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

<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>BRIEF SUMMARY OF CHANGE</strong></td>
<td><strong>INDUSTRY IMPERATIVES/RATIONALE FOR CHANGE</strong></td>
</tr>
<tr>
<td>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.</td>
<td>Consistency with Training Package Development Standards. Submitted as Version 2.1 via the ISC Upgrade process.</td>
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<tr>
<td><strong>Hospitality:</strong> The following changes made to SIT10307 Certificate I in Hospitality (Kitchen Operations):</td>
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<tr>
<td>• The unit SITHIND001A Develop and update hospitality industry knowledge is removed from the core and added to the elective group of this qualification.</td>
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<tr>
<td>• The unit SITXCOM002A Work in a socially diverse environment is removed from the core and added to the elective group of this qualification.</td>
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<tr>
<td>• Elective list broadened to include selection from other Training Packages and accredited courses.</td>
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<td><strong>Tourism:</strong> The following changes made to SIT30207 Certificate III in Tourism (Retail Travel Sales):</td>
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<tr>
<td>• The unit BSBITU306A Produce Business Documents is removed from the core and added to the elective group of this qualification.</td>
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<tr>
<td>• Elective list broadened to include selection from other Training Packages and accredited courses.</td>
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<tr>
<td>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.</td>
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Service Skills Australia
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<td>The elective list for most qualifications broadened to include selection from other Training Packages and accredited courses.</td>
<td>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.</td>
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**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.
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
- SITHASCO08A Prepare desserts for Asian cuisines
- SITHASCO13A Plan menus for Asian cuisines
- SITHASCO15A Prepare and produce Japanese raw fish (sashimi)
- SITHASCO19A Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
- SITHASCO23A Prepare and produce Indian breads
- SITHASCO24A Prepare and produce Indian sweetmeats
- SITHASCO25A Prepare Indian pickles and chutneys
- SITHASCO26A Prepare and produce Indonesian crackers
- SITHCCCO01A Organise and prepare food
- SITHCCCO03A Receive and store kitchen supplies
- SITHCCCO04A Clean and maintain kitchen premises
- SITHCCCO16A Develop cost effective menus
- SITHCCCO20A Prepare portion-controlled meat cuts
- SITHCCCO21A Handle and serve cheese
- SITHCCCO23A Select, prepare and serve specialised food items
- SITHCCCO24A Select, prepare and serve specialised cuisines
- SITHCCCO25A Monitor catering revenue and costs
- SITHCCCO33A Apply catering control principles
- SITHCCCO35A Develop menus to meet special dietary and cultural needs
- SITHCCCO36A Select catering systems
- SITHCCCO37B Manage facilities associated with commercial catering contracts
- SITHCCCO38B Plan catering for an event or function
- SITHCCCO39A 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.
### Brief Summary of Change

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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
- SITTHIND001A Develop and update hospitality industry knowledge

**Tourism:**
Skills for sustainability embedded into the following Tourism units:
- SITTDGE001A Work as a guide
- SITTDGE003A Coordinate and operate a tour
- SITTDGE004A Lead tour groups
- SITTDGE005A Manage extended touring programs
- SITTDGE006A Prepare and present tour commentaries or activities
- SITTHPR301A Plan and organise daily work
- SITTHPR302A Plan and organise in-house recreational activities
- SITTHIND001A Develop and update tourism industry knowledge
- SITTHIND202A 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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| - SITTSSL003A Source and provide international destination information and advice.  
- SITTSSL004A Source and provide Australian destination information and advice  
- SITTSSL005A Sell tourism products and services  
- SITTSSL006A Prepare quotations  
- SITTSSL007A Receive and process reservations  
- SITTSSL008A Book and coordinate supplier services  
- SITTSSL009A Process travel related documentation  
- SITTSSL010A Control reservations or operations using a computerised system  
- SITTSSL011A Maintain a product inventory  
- SITTSSL012A Construct domestic airfares  
- SITTSSL013A Construct normal international airfares  
- SITTSSL014A Construct promotional international airfares  
- SITTSSL016A 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  | | | |
### Brief Summary of Change

**Consistency with Training Package Development Standards.**
Submitted as Version 2.3 via the interim ISC Upgrade process.

**January 2011**

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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 SITHASCO14A Design and operate an Asian kitchen.
  - Range statement for unit SITHCC010A Select, prepare and cook poultry.
  - Performance Criteria for unit SITHCC026A Establish and maintain quality control of food.
  - Unit descriptor for unit SITHCC040A 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).