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| Hospitality IndustryC |
| Written under the:VET Quality Framework | Accredited from:January 2015 – December 2019Extended 2021Updated July 2020 |

**Supporting Qualifications from SIT - Tourism, Travel and Hospitality Training Package (refer to training.gov.au):**

SIT10216 - Certificate I in Hospitality

SIT20316 - Certificate II in Hospitality

SIT20416 - Certificate II in Kitchen Operations

SOA SIT30916 - Certificate III in Catering Operations; SOA SIT31016 - Cert III in Patisserie

**Note: This course no longer contains units based on competencies from the superseded Food Processing Training Package FDF10.**

Cover Art provided by Canberra College student Aidan Giddings

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|  | Course Adoption Form for Accredited C CourseNote: The college must be entered on the National Register (training.gov.au) to award Certificates delivered by this course. |
| College:  |
| Course Title: Hospitality Industry | Classification: C |
| Framework: VET Quality Framework |
| Dates of Course Accreditation: | From | 2017 | to | 2021 |
| Identify units to be adopted by ticking the check boxes |
| Adopt | Unit Title | Value (1.0/0.5) | Length |
| 🞏 | Hospitality Industry Fundamentals | 1.0 | S |
| 🞏 | Industry Fundamentals | 0.5 | Q |
| 🞏 | Kitchen Skills | 0.5 | Q |
| 🞏 | Industry Kitchen Practices | 1.0 | S |
| 🞏 | Kitchen Practices | 0.5 | Q |
| 🞏 | Food Preparation Techniques | 0.5 | Q |
| 🞏 | Service Procedures | 1.0 | S |
| 🞏 | Service Fundamentals | 0.5 | Q |
| 🞏 | Service Techniques | 0.5 | Q |
| 🞏 | Café Culture | 1.0 | S |
| 🞏 | Coffee Service | 0.5 | Q |
| 🞏 | Café Practices | 0.5 | Q |
| 🞏 | Café Operations | 1.0 | S |
| 🞏 | Café Skills | 0.5 | Q |
| 🞏 | Kitchen Fundamentals | 1.0 | S |
| 🞏 | Kitchen Production 1 | 0.5 | Q |
| 🞏 | Kitchen Operations | 1.0 | S |
| 🞏 | Kitchen Production 2 | 0.5 | Q |
| 🞏 | Catering Industry Fundamentals | **1.0** | **S** |
| 🞏 | Catering Fundamentals | 0.5 | Q |
| 🞏 | Catering Skills | 0.5 | Q |
| 🞏 | Catering Industry Practices | **1.0** | **S** |
| 🞏 | Industry Skills | 0.5 | Q |
| 🞏 | Catering Techniques | 0.5 | Q |
| 🞏 | Café Catering | **1.0** | **S** |
| 🞏 | Café Catering Essentials | 0.5 | Q |
| 🞏 | Café Catering and Service | 0.5 | Q |
| 🞏 | Catering Practices | **1.0** | **S** |
| 🞏 | Production Skills | 0.5 | Q |
| 🞏 | Catering Production and Skills | 0.5 | Q |
| 🞏 | Bakery Café | **1.0** | **S** |
| 🞏 | Café Services | 0.5 | Q |
| 🞏 | Bakery Practices | 0.5 | Q |
| 🞏 | Patisserie Fundamentals | **1.0** | **S** |
| 🞏 | Patisserie Skills | 0.5 | Q |
| 🞏 | Patisserie Techniques | 0.5 | Q |
| 🞏 | SWL Hospitality Industry 1 | 0.5 | Q |
| 🞏 | SWL Hospitality Industry 2 | 0.5 | Q |
| 🞏 | SWL Industry Catering 1 | 0.5 | Q |
| 🞏 | SWL Industry Catering 2 | 0.5 | Q |
| 🞏 | SWL Patisserie | 0.5 | Q |
| Adoption The course and units named above are consistent with the philosophy and goals of the college and the adopting college has the human and physical resources to implement the course. |
| **Principal:** / /20 | **College Board Chair:** / /20 |
| BSSS Office UseEntered into database: / /20 |

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# VET Qualifications

Certificate Qualifications in this course:

SIT10216 - Certificate I in Hospitality

SIT20316 - Certificate II in Hospitality

SIT20416 - Certificate II in Kitchen Operations

SOA SIT30916 - Certificate III in Catering Operations

SOA SIT31016 - Cert III in Patisserie

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

If the full requirements of a Certificate are not met, students will be awarded a Statement of Attainment listing Units of Competence achieved according to Standards under subsection 185 (1) of the National Vocational Education and Training Regulator Act 2011.

To receive the **SIT10216 Certificate I in Hospitality** the following packaging rules apply:

6 units must be completed:

* 3 core units
* 3 elective units, consisting of:
* 1 unit from Group A
* 2 units from Group B, elsewhere in SIT Training Package, or any other current Training Package or accredited course.

### Core units

* BSBWOR203 Work effectively with others
* SITXCCS001 Provide customer information and assistance
* SITXWHS001 Participate in safe work practices

### Elective units Group A

* SITXFSA001 Use hygienic practices for food safety

### Elective units Group B

* SITHCCC001 Use food preparation equipment \*
* SITHCCC002 Prepare and present simple dishes \*
* SITHCCC003 Prepare and present sandwiches \*
* SITHCCC004 Package prepared foodstuffs \*
* SITHKOP001 Clean kitchen premises and equipment \*

### Other elective units

* SITXINV002 Maintain the quality of perishable items \*
* SITHCCC005 Prepare dishes using basic methods of cookery \*
* SITHIND002 Source and use information on the hospitality industry
* SITHFAB007 Serve food and beverage \*
* SITHFAB004 Prepare and serve non-alcoholic beverages \*

\**Prerequisite is SITXFSA001 Use hygienic practices for food safety*

Refer to SIT for explicit rules that apply to each qualification [www.training.gov.au](http://www.training.gov.au)

To receive the **SIT20316 Certificate II in Hospitality** the following packaging rules apply:

12 units must be completed:

* 6 core units
* 6 elective units, consisting of:
* 1 unit from Group A
* 3 units from Group B
* 2 units from Group B, elsewhere in SIT Training Package, or any other current Training Package or accredited course.

**SWL requirements**: SWL is not mandatory but is highly recommended as the core competency, **SITHIND003 Use hospitality skills effectively**, requires students to provide effective hospitality service to customers for a minimum of 12 complete service shifts to demonstrate competence.

### Core units

* BSBWOR203 Work effectively with others
* SITHIND002 Source and use information on the hospitality industry
* SITHIND003 Use hospitality skills effectively
* SITXCOM002 Show social and cultural sensitivity
* SITXCCS003 Interact with customers
* SITXWHS001 Participate in safe work practices

### Elective units Group A

* SITXFSA001 Use hygienic practices for food safety

### Elective units Group B

* SITHCCC002 Prepare and present simple dishes \*
* SITHCCC003 Prepare and present sandwiches \*
* SITHCCC004 Package prepared foodstuffs \*
* SITXFIN001 Process financial transactions
* SITHFAB004 Prepare and serve non-alcoholic beverages \*
* SITHFAB005 Prepare and serve espresso coffee \*
* SITHFAB007 Serve food and beverage \*
* SITXINV002 Maintain the quality of perishable items \*
* SITHKOP001 Clean kitchen premises and equipment \*
* SITHCCC006 Prepare appetisers and salads \*
* SITHFAB002 Provide responsible service of alcohol \*\*

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

*\*\*SITHFAB002 Provide responsible service of alcohol is to be delivered by an external provider and direct credit provided to student on evidence of completion*

Refer to SIT for explicit rules that apply to each qualification [www.training.gov.au](http://www.training.gov.au)

To receive the **SIT20416 Certificate II in Kitchen Operations** the following packaging rules apply:

### Packaging Rules

13 units must be completed:

* 8 core units
* 5 elective units, consisting of:
* 3 units from the list below
* 2 units from the list below, elsewhere in SIT Training Package, or any other current Training Package or accredited course.

### SWL requirements: SWL is not mandatory but is highly recommended as the core competency, SITHCCC011 Use cookery skills effectively, requires students to prepare and serve multiple items for a minimum of 12 complete service periods (shifts) to demonstrate competence.

### Core units

* BSBWOR203 Work effectively with others
* SITHCCC001 Use food preparation equipment \*
* SITHCCC005 Prepare dishes using basic methods of cookery \*
* SITHCCC011 Use cookery skills effectively \*
* SITHKOP001 Clean kitchen premises and equipment \*
* SITXFSA001 Use hygienic practices for food safety
* SITXINV002 Maintain the quality of perishable items \*
* SITXWHS001 Participate in safe work practices

### Elective units

* SITHCCC002 Prepare and present simple dishes \*
* SITHCCC003 Prepare and present sandwiches \*
* SITHCCC004 Package prepared foodstuffs \*
* SITHCCC006 Prepare appetisers and salads \*
* SITHCCC007 Prepare stocks, sauces and soups \*
* SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes \*
* SITXCCS003 Interact with customers
* SITHIND002 Source and use information on the hospitality industry
* TLIE1005 Carry out basic workplace calculations

### Other elective units

* SITHFAB004 Prepare and serve non-alcoholic beverages \*
* SITHFAB005 Prepare and serve espresso coffee \*
* SITHFAB007 Serve food and beverage \*

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

Refer to SIT for explicit rules that apply to each qualification [www.training.gov.au](http://www.training.gov.au).

In the Catering Stream of the BSSS Course, students will be awarded a Statement of Attainment in SIT30916 Certificate III in Catering Operations on successful completion of one or more of the following competencies:

* SITXFSA001 Use hygienic practices for food safety
* SITXWHS001 Participate in safe work practices
* SITHCCC001 Use food preparation equipment \*
* SITHCCC002 Prepare and present simple dishes \*
* SITXFSA002 Participate in safe food handling practices
* BSBWOR203 Work effectively with others
* SITXINV002 Maintain the quality of perishable items \*
* SITHKOP001 Clean kitchen premises and equipment \*
* SITHFAB004 Prepare and serve non-alcoholic beverages \*
* SITXHRM001 Coach others in job skills
* SITHCCC005 Prepare dishes using basic methods of cookery \*
* SITHFAB005 Prepare and serve espresso coffee \*
* SITHCCC003 Prepare and present sandwiches \*
* SITHCCC006 Prepare appetisers and salads \*
* SITHIND004 Work effectively in hospitality service
* SITHCCC011 Use cookery skills effectively \*

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

Refer to SIT for explicit rules that apply to each qualification [www.training.gov.au](http://www.training.gov.au).

SWL requirements: SWL is not mandatory but is highly recommended for the following competencies:

### SITHCCC011 Use cookery skills effectively as this competency requires students to prepare and serve multiple items for a minimum of 12 complete service periods (shifts) to demonstrate competence.

* **SITHIND004 Work effectively in hospitality service** as this competency requires students to provide effective hospitality service to customers for a minimum of 36 complete service shifts to demonstrate competence.

In the Patisserie and Bakery Stream of the BSSS Course, students will be awarded a Statement of Attainment in:

### SIT31016 Cert III in Patisserie

on successful completion on one or more of the following competencies:

* SITXFSA001 Use hygienic practices for food safety
* SITHFAB005 Prepare and serve espresso coffee \*
* SITHPAT001 Produce cakes \*
* SITXWHS001 Participate in safe work practices
* SITHKOP001 Clean kitchen premises and equipment \*
* SITHPAT005 Produce petits fours \*
* SITXINV002 Maintain the quality of perishable items\*

Further details can be found in:

<http://training.gov.au/Training/Details/SIT31016>

## VET Competencies Mapped to Course Units

Grouping of competencies within units may not be changed by individual colleges. Grouping of half units is restricted to patterns shown below.

Competencies designated at the Certificate I/II/III levels can only be delivered by schools that have scope to do so. Colleges must apply to have additional competencies at a higher level listed on their scope of registration.

**NOTE**: When selecting units, colleges must ensure that they follow packaging rules and meet the requirements for the Certificate level. In the event that full Certificate requirements are not met a Statement of Attainment will be issued.

## VET Implementation Summary Service Stream

|  |  |
| --- | --- |
| BSSS Unit Title | Competencies |
| Hospitality Industry Fundamentals (1.0) | SITXFSA001 Use hygienic practices for food safetySITXWHS001 Participate in safe work practicesSITHCCC001 Use food preparation equipment \*SITHCCC002 Prepare and present simple dishes \*SITXCCS001 Provide customer information and assistance |
| Industry Fundamentals (0.5) | SITXFSA001 Use hygienic practices for food safetySITXWHS001 Participate in safe work practicesSITHCCC001 Use food preparation equipment \* |
| Kitchen Skills (0.5) | SITHCCC002 Prepare and present simple dishes \*SITXCCS001 Provide customer information and assistance |
| Service Procedures (1.0 | BSBWOR203 Work effectively with othersSITHIND002 Source and use information on the hospitality industrySITHFAB007 Serve food and beverage \*SITHFAB004 Prepare and serve non-alcoholic beverages \*SITXCOM002 Show social and cultural sensitivity |
| Service Fundamentals (0.5) | BSBWOR203 Work effectively with othersSITHIND002 Source and use information on the hospitality industry |
| Service Techniques (0.5) | SITHFAB007 Serve food and beverage \*SITHFAB004 Prepare and serve non-alcoholic beverages \*SITXCOM002 Show social and cultural sensitivity |
| Café Culture (1.0) | SITXCCS003 Interact with customersSITXFSA001 Use hygienic practices for food safety #SITHFAB005 Prepare and serve espresso coffee \*SITXFIN001 Process financial transactionsSITHIND003 Use hospitality skills effectively \*\* |

|  |  |
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| Coffee Service (0.5) | SITXFSA001 Use hygienic practices for food safety #SITHFAB005 Prepare and serve espresso coffee \*SITHIND003 Use hospitality skills effectively \*\* |
| Café Practices (0.5) | SITXCCS003 Interact with customersSITXFIN001 Process financial transactions |
| Café Operations (1.0) | SITHCCC003 Prepare and present sandwiches \*SITHCCC004 Package prepared foodstuffs \*SITHCCC006 Prepare appetisers and salads \*SITXINV002 Maintain the quality of perishable items\*SITHFAB007 Serve food and beverage \* |
| Café Skills (0.5) | SITHCCC003 Prepare and present sandwiches \*SITHCCC004 Package prepared foodstuffs \*SITHFAB007 Serve food and beverage \* |
| SWL Hospitality Industry 1 (0.5) | SITHIND003 Use hospitality skills effectively |
| SWL Hospitality Industry 2 (0.5) | SITXCCS001 Provide customer information and assistance |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

# Competency SITXFSA001 delivered for entry point of unit only

\*\*SWL requirements: SWL is not mandatory but is highly recommended as the core competency, **SITHIND003 Use hospitality skills effectively**, requires students to provide effective hospitality service to customers for a minimum of 12 complete service shifts to demonstrate competence.

The competency **SITHFAB002 Provide responsible service of alcohol** is to be delivered by an external provider and direct credit provided to student on evidence of completion

## VET Implementation Summary Kitchen Stream

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| --- | --- |
| BSSS Unit Title | Competencies |
| Hospitality Industry Fundamentals (1.0) | SITXFSA001 Use hygienic practices for food safetySITXWHS001 Participate in safe work practicesSITHCCC001 Use food preparation equipment \*SITHCCC002 Prepare and present simple dishes \*SITXCCS001 Provide customer information and assistance |
| Industry Fundamentals (0.5) | SITXFSA001 Use hygienic practices for food safetySITXWHS001 Participate in safe work practicesSITHCCC001 Use food preparation equipment \* |
| Kitchen Skills (0.5) | SITHCCC002 Prepare and present simple dishes \*SITXCCS001 Provide customer information and assistance |
| Industry Kitchen Practices (1.0) | BSBWOR203 Work effectively with othersSITHCCC005 Prepare dishes using basic methods of cookery \*SITXINV002 Maintain the quality of perishable items \*SITHKOP001 Clean kitchen premises and equipment \* |
| Kitchen Practices (0.5) | BSBWOR203 Work effectively with othersSITXINV002 Maintain the quality of perishable items \*SITHKOP001 Clean kitchen premises and equipment \* |
| Food Preparation Techniques (0.5) | SITHCCC005 Prepare dishes using basic methods of cookery \* |
| Kitchen Fundamentals (1.0) | SITHCCC005 Prepare dishes using basic methods of cookery \*SITHCCC011 Use cookery skills effectively \*.\*\*\*SITHCCC006 Prepare appetisers and salads \*SITHCCC007 Prepare stocks, sauces and soups \*TLIE1005 Carry out basic workplace calculations |
| Kitchen Production 1 (0.5) | SITHCCC006 Prepare appetisers and salads \*SITHCCC007 Prepare stocks, sauces and soups \* |
| Kitchen Operations (1.0)  | SITHCCC011 Use cookery skills effectively \*.\*\*\*SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes \*SITHCCC003 Prepare and present sandwiches \*SITHCCC004 Package prepared foodstuffs \* |
| Kitchen Production 2 (0.5) | SITHCCC011 Use cookery skills effectively \*.\*\*\*SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes \* |
| SWL Industry Catering 1 (0.5) | SITHCCC011 Use cookery skills effectively \* |
| SWL Hospitality Industry 2 (0.5) | SITXCCS001 Provide customer information and assistance |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

\*\*\*SWL requirements: SWL is not mandatory but is highly recommended as the core competency, **SITHCCC011 Use cookery skills effectively,** requires students to prepare and serve multiple items for a minimum of 12 complete service periods (shifts) to demonstrate competence.

## VET Implementation Summary Catering Stream (Certificate III Pathway)

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| BSSS Unit Title | Competencies |
| Catering Industry Fundamentals (1.0) | SITXFSA001 Use hygienic practices for food safetySITHFAB005 Prepare and serve espresso coffee \*SITXWHS001 Participate in safe work practices SITHCCC001 Use food preparation equipment \*SITHCCC002 Prepare and present simple dishes \* |
|  Catering Fundamentals (0.5) | SITXFSA001 Use hygienic practices for food safetySITHFAB005 Prepare and serve espresso coffee \*SITXWHS001 Participate in safe work practices  |
| Catering Skills (0.5) | SITHCCC002 Prepare and present simple dishes \*SITHCCC001 Use food preparation equipment \* |
| Catering Industry Practices (1.0) | SITXCCS001 Provide customer information and assistanceBSBWOR203 Work effectively with othersSITHCCC005 Prepare dishes using basic methods of cookery \*SITXINV002 Maintain the quality of perishable items \*SITHCCC003 Prepare and present sandwiches \* |
| Industry Skills (0.5) | SITXCCS001 Provide customer information and assistanceBSBWOR203 Work effectively with othersSITHCCC005 Prepare dishes using basic methods of cookery \* |
| Catering Techniques (0.5) | SITXINV002 Maintain the quality of perishable items \*SITHCCC003 Prepare and present sandwiches \* |
| Café Catering (1.0) | SITXFSA001 Use hygienic practices for food safety #SITHCCC011 Use cookery skills effectively \*.\*\*\*SITHFAB004 Prepare and serve non-alcoholic  beverages \*SITXCCS003 Interact with customersSITHKOP001 Clean kitchen premises and equipment \*SITHCCC005 Prepare dishes using basic methods of cookery \* |
| Café Catering Essentials (0.5) | SITXFSA001 Use hygienic practices for food safety #SITHCCC011 Use cookery skills effectively \*.\*\*\*SITHFAB004 Prepare and serve non-alcoholic  beverages \* |
| Café Catering and Service (0.5) | SITXCCS003 Interact with customersSITHCCC005 Prepare dishes using basic methods of cookery \*SITHKOP001 Clean kitchen premises and equipment \* |

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| Catering Practices (1.0) | SITXHRM001 Coach others in job skillsSITHCCC006 Prepare appetisers and salads \*SITHIND004 Work effectively in hospitality service \*\*\*\*SITXFSA002 Participate in safe food handling practices |
| Production Skills (0.5) | SITHCCC006 Prepare appetisers and salads \*SITXHRM001 Coach others in job skills |
| Catering Production and Skills (0.5) | SITHIND004 Work effectively in hospitality service \*\*\*\*SITXFSA002 Participate in safe food handling practices |
| SWL Industry Catering 1 (0.5) | SITHCCC011 Use cookery skills effectively \* |
| SWL Industry Catering 2 (0.5) | SITHIND004 Work effectively in hospitality service |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

# Competency SITXFSA001 delivered for entry point of unit only

\*\*\*SWL requirements: SWL is not mandatory but is highly recommended as the core competency, **SITHCCC011 Use cookery skills effectively**, requires students to prepare and serve multiple items for a minimum of 12 complete service periods (shifts) to demonstrate competence.

\*\*\*\*SWL requirements: SWL is not mandatory but is highly recommended as the competency, **SITHIND004 Work effectively in hospitality service**, requires students to provide effective hospitality service to customers for a minimum of 36 complete service shifts to demonstrate competence.

## VET Implementation Summary Patisserie Stream (Certificate III Pathway)

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| BSSS Unit Title | Competencies |
| Bakery Café (1.0) | SITXFSA001 Use hygienic practices for food safetySITHFAB005 Prepare and serve espresso coffee \*SITXFIN001 Process financial transactionsSITXWHS001 Participate in safe work practicesBSBWOR203 Work effectively with othersSITHPAT001 Produce cakes \* |
| Café Services (0.5) | SITXFSA001 Use hygienic practices for food safetySITHFAB005 Prepare and serve espresso coffee \*SITXWHS001 Participate in safe work practicesSITXWHS001 Participate in safe work practicesSITHPAT001 Produce cakes \* |
| Bakery Practices (0.5) | SITXFIN001 Process financial transactionsBSBWOR203 Work effectively with othersSITHPAT001 Produce cakes \* |
| Patisserie Fundamentals (1.0) | SITXFSA001 Use hygienic practices for food safetySITXWHS001 Participate in safe work practices SITHKOP001 Clean kitchen premises and equipment \*SITHPAT005 Produce petits fours \*SITHPAT003 Produce pastries |
| Patisserie Skills (0.5) | SITXFSA001 Use hygienic practices for food safetySITXWHS001 Participate in safe work practicesSITHPAT003 Produce pastries  |
| Patisserie Techniques (0.5) | SITHPAT005 Produce petits fours \*SITHKOP001 Clean kitchen premises and equipment \* |
| SWL Patisserie (0.5) | SITHPAT003 Produce pastries |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

Course Name

Hospitality Industry

# Course Classification

C

# Training Package Code and Title

SIT - Tourism, Travel and Hospitality Training Package

# Course Framework

VET Quality Framework

# Course Developers

|  |  |  |
| --- | --- | --- |
| Name | Qualifications | College |
| Megan Lennard | Bachelor of Education University of CanberraCertificate IV in TAECertificate III in Commercial CookeryCertificate III in Hospitality | Erindale College |
| Kaeren Sutherland | Bachelor Education Newcastle UniversityCertificate IV in TAECertificate II in Kitchen Operations | Hawker College |
| Jessica Steenbergen | Bachelor of Design (Fashion Design)Diploma of Education (Secondary Studies) Certificate IV in TAECertificate II in Kitchen OperationsCertificate I in Diet and NutritionCertificate III in Hospitality | University of Canberra Senior Secondary College, Lake Ginninderra |
| Rachel Tammaro | Bachelor of Design (Fashion Design)Diploma of Education (Secondary Studies) Certificate IV in TAECertificate III in Hospitality (Commercial Cookery) and PatisserieCertificate II Hospitality | Hawker College |
| Anna Gault | Bachelor of Education in Secondary Teaching (University of Canberra)Certificate IV in Training and AssessmentCertificate II in Kitchen OperationsCertificate III in Hospitality | University of Canberra Senior Secondary College, Lake Ginninderra |

# Evaluation of Previous Course

This ‘C’ course is a new course developed to allow for delivery of competency based training and assessment independently of A-E grading. All course content relates to the Units of Competence, and essential skills and knowledge from the SIT - Tourism, Travel and Hospitality Training Package.

### Relationship with other courses

This course has similar content and leads to the same national qualifications as the Hospitality T/A/V/M BSSS course and programs run by the Canberra Institute of Technology and other Registered Training Organisations.

This course has been developed in consultation with Canberra based Registered Training Organisations and local industry advisers to maximise pathways for students into further education and to provide students with skills relevant to the local industry needs.

# Course Length and Composition

The following combinations of 0.5 units have been approved by the Hospitality Industry panel as having coherence of purpose and clarity. No other combinations of 0.5 units have been accredited.

|  |  |
| --- | --- |
| C Unit Titles | Unit Value |
| SERVICE STREAM |
| Hospitality Industry Fundamentals | 1.0 |
| Industry Fundamentals | 0.5 |
| Kitchen Skills | 0.5 |
| Service Procedures | 1.0 |
| Service Fundamentals | 0.5 |
| Service Techniques | 0.5 |
| Café Culture | 1.0 |
| Coffee Service | 0.5 |
| Café Practices | 0.5 |
| Café Operations | 1.0 |
| Café Skills | 0.5 |
| **KITCHEN STREAM** |
| Hospitality Industry Fundamentals | 1.0 |
| Industry Fundamentals | 0.5 |
| Kitchen Skills | 0.5 |
| Industry Kitchen Practices | 1.0 |
| Kitchen Practices | 0.5 |
| Food Preparation Techniques | 0.5 |
| Kitchen Fundamentals | 1.0 |
| Kitchen Production 1 | 0.5 |
| Kitchen Operations | 1.0 |
| Kitchen Production 2 | 0.5 |
| **CATERING STREAM** |
| **Catering Industry Fundamentals** | **1.0** |
| Catering Fundamentals | 0.5 |
| Catering Skills | 0.5 |
| Catering Industry Practices | **1.0** |
| Industry Skills | 0.5 |
| Catering Techniques | 0.5 |
| Café Catering | **1.0** |
| Café Catering Essentials | 0.5 |
| Café Catering and Service | 0.5 |
| Catering Practices | **1.0** |
| Production Skills | 0.5 |
| Catering Production Skills | 0.5 |
| **PATISSERIE and BAKING STREAM** |
| Bakery Café | **1.0** |
| Café Services | 0.5 |
| Bakery Practices | 0.5 |
| Patisserie Fundamentals | **1.0** |
| Patisserie Skills | 0.5 |
| Patisserie Techniques | 0.5 |
| SWL Units |
| SWL Hospitality Industry 1 | 0.5 |
| SWL Hospitality Industry 2 | 0.5 |
| SWL Industry Catering 1 | 0.5 |
| SWL Industry Catering 2 | 0.5 |
| SWL - Patisserie | 0.5 |

## Available course patterns

A standard 1.0 value unit is delivered over at least 55 hours. To receive a course, students must complete at least the **minimum** units over the whole minor, major, major/minor or double major course.

|  |  |
| --- | --- |
| **Course** | **Number of standard units to meet course requirements** |
| Minor | Minimum of 2 units |
| Major | Minimum of 3.5 units |
| Major Minor | Minimum of 5.5 units |
| Double Major | Minimum of 7 units |

# Implementation Guidelines

## Compulsory Units

All students must study either the Hospitality Industry Fundamentals, Cafe Culture, Catering Industry Fundamentals or Bakery Café unit (1.0) first. This unit delivers the unit of competence SITXFSA001 Use hygienic practices for food safety. This unit of competence is a prerequisite for all other units.

For some units of study, a logical pattern of study should be undertaken as indicated on page 23 of this document, *Suggested implementation patterns.*

It is highly recommended that all students undertake Structured Workplace Learning to meet the requirements for the relevant qualification.

Competencies embedded within the SWL units must contribute evidence:

* that there is integration of skills and consistency of performance
* that demonstrates industry standard skills within a fully – operational hospitality environment that includes industry current equipment and products and services as described in the Assessment Guidelines from the Training Package
* in the presence of realistic industry conditions that includes commercial ratios of customers to staff.

### New and/or Updated Training Package

Training Packages are regularly updated through the mandatory continuous improvement cycle. This may result in updating of qualifications and a change in the combination of competencies within a qualification. Where qualifications from the new Training Package have been deemed to be equivalent, students may continue their study without interruption. Students will be granted direct credit for those competencies already achieved.

Where there are new competencies or updated competencies with significant change and these are deemed not equivalent, students may apply for Recognition of Prior Learning (RPL) for all or part of competencies.

Granting of RPL for competencies does not equate to points towards the Senior Secondary Certificate. Refer to RPL on page 24.

# Duplication of Content

### Duplication of Content Rules

Students cannot be given credit towards the requirements for a Senior Secondary Certificate for a unit that significantly duplicates content in a unit studied in another course. The responsibility for preventing undesirable overlap of content studied by a student rests with the **principal** and the **teacher** delivering the course. While it is acceptable for a student to be given the opportunity to demonstrate competence over more than one semester, substantial overlap of content is not permitted. Students will only be given credit for covering the content once.

### Relationship to other courses

The Hospitality C course has significant content and many units of competence in common with the Hospitality A/T/M/V course. If a student is changing courses, it is essential that content and competencies are compared to ensure there is no duplication. There are also common units of competency with Tourism qualifications from the same Training Package and Business qualifications from the BSB Business Services Training package. Tourism, Business and Hospitality teachers need to internally moderate units of competence in the common core units.

### Common Content

Some duplication of competencies may occur where students are undertaking more than one qualification from Training Packages with related content.

In particular duplication of content is evident in the following BSSS accredited courses:

* Hospitality A/T/M/V
* Business Administration A/M/V
* Retail A/V
* Tourism and Events A/T/M/V

This must be identified at the college level and appropriate action taken in accordance with BSSS duplication of content rules as above.

## Suggested Implementation Patterns

Implementation may vary according to individual college choice of units – please refer to duplication of content rules on page 21.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Implementation Pattern | Service Stream | Kitchen Stream | Catering Stream | Patisserie and Bakery Stream |
| Semester 1, Year 11 | Hospitality Industry Fundamentals (1.0)Industry Fundamentals (0.5)Kitchen Skills (0.5) | Hospitality Industry Fundamentals (1.0)Industry Fundamentals (0.5)Kitchen Skills (0.5) | **Catering Industry Fundamentals (1.0)**Catering Fundamentals (0.5)Catering Skills (0.5) | Bakery Café. (1.0)Café Services (0.5)Bakery Practices (0.5) |
| Semester 2, Year 11 | Service Procedures (1.0)Service Fundamentals (0.5)Service Techniques (0.5) | Industry Kitchen Practices (1.0)Kitchen Practices (0.5)Food Preparation Techniques (0.5) | **Catering Industry Practices (1.0)**Industry Skills (0.5)Catering Techniques (0.5) | Patisserie Fundamentals (1.0)Patisserie Skills (0.5)Patisserie Techniques (0.5) |
| Semester 1, Year 12 | Café Culture (1.0)Coffee Service (0.5)Café Practices (0.5) | Kitchen Fundamentals (1.0)Kitchen Production 1 (0.5) | Café Catering (1.0)Café Catering Essentials (0.5)Café Catering and Service (0.5) | Unit no longer available - |  |
| Semester 2, Year 12 | Café Operations (1.0)Café Skills (0.5) | Kitchen Operations (1.0)Kitchen Production 2 (0.5) | Catering Practices (1.0)Production Skills (0.5)Catering Production Skills (0.5) | Unit no longer available |  |

# Subject Rationale

The hospitality industry contributes significantly to the Australian economy and employs a large number of people incorporating a wide variety of related skills sets. The industry has an ongoing commitment to training workers for the range of industry environments that have an ongoing need for skilled personnel. Customer service for hotels, clubs, resorts, cafés, institutions, restaurants and community food service organisations, food production and processing for the commercial sector, high end and intermediate technical food preparation skills for restaurants and catering as well as routine skills for the fast food sector are all examples of possible employment destinations for young people with hospitality qualifications. The industry offers full and part-time employment opportunities that encompass flexible working hours making it particularly attractive to young people as a second job. Hospitality has been identified as a national skills shortage area.

This course provides students with opportunities that promote an appreciation and understanding of industry workplace culture and practices as well as engaging them in examining and evaluating the impact of social, cultural and environmental issues from a hospitality perspective.

Through the theoretical and practical components of this course students are provided with opportunities to develop skills, concepts, processes and attitudes necessary for effective participation in a demanding, dynamic commercial industry environment.

Associated with the nature and needs of the hospitality industry are attributes such as self-reliance, personal responsibility for the safety, health, and well-being of others, contribution to teamwork, effective time management and targeted technical skills. This course supports the development of these attributes in students and contributes to both life and employability skills for the domestic and international employment market.

This course responds to the needs of the industry, the availability of relevant training, education opportunities and employment pathways. The course reflects skills sets grouping units of competency from the SIT - Tourism, Travel and Hospitality Training Package. The qualifications available to students who meet Training Package requirements are AQF Certificate I, II and pathways to Cert III dependant on the scope of the delivering Registered Training Organisation (RTO) College.

# Goals

Goals are statements of intended student outcomes. This course should enable students to develop and demonstrate:

* skills and adaptability to effectively perform a variety of individual and group roles within hospitality showing initiative, resourcefulness and an ability to solve problems
* a capacity to identify and explore relationships and interconnections within the hospitality industry, economy, society and the environment
* understanding and knowledge of the service industry through identifying and appraising workplace culture, structures and practices
* effective communication modes for a diverse audience
* an ability to research, generate ideas and critically reflect upon concepts underpinning the industry
* practical and technological skills to industry standard.

## Student Group

This course provides underpinning knowledge and skills for students who are interested in pursuing a career in hospitality and related industries. The qualifications gained have direct pathways to further training. A number of students will also undertake these courses who may seek employability skills in the local and overseas hospitality industries while they travel and study. This course would appeal to a significant number of the student cohort.

# Recognition of Prior Learning

RPL is an assessment process that assesses an individual’s formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competence outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Recognition of competence through the RPL process should be granted to students through gathering supplementary evidence against elements, skills and knowledge from the Training Package as well as through established assessment criteria. RPL may be granted for individual Units of Competence where the evidence is sufficient to do so.

A student having been granted RPL for one or more Units of Competence will still be required to fulfill the time based component of units that contributes to points for the Senior Secondary Certificate.

To cater for this requirement, curriculum designers should design the course to be flexible enough to accommodate students who have gained some competencies through RPL.

Students may demonstrate the achievement of learning outcomes through challenge testing, interview or other means that the teacher deems reasonable. Full records of the RPL process and results must be stored by the college for perusal by the National VET Regulator upon request and should confirmation be required for VET certification. The college must be informed of the application of RPL before the start of the unit that includes the competency. For RPL to be awarded, the Units of Competency must be demonstrated in the hospitality context.

# Content

The essential concepts and content in this course are guided by the industry endorsed SIT - Tourism, Travel and Hospitality Training Package.

### Concepts

Essential and interrelated concepts in this course include:

* industry structures
* nature
* resource organisation
* management of self and others in the workplace

### Industry Practices and Workplace Knowledge

Essential practices in Hospitality are based on industry standards as presented in the SIT - Tourism, Travel and Hospitality Training Package. These practices take into account Australia’s economy, society, culture, environment, legislation and sustainable practices.

### Skills Development

* Communicating with colleagues and customers
* Team leadership and teamwork providing instructions, building group cohesion and applying discretion and judgement as needed.
* Problem solving, anticipating issues that may arise with operational activities and applying creative solutions.
* Time management, organisation and planning to a professional, competent level in a variety of industry contexts.
* Sourcing, organising, analysing, presenting and evaluating relevant information and products to acceptable industry standards.
* Self-monitoring and evaluation.
* Literacy and numeracy specific to industry concepts.
* Competent use of technology to enable safe and appropriate operation of machinery and equipment leading to quality products and customer service.

# Teaching and Learning Strategies

This C course will attract students with a wide range of abilities and interests. The aim is to achieve a national Certificate qualification. A Statement of Attainment will be awarded for partial completion when all competencies are not attained according to Training Package rules. Teaching and learning strategies must accommodate delivery of underpinning essential skills and knowledge required as identified in the Training Package. Any tasks should contribute to the evidence required to deem a student competent.

It is recommended that teachers use a variety of modes of presentation to address different learning styles. Structured Workplace Learning is highly recommended for extension of students’ understanding of the real world of work. Simulated work environments are also valuable. Variety in delivery mode can also contribute to more meaningful and motivating learning experiences.

Teaching strategies that are particularly relevant and effective include:

* the use of appropriate interactive online learning tools, texts, DVDs and CD ROMs
* the use of industry guest speakers and demonstrators
* establishing links with individuals or groups relevant to the industry
* work placements, workplace visits, fieldwork and observation of professional establishments
* simulations and investigations including role-plays and case studies
* instructing students in appropriate relevant and effective professional conduct and knowledge acquisition
* student self-reflection relating to performance of relevant concepts and skills
* practice and reinforcement of learning by way of revision, worksheets, tests, and demonstrations
* the use of information communication technology
* the use of class discussions, oral presentations, debates, seminars and group work
* practical tasks
* simulated industry environments such as a training bar or restaurant which is defined as follows:
* a customer is a person who utilises a product or service and expects the product or service to be of equivalent standard to that provided in a commercial business. There must be sufficient customer traffic that accurately reflects the complexity of the role and allows candidates to deal with multiple tasks simultaneously
* investigations including role-plays and case studies.

# **Reasonable Adjustment**

The units in this course are suitable for students requiring reasonable adjustment for delivery and assessment. However, standards of competency (outcomes) as dictated by National Training Packages cannot be modified. Students must demonstrate competence to the level required by industry in order to gain a Statement of Attainment or Vocational Certificate.

# Assessment

The identification of assessment task types, together with examples of tasks, provides a common and agreed basis for the collection of evidence of student achievement of competencies. This collection of evidence also enables a comparison of achievement within and across colleges, for moderation processes. BSSS requirements and SNR standards stipulate that assessment of competencies must be reliable, valid, fair and equitable. Refer to SNR standards in this document on page 32 for further information.

There should be a variety of assessment tasks delivered each semester, in line with other BSSS Accredited courses. Collectively, these assessment tasks need to provide evidence for **every** element of **every** competency being delivered in the relevant semester.

An assessment rubric for one core competency is included in Appendix A. This will assist in ensuring that evidence collected will be valid and sufficient. A similar rubric needs to be created for ALL competencies included in the relevant semester.

Students will be assessed based on whether they are able to demonstrate competence to the standard required in the Training Package against Units of Competency. Essential skills and knowledge will be incorporated. Students will be deemed competent or not yet competent. Students must have timely access to current and accurate records of their progress towards achieving competence. RTO Colleges must ensure that regular feedback and further opportunities are provided for students to develop the knowledge and skills required to be deemed competent.

## Competency Based Assessment

The assessment of competence must focus on the competency standards and the associated elements as identified in the Training Package. Assessors must develop assessment strategies that enable them to obtain sufficient evidence to deem students competent. This evidence must be gathered over a number of assessment items. Competence to industry standard requires a student to be able to demonstrate the relevant skills and knowledge in a variety of industry contexts on repeated occasions. Assessment must be designed to collect evidence against the four dimensions of competency.

* **Task skills –** undertaking specific workplace task(s)
* **Task management skills –** managing a number of different tasks to complete a whole work activity
* **Contingency management skills –** responding to problems and irregularities when undertaking a work activity, such as: breakdowns, changes in routine, unexpected or atypical results, difficult or dissatisfied clients
* **Job/role environment skills –** dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as: working with others, interacting with clients and suppliers, complying with standard operating procedures or observing enterprise policy and procedures.

The most appropriate method of assessing workplace competence is on-the-job in an industry setting under normal working conditions. This includes using industry standard tools, equipment and job aids and working with trade colleagues. Where this is not available, a simulated workplace environment that mirrors the industry setting will be used. The following general principles and strategies apply:

* assessment is competency based
* assessment is criterion-referenced.

This course has been designed for:

* flexible delivery modes, such as combined structured workplace learning and simulated workplace; and
* assessment of learners against workplace competency standards.

Quality outcomes can only be assured through the assessment process. The strategy for assessment is based on an integration of the workplace competencies for the learning modules into a holistic activity. The awarding of vocational qualifications is dependent on successful demonstration of the learning outcomes within the modules through the Integrated Competency Assessment that meets the Training Package rules and requirements.

The integrated assessment activity will require the learner to:

* demonstrate the appropriate key competencies,
* apply the skills and knowledge which underpin the process required to demonstrate competency in the workplace,
* integrate the most critical aspects of the modules for which workplace competency must be demonstrated

# Structured Workplace Learning: Assessment

Structured Workplace Learning is the workplace component of a nationally recognised industry specific VET in Schools program. It provides supervised learning activities contributing to an assessment of competence, and achievement of outcomes and requirements of a particular Training Package (please refer to BSSS Policies and Procedures Manual for Board policy on SWL).

Students must be able to demonstrate identified competencies in SWL units with direct reference to elements of competence and required skills and knowledge from the relevant Training Package. Assessment of SWL units is competency based and reliant on the gathering of sufficient evidence from a student’s work placement. Students will be awarded a grade Pass or Participated in the SWL unit (refer section 4.3.6.3 Unit Grades – BSSS Policies and Procedures Manual).

# Moderation

Moderation is a system designed and implemented to:

* provide comparability in the system of school-based assessment
* form the basis for valid and reliable assessment in senior secondary schools
* involve the ACT Board of Senior Secondary Studies and colleges in cooperation and partnership
* maintain the quality of school-based assessment and the credibility, validity and acceptability of Board certificates.

## The Moderation Model

Moderation within the ACT encompasses structured, consensus-based peer review of assessment instruments for all accredited C courses. Moderation commences within individual colleges. Teachers develop assessment programs and instruments according to the VET Quality Framework. Teachers of C courses are required to present portfolios of student work for verification that units are taught and assessed as documented and validation that assessment meets industry standards.

## Moderation by Structured, Consensus-based Peer Review

Review is a subcategory of moderation, comprising the review of competency assessment against the NVR standards. This is achieved by matching student performance with the elements, skills, knowledge and critical aspects for assessment outlined in each competency in the relevant training package. Advice is then given to colleges to assist teachers with, and/or reassure them on, their judgments.

## Preparation for Structured, Consensus-based Peer Review

Each year, teachers teaching a Year 11 class are asked to retain originals or copies of student work completed in Semester 2. Similarly, teachers teaching a Year 12 class should retain originals or copies of student work completed in Semester 1. Assessment and other documentation required by the Office of the Board of Senior Secondary Studies should also be kept. Year 11 work from Semester 2 of the previous year is presented for review at Moderation Day 1 in March, and Year 12 work from Semester 1 is presented for review at Moderation Day 2 in August.

### The College C Course Presentation

The package of materials presented by a college for review on moderation days in each C course area will comprise the following:

* a folder containing supporting documentation as requested by the Office of the Board through memoranda to colleges. As there is no BSSS course framework for C courses, it is required that the **entire** Unit of Competency printed directly from *training.gov.au* is included.
* **one** student portfolio. This portfolio contains the VET assessments as presented by the student. Details of the competencies covered are to be included on the ‘C’ Individual Student Profile (ISP), which is available from ACS. Ensure that the college grade, **‘P**’ or **‘Q**’, is indicated on Part B on the Presentation Review Proforma (PRP).

Requirements for specific subject areas will be outlined by the Board Secretariat through memoranda and Information Papers. Teachers should consult the BSSS guidelines at: <http://www.bsss.act.edu.au/grade_moderation/information_for_teachers> when preparing photographic evidence.

# Resources

### Books

Arora, RK 2009, Text Book of Food and Beverage Service, APH Publishing Corporation ISBN 8131306763

Cameron, S & Russell, S 2011, *Cookery the Australian Way* 8th Edn, Macmillan Education, Australia Pty Ltd

Cerexhe, P and Ashton, J 2000, *Risky Foods Safer Choices*, University of NSW Press, Sydney

Cousins, J & Lillicrap, D 2010, *Essential Food and Beverage Service*, 8th Edn. Hodder Education

Chiplin, J 2001, *Hospitality Core Units*: Hospitality Books, Sydney

Davis & Bernardsetal, 2008, *Food and Beverage Management,* 4th Edn, Butterworth-Heinmann

Day, CP, Carlos, R & Carlos, BR 2007, *Knife Skills for Chefs*, Prentice Hall

Downes, IM & Grant, E 2002, *Day to Day Cookery* 4th Edn, Jacaranda

Drysdale, J & Galipeau, JA 2002, *Profitable Menu Planning,* 3rd Edn, Prentice Hall

Foskett, D, Cesarani, V & Campbell, J 2009, *Foundation Practical Cookery,* Hodder Education

Foskett, D, Cesarani, V & Kinton 2007, *The Theory of Catering,* 11th Edn, Hodder Education

Futura Training 2007, Organise and Prepare Food, and Methods of Cookery, China

Gregoire, MB 2009, Food Service Operations: A Managerial and Systems Approach, Prentice Hall

ISBN: 9780135060551

Holloway Tracey, Innes Dianne, etal, 2009 *Cambridge Hospitality* *Second Edition* ISBN: 9780521779906

Johnstone, R & Clark, G 2008, *Service Operations Management,* 3rd Edn*.* Prentice Hall, UK

Jones, P & Merricks, P 2006, *The Management of Food Services Operations: An Integrated and innovative Approach to Catering Management*, Thomson Learning

Howard, P & Puckeridge, J 2005, *The Professional Waiter,* 4th Edn*,* Hospitality Books, Sydney

Labensky, SR, Hause, AM & Software Sierra 2003, On Cooking: A Textbook of Culinary Fundamentals (with software), Prentice Hall

Labensky, SR, Ingram, G & Labensky, S 2008, *The Prentice Hall Pocket Dictionary of Culinary Arts*, Prentice Hall PTR

Lillicrap, Dennis & Cousins 2006, *Food and Beverage Service*, 7th Edn, Hodder Education

McWilliams, M 2005, *Fundamentals of Meal Management*, Prentice Hall

Meyer, D 2008, *Setting the Table: Transforming the Power of Hospitality in Business*, Harper Collins

Ojugo, C 2010, *Food and Beverage Cost Control,* Nelson Education, Canada

Parkes, D & Moeller, P 2007, *Food Technology & Hospitality Work Book*, Bindaree Publishing ([www.bindareepublishing](http://www.bindareepublishing).com.au/book\_hospitality.php)

Peters, R 1996, *Essential Law for Caterers*, Hodder& Stoughton.

Sanders, E, Paz, PC & Wilkinson, R 2002, *Service at Its Best: Waiter-Waitress Training*, Prentice Hall

Sullivan, C & Meredith, S 2003, *Hospitality@work*, Pearson Heinemann, Australia

Sullivan, C & Meredith, S 2008, *Hospitality Essentials*, Pearson Heinemann, Australia

The Culinary Institute of America 2009, *Remarkable Service: A Guide to Winning and Keeping Customers for Servers, Managers and Restaurant Owners*, John Wiley and Sons

Van der Wagen & Goonetilleke 2007, *Hospitality Management: Strategies and Operations*, 2007 2ndEdn. ISBN 9780733987021, Pearson Education

Walker, J 2009, *Introduction to Hospitality*, 5th Edn. Prentice Hall

Weihen, L, Halsted, H & Sullivan, C 2008, *Hospitality the Essentials Teacher’s R & A Kit*

### Periodicals

*Hospitality and Convention News*, Peter Isaacs Publications, Melbourne

*Host Magazine,* Peter Isaacs Publications, Melbourne

*Open House,* Rank Publishing, St Leonards, NSW

*Restaurant & Catering,* Atlantic Publishing, Queensland

### Videos

*Avoid that Hazard, Equipment safety in the kitchen,* VEA, [www.vea](http://www.vea).com.au

*Beating Bacteria, A Users Guide* 1999 Clickview, VEA, Bendigo, VIC

*Bringing it to the Boil, basic moist cooking methods and food storage,* VEA, [www.vea](http://www.vea).com.au

*Conflict Resolution*, Classroom Video, NSW Australia

*Dealing with Cultural Differences in Tourism and Hospitality,* VEA, [www.vea](http://www.vea).com.au

*Didasko-* Hospitality & Tourism Training Materials [www.didasko.com.au/\_dlr/\_content/dlr\_units.php?ctg=HOSP](http://www.didasko.com.au/_dlr/_content/dlr_units.php?ctg=HOSP)

*Fawlty Towers* [TV series 1975-1979], BBC London.

*Food for thought*, [TV series], ABC Schools Television

*Food Lovers Guide to Australia*, [TV Series] SBS Television

*FuturaTaining Materials* – interactive training CD-ROMs and Book Package [www.futuratraining.com.au/](http://www.futuratraining.com.au/)

*HACCAP in Action- Food Safety Case Studies,* BusinessTrainingMedia.com

*Hospitality Stories* [Series] 2012, [www.nmit](http://www.nmit).edu.au

*Hygienic Handling of Food,* [www.foodauthority](http://www.foodauthority), nsw.gov.au/

*If only I’d…Health, Safety and Security Procedures in the Hospitality,* VEA, [www.vea](http://www.vea).com.au

*Improving our Act, the food standards code for Australia and New Zealand,* [www.foodstandards](http://www.foodstandards).gov.au

*In Focus, Environmental Issues in Food Production*, VEA, [www.vea](http://www.vea).com.au

*It’s a chef’s life*, VEA, [www.vea.com.au](http://www.vea.com.au)

### Bakery and Patisserie Resources

Burke [M, Barker](http://www.bookdepository.com/author/Chris-Barker) C, [Rippington Neil, (2013)](http://www.bookdepository.com/author/Neil-Rippington) *Professional Patisserie: For Levels 2, 3 and Professional Chefs*, Hodder Education UK ISBN-10:1444196448

Le Cordon Bleu chefs, (2012) *Le Cordon Bleu Patisserie Foundations Classic Recipes*

[Cengage Learning, Inc](http://www.bookdepository.com/publishers/Cengage-Learning-Inc). USA ISBN10:1439057176

Raynaud [Jean Michel](http://www.booktopia.com.au/search.ep?author=Jean%20Michel%20Raynaud), 2015 *The French Bakery*

ISBN: 9781743363348 ISBN-10: 1743363346 Publisher: Murdoch Books Australia

Reinhart Peter, 2014, *Bread Revolution*

ISBN: 9781607746515 ISBN-10: 1607746514 Publisher: Ten Speed Press US.

TAFE SA, 2011, *Artisan Bread*

ISBN 978-1-86393-453-7 Desktop Publisher: Deborah Ugody <https://shop.tafesa.edu.au>

# Standards for Registered Training Organisations 2015

These Standards form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications.

RTOs are required to comply with these Standards and with the:

* *National Vocational Education and Training Regulator Act* 2011
* VET Quality Framework

The purpose of these Standards is to:

* set out the requirements that an organisation must meet in order to be an RTO;
* ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
* ensure RTOs operate ethically with due consideration of learners’ and enterprises’ needs.

To access the most recent version of the standards, refer to:

<https://www.legislation.gov.au/Details/F2017C00663>

To access the most recent version of the Users’ Guide to the Standards refer to:
<https://www.asqa.gov.au/standards>

# Guidelines for Colleges Seeking Scope

Colleges must apply to have their scope of registration extended for **each** new qualification they seek to issue. There is no system-level process. Each college must demonstrate capacity to fulfil the requirements outlined in the Training Package. Applications for extension of scope are lodged through the Australian Skills Quality Authority (ASQA).

# Assessment of Certificate III Units of Competence

Colleges delivering any Units of Competence from Certificate III (apart from those competencies allowed in training package rules) will need to have them listed on their scope **or** negotiate a Memorandum of Understanding (MOU) with a scoped training partner. This document must be kept on record by the college as the RTO.

# Physical Resources

|  |  |
| --- | --- |
| Operational Commercial KitchenGeneric equipment for all units coded ASC and CCCApplicable to some units coded KOP and INV | Fixtures and large equipment:* bain marie or hot box
* commercial:
* blenders and food mills
* mixers (including cake mixer with attachments)
* commercial dishwasher
* commercial grade work benches (1.5 m/person)
* commercial ovens with timer and trays (1 per 2 persons):
* convection
* deck
* microwave
* commercial refrigeration facilities:
* cool room
* freezer
* fridge
* computers, printers and stock control software systems currently used by the hospitality industry
* electronic equipment used for stock control
* deep-fryer
* designated:
* delivery area
* storage areas for dry goods and perishables
* double sink
* gas, electric or induction stove tops (2 burners per 1 person)
* hot plate, grill or griddle
* marble bench or slab
* lifting and transporting equipment, such as trolleys
* recording systems, such as colour-coded food labels
* salamander or other form of griller (one per 4 persons)
* storage facilities:
* containers for hot and cold food
* shelving
* trays
* slicing machine
* steamers.
 |
| Small Equipment:* baking sheets and trays
* beaters
* bowl choppers
* cake tins with:
* fixed base in a range of shapes
* loose bottom
* cutting, chopping and slicing implements
* chopping boards
* graters and peelers
* juicers
* knife sharpening equipment:
* sharpening steels and stones
* knives and cleavers:
* butcher and boning knives
* butter spreading knives
* bread knives
* carving knives
* large serrated cake knives
* filleting knives
* utility knives
* larding needles
* measurers:
* metric calibrated measuring jugs
* measuring spoons
* portion control scoops and markers
* meat:
* bats
* cleavers
* hooks
* thermometers
* mincers
* saws
* mortar and pestle
* moulds and forms
* mouli
* piping bags and attachments
* poachers
* range of cutters including fruit and nut cutters and bowl cutters and choppers
* range of pans and pots for small and large production including:
* tilting fry pans
* bratt pan
* stainless steel, cast iron, iron and non‑stick fry pans
* stock pots
* range of service ware
* range of small utensils, including flour and rum sieves, strainers, scrapers, spatulas, pastry brush, fruit corers
* salad spinner
* scoops and skimmers
* scales (I gram increments) and scales for weighing large quantities
* sets of stainless steel bowls
* silicon mats
* steamers
* spoons:
* large plain and slotted metal spoons
* ladles in a variety of sizes
* serving spoons
* wooden spoons
* temperature probes
* thermometers
* tongs and serving utensils
* whisks, including fine and coarse stainless steel wire.
 |
| Stock:* a diverse and comprehensive range of perishable food supplies. for commercial cookery or catering operations including these main food groups:
* beverages
* dairy products
* dry goods
* food
* frozen goods
* fruit
* meat
* poultry
* seafood
* vegetables.
 |
| Cleaning Materials and Equipment:* brooms, brushes and dustpans
* buckets
* cleaning cloths
* commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas
* garbage bins and bags
* hand towel dispenser
* separate hand basin and liquid soap dispenser for hand washing
* sponges, brushes and scourers
* tea towels
* mops.
 |
| Workplace Documentation:* commercial cleaning schedules
* current commercial stock control procedures and documentation for the ordering, monitoring and maintenance of stock
* food preparation lists
* Material Safety Data Sheets (MSDS) for cleaning agents and chemicals
* menus
* mis en place plans
* ordering and docketing paperwork
* safety procedures for chemical accidents
* standard recipes
* recipes for special dietary requirements
* temperature recording charts
* workflow schedules
 |
| Additional resources for:CateringPatisserie and Bakery Streams | * Dough Moulder
* Dough Divider
* Retarder Prover
* Deck oven with steam
* Pastry sheeter
* Spiral mixer
* Planetary mixer
* Combi oven
* Cake Display
* Heated Gantry
* Espresso Machine
* Sandwich press
* Bread maker
* Ice cream machine
* Pasta Machine
 |

# Proposed Evaluation Procedures

Course evaluation will be a continuous process. Teachers will meet regularly to discuss the content of the course and any requirements for modification of activities, teaching strategies and assessment instruments. The current trends and innovations in the teaching of Hospitality Industry will be considered as teachers attend workshops, seminars and participate in discussion groups with other teachers such as on Moderation Day.

Teachers will monitor student performance and progress and student responses to various teaching, learning and assessment strategies. Students and teachers will complete evaluation questionnaires at the end of each unit. The results of these will be collated and reviewed from year to year. There will also be a continuous monitoring of student numbers between Years 11 and 12.

Informal discussions between teachers and students, past students, parents and other teachers will contribute to the evaluation of the course.

In the process of evaluation; students, teachers and others should, as appropriate, consider:

* Implementation issues
* Curriculum issues
* relevance
* scheduling
* effectiveness of RPL processes
* integration of training and assessment procedures (on and off the job)
* Student outcomes (achievement of qualification levels)
* Student pathways (further education and training, employment etc)
* Feedback from students, employers, CIT and any partnering RTOs
* Retention rates to graduation, any reasons for non-completion
* Were the goals of the course achieved?
* Was the course content appropriate?
* Were the teaching strategies used successful?
* Was the assessment program appropriate?
* Have the needs of the students been met?
* Was the course relevant?
* How many students completed the course in each of the years of accreditation?

# Hospitality Industry Fundamentals Value: 1.0

This standard unit (1.0) combines the following two half units (0.5) – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

#### Industry Fundamentals (0.5)

#### Kitchen Skills (0.5)

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* identify and use food preparation equipment safely and appropriately
* collaborate to solve workplace problems
* follow hygiene and safety procedures to industry standards
* demonstrate knowledge and understanding of food preparation and presentation skills
* produce simple dishes appropriate for a range of hospitality situations

## Content

All content below must be delivered:

* knowledge and application of hygiene practices. identification of food hazards including contamination and ways to prevent cross contamination
* health and safety procedures and practices, including procedures for emergency situations
* selection and use of appropriate food preparation equipment, including maintenance of this equipment
* preparation, presentation and storage of food
* provision of information and support by assisting customers, seeking feedback and accessing and updating information.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXCCS001 | Provide customer information and assistance | C Cert I Hospitality |
| SITHCCC002 | Prepare and present simple dishes\* | E Cert II HospitalityE Cert II Kitchen Ops |
| SITHCCC001 | Use food preparation equipment\* | C Cert II Kitchen Ops |
| SITXWHS001 | Participate in safe work practices | C Cert I HospitalityC Cert II HospitalityC Cert II Kitchen Ops |
| SITXFSA001 | Use hygienic practices for food safety | C Cert I HospitalityE Cert II HospitalityC Cert II Kitchen Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20316>

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 - 35.

# Industry Fundamentals Value: 0.5

This half unit (0.5) combines with Kitchen Skills (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* identify and use food preparation equipment safely and appropriately
* collaborate to solve workplace problems
* Follow hygiene and safety procedures to industry standards

## Content

All content below must be delivered:

* knowledge and application of hygiene practices. identification of food hazards including contamination and ways to prevent cross contamination
* health and safety procedures and practices, including procedures for emergency situations
* selection and use of appropriate food preparation equipment, including maintenance of this equipment.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHCCC001 | Use food preparation equipment\* | C Cert II Kitchen Ops |
| SITXWHS001 | Participate in safe work practices | C Cert I HospitalityC Cert II HospitalityC Cert II Kitchen Ops |
| SITXFSA001 | Use hygienic practices for food safety | C Cert I HospitalityE Cert II HospitalityC Cert II Kitchen Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20316>

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 - 35.

# Kitchen Skills Value: 0.5

This half unit (0.5) combines with Industry Fundamentals (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* demonstrate knowledge and understanding of food preparation and presentation skills
* produce simple dishes appropriate for a range of hospitality situations

## Content

All content below must be delivered:

* preparation, presentation and storage of food
* provision of information and support by assisting customers, seeking feedback and accessing and updating information.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXCCS001 | Provide customer information and assistance | C (Cert I) |
| SITHCCC002 | Prepare and present simple dishes\* | E (Cert II & II) |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20316>

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 - 35.

# Industry Kitchen Practices Value: 1.0

This standard unit (1.0) combines the following two half units (0.5) – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

#### Kitchen Practices (0.5)

#### Food Preparation Techniques (0.5)

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * communicate and work effectively with others using industry language and terminology for a commercial kitchen environment
 |
| * demonstrate skills to industry standard working independently and collaboratively across a range of contexts
 |
| * collect and organise menu, recipe and procedural information to efficiently participate in operational activities in the kitchen
 |
| * research, plan, prepare and execute basic methods of cookery to industry standards
 |
| * maintain quality products observing rules of storage for perishables items
 |

## Content

All content below must be delivered:

* development of effective workplace relationships by contributions to workgroup activities and dealing effectively with issues, problems and conflict
* selection, preparation and use of ingredients and equipment for assembling and preparation of dishes
* storage of supplies, including perishables, in appropriate conditions. this includes checking of perishable supplies and disposal of spoilt stock
* cleaning and sanitising of kitchen equipment and premises, including service ware and utensils.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| BSBWOR203 | Work effectively with others | C Cert I Hospitality Cert II Kitchen Ops |
| SITHCCC005 | Prepare dishes using basic methods of cookery\* | C Cert II Kitchen OpsE Cert II Hospitality |
| SITXINV002 | Maintain the quality of perishable items\* | C Cert II Kitchen Ops |
| SITHKOP001 | Clean kitchen premises and equipment\* | C Cert II Kitchen Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20316>

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Kitchen Practices Value: 0.5

This half unit (0.5) combines with Food Preparation Techniques (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * collect and organise menu, recipe and procedural information to efficiently participate in operational activities in the kitchen
 |
| * communicate and work effectively with others using industry language and terminology for a commercial kitchen environment
 |
| * maintain quality products observing rules of storage for perishables items
 |

## Content

All content below must be delivered:

* development of effective workplace relationships by contributions to workgroup activities and dealing effectively with issues, problems and conflict
* storage of supplies, including perishables, in appropriate conditions. this includes checking of perishable supplies and disposal of spoilt stock
* cleaning and sanitising of kitchen equipment and premises, including service ware and utensils.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| BSBWOR203 | Work effectively with others | C Cert II HospitalityCert II Kitchen Ops |
| SITHKOP001 | Clean kitchen premises and equipment\* | C Cert II Kitchen Ops |
| SITXINV002 | Maintain the quality of perishable items\* | C Cert II Kitchen Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20316>

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Food Preparation Techniques Value: 0.5

This half unit (0.5) combines with Kitchen Practices (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * collect and organise menu, recipe and procedural information to efficiently participate in operational activities in the kitchen
 |
| * research, plan, prepare and execute basic methods of cookery to industry standards
 |

## Content

All content below must be delivered:

* selection, preparation and use of ingredients and equipment for assembling and preparation of dishes.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHCCC005 | Prepare dishes using basic methods of cookery\* | C Cert II Kitchen Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Service Procedures Value: 1.0

This standard unit (1.0) combines the following two half units (0.5) – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

#### Service Fundamentals (0.5)

#### Service Techniques (0.5)

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * identify the interconnections within the hospitality industry including; laws, ethical practices, licensing and technology for hospitality
 |
| * follow established procedures including; equipment and utensils for service activity; identify any issues or problems and participate in team problem solving
 |
| * communicate effectively and appropriately in a hospitality industry context using industry language and terminology for a commercial service environment
 |
| * demonstrate food and beverage skills to industry standard working independently and collaboratively across a range of contexts
 |
| * plan, organise and review food and beverage service experiences
 |

## Content

All content below must be delivered:

* development of effective workplace relationships by contributions to workgroup activities and dealing effectively with issues, problems and conflict
* update knowledge of the hospitality industry by sourcing and using relevant and current information
* service of food and beverage, which includes taking and processing orders, serving and completing end of shift duties
* preparation and service of non-alcoholic drinks by selecting ingredients and using appropriate equipment
* awareness of social and cultural sensitivity, including communication with people from diverse backgrounds.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| BSBWOR203 | Work effectively with others | C Cert II Kitchen OpsC Cert II Hospitality |
| SITHIND002 | Source and use information on the hospitality industry | C Cert II Hospitality |
| SITHFAB007 | Serve food and beverage \* | E Cert II Hospitality |
| SITHFAB004 | Prepare and serve non-alcoholic beverages \* | E Cert II Hospitality |
| SITXCOM002 | Show social and cultural sensitivity | C Cert II Hospitality |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20316>

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Service Fundamentals Value: 0.5

This half unit (0.5) combines with Service Techniques (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

## Prerequisites

Nil.

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * identify the interconnections within the hospitality industry including; laws, ethical practices, licensing and technology for hospitality
 |
| * follow established procedures including; equipment and utensils for service activity; identify any issues or problems and participate in team problem solving
 |
| * communicate effectively and appropriately in a hospitality industry context using industry language and terminology for a commercial service environment
 |

## Content

All content below must be delivered:

* development of effective workplace relationships by contributions to workgroup activities and dealing effectively with issues, problems and conflict
* update knowledge of the hospitality industry by sourcing and using relevant and current information.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| BSBWOR203 | Work effectively with others | C Cert II Kitchen OpsC Cert II Hospitality |
| SITHIND002 | Source and use information on the hospitality industry | C Cert II Hospitality |

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20316>

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Service Techniques Value: 0.5

This half unit (0.5) combines with Service Fundamentals (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * demonstrate food and beverage skills to industry standard working independently and collaboratively across a range of contexts
 |
| * plan, organise and review food and beverage service experiences
 |

## Content

All content below must be delivered:

* service of food and beverage, which includes taking and processing orders, serving and completing end of shift duties
* preparation and service of non-alcoholic drinks by selecting ingredients and using appropriate equipment
* awareness of social and cultural sensitivity, including communication with people from diverse backgrounds.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHFAB007 | Serve food and beverage \* | E Cert II Hospitality |
| SITHFAB004 | Prepare and serve non-alcoholic beverages \* | E Cert II Hospitality |
| SITXCOM002 | Show social and cultural sensitivity | C Cert II Hospitality |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20316>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Café Culture Value: 1.0

This standard unit (1.0) combines the following two half units (0.5) – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

#### Coffee Service (0.5)

#### Café Practices (0.5)

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * interact and communicate with customers to industry standards
 |
| * demonstrate financial skills, processing receipts and reconciling payments in accordance with industry handling procedures
 |
| * demonstrate coffee making skills in accordance with industry standards and Training Package requirements
 |
| * communicate effectively for varied audiences using appropriate industry language and terminology; research using a range of sources acknowledging appropriately
 |
| * demonstrate food service skills to industry standard working independently and collaboratively across a range of contexts
 |
| * apply food safety practices and procedures in the operation of a cafe
 |

## Content

All content below must be delivered:

* appropriate interaction with customers and working with others to deliver a quality service
* knowledge and application of hygiene practices. identification of food hazards including contamination and ways to prevent cross contamination
* preparation and service of espresso coffee
* processing of financial transactions, including reconciliation of takings
* using hospitality skills effectively by preparing for service, providing service and completing operational tasks and end of shift duties.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXCCS003 | Interact with customers | C Cert II Hospitality |
| SITXFSA001 | Use hygienic practices for food safety # | E Cert II Hospitality |
| SITHFAB005 | Prepare and serve espresso coffee \* | E Cert II Hospitality |
| SITXFIN001 | Process financial transactions | E Cert II Hospitality |
| SITHIND003 | Use hospitality skills effectively\*\* | C Cert II Hospitality |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

# Competency SITXFSA001 delivered for entry point of unit only

\*\*SWL is not mandatory but is highly recommended as the core competency, SITHIND003 Use hospitality skills effectively, requires students to provide effective hospitality service to customers for a minimum of 12 complete service shifts to demonstrate competence.

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20316>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Coffee Service Value: 0.5

This half unit (0.5) combines with Café Practices (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * demonstrate coffee making skills in accordance with industry standards and Training Package requirements
 |
| * apply food safety practices and procedures in the operation of a cafe
 |

## Content

All content below must be delivered:

* knowledge and application of hygiene practices. identification of food hazards including contamination and ways to prevent cross contamination
* preparation and service of espresso coffee
* using hospitality skills effectively by preparing for service, providing service and completing operational tasks and end of shift duties.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHFAB005 | Prepare and serve espresso coffee \* | E Cert II Hospitality |
| SITXFSA001 | Use hygienic practices for food safety # | E Cert II Hospitality |
| SITHIND003 | Use hospitality skills effectively \*\* | C Cert II Hospitality |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

# Competency SITXFSA001 delivered for entry point of unit only

\*\*SWL is not mandatory but is highly recommended as the core competency, SITHIND003 Use hospitality skills effectively, requires students to provide effective hospitality service to customers for a minimum of 12 complete service shifts to demonstrate competence.

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20316>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Café Practices Value: 0.5

This half unit (0.5) combines with Coffee Service (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.

## Prerequisites

Nil.

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * interact and communicate with customers to industry standards
 |
| * demonstrate financial skills, processing receipts and reconciling payments in accordance with industry handling procedures
 |
| * communicate effectively for varied audiences using appropriate industry language and terminology; research using a range of sources acknowledging appropriately
 |
| * demonstrate food service skills to industry standard working independently and collaboratively across a range of contexts
 |

## Content

All content below must be delivered:

* appropriate interaction with customers and working with others to deliver a quality service
* processing of financial transactions, including reconciliation of takings.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXCCS003 | Interact with customers | C Cert II Hospitality |
| SITXFIN001 | Process financial transactions | E Cert II Hospitality |

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20316>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Café Operations Value: 1.0

This is a standard unit (1.0). The half unit Café skills (0.5) is an exit point only for Café Operations.

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * prepare and produce a range of sandwiches to industry standards
 |
| * package prepared foodstuffs observing appropriate storage and hygienic practices
 |
| * produce a variety of appetisers and salads suitable for menus
 |
| * maintain quality products observing rules of storage for perishables items
 |
| * demonstrate food and beverage skills to industry standard working independently and collaboratively across a range of contexts
 |

## Content

All content below must be delivered:

* preparation of sandwiches
* packaging of prepared foodstuffs
* production of appetisers and salads
* storage of supplies, including perishables, in appropriate conditions. this includes checking of perishable supplies and disposal of spoilt stock
* service of food and beverage, which includes taking and processing orders, serving and completing end of shift duties.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHCCC003 | Prepare and present sandwiches \* | E Cert II Hospitality |
| SITHCCC004 | Package prepared foodstuffs \* | E Cert II Kitchen Ops |
| SITHCCC006 | Prepare appetisers and salads \* | E Cert II Kitchen Ops |
| SITXINV002 | Maintain the quality of perishable items\* | C Cert II Kitchen Ops |
| SITHFAB007 | Serve food and beverage \* | E Cert II Hospitality |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20316>

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Café Skills Value: 0.5

This half unit (0.5) is an exit point only for Café operations (1.0).

## Prerequisites

Nil.

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * package prepared foodstuffs observing appropriate storage and hygienic practices
 |
| * prepare and produce a range of sandwiches to industry standards
 |
| * demonstrate food and beverage skills to industry standard working independently and collaboratively across a range of contexts
 |

## Content

All content below must be delivered:

* preparation of sandwiches
* packaging of prepared foodstuffs
* service of food and beverage, which includes taking and processing orders, serving and completing end of shift duties.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHCCC003 | Prepare and present sandwiches \* | E Cert II Hospitality |
| SITHCCC004 | Package prepared foodstuffs \* | E Cert II Kitchen Ops |
| SITHFAB007 | Serve food and beverage \* | E Cert II Hospitality |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20316>

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Kitchen Fundamentals Value: 1.0

This is a standard unit (1.0). The half unit Kitchen Production 1 (0.5) is an exit point only for Kitchen Fundamentals.

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * plan, prepare and evaluate methods of cookery in a restaurant/cafe environment with menu options and observance of industry timeframes
 |
| * demonstrate kitchen and cookery skills to industry standard working independently and collaboratively across a range of contexts
 |
| * produce a variety of soups, appetisers and salads suitable for menus
 |
| * carry out basic workplace calculations
 |

## Content

All content below must be delivered:

* selection, preparation and use of ingredients and equipment for assembling and preparation of dishes
* production of stocks, sauces and soups
* production of appetisers and salads
* using cookery skills effectively by preparing for food service, cooking menu items and completing end of shift requirements
* carrying out calculations, preparing estimates and interpreting graphical representations of mathematical information.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHCCC005 | Prepare dishes using basic methods of cookery \*  | C Cert II Kitchen Ops |
| SITHCCC007 | Prepare stocks, sauces and soups \* | E Cert II Kitchen Ops |
| SITHCCC006 | Prepare appetisers and salads \*  | E Cert II Kitchen Ops |
| SITHCCC011 | Use cookery skills effectively \* \*\* | E Cert II Kitchen Ops |
| TLIE1005 | Carry out basic workplace calculations | E Cert II Kitchen Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

\*\*SWL is not mandatory but is highly recommended as the core competency, SITHCCC011 Use cookery skills effectively, requires students to prepare and serve multiple items for a minimum of 12 complete service periods (shifts) to demonstrate competence.

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Kitchen Production 1 Value: 0.5

This half unit (0.5) is an exit point only for Kitchen Fundamentals (1.0).

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * demonstrate kitchen and cookery skills to industry standard working independently and collaboratively across a range of contexts
 |
| * produce a variety of soups, appetisers and salads suitable for menus
 |

## Content

All content below must be delivered:

* production of appetisers and salads
* production of stocks, sauces and soups.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs. In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHCCC007 | Prepare stocks, sauces and soups \* | E Cert II Kitchen Ops |
| SITHCCC006 | Prepare appetisers and salads \*  | E Cert II Kitchen Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Kitchen Operations Value: 1.0

This is a standard unit (1.0). The half unit Kitchen Production 2 (0.5) is an exit point only for Kitchen Operations.

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * demonstrate cookery skills to industry standard working independently and collaboratively across a range of contexts
 |
| * produce a range of dishes focussing on fruit, vegetable, egg and farinaceous ingredients
 |
| * produce a range of dishes within industry time constraints of a commercial kitchen
 |
| * package prepared foodstuffs observing appropriate storage and hygienic practices
 |
| * prepare and produce a range of sandwiches to industry standards
 |

## Content

All content below must be delivered:

* using cookery skills effectively by preparing for food service, cooking menu items and completing end of shift requirements
* production of vegetable, fruit, egg and farinaceous dishes
* preparation of sandwiches
* packaging of prepared foodstuffs.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHCCC011 | Use cookery skills effectively \* \*\* | C Cert II Kitchen Ops |
| SITHCCC008 | Prepare vegetable, fruit, eggs and farinaceousdishes \* | E Cert II Kitchen Ops |
| SITHCCC003 | Prepare and present sandwiches \* | E Cert II Kitchen Ops |
| SITHCCC004 | Package prepared foodstuffs \* | E Cert II Kitchen Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

\*\*SWL is not mandatory but is highly recommended as the core competency, SITHCCC011 Use cookery skills effectively, requires students to prepare and serve multiple items for a minimum of 12 complete service periods (shifts) to demonstrate competence.

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Kitchen Production 2 Value: 0.5

This half unit (0.5) is an exit point only for Kitchen Operations (1.0).

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

Note: Structured Workplace Learning is highly recommended for all Certificates within this course

## Duplication of Content Rules

Students may not study Catering Production *(0.5) AS WELL AS* Kitchen Operations (1.0). Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * demonstrate cookery skills to industry standard working independently and collaboratively across a range of contexts
 |
| * produce a range of dishes focussing on fruit, vegetable, egg and farinaceous ingredients
 |

## Content

All content below must be delivered:

* using cookery skills effectively by preparing for food service, cooking menu items and completing end of shift requirements
* production of vegetable, fruit, egg and farinaceous dishes.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid and sufficient evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHCCC011 | Use cookery skills effectively \* \*\* | C Cert II Kitchen Ops |
| SITHCCC008 | Prepare vegetable, fruit, eggs and farinaceous dishes \* | E Cert II Kitchen Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

\*\*SWL is not mandatory but is highly recommended as the core competency, SITHCCC011 Use cookery skills effectively, requires students to prepare and serve multiple items for a minimum of 12 complete service periods (shifts) to demonstrate competence.

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20416>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Catering Industry Fundamentals Value: 1.0

*This standard unit (1.0) combines the following two half units (0.5) – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

**Catering Fundamentals (0.5)**

**Catering Skills (0.5)**

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* Use personal hygiene practices to prevent contamination of food that might cause food-borne diseases
* Demonstrate coffee making skills in accordance with industry standards and Training Package requirements
* follow predetermined health, safety and security procedures and to participate in organisational work health and safety management practices
* prepare and present a limited range of simple menu items following standard recipes
* safely use commercial kitchen equipment, including knives, to prepare a range of different food types

## Content

All content below must be delivered:

* Food hazard identification and control using industry procedures
* coffee beverages, selection and grinding of coffee beans, preparation and assessment of espresso coffee beverages and use, maintenance and cleaning espresso machines, customer advice, organisation of coffee workstation
* OHS procedures and workplace safety and emergency practices
* Selection, use, cleaning and maintenance of food preparation equipment
* Preparation, presentation and storage of simple dishes

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address **all content** related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| **Code** | **Competency Title** | **Core/Elective** |
| SITXFSA001 | Use hygienic practices for food safety | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITHFAB005 | Prepare and serve espresso coffee \* | E Cert II Kitchen OpsE Cert III Catering Ops |
| SITXWHS001 | Participate in safe work practices | C Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITHCCC002 | Prepare and present simple dishes \* | E Cert I HospitalityE Cert II Kitchen Ops C Cert III Catering Ops |
| SITHCCC101 | Use food preparation equipment \* | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Catering Fundamentals Value: 0.5

*This half unit (0.5) combines with Catering Skills (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* Use personal hygiene practices to prevent contamination of food that might cause food-borne diseases
* Demonstrate coffee making skills in accordance with industry standards and Training Package requirements
* follow predetermined health, safety and security procedures and to participate in organisational work health and safety management practices

## Content

All content below must be delivered:

* Food hazard identification and control using industry procedures
* coffee beverages, selection and grinding of coffee beans, preparation and assessment of espresso coffee beverages and use, maintenance and cleaning espresso machines, customer advice, organisation of coffee workstation
* OHS procedures and workplace safety and emergency practices

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address **all content** related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| **Code** | **Competency Title** | **Core/Elective** |
| SITXFSA001 | Use hygienic practices for food safety | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITHFAB005 | Prepare and serve espresso coffee \* | E Cert II Kitchen OpsE Cert III Catering Ops |
| SITXWHS001 | Participate in safe work practices | C Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Catering Skills Value: 0.5

*This half unit (0.5) combines with Catering Fundamentals (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* prepare and present a limited range of simple menu items following standard recipes
* handle food safely during the storage, preparation, display, service and disposal of food

## Content

All content below must be delivered:

* Preparation, presentation and storage of simple dishes
* Selection, use, cleaning and maintenance of food preparation equipment

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address **all content** related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| **Code** | **Competency Title** | **Core/Elective** |
| SITHCCC002 | Prepare and present simple dishes \* | E Cert I HospitalityE Cert II Kitchen OpsC Cert III Catering Ops |
| SITHCCC001 | Use food preparation equipment \* | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Catering Industry Practices Value: 1.0

*This standard unit (1.0) combines the following two half units (0.5) – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

Industry Skills (0.5)

Catering Techniques (0.5)

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict
* maintain the quality of perishable supplies for commercial cookery or catering operations
* prepare and present a variety of sandwiches in a commercial kitchen or catering operation
* use a range of basic cookery methods to prepare dishes
* provide customers with information and assistance on facilities and services

## Content

All content below must be delivered:

* practical skills and fundamentals of workplace teamwork
* information provision through a variety of mechanisms including face to face, telephone and other remote means
* accessing and updating information, assistance provision, seeking feedback
* storage of perishable supplies in optimum conditions to minimise wastage and avoid food contamination
* sandwich preparation, presentation and storage including classical, modern, hot, cold, of varying cultural and ethnic origins and using a variety of fillings and types of bread

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXCCS001 | Provide customer information and assistance | C Cert I Hospitality |
| BSBWOR203 | Work effectively with others | C Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITXINV002 | Maintain the quality of perishable items \* | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITHCCC005 | Prepare dishes using basic methods ofcookery \* | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITHCCC003 | Prepare and present sandwiches \* | E Cert I HospitalityE Cert II Kitchen OpsE Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Industry Skills Value: 0.5

*This half unit (0.5) combines with Catering Techniques (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict
* use a range of basic cookery methods to prepare dishes
* provide customers with information and assistance on facilities and services

## Content

All content below must be delivered:

* practical skills and fundamentals of workplace teamwork
* information provision through a variety of mechanisms including face to face, telephone and other remote means
* accessing and updating information, assistance provision, seeking feedback

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| BSBWOR203 | Work effectively with others | C Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITXCCS001 | Provide customer information and assistance | C Cert I Hospitality |
| SITHCCC005 | Prepare dishes using basic methods ofcookery \* | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Catering Techniques Value: 0.5

*This half unit (0.5) combines with Industry Skills (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* maintain the quality of perishable supplies for commercial cookery or catering operations
* prepare and present a variety of sandwiches in a commercial kitchen or catering operation

## Content

All content below must be delivered:

* storage of perishable supplies in optimum conditions to minimise wastage and avoid food contamination
* sandwich preparation, presentation and storage including classical, modern, hot, cold, of varying cultural and ethnic origins and using a variety of fillings and types of bread

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXINV002 | Maintain the quality of perishable items\* | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITHCCC003 | Prepare sandwiches\* | E Cert I HospitalityE Cert II Kitchen OpsE Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Café Catering Value: 1.0

*This standard unit (1.0) combines the following two half units (0.5) – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

Café Catering Essentials (0.5)

Café Catering and Service (0.5)

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses
* provide effective hospitality service to customers during live service periods
* preparation and service of non-alcoholic drinks by selecting ingredients and using appropriate equipment
* deliver fundamental customer service to both internal and external customers
* maintain quality products observing rules of storage for perishables items
* use a range of basic cookery methods to prepare dishes

## Content

All content below must be delivered:

* hygiene procedures, identification of hazards, reporting of health issues, prevention of contamination
* preparation of a range of food items using technical and organisational skills
* demonstrate food and beverage skills to industry standard working independently and collaboratively across a range of contexts
* greeting and service to customers, teamwork in customer service, provision of feedback on customer service
* cleaning and sanitising of kitchen equipment and premises, including service-ware and utensils
* ingredient selection, assembly and preparation, equipment selection and preparation, cooking skills

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXFSA001 | Use hygienic practices for food safety # | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITHCCC011  | Use cookery skills effectively \* \*\* | C Cert II Kitchen Ops E Cert III Catering Ops |
| SITHFAB004  | Prepare and serve non-alcoholic beverages \* | E Cert I HospitalityE Cert II Kitchen OpsE Cert III Catering Ops |
| SITXCCS003 | Interact with customers | E Cert II Kitchen Ops |
| SITHKOP001 | Clean kitchen premises and equipment \* | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITHCCC005 | Prepare dishes using basic methods ofcookery \* | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

# Competency SITXFSA001 delivered for entry point of unit only

### \*\*SWL requirements: SWL is not mandatory but is highly recommended as the core competency, SITHCCC011 Use cookery skills effectively, requires students to prepare and serve multiple items for a minimum of 12 complete service periods (shifts) to demonstrate competence.

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 29 - 31 and 33 – 36.

# Café Catering Essentials Value: 0.5

*This half unit (0.5) combines with Café Catering and Service (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses
* provide effective hospitality service to customers during live service periods
* preparation and service of non-alcoholic drinks by selecting ingredients and using appropriate equipment
* deliver fundamental customer service to both internal and external customers

## Content

All content below must be delivered:

* hygiene procedures, identification of hazards, reporting of health issues, prevention of contamination
* preparation of a range of food items using technical and organisational skills
* demonstrate food and beverage skills to industry standard working independently and collaboratively across a range of contexts
* greeting and service to customers, teamwork in customer service, provision of feedback on customer service

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXFSA001 | Use hygienic practices for food safety # | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITHCCC011  | Use cookery skills effectively \* \*\* | C Cert II Kitchen OpsE Cert III Catering Ops |
| SITHFAB004  | Prepare and serve non-alcoholic beverages \* | E Cert I HospitalityE Cert II Kitchen OpsE Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

# Competency SITXFSA001 delivered for entry point of unit only

### \*\*SWL requirements: SWL is not mandatory but is highly recommended as the core competency, SITHCCC011 Use cookery skills effectively, requires students to prepare and serve multiple items for a minimum of 12 complete service periods (shifts) to demonstrate competence.

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Café Catering and Service Value: 0.5

*This half unit (0.5) combines with Café Catering Essentials (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* maintain quality products observing rules of storage for perishables items
* use a range of basic cookery methods to prepare dishes

## Content

All content below must be delivered:

* cleaning and sanitising of kitchen equipment and premises, including service-ware and utensils.
* ingredient selection, assembly and preparation, equipment selection and preparation, cooking skills

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHKOP001 | Clean kitchen premises and equipment \* | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITHCCC005 | Prepare dishes using basic methods ofcookery \* | E Cert I HospitalityC Cert II Kitchen OpsC Cert III Catering Ops |
| SITXCCS003 | Interact with customers | E Cert II Kitchen Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Catering Practices Value: 1.0

*This standard unit (1.0) combines the following two half units (0.5) – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

Production Skills (0.5)

Catering Production Skills (0.5)

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* prepare appetisers and salads following standard recipes
* Prepare, coach and report on others in job skills development

## Content

All content below must be delivered:

* selection and preparation of ingredients and use of relevant equipment and cookery methods in the preparation, presentation and storage of appetisers and salads
* develop sessions to coach peers in job skills, communicating required knowledge for workplace tasks. Follow organisational procedures to support, monitor and report on colleagues to identify performance problems or difficulties
* preparation, service and end of service tasks in hospitality customer service including a range of individual technical skills and operational tasks and management of multiple tasks to meet the needs of multiple and diverse customers
* Food safety programs e.g., Hazard Analysis and Critical Control Points (HACCP) method, covering storage, preparation, single use items, maintenance of a clean environment and disposal

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHCCC006 | Prepare appetisers and salads \* | E Cert II Kitchen OpsE Cert III Catering Ops |
| SITXHRM001 | Coach others in job skills | C Cert III Catering Ops |
| SITHIND004 | Work effectively in hospitality service \*\* | E Cert III Catering Ops |
| SITXFSA002 | Participate in safe food handling practices | E Cert II Kitchen OpsC Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

\*\*SWL requirements: SWL is not mandatory but is highly recommended as the competency, SITHIND004, work effectively in hospitality service, requires students to provide effective hospitality service to customers for a minimum of 36 complete service shifts to demonstrate competence.

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Production Skills Value: 0.5

*This half unit (0.5) combines with Catering Production Skills (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* prepare appetisers and salads following standard recipes
* Prepare, coach and report on others in job skills development

## Content

All content below must be delivered:

* selection and preparation of ingredients and use of relevant equipment and cookery methods in the preparation, presentation and storage of appetisers and salads
* develop sessions to coach peers in job skills, communicating required knowledge for workplace tasks. Follow organisational procedures to support, monitor and report on colleagues to identify performance problems or difficulties.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHCCC006 | Prepare appetisers and salads \* | E Cert II Kitchen OpsE Cert III Catering Ops |
| SITXHRM001 | Coach others in job skills | C Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Catering Production Skills Value: 0.5

*This half unit (0.5) combines with Production Skills (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

Nil

*Note: Structured Workplace Learning is highly recommended for all Certificates within this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

* provide effective hospitality service to customers during live service periods
* handle food safely during the storage, preparation, display, service, and disposal of food

## Content

All content below must be delivered:

* preparation, service and end of service tasks in hospitality customer service including a range of individual technical skills and operational tasks and management of multiple tasks to meet the needs of multiple and diverse customers
* Food safety programs e.g., Hazard Analysis and Critical Control Points (HACCP) method, covering storage, preparation, single use items, maintenance of a clean environment and disposal

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHIND004 | Work effectively in hospitality service \*\* | E Cert III Catering Ops |
| SITXFSA002 | Participate in safe food handling practices | E Cert II Kitchen OpsC Cert III Catering Ops |

**\*\*SWL requirements**: SWL is not mandatory but is highly recommended as the competency, **SITHIND004, Work effectively in hospitality service**, requires students to provide effective hospitality service to customers for a minimum of 36 complete service shifts to demonstrate competence.

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Bakery Cafe Value: 1.0

*This standard unit (1.0) combines the following two half units (0.5) – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

**Café Services (0.5)**

**Bakery Practices (0.5)**

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Structured Workplace Learning is highly recommended for all certificates in this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * Demonstrate financial skills, processing receipts and reconciling payments in accordance with industry handling procedures
 |
| * Demonstrate coffee making skills in accordance with industry standards and Training Package requirements
 |
| * Handle food safely during the storage, preparation, display, service and disposal of food
 |
| * Use personal hygiene practices to prevent contamination of food that might cause food-borne diseases
 |
| * Apply food safety practices and procedures in the operation of a cafe
 |
| * Produce, present and store a variety of cakes to industry standard
 |
| * Work effectively in a team environment
 |
| * Apply OHS procedures and workplace safety and emergency practices within a bakery environment
 |
| * Communicate and work effectively with others using industry language and terminology for a commercial kitchen environment
 |

## Content

All content below must be delivered:

* Food hazard identification and control using industry procedures
* Food contamination within a bakery environment
* Food safety programs e.g., Hazard Analysis and Critical Control Points (HACCP), covering storage, preparation, single use items, maintenance of a clean environment and disposal
* Preparation, presentation and storage of a variety of cake products
* OHS procedures within a bakery environment
* Preparation and service of espresso coffee
* Processing of financial transactions, including reconciliation of takings
* development of effective workplace relationships by contributions to workgroup activities and dealing effectively with issues, problems and conflict

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXFSA001 | Use hygienic practices for food safety | E Cert I HospitalityE Cert II HospitalityC Cert III Patisserie |
| SITHFAB005 | Prepare and serve espresso coffee \* | E Cert II HospitalityE Cert III Patisserie |
| FDFOHS2001A | Participate in OHS processes  | C Cert II Baking |
| SITXFIN001 | Process financial transactions | E Cert II Hospitality |
| BSBWOR203 | Work effectively with others | C Cert II Hospitality |
| SITHPAT001 | Produce cakes \* | C Cert III Patisserie |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT31016>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Café Services Value: 0.5

*This half unit (0.5) combines with Bakery Practices (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Structured Workplace Learning is highly recommended for all certificates in this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * demonstrate coffee making skills in accordance with industry standards and Training Package requirements
 |
| * handle food safely during the storage, preparation, display, service and disposal of food
 |
| * Use personal hygiene practices to prevent contamination of food that might cause food-borne diseases
 |
| * apply food safety practices and procedures in the operation of a cafe
 |
| * Produce a variety of cakes to industry standard
 |
| * Apply OHS procedures and workplace safety and emergency practices within a bakery environment
 |

## Content

All content below must be delivered:

* Food hazard identification and control using industry procedures
* Food contamination within a bakery environment
* Food safety programs e.g., Hazard Analysis and Critical Control Points (HACCP) method, covering storage, preparation, single use items, maintenance of a clean environment and disposal
* Preparation and service of espresso coffee
* OHS procedures within a bakery environment
* OHS procedures and workplace safety and emergency practices
* Preparation, presentation and storage of a variety of cake products

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXFSA001 | Use hygienic practices for food safety | E Cert I HospitalityE Cert II HospitalityC Cert III Patisserie |
| SITHFAB005 | Prepare and serve espresso coffee \* | E Cert II HospitalityE Cert III Patisserie |
| FDFOHS2001A | Participate in OHS processes | C Cert II Baking |
| SITHPAT001 | Produce cakes \* | C Cert III Patisserie |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT31016>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Bakery Practices Value: 0.5

*This half unit (0.5) combines with Café Services (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Structured Workplace Learning is highly recommended for all certificates in this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * Demonstrate financial skills, processing receipts and reconciling payments in accordance with industry handling procedures
 |
| * Produce, present and store a variety of cakes to industry standard
 |
| * Communicate and work effectively with others using industry language and terminology for a commercial kitchen environment.
 |

## Content

All content below must be delivered:

* Processing of financial transactions, including reconciliation of takings
* Development of effective workplace relationships by contributions and communication within workgroup activities and dealing effectively with issues, problems and conflict
* Preparation, presentation and storage of a variety of cake products

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXFIN001 | Process financial transactions | E Cert II Hospitality |
| BSBWOR203 | Work effectively with others | C Cert II Hospitality |
| SITHPAT001 | Produce cakes \* | C Cert III Patisserie |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT31016>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Patisserie Fundamentals Value: 1.0

*This standard unit (1.0) combines the following two half units (0.5) – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

Patisserie Skills (0.5)

Patisserie Techniques (0.5)

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

*Structured Workplace Learning is highly recommended for all certificates in this course*

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

|  |
| --- |
| * Use personal hygiene practices to prevent contamination of food that might cause food-borne diseases
 |
| * Handle food safely during the storage, preparation, display, service and disposal of food
 |
| * Apply food safety practices and procedures in the operation of a patisserie
 |
| * Identify and use food preparation equipment safely and appropriately
 |
| * Store and use specific cleaning and sanitising products and chemicals for kitchen and equipment according to industry and environmental procedures
 |
| * Follow safe manual handling techniques for cleaning equipment and premises, especially bending, lifting and carrying heavy equipment
 |
| * Select appropriate ingredients, cookery methods, cooking temperatures and equipment to produce and present a variety of petit fours
 |
| * Produce, present and store a variety of petit fours to industry standard
 |
| * Produce, present and store a variety of pastries
 |
| * Select appropriate ingredients, cookery methods, cooking temperatures and equipment to produce and present a variety of pastries
 |
| * Select and operate appropriate equipment according to WHS and industry standard
 |

## Content

All content below must be delivered:

* Food hazard identification and control using industry procedures
* Food contamination within a patisserie environment
* Food safety programs e.g., Hazard Analysis and Critical Control Points (HACCP), covering storage, preparation, single use items, maintenance of a clean environment and disposal
* Health and safety procedures and practices, including procedures for emergency situations
* Cleaning and sanitising of kitchen equipment and premises, including service ware and utensils
* Preparation, presentation, production and storage of a variety of petit fours of quantity and consistency in quality, size, shape and appearance
* Identify ingredients and cookery methods to produce a variety of petits fours
* Identify a variety of cooking temperatures and equipment to produce and present a variety of petit fours
* Stock rotation procedures and storage procedures for a range of petits fours and pastries
* Follow standard recipes to produce and decorate petits fours including: caramelised petits; fours; fresh petits fours; marzipan-based petits fours; petits fours glacés
* Principles, characteristics and uses included in all types of pastry making
* Ingredient characteristics including shortening and flour types in different pastry types
* Product storage and requirements for different pastry types such as shelf life, refrigeration and freezing

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality and FDF 10 Food Processing Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXFSA001 | Use hygienic practices for food safety | E Cert I HospitalityE Cert II HospitalityC Cert III Patisserie |
| SITXWHS001 | Participate in safe work practices | C Cert I HospitalityC Cert II HospitalityC Cert III Patisserie |
| SITHKOP001 | Clean kitchen premises and equipment | E Cert I HospitalityE Cert II HospitalityC Cert III Patisserie |
| SITHPAT005 | Produce petits fours \* | C Cert III Patisserie |
| SITHPAT003 | Produce pastries | C Cert III Patisserie |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT31016>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Patisserie Skills Value: 0.5

*This half unit (0.5) combines with Patisserie Techniques (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

There are no prerequisites for this unit of study.

Structured Workplace Learning is highly recommended for all certificates in this course

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * Use personal hygiene practices to prevent contamination of food that might cause food-borne diseases
 |
| * Handle food safely during the storage, preparation, display, service and disposal of food
 |
| * Apply food safety practices and procedures in the operation of a patisserie
 |
| * Identify and use food preparation equipment safely and appropriately
 |
| * Produce, present and store a variety of pastries
 |
| * Select appropriate ingredients, cookery methods, cooking temperatures and equipment to produce and present a variety of pastries.
 |

## Content

All content below must be delivered:

* Food hazard identification and control using industry procedures
* Food contamination within a patisserie environment
* Food safety programs e.g., Hazard Analysis and Critical Control Points (HACCP), covering storage, preparation, single use items, maintenance of a clean environment and disposal
* Health and safety procedures and practices, including procedures for emergency situations
* Principles, characteristics and uses included in all types of pastry making
* Ingredient characteristics including shortening and flour types in different pastry types
* Product storage and requirements for different pastry types such as shelf life, refrigeration and freezing.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel, Hospitality and FDF 10 Food Processing Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITXFSA001 | Use hygienic practices for food safety | E Cert I HospitalityE Cert II HospitalityC Cert III Patisserie |
| SITXWHS001 | Participate in safe work practices | C Cert I HospitalityC Cert II HospitalityC Cert III Patisserie |
| SITHPAT003 | Produce pastries | C Cert III Patisserie |

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT31016>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# Patisserie Techniques Value: 0.5

*This half unit (0.5) combines with Patisserie Skills (0.5) to equate to one standard unit – these should be delivered together as a semester unit. Students are expected to study the accredited semester 1.0 unit unless enrolled in a 0.5 unit due to late entry or early exit in a semester.*

## Prerequisites

SITXFSA001 Use hygienic practices for food safety

(Training Package prerequisite for units – to be delivered at the beginning of the program)

Structured Workplace Learning is highly recommended for all certificates in this course

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

This unit should enable students to:

|  |
| --- |
| * Store and use specific cleaning and sanitising products and chemicals for kitchen and equipment according to industry and environmental procedures
 |
| * Follow safe manual handling techniques for cleaning equipment and premises, especially bending, lifting and carrying heavy equipment
 |
| * Select appropriate ingredients, cookery methods, cooking temperatures and equipment to produce and present a variety of petit fours
 |
| * Produce, present and store a variety of petit fours to industry standard
 |

## Content

All content below must be delivered:

* Cleaning and sanitising of kitchen equipment and premises, including service ware and utensils
* Preparation, presentation, production and storage of a variety of petit fours of quantity and consistency in quality, size, shape and appearance
* Identify ingredients and cookery methods to produce a variety of petits fours
* Identify a variety of cooking temperatures and equipment to produce and present a variety of petit fours
* Stock rotation procedures and storage procedures for a range of petits fours and pastries
* Follow standard recipes to produce and decorate petits fours including: caramelised petits; fours; fresh petits fours; marzipan-based petits fours; petits fours glacés.

## Units of Competency

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

Teachers must address all content related to the competencies embedded in this unit. Reasonable adjustment may be made to the mode of delivery, context and support provided according to individual student needs.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency Title | Core/Elective |
| SITHKOP001 | Clean kitchen premises and equipment \* | E Cert I HospitalityE Cert II HospitalityC Cert III Patisserie |
| SITHPAT005 | Produce petits fours \* | C Cert III Patisserie |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT31016>

## Teaching and Learning Strategies

Refer to page 24.

## Assessment

Refer to Assessment on page 25.

## Resources

Refer to Resources on pages 28 - 30 and 32 – 35.

# SWL Hospitality Industry 1 Value: 0.5

## Prerequisites

Structured Workplace Learning can be undertaken on successful completion of at least one standard unit of this course.

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

Each SWL placement must identify different competencies. The goals for this unit must be tailored to suit the competency outcomes. Edit the following.

This unit should enable students to:

|  |
| --- |
| * consolidate learning and demonstrate competence in an industry environment
 |
| * provide evidence that can contribute to competencies identified for this placement
 |
| * develop personal, technical and social skills to enhance their performance as an employee
 |
| * work individually and as a team member to achieve organisational goals
 |

## Units of Competence

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

|  |  |  |
| --- | --- | --- |
| Code | Competency | Core/Elective |
| SITHIND003 | Use hospitality skills effectively | C Cert II Hospitality |

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20316>

## Assessment

Students need to complete a minimum of 27.5 hours in a Vocational Placement to obtain credit for this unit (0.5).

Assessment of competence on the job must include observation of real work processes and procedures.

Questions related to the performance criteria and directed to the candidate, peers and business client will assist in gathering evidence to assess competence. Evidence can also be collected through supervisor’s reports, third party peer and client reports.

### Structured Workplace Learning Assessment

Refer to page 26.

### Competency Based Assessment

Refer to page 26.

# SWL Hospitality Industry 2 Value: 0.5

## Prerequisites

Structured Workplace Learning can be undertaken on successful completion of at least one standard unit of this course.

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

Each SWL placement must identify different competencies. The goals for this unit must be tailored to suit the competency outcomes. Edit the following.

This unit should enable students to:

|  |
| --- |
| * consolidate learning and demonstrate competence in an industry environment
 |
| * provide evidence that can contribute to competencies identified for this placement
 |
| * develop personal, technical and social skills to enhance their performance as an employee
 |
| * work individually and as a team member to achieve organisational goals
 |

## Units of Competence

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

|  |  |  |
| --- | --- | --- |
| Code | Competency | Core/Elective |
| SITXCCS001 | Provide customer information and assistance | C Cert I Hospitality |

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT10216>

## Assessment

Students need to complete a minimum of 27.5 hours in a Vocational Placement to obtain credit for this unit (0.5).

Assessment of competence on the job must include observation of real work processes and procedures.

Questions related to the performance criteria and directed to the candidate, peers and business client will assist in gathering evidence to assess competence. Evidence can also be collected through supervisor’s reports, third party peer and client reports.

### Structured Workplace Learning Assessment

Refer to page 26.

### Competency Based Assessment

Refer to page 26.

# SWL Industry Catering 1 Value: 0.5

## Prerequisites

Structured Workplace Learning can be undertaken on successful completion of at least one standard unit of this course.

SITXFSA001 Use hygienic practices for food safety

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

Each SWL placement must identify different competencies. The goals for this unit must be tailored to suit the competency outcomes. Edit the following.

This unit should enable students to:

|  |
| --- |
| * consolidate learning and demonstrate competence in an industry environment
 |
| * provide evidence that can contribute to competencies identified for this placement
 |
| * develop personal, technical and social skills to enhance their performance as an employee
 |
| * work individually and as a team member to achieve organisational goals
 |

## Units of Competence

Competence must be demonstrated over time and in the full range of Hospitality contexts. Teachers must use this unit document in conjunction with the Units of Competence from the SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts.

|  |  |  |
| --- | --- | --- |
| Code | Competency | Core/Elective |
| SITHCCC011 | Use cookery skills effectively \* | C Cert II Kitchen OpsE Cert III Catering Ops |

\*Prerequisite is SITXFSA001 Use hygienic practices for food safety

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT20416>

<https://training.gov.au/Training/Details/SIT30916>

## Assessment

Students need to complete a minimum of 27.5 hours in a Vocational Placement to obtain credit for this unit (0.5).

Assessment of competence on the job must include observation of real work processes and procedures.

Questions related to the performance criteria and directed to the candidate, peers and business client will assist in gathering evidence to assess competence. Evidence can also be collected through supervisor’s reports, third party peer and client reports.

### Structured Workplace Learning Assessment

Refer to page 26.

### Competency Based Assessment

Refer to page 26.

# SWL Industry Catering 2 Value: 0.5

## Prerequisites

Structured Workplace Learning can be undertaken on successful completion of at least one standard unit of this course.

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

Each SWL placement must identify different competencies. The goals for this unit may be tailored to suit the competency outcomes.

This unit should enable students to:

* consolidate learning and demonstrate competence in an industry environment
* provide evidence that can contribute to competencies identified for this placement
* develop personal, technical and social skills to enhance their performance as an employee
* work individually and as a team member to achieve organisational goals
* provide effective hospitality service to customers during live service periods

## Units of Competency

Teachers must use this document in conjunction with the Units of Competence from SIT - Tourism, Travel and Hospitality Training Package, which provides performance criteria, range statements and assessment contexts. Competence must be demonstrated over time and in the full range of Hospitality environments.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency | Core/Elective |
| SITHIND004 | Work effectively in hospitality service | E Cert III Catering Ops |

It is essential to access www.training.gov.au for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

<https://training.gov.au/Training/Details/SIT30916>

## Assessment

Students need to complete a minimum of 27.5 hours in a Vocational Placement to obtain credit for this unit (0.5).

Assessment of competence on the job must include observation of real work processes and procedures.

Questions related to the performance criteria and directed to the candidate, peers and business client will assist in gathering evidence to assess competence. Evidence can also be collected through supervisor’s reports, third party peer and client reports.

### Structured Workplace Learning Assessment

Refer to page 26.

### Competency Based Assessment

Refer to page 26.

# SWL Patisserie Value: 0.5

## Prerequisites

Structured Workplace Learning can be undertaken on successful completion of at least one standard unit of this course.

## Duplication of Content Rules

Refer to page 21.

## Specific Unit Goals

Each SWL placement must identify different competencies. The goals for this unit may be tailored to suit the competency outcomes.

This unit should enable students to:

* consolidate learning and demonstrate competence in an industry environment
* provide evidence that can contribute to competencies identified for this placement
* develop personal, technical and social skills to enhance their performance as an employee
* work individually and as a team member to achieve organisational goals

## Units of Competency

Teachers must use this document in conjunction with the Units of Competence from FDF10 Food Processing Training Packages, which provides performance criteria, range statements and assessment contexts. Competence must be demonstrated over time and in a range of Patisserie environments.

In order to be deemed competent to industry standard, assessment must provide authentic, valid, sufficient and current evidence as indicated in the relevant Training Package.

|  |  |  |
| --- | --- | --- |
| Code | Competency | Core/Elective |
| SITHPAT003 | Produce pastries | C Cert III Patisserie |

It is essential to access: [www.training.gov.au](http://www.training.gov.au) for detailed up to date information relating to the above competencies. A direct link to the specific qualification can be found at:

## Assessment

Students need to complete a minimum of 27.5 hours in a Vocational Placement to obtain credit for this unit (0.5).

Assessment of competence on the job must include observation of real work processes and procedures.

Questions related to the performance criteria and directed to the candidate, peers and business client will assist in gathering evidence to assess competence. Evidence can also be collected through supervisor’s reports, third party peer and client reports.

### Structured Workplace Learning Assessment

Refer to page 26.

### Competency Based Assessment

Refer to page 26.

# Appendix A - Example of an Assessment Checklist for a Unit of Competency

### Every competency delivered in the relevant semester requires an Assessment Checklist

|  |  |  |
| --- | --- | --- |
| **TRAINING PACKAGE** | SIT | Tourism, Travel and Hospitality Training Package |
| **COMPETENCY** | SITXFSA001 | Use Hygienic Practices for Food Safety |
| **QUALIFICATION** | SIT10216SIT20316SIT20416 | Certificate I in HospitalityCertificate II in HospitalityCertificate II in Kitchen Operations | **Practical Demonstration \*** | **Written/Oral Questions \*** | **Third Party Report** | **Project or portfolio** | **C/NYC** |
| **ELEMENT** | **PERFORMANCE CRITERIA** |
| **1** | **Follow hygiene procedures and identify food hazards Tick method of assessment** |
| **1.1** | Follow organisational hygiene procedures. |  |  |  |  |  |
| **1.2** | Promptly report unsafe practices that breach hygiene procedures. |  |  |  |  |  |
| **1.3** | Identify food hazards that may affect the health and safety of customers, colleagues and self. |  |  |  |  |  |
| **1.4** | Remove or minimise the hygiene hazard and report to appropriate person for follow up. |  |  |  |  |  |
| **2** | **Report any personal health issues** |
| **2.1** | Report any personal health issues likely to cause a hygiene risk. |  |  |  |  |  |
| **2.2** | Report incidents of food contamination resulting from personal health issues. |  |  |  |  |  |
| **2.3** | Cease participation in food handling activities where a health issue may cause food contamination. |  |  |  |  |  |
| **3** | **Prevent food contamination** |
| **3.1** | Maintain clean clothes, wear required personal protective clothing and only use organisation-approved bandages and dressings. |  |  |  |  |  |
| **3.2** | Prevent food contamination from clothing and other items worn. |  |  |  |  |  |
| **3.3** | Prevent unnecessary direct contact with ready to eat food. |  |  |  |  |  |
| **3.4** | Avoid unhygienic personal contact with food or food contact surfaces. |  |  |  |  |  |
| **3.5** | Avoid unhygienic cleaning practices that may cause food-borne illnesses. |  |  |  |  |  |
| **4** | **Prevent cross contamination by washing hands** |
| **4.1** | Wash hands at appropriate times and follow hand washing procedures consistently. |  |  |  |  |  |
| **4.2** | Wash hands using appropriate facilities***.*** |  |  |  |  |  |

\* Please be aware of moderation requirements for these forms of evidence. The requirements can be found at: <http://www.bsss.act.edu.au/grade_moderation/moderation_information_for_teachers>