations. 2.5. Advise relevant colleagues of budget status in relation to targets.
3. Identify and evaluate options for improved budget performance.	3.1. Assess existing costs and resources and proactively identify areas for improvement. 3.2. Discuss desired budget outcomes with relevant colleagues. 3.3. Undertake appropriate research to investigate new approaches to budget management. 3.4. Define and communicate the benefits and disadvantages of new approaches. 3.5. Take account of impacts on customer service levels and colleagues in developing new approaches. 3.6. Present clear and logical recommendations for budget management.
4. Complete financial and statistical reports.	4.1. Complete financial and statistical reports within designated timelines. 4.2. Prepare and present clear and concise information to enable informed decision making.

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SITXFIN010 - Prepare and monitor budgets

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare budget information.	1.1. Determine and confirm scope and nature of required budgets. 1.2. Identify, access and interpret data and data sources required for budget preparation. 1.3. Analyse internal and external factors for potential impact on budget. 1.4. Provide opportunities for colleagues to contribute to budget planning process.
2. Prepare budget.	2.1. Draft budget based on analysis of all available information. 2.2. Estimate income and expenditure and support with valid, reliable and relevant information. 2.3. Reflect organisational objectives within draft budget. 2.4. Assess and present options and recommendations in a clear format. 2.5. Circulate draft budget to colleagues and managers for input.
3. Finalise budget.	3.1. Negotiate budget according to organisational policies and procedures. 3.2. Agree on and incorporate modifications. 3.3. Complete final budget in a clear format within designated timelines. 3.4. Inform colleagues of final budget decisions and application within relevant work area, including reporting and financial management responsibilities.
4. Monitor and review budget.	4.1. Regularly review budget to assess actual performance against estimated performance and prepare accurate financial reports. 4.2. Incorporate all financial commitments into budget and budget reports. 4.3. Investigate and take appropriate action on significant deviations. 4.4. Analyse changes in internal and external environment and make necessary adjustments. 4.5. Collect and record relevant information to assist in future budget preparation.

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SITXHRM010 - Recruit, select and induct staff

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify recruitment needs.	1.1. Monitor organisational service and efficiency levels to identify recruitment needs. 1.2. Consult colleagues about staffing needs and job descriptions. 1.3. Obtain approval for recruitment according to organisational recruitment policies. 1.4. Use job descriptions to develop clear and concise selection criteria. 1.5. Ensure criteria incorporates customer service attitude and experience to ensure a fit to the position.
2. Administer recruitment.	2.1. Choose and organise selection processes taking into account job skill requirements. 2.2. Create and disseminate advertisements for positions. 2.3. Process applications according to organisational policies. 2.4. Review applications against selection criteria and choose applicants to progress to interview. 2.5. Inform unsuccessful applicants of decisions and provide other recruitment information in appropriate media within reasonable timeframes. 2.6. Establish any special needs and make necessary arrangements for those progressing. 2.7. Document and file recruitment records and decisions according to organisational policies.
3. Select staff.	3.1. Use selection criteria as the basis for selection, ensuring merit-based selection and adherence to equal employment opportunity principles and law. 3.2. Participate in selection processes. 3.3. Evaluate applicants for customer service attitude and experience to ensure a fit to the position. 3.4. Select people according to their attitude, aptitude and fit to the existing organisational culture. 3.5. Communicate selection recommendations to appropriate colleagues. 3.6. Make employment offers according to organisational procedures. 3.7. Advise new employees about employment details according to organisational policies. 3.8. Create and maintain accurate, clear and complete records of the selection process.
4. Plan and organise induction programs.	4.1. Plan content and format of induction programs to reflect organisational objectives and policies. 4.2. Include all appropriate information in induction programs according to organisational policy. 4.3. Liaise with operational colleagues to ensure induction programs are implemented in a manner that minimises operational disruption.

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SITXHRM008 - Roster staff

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop staff rosters.	1.1. Develop rosters according to relevant industrial agreements, other considerations and wage budgets. 1.2. Maximise operational and customer service efficiency while minimising wage costs. 1.3. Combine duties where appropriate to ensure effective use of staff. 1.4. Roster teams with complementary skills mix to meet operational requirements. 1.5. Take account of social and cultural considerations and broader organisational policies that affect staff rosters. 1.6. Consult with colleagues to obtain their input into rosters. 1.7. Use roster systems and equipment to administer rosters.
2. Present and communicate rosters.	2.1. Present rosters in required formats to ensure clarity of information according to organisational standards. 2.2. Communicate rosters to appropriate colleagues within designated timeframes.
3. Maintain rostering records.	3.1. Administer records of shift time completed by employees or contractors. 3.2. Maintain staff rostering records according to organisational procedures.
4. Evaluate rosters.	4.1. Monitor effectiveness of rosters in consultation with colleagues. 4.2. Identify ways in which rosters and roster development processes may be improved and take appropriate action.

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SITXWHS007 - Implement and monitor work health and safety practices

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Provide information on health, safety and security.	1.1. Explain relevant health, safety and security information to personnel. 1.2. Make all current health, safety and security information readily accessible to staff.
2. Monitor safe work practices.	2.1. Monitor adherence to organisational health, safety and security procedures. 2.2. Monitor ongoing compliance with safe work practices. 2.3. Take prompt action to address non-compliance with procedures and safe work practices. 2.4. Monitor day-to-day effectiveness of health, safety and security practices in maintaining the health, safety and security of personnel.
3. Coordinate consultative arrangements for the management of health, safety and security issues.	3.1. Coordinate consultative processes to provide opportunity for staff members to contribute their views on health, safety and security management practices. 3.2. Resolve or refer issues raised through health, safety and security consultation to the appropriate person.
4. Implement and monitor procedures for identifying hazards, and assessing and controlling risks.	4.1. Coordinate scheduled hazard identification activities, ensuring hazards are identified at times designated by legislation. 4.2. Identify any hazards on an ongoing basis during own day-to-day workplace operations. 4.3. React to reports of hazards by other workers, and coordinate and participate in risk assessments. 4.4. Implement risk control methods or refer to appropriate person if control is outside scope of responsibility. 4.5. Monitor effectiveness of control measures, promptly identify any inadequacies, and resolve or report them to the appropriate person.
5. Coordinate health, safety and security training.	5.1. Identify health, safety and security training needs based on regular staff monitoring. 5.2. Make arrangements for fulfilling training needs. 5.3. Monitor effectiveness of training and make required adjustments.
6. Maintain health, safety and security records and reports.	6.1. Complete health, safety and security records and reports accurately and legibly and store according to organisational and legal requirements. 6.2. Use data and reports to provide reliable and timely input into the management of workplace health, safety and security.

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SITXHRM009 - Lead and manage people

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Model high standards of performance and behaviour.	1.1. Act as a positive role model through individual performance. 1.2. Show support for and commitment to organisational goals in day-to-day work performance. 1.3. Interact with team members in a positive and professional manner.
2. Develop team commitment and cooperation.	2.1. Develop and clearly communicate short, medium and long-term plans and objectives consistent with organisational goals in consultation with the team. 2.2. Communicate expectations, roles and responsibilities of team members to encourage them to take responsibility for own work. 2.3. Encourage teams and individuals to develop innovative approaches to work. 2.4. Model and encourage open and supportive communication within the team. 2.5. Seek and share information from the wider business environment with the team. 2.6. Represent team interests in the wider business environment. 2.7. Seek feedback from team members and implement changes within the bounds of organisational goals and policies.
3. Manage team performance.	3.1. Delegate tasks and responsibilities, identify barriers to delegation, and implement processes to overcome the identified barriers. 3.2. Evaluate team member skills and provide opportunities for individual development. 3.3. Monitor team performance to ensure progress towards achievement of goals. 3.4. Provide mentoring and coaching to support team members. 3.5. Motivate individuals and teams to achieve optimum performance. 3.6. Provide recognition and rewards for team achievements.

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SITXCOM010 - Manage conflict

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify conflict situations.	1.1. Identify potential for conflict and take swift and tactful action to prevent escalation. 1.2. Identify situations where personal safety of customers or colleagues may be threatened and organise appropriate assistance. 1.3. Identify and use resources to assist in managing conflict.
2. Resolve conflict.	2.1. Establish and agree on the nature and details of conflict with all parties and assess impact. 2.2. Manage conflict within scope of own role and responsibilities, and according to organisational procedures. 2.3. Take responsibility for seeking a solution to conflict within scope of own role and responsibilities, seeking assistance where required. 2.4. Identify and evaluate impact of conflict on business reputation and legal liability. 2.5. Evaluate options to resolve the conflict, taking into account organisational policies and constraints. 2.6. Implement the best solution and complete required reports.
3. Evaluate conflict resolution.	3.1. Communicate with parties involved to seek and provide feedback on conflict and its resolution. 3.2. Evaluate and reflect on the conflict and effectiveness of the solution. 3.3. Determine possible causes of workplace conflict and provide input for workplace enhancement and improvements.

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SITXMGT005 - Establish and conduct business relationships

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Build business relationships.	1.1. Establish relationships in line with organisational requirements and protocols. 1.2. Use effective communication techniques to build business relationships. 1.3. Proactively identify and take up opportunities to maintain regular contact with customers and suppliers.
2. Conduct negotiations.	2.1. Use negotiation techniques in line with professional and organisational protocols to maximise benefits of relationship for all parties. 2.2. Incorporate feedback and input from colleagues into negotiation where appropriate. 2.3. Communicate results of negotiations to appropriate colleagues and stakeholders within appropriate timeframes.
3. Make formal business agreements.	3.1. Confirm agreements in writing according to organisational requirements, using formal contracts where appropriate. 3.2. Obtain approvals for all aspects of formal agreements according to organisational procedures. 3.3. Evaluate and act on the need for specialist advice as required.
4. Foster and maintain business relationships.	4.1. Proactively seek, review, and act upon information needed to maintain sound business relationships. 4.2. Honour agreements within scope of individual responsibility, complying with agreed terms. 4.3. Take account of agreed performance indicators. 4.4. Make adjustments to agreements in consultation with customer or supplier and share information with appropriate colleagues. 4.5. Nurture relationships through regular contact and use of effective interpersonal and communication styles.

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SITXCCS016 - Develop and manage quality customer service practices

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop quality customer service practices.	1.1. Obtain information on customer needs, expectations and satisfaction levels using both formal and informal research. 1.2. Provide opportunities for customers and staff to give feedback on products and services. 1.3. Review changes in internal and external environments and integrate findings into planning for quality service. 1.4. Provide opportunities for staff to participate in development of customer service practices. 1.5. Develop policies and procedures for quality service provision.
2. Manage delivery of quality service.	2.1. Communicate policies, procedures and expectations to staff. 2.2. Make policies readily available to customers and staff. 2.3. Monitor customer service in the workplace to ensure standards are met. 2.4. Initiate staff training to enhance customer service. 2.5. Take responsibility for service outcomes and dispute resolution. 2.6. Act as a positive role model for professional standards expected of service industry personnel.
3. Monitor and adjust customer service.	3.1. Seek ongoing feedback from staff and customers to improve performance. 3.2. Assess effectiveness of customer service practices. 3.3. Identify systemic customer service problems and adjust policies and procedures to improve service quality. 3.4. Develop, document and communicate new approaches to customer service to staff involved in service delivery.

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SITXCRI003 - Respond to a customer in crisis

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify and acknowledge the crisis.	1.1. Determine scope and severity of customer crisis. 1.2. Consider impacts on customer ability to continue in service participation. 1.3. Assess impacts of crisis on other customers. 1.4. Access and interpret information relevant to crisis. 1.5. Acknowledge the incident as a customer crisis and communicate details to key people.
2. Provide customer crisis care.	2.1. Identify symptoms of customer trauma. 2.2. Monitor and document severity of customer trauma. 2.3. Communicate with affected customer in line with organisational customer care, and communication and confidentiality standards. 2.4. Provide recommendations to customer in a manner consistent with customer care standards.
3. Organise services to assist customer.	3.1. Develop an action plan to manage the crisis. 3.2. Promptly identify and access sources of assistance. 3.3. Assist the customer to access service providers. 3.4. Minimise disruption to other customers and maintain their services. 3.5. Organise operational services to assist customer in crisis. 3.6. Involve key people in managing customer crisis and integrate their perspectives. 3.7. Provide explicit details of progress with, and final confirmations of, operational services to customer and other key people.
4. Evaluate and debrief customer crisis management.	4.1. Evaluate crisis management process to determine effectiveness of response. 4.2. Debrief and complete all reports. 4.3. Provide recommendations for improvements to future crisis management practices. 4.4. Seek assistance to cope with own or colleagues' personal trauma experienced during crisis.

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SITEEVT020 - Source and use information on the events industry

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Source and interpret relevant industry information.	1.1. Identify sources of information on the structure, products and services of the events industry. 1.2. Access and interpret specific information of relevance to the events industry to assist operational duties. 1.3. Apply events industry information to enhance quality of work performance.
2. Source and use compliance information.	2.1. Obtain and interpret information on laws and regulations specifically relevant to events, and use to work compliantly. 2.2. Source and interpret information on industry quality assurance schemes and apply to benefit own organisation. 2.3. Conduct day-to-day event activities according to ethical industry practices.
3. Source and use information on events technology.	3.1. Source and interpret information on current and emerging technologies that impact on operational duties. 3.2. Use information on technology to suggest new and improved workplace practices. 3.3. Use current and emerging technology in day-to-day work activities.
4. Update personal and organisational knowledge of the events industry.	4.1. Identify and use opportunities to update knowledge of the events industry. 4.2. Monitor current issues and trends for the industry. 4.3. Share updated information with colleagues.

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SITEEVT023 - Plan in-house events

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Liaise with event client to satisfy service expectations.	1.1. Discuss and confirm purpose and scope of event with client. 1.2. Liaise with client to determine specific operational needs, preferences and budget for event. 1.3. Conduct site inspection as required. 1.4. Hold ongoing discussions about event plans to satisfy all requirements and service expectations.
2. Prepare and confirm event proposal.	2.1. Analyse and document event production requirements based on detailed review of brief. 2.2. Identify and pursue additional sales opportunities to ensure maximum event profitability. 2.3. Develop options and ideas on event concept, theme and format for inclusion in event proposal. 2.4. Verify operational and service practicality of proposal through consultation with colleagues and suppliers. 2.5. Present proposal including accurate information on costs, range and style of products and services. 2.6. Negotiate and agree on final event details. 2.7. Prepare and issue relevant event documentation and update as required.
3. Coordinate event services.	3.1. Collaborate with internal personnel and external suppliers to facilitate effective event planning. 3.2. Identify potential environmental and social impacts and organise services to minimise impacts. 3.3. Determine event components and create schedule to facilitate event service bookings. 3.4. Issue event orders to venue departments and external suppliers according to event deadlines, and update as changes occur. 3.5. Prepare and distribute operational documentation to internal personnel and suppliers according to organisational procedures. 3.6. Develop and provide event briefings to relevant operations personnel in advance of event. 3.7. Minimise use of printed materials and maximise electronic transmission of documents to reduce waste.
4. Finalise event and evaluate operational success.	4.1. Prepare final client invoices and check and authorise payment of supplier invoices. 4.2. Obtain feedback from clients and seek input from personnel and contractors on event operations. 4.3. Evaluate operational problems to identify potential solutions. 4.4. Use all information to enhance future event planning activities.

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SITXMGT004 - Monitor work operations

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Monitor and improve workplace operations.	1.1. Monitor efficiency and service levels through close contact with day-to- day operations. 1.2. Ensure workplace operations support overall organisational goals and quality assurance initiatives. 1.3. Identify quality problems and issues and make appropriate adjustments to procedures and systems, with relevant approvals. 1.4. Proactively consult with colleagues about ways to improve efficiency and service levels, including potential for new technologies and other innovations. 1.5. Provide feedback to colleagues and management to inform future planning. 1.6. Identify and take opportunities to evaluate current and emerging industry trends and practices for relevance to own work situation. 1.7. Assess and respond to opportunities to improve sustainability of day-to- day operations.
2. Plan and organise workflow.	2.1. Assess current workloads, and schedule work to maximise efficiency and customer service quality within budget constraints. 2.2. Delegate work according to principles of delegation. 2.3. Assess workflow and progress against agreed objectives and timelines. 2.4. Assist colleagues in prioritising workload through supportive feedback and coaching. 2.5. Provide timely input to appropriate management regarding staffing needs.
3. Monitor and support team members.	3.1. Monitor team and individual performance against agreed goals and objectives. 3.2. Proactively share information, knowledge and experiences with team members. 3.3. Challenge and test ideas within the team in a positive and collaborative way. 3.4. Provide feedback, coaching and support to team members. 3.5. Complete and submit organisational records as required.
4. Solve problems and make decisions.	4.1. Identify and analyse workplace problems from an operational and customer service perspective. 4.2. Initiate short-term actions to resolve immediate problems where appropriate. 4.3. Analyse problems for long-term impact, and assess and action potential solutions in consultation with relevant colleagues. 4.4. Encourage individuals who raise problems to participate in solving the problems. 4.5. Take follow-up action to monitor effectiveness of solutions.

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SITXGLC002 - Identify and manage legal risks and comply with law

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify legal risks and compliance needs.	1.1. Evaluate areas of business operation for which legal risk management and compliance is required. 1.2. Identify legal risks and compliance requirements that arise in business operations.
2. Research information required for legal compliance.	2.1. Identify sources of information for compliance with laws and licensing for business operations. 2.2. Access regulatory and other legal information relevant to specific business operation. 2.3. Identify risks, penalties and consequences of non-compliance. 2.4. Assess and act on need for specialist legal advice.
3. Consider legal risk management strategies and actions for legal compliance.	3.1. Articulate legal risk management strategies and actions necessary to comply with laws. 3.2. Develop practices for updating personnel to ensure they have current knowledge of roles and responsibilities for legal risk management and compliance.
4. Ensure management of legal risks and compliance with legal requirements.	4.1. Maintain business and occupational licences and check contractor contracts and conduct to avoid risk to business. 4.2. Continuously evaluate business operations for non-compliance and implement modifications.
5. Maintain personal and organisational knowledge of legal risk management strategies and compliance requirements.	5.1. Identify and use opportunities to maintain knowledge of current legal risk management strategies and legal compliance requirements. 5.2. Use organisational communication methods to share updated regulatory knowledge.

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SIRXOSM007 - Manage risk to organisational reputation in an online setting

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify risks to organisational reputation and plan control measures.	1.1. Identify risks to organisational reputation associated with social media and online presence, including any security risks. 1.2. Develop social media and online crisis management plan to deal with damaging issues and incidents.
2. Establish processes for monitoring customer commentary, feedback and criticism.	2.1. Determine a schedule for monitoring organisation's social media and online sites and external review pages. 2.2. Allocate responsibility to personnel or external providers for consistently and regularly monitoring sites. 2.3. Register organisation for alerts provided by social media and review platforms. 2.4. Establish a schedule for analysing online performance using analytics tools.
3. Develop policies and procedures for response.	3.1. Establish standards for use of appropriate language and tone for responding to both positive and negative comments. 3.2. Develop standard responses that can be used for common circumstances. 3.3. Designate response times in policies and procedures.
4. Manage organisational reputation.	4.1. Take responsibility for resolution of complex and difficult customer interactions. 4.2. Utilise functions provided by social media and review platforms to manage persistent and damaging interactions. 4.3. Assess performance reports regularly to identify systematic communication issues and implement improvements. 4.4. Assess escalating issues and implement crisis management processes to minimise impacts.

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