APPENDIX A – REPORT OF CONTINUOUS IMPROVEMENT OF SIT07 TOURISM, HOSPITALITY AND EVENTS

TRAINING PACKAGE	SIT07 TOURISM, HOSPITALITY AND EVENTS TRAINING PACKAGE			
BRIEF SUMMARY OF CHANGE	INDUSTRY IMPERATIVES/ RATIONALE FOR CHANGE	DATE SUBMITTED TO NQC SECRETARIAT	DATE ENDORSED BY NQC/ OR ISC UPGRADE	DATE MADE PUBLIC THROUGH NTIS – THIS IS NOW MANAGED BY TVET
Editorial changes made to the summary of units competency table and qualification rules lists in Volume 1 to ensure consistency in content across all tables.	Consistency with Training Package Development Standards. Submitted as Version 2.1 via the ISC Upgrade process.			March 2010
Hospitality: The following changes made to SIT10307 Certificate I in Hospitality (Kitchen Operations): • The unit SITHIND001A Develop and update hospitality industry knowledge is removed from the core and added to the elective group of this qualification. • The unit SITXCOM002A Work in a socially diverse environment is removed from the core and added to the elective group of this qualification. • Elective list broadened to include selection from other Training Packages and accredited courses. **Tourism:** The following changes made to SIT30207 Certificate III in Tourism (Retail Travel Sales): • The unit BSBITU306A Produce Business Documents is removed from the core and added to the elective group of this qualification. • Elective list broadened to include selection from other Training Packages and accredited courses.	Compliance with Flexibility Policy. Changes reviewed by the Industry Skills Council to ensure currency with industry standards, skill and workplace requirements. Submitted as Version 2.2 via the interim ISC Upgrade process.			June 2010

TRAINING PACKAGE	SIT07 TOURISM, HOSPITALITY AND EVENTS TRAINING PACKAGE			
BRIEF SUMMARY OF CHANGE	INDUSTRY IMPERATIVES/ RATIONALE FOR CHANGE	DATE SUBMITTED TO NQC SECRETARIAT	DATE ENDORSED BY NQC/ OR ISC UPGRADE	DATE MADE PUBLIC THROUGH NTIS – THIS IS NOW MANAGED BY TVET
The elective list for most qualifications broadened to include selection from other Training Packages and accredited courses. Hospitality: The following changes made to SIT20207 Certificate II in Hospitality: • Specialisation units re-categorised as elective groups. The following changes made to SIT30707 Certificate III in Hospitality: • Specialisation units re-categorised as elective groups. Tourism: The following changes made to SIT30207 Certificate III in Tourism (Retail Travel Sales): • The following units are removed from Specialisation Group A – International and added to the core of this qualification: SITTTSL003A Source and provide international destination information and advice, SITTTSL013A Construct normal international airfares, and SITTTSL014A Construct promotional international airfares. • The following units are removed from the core and added to the elective group of this qualification: BSBWOR204A Use business technology, SITXADM001A Perform office procedures, and SITXCOM004A Communicate on the telephone. The following changes made to SIT30307 Certificate III in Tourism (Tour Wholesaling): • Specialisation units re-categorised as core options. The following changes made to SIT50107 Diploma of Tourism: • Specialisation units re-categorised as core options. Events: The following changes made to SIT60207 Advanced Diploma of Events: • The following units are removed from the core and added to the elective group of this qualification: SITXMPR005A Develop and manage marketing strategies, CUVADM08B Develop and manage public relations strategies.	Compliance with Flexibility Policy. Changes reviewed by the Industry Skills Council to ensure currency with industry standards, skill and workplace requirements. Submitted as Version 2.3 via the interim ISC Upgrade process.			January 2011

TRAINING PACKAGE	SIT07 TOURISM, HOSPITALITY AND EVENTS TRAINING PACKAGE			
BRIEF SUMMARY OF CHANGE	**INDUSTRY IMPERATIVES/ RATIONALE FOR CHANGE**	**DATE SUBMITTED TO NQC SECRETARIAT**	**DATE ENDORSED BY NQC/ OR ISC UPGRADE**	**DATE MADE PUBLIC THROUGH NTIS – THIS IS NOW MANAGED BY TVET**
Hospitality: Skills for sustainability embedded into the following Hospitality units: • SITHACS001A Provide accommodation reception services • SITHACS002A Conduct night audit • SITHACS003A Provide porter services • SITHACS004A Provide housekeeping services to guests • SITHACS005A Prepare rooms for guests • SITHACS006A Clean premises and equipment • SITHACS007A Launder linen and guest clothes • SITHACS008A Provide valet service • SITHASC008A Prepare desserts for Asian cuisines • SITHASC013A Plan menus for Asian cuisines • SITHASC015A Prepare and produce Japanese raw fish (sashimi) • SITHASC019A Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats • SITHASC023A Prepare and produce Indian breads • SITHASC024A Prepare and produce Indian sweetmeats • SITHASC025A Prepare Indian pickles and chutneys • SITHASC026A Prepare and produce Indonesian crackers • SITHCCC001A Organise and prepare food • SITHCCC003A Receive and store kitchen supplies • SITHCCC004A Clean and maintain kitchen premises • SITHCCC016A Develop cost effective menus • SITHCCC020A Prepare portion-controlled meat cuts • SITHCCC021A Handle and serve cheese • SITHCCC023A Select, prepare and serve specialised food items • SITHCCC024A Select, prepare and serve specialised cuisines • SITHCCC025A Monitor catering revenue and costs • SITHCCC033A Apply catering control principles • SITHCCC035A Develop menus to meet special dietary and cultural needs • SITHCCC036A Select catering systems • SITHCCC037B Manage facilities associated with commercial catering contracts • SITHCCC038B Plan catering for an event or function • SITHCCC039A Prepare tenders for catering contracts • SITHFAB001B Clean and tidy bar areas • SITHFAB002B Operate a bar • SITHFAB004A Provide food and beverage service • SITHFAB010B Prepare and serve non alcoholic beverages	Compliance with Sustainability Policy. Changes based on the March 2010 Sustainability Skills Stocktake and Gap Analysis Report. Changes reviewed by the Industry Skills Council to ensure currency with industry standards, skill and workplace requirements. Submitted as Version 2.3 via the interim ISC Upgrade process.			January 2011

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• SITHFAB012A Prepare and serve espresso coffee • SITHFAB016A Plan and monitor espresso coffee service • SITHFAB227A Operate and monitor cellar systems • SITHGAM004A Analyse and report on gaming machine data • SITHIND001A Develop and update hospitality industry knowledge **Tourism:** Skills for sustainability embedded into the following Tourism units: • SITTGDE001A Work as a guide • SITTGDE003A Coordinate and operate a tour • SITTGDE004A Lead tour groups • SITTGDE005A Manage extended touring programs • SITTGDE006A Prepare and present tour commentaries or activities • SITTHPR301A Plan and organise daily work • SITTHPR302A Plan and organise in-house recreational activities • SITTIND001A Develop and update tourism industry knowledge • SITTIND202A Develop and update caravan industry knowledge • SITTPPD001A Research, assess and develop tourism products • SITTPPD003A Source and package tourism products • SITTPPD004A Plan and implement minimal impact operations • SITTPPD006A Plan and develop ecologically sustainable tourism operations • SITTPPD007A Plan and develop culturally appropriate tourism operations • SITTPPD008A Develop host community awareness of tourism • SITTPPD009A Assess tourism opportunities for local communities • SITTPPD010A Develop and implement local or regional tourism plan • SITTTOP001A Allocate tour resources • SITTTOP002A Load touring equipment and conduct pre departure checks • SITTTOP003A Operate and maintain a 4WD tour vehicle • SITTTOP004A Set up and operate a camp site • SITTTOP005A Provide camp site catering • SITTTOP006A Operate tours in a remote area • SITTTSL001A Operate an online information system • SITTTSL002A Access and interpret product information				

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• SITTTSL003A Source and provide international destination information and advice. • SITTTSL004A Source and provide Australian destination information and advice • SITTTSL005A Sell tourism products and services • SITTTSL006A Prepare quotations • SITTTSL007A Receive and process reservations • SITTTSL008A Book and coordinate supplier services • SITTTSL009A Process travel related documentation • SITTTSL010A Control reservations or operations using a computerised system • SITTTSL011A Maintain a product inventory • SITTTSL012A Construct domestic airfares • SITTTSL013A Construct normal international airfares • SITTTSL014A Construct promotional international airfares • SITTTSL016A Administer billing and settlement plan • SITTVAF001A Provide venue information and assistance • SITTVAF003A Operate a ride location • SITTVAF005A Operate a games location Events: Skills for sustainability embedded into the following Events units: • SITXEVT001A Develop and update event industry knowledge • SITXEVT002A Provide event staging support • SITXEVT003A Process and monitor event registrations • SITXEVT004A Coordinate on site event registrations • SITXEVT005A Organise in house events or functions • SITXEVT007A Determine event feasibility • SITXEVT008A Plan and develop event proposals and bids • SITXEVT009A Develop event concepts • SITXEVT010A Evaluate and address event regulatory requirements • SITXEVT011A Develop crowd control plans and procedures • SITXEVT012A Select event venues and sites • SITXEVT015A Manage exhibitions • SITXEVT016A Organise and monitor event infrastructure • SITXEVT017A Provide on site event management services • SITXEVT018A Develop a transport strategy for an event				

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Minor editorial changes made to: • Version modification history table to ensure consistency across the Training Package. • Qualification requirements table to ensure consistency across the Training Package. **Hospitality:** Minor editorial changes made to: • Unit descriptor for unit SITHASC014A Design and operate an Asian kitchen. • Range statement for unit SITHCCC010A Select, prepare and cook poultry. • Performance Criteria for unit SITHCCC026A Establish and maintain quality control of food. • Unit descriptor for unit SITHCCC040A Design menus to meet market needs. • SITHFAB002B Operate a bar reference in unit SITHFAB011A Develop and update food and beverage knowledge. • Element 2.5 for unit SITHGAM001A Attend gaming machines. **Tourism:** Minor editorial changes made to: • Evidence Guide for unit SITTPPD002A Research tourism data. • Required Skills and Knowledge for unit SITTPPD005A Plan and develop interpretive activities. • SITTTSL015A Construct advanced international airfares to remove outdated references to Directional minimum checks (DMA), Country of payment minimum checks (COP), One way sub journey check (OSA), and Return sub journey check (RSA).	Consistency with Training Package Development Standards. Submitted as Version 2.3 via the interim ISC Upgrade process.			January 2011