

**Industry Curriculum Information Guide**

**Hospitality**

**SIT20316 Certificate II in Hospitality**

**SIT20416 Certificate II in Kitchen Operations**

**NESA Course:** [**Hospitality (Stage 6)**](http://educationstandards.nsw.edu.au/wps/portal/nesa/11-12/stage-6-learning-areas/vet/hospitality-syllabus)

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# **Introduction**

Vocational education and training (VET) courses form an integral part of the secondary education curriculum in NSW. It is widely recognised that these courses perform a significant role in preparing students for a successful transition from school to work. Schools have ensured through sustained commitment that school delivered VET is valued by industry, further education providers and the community.

The continuation of these high quality vocational education opportunities for students in Catholic schools is dependent on the successful implementation of the [**VET Quality Framework**](https://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework)which includes the [**Standards for Registered Training Organisations 2015.**](https://www.asqa.gov.au/about/australias-vet-sector/standards-registered-training-organisations-rtos-2015)

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

This guide contains information that is essential to ensuring the delivery of high quality VET in schools. Through the implementation of quality assurance requirements in this guide, schools will ensure that they are implementing education and training that is valued and recognised by industry and complies with the VET Quality Framework.

# **Using the Course Information Guide**

This course information guide outlines the requirements that must be implemented by schools when delivering competency based training and assessment. The guide covers the following areas:

* Use of accredited trainers and assessors
* Assessment environments
* Integrated (holistic) assessment
* Volume of learning
* Student work placement
* Engaging with industry and employers
* Credentialing AQF qualifications
* Mandatory resources and equipment

As part of the annual quality assurance process schools are required to complete

* Checklist 1 Mandatory resources and equipment
* Checklist 3 Trainer and assessor requirements
* The School Principal Declaration

Schools may also be required to complete

* Checklist 2 Accessing resources and equipment off-site
* Checklist 4 Additional units of competency

The completed declaration and checklists are to be stored securely on the school site and in accordance with RTO procedures.

# **Requirements of schools delivering competency based training and assessment**

### **Use of accredited trainers and assessors**

All trainers and assessors used by the RTO must comply with the requirements of Clauses 1.13 - 1.16 of the Standards for Registered Training Organisations (RTOs) 2015. To meet this requirement schools must ensure training is only be delivered by teachers who are accredited to deliver the course or whose accreditation is in progress.

Trainers must have

* the vocational competencies at least to the level being delivered and assessed
* current industry skills directly relevant to the training and assessment being provided and where indicated in the Training Package; three years industry experience
* current knowledge and skills in vocational training and learning that informs their training and assessment

Assessment must be undertaken only by teachers who have completed their accreditation and have gained

* TAE40110 Certificate IV in Training and Assessment
* TAE40116 Cert IV in Training and Assessment (from April 2019)

All trainers and assessors must:

* regularly undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment

Schools must ensure the professional development plans of VET teachers address these requirements.

### **Assessment environments**

All units of competency delivered as part of this course must be undertaken in an industry workplace or a simulated industry environment as indicated in the relevant Training Package. Given that assessment in an industry workplace may not be feasible in all situations, schools will need to create simulated industry environments where assessment in an industry workplace is not possible. Simulations must provide opportunities for integrated assessment of competence that include:

* performing the task (task skills)
* managing a number of tasks (task management skills)
* dealing with workplace irregularities such as unexpected problems, breakdowns and changes in routine (contingency management skills)
* fulfilling the responsibilities and expectations of the job and workplace, including working with others (job/role environment skills)
* transferring competencies to new contexts

In order to be valid and reliable, the ***simulation must closely represent what actually occurs in the workplace***, should be a current and realistic learning and assessment experience and reflect an actual work setting. It is critical that the designer of the simulation is thoroughly familiar with the application of the competency and is experienced in current and relevant workplace practice.

In deciding whether a simulation reflects conditions found in the workplace, the SIT Tourism, Travel, and Hospitality Training Package Companion Volume Implementation Guide identifies that to undertake assessment in an environment that closely resembles an industry workplace the simulated assessment environment must allow an individual to:

* provide sufficient customer traffic that allows the individual to
  + prioritise tasks and serve customers effectively in a logical sequence
  + deal with multiple sales, service or operational tasks simultaneously
* integrate multiple competencies which an individual would naturally complete simultaneously as part of their job function
* work with multiple and varied team members, supervisors, managers and customers including difficult ones
* operate within a time and efficiency imperative that includes:
  + deadlines for certain tasks
  + multiple items
  + a number of items to be produced within a certain timeframe
  + a number of tasks that are to be handled simultaneously
* deal with multiple and varied problems and prioritise competing tasks in given timeframes
* cope with interruptions to work typical of the workplace
* integrate health and safety issues, employment skills and compliance demands
* use the appropriate level of language, literacy and numeracy to complete workplace tasks

### **Integrated (holistic) assessment**

Holistic assessment brings together a number of related units of competency, relevant to the workplace and job role, that reflect actual workplace practices. Industry sees this realistic approach as essential for both delivery and assessment.

### **Volume of learning**

Qualifications in a training package must comply with Standard 8 of the *Standards for Training Packages*. This Standard requires qualifications to comply with the AQF specification for that qualification type. Volume of learning is a mandated component of the AQF qualification specifications.

The volume of learning includes more than ‘delivery’ and is therefore different to ‘nominal hours’. Volume of Learning identifies the notional duration of all activities required for the achievement of the learning outcomes specified for a particular AQF qualification type, expressed in equivalent full-time years. The volume of learning allocated to a qualification should include all teaching, learning and assessment activities that are required to be undertaken by the typical student to achieve the learning outcomes. These activities may include some or all of the following:

* guided learning (such as classes, lectures, tutorials, on-line study or self-paced study guides)
* individual study
* research
* learning activities in the workplace
* assessment activities

### **Student work placement**

Student work placement is a mandatory requirement for the satisfactory completion of this course.

It is the responsibility of the school to communicate the types of work placement settings they will require to Work Placement Service Providers for the students they are training and assessing each calendar year. Schools need to ensure that, where required, evidence from “the workplace” may be gathered for the qualification being sought.

Schools should have procedures in place to ensure:

* Students have been fully informed of the:
  + Mandatory work placement hours required for this course and that failure to complete the mandatory work placement hours for this course will lead to the student receiving an “N” award for this course
  + Purposes of the work placement, and the
  + Due dates for completion of the work placement
* Class teachers, work placement coordinators and workplace supervisors can reach agreement on the:
  + Structure and timing of the work placements
  + Competencies to be addressed during work placements
  + Procedures to address the relevant workplace health and safety regulations
* Host employers have been provided with the *Workplace Learning Guide for Employers* prior to placement commencing
* The *Student Placement Record* is fully completed **prior** to placement (i.e. signed by the host employer, school principal or nominee, student and parent or caregiver) and filed according to Diocesan and/or school requirements.
* Teachers are able to supervise students on work placement in accordance with Diocesan and/or school requirements

### **Engaging with industry and employers**

Engaging with industry stakeholders (such as employers) is critical to ensuring training and assessment is aligned to current methods, technology, products and performance expectations for the workplace tasks specified in the training package or VET accredited course.

Schools are to support VET teachers in participating in RTO industry engagement activities.

### **Credentialing AQF qualifications**

In order to comply with requirements of Standard 3 of the Standards for Registered Training Organisations (RTOs) 2015, schools must enter student qualification and competency details and outcomes on eBOS-VCS via Schools Online in accordance with timelines and procedures identified by NESA.

Students must supply the school with a Unique Student Identifier. The school must then verify the USI and upload verified USIs to eBOS-VCS via Schools Online. Where a school has uploaded an incorrect USI for a student the school must contact the RTO to arrange for the USI to be corrected.

Schools must also implement the RTO Recognition of Prior Learning policy in accordance with NESA requirements.

### **Industry Experience Requirements**

There are 8 units of competency that form part of the Hospitality teacher training programs that require three years industry experience as a condition of assessment. These units are:

* SITHCCC005 Prepare dishes using basic methods of cookery
* SITHCCC006 Prepare appetisers and salads
* SITHCCC008 Prepare Vegetables, fruit, eggs and farinaceous dishes
* SITHCCC011 Use cookery skills effectively
* SITHFAB004 Prepare and serve non-alcoholic beverages
* SITHFAB005 Prepare and serve espresso coffee
* SITHFAB007 Serve food and beverage
* SITHIND003 Use hospitality skills effectively

Teachers who believe they meet the industry experience requirements for these units can apply to have their industry experience recognised via the Industry Experience log which can be found on the QMS under *Teachers>Industry Experience*.

Teachers who don’t meet the industry experience requirements for one or more of these units of competency must use an alternate assessment model as determined by the RTO

### Schools are required to indicate on Checklist 3 which, if any of the above units a teacher will need to use the alternate assessment model

### **Mandatory Resources and Equipment**

Schools delivering units of competency in this qualification must have access to specific resources/equipment as required by the training package. Students must have sufficient access to the specified resources/equipment to enable them to acquire and demonstrate competency.

Resources/equipment may be accessible either on-site (at school) or off-site. Where access to resources and/or equipment is off site a suitable access arrangement must be documented and recorded in Checklist 2.

All resources/equipment selected **MUST**:

* comply with RTO policy and procedures
* be appropriate to the unit of competency being assessed and the circumstances of the assessment

All resources/equipment lists are to be read in conjunction with the:

* [SIT Tourism, Travel and Hospitality Training Package (Release 1.1)](http://training.gov.au/Training/Details/SIT)
* [SIT Tourism, Travel and Hospitality Companion Volume Implementation Guide](https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694)
* NSW Education Standards Authority (NESA) [Hospitality Curriculum Framework Stage 6 Syllabus](http://www.boardofstudies.nsw.edu.au/syllabus_hsc/hospitality.html)

The following pages outline the assessment environments as well as the mandatory equipment and resources required for the delivery of the units of competency held by teachers accredited to deliver Hospitality - Commercial Cookery stream or Hospitality - Food and Beverage stream.

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| **BSBCMM201 Communicate in the workplace** | |
| Assessment Environment | * Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where communication takes place. This can be an industry workplace or a simulated industry environment. |
| **Mandatory Equipment and Resources** | |
| Equipment | * facilities and equipment typical of a hospitality industry environment |
| Consumable Resources | * consumables typical of a hospitality industry environment |
| Documents | * workplace forms and documentation * workplace policies and procedures relating to communication |
| Other People | * internal and external colleagues and customers |

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| **BSBSUS201 Participate in environmentally sustainable work practices** | |
| Assessment Environment | * Assessment must be conducted in a safe environment where evidence gathered must demonstrate consistent performance of typical activities experienced in the workplace. Assessment may be undertaken in the workplace or a simulated environment |
| **Mandatory Equipment and Resources** | |
| Equipment | * typical equipment found in the workplace |
| Consumable Resources | * resources typical of the workplace |
| Documents | * current usage of resources records * documentation, information and resources related to workplace environmental and resource efficiency issues * reporting procedures * sustainability legislation, regulations and codes of practice. |
| Other People | * other staff and supervisors |

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| **BSBWOR203 Work effectively with others** | |
| Assessment Environment | * Assessment must be conducted in a safe environment where evidence gathered must demonstrate consistent performance of typical activities experienced in the workplace. Assessment may be undertaken in the workplace or a simulated environment |
| **Mandatory Equipment and Resources** | |
| Equipment | * typical equipment found in the workplace |
| Consumable Resources | * resources typical of the workplace |
| Documents | * workplace documentation |
| Other People | * team members |

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| **SITHCCC001 Use food preparation equipment** | |
| Assessment Environment | * Skills must be demonstrated in an operational commercial kitchen. This can be an industry workplace or a simulated Industry environment, such as a training kitchen servicing customers. |
| **Mandatory Equipment and Resources** | |
| Equipment | * cleaning fixtures and equipment including   + dustpans and brooms   + hand towel dispenser   + garbage bins   + mops and buckets   + separate hand basin and liquid soap dispenser for hand washing * fixtures and large equipment:   + commercial grade work benches (1.5 m/person)   + double sink   + food processors   + graters   + griller   + refrigeration unit with shelving   + slicing machine   + storage facilities * knife sharpening equipment:   + sharpening steels and stones * knives:   + butchers and boning   + chef   + filleting   + palette   + utility   + vegetable * small equipment:   + assorted pots and pans   + blenders   + can opener   + containers for hot and cold food   + colanders   + cutting boards   + food handler gloves   + mandolin   + mouli   + planetary mixers   + scales * small utensils:   + peelers, corers and slicers   + tongs   + whisks * stainless steel bowls * thermometers |
| Consumable Resources | * cleaning materials including:   + cleaning cloths   + commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas   + garbage bags   + hand towels   + antiseptic liquid soap for hand washing   + sponges, brushes and scourers   + tea towels * variety of commercial ingredients used in food preparation specified in the performance evidence |
| Documents | * equipment manufacturer instructions * organisational specifications including:   + food safety plan   + mise en place lists and standard recipes * safety data sheets (SDS) for cleaning agents and chemicals. |
| Other People | * other kitchen staff * customers with realistic ratios of kitchen staff to customers |

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| **SITHCCC002 Prepare and present simple dishes** | |
| Assessment Environment | * Skills must be demonstrated in an operational commercial kitchen. This can be an industry workplace or a simulated industry environment such as a training kitchen servicing customers including a designated storage areas for dry goods and perishables |
| **Mandatory Equipment and Resources** | |
| Equipment | * cleaning fixtures and equipment including   + dustpans and brooms   + hand towel dispenser   + garbage bins   + mops and buckets   + separate hand basin and liquid soap dispenser for hand washing * fixtures and large equipment including:   + commercial grade work benches (1.5 m/person)   + commercial ovens with trays (one per two persons)   + double sink   + gas, electric or induction stove tops (two burners per person)   + food processors and mixers   + fryers with baskets   + grill   + hotplate or griddle   + microwave   + refrigeration unit with shelving   + salamanders   + slicing machine * knife sharpening equipment   + sharpening steels and stones * knives including: bread, chef, palette and utility * small equipment:   + assorted pots and pans   + blenders   + containers for hot and cold food   + crockery   + cutlery   + cutting boards   + food handler gloves   + oven mitts   + receptacles for presentation and display purposes   + scales   + scoops, skimmers and spiders * small utensils including:   + peelers, corers, tongs   + serving utensils * thermometers |
| Consumable Resources | * cleaning materials including:   + antiseptic liquid soap for hand washing   + cleaning cloths   + commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas   + garbage bags   + hand towels   + sponges, brushes and scourers   + tea towels * variety of commercial ingredients used to prepare the dishes specified in the performance evidence. |
| Documents | * equipment manufacturer instructions * organisational specifications including:   + food safety plan   + guidelines relating to food disposal, storage and presentation requirements   + mise en place lists and standard recipes * safety data sheets (SDS) for cleaning agents. |
| Other People | * other kitchen staff * customers with realistic ratios of kitchen staff to customers |

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| **SITHCCC003 Prepare and present sandwiches** | |
| Assessment Environment | * Skills must be demonstrated in an operational commercial kitchen. This can be an industry workplace or a simulated industry environment such as a training kitchen servicing customers including a designated storage areas for dry goods and perishables |
| **Mandatory Equipment and Resources** | |
| Equipment | * Cleaning fixtures and equipment including   + dustpans and brooms   + hand towel dispenser   + garbage bins   + mops and buckets   + separate hand basin and liquid soap dispenser for hand washing * fixtures and large equipment:   + burner   + commercial grade work benches (1.5 m/person)   + double sink   + griller   + refrigeration unit with shelving   + salamanders   + scales and slicing machine * knife sharpening equipment   + sharpening steels and stones * knives:   + bread   + chef   + palette   + utility * packaging materials * receptacles for presentation and display purposes * small equipment:   + assorted pots and pans   + can opener   + containers for hot and cold food   + colanders   + cutting boards   + food handler gloves * small utensils:   + graters   + peelers, corers and slicers   + tongs and serving utensils   + sandwich cutting guides |
| Consumable Resources | * cleaning materials including:   + antiseptic liquid soap for hand washing   + cleaning cloths   + commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas   + garbage bags   + hand towels   + sponges, brushes and scourers   + tea towels * variety of commercial ingredients for preparing sandwiches |
| Documents | * equipment manufacturer instructions * organisational specifications including   + food safety plan   + guidelines relating to food disposal, storage and presentation requirements   + mise en place lists and standard recipes   + presentation requirements * safety data sheets (SDS) for cleaning agents. |
| Other People | * other kitchen staff * customers with realistic ratios of kitchen staff to customers |

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| **SITHCCC005 Prepare dishes using basic methods of cookery** | |
| Assessment Environment | * Skills must be demonstrated in an operational commercial kitchen. This can be an industry workplace or a simulated industry environment such as a training kitchen servicing customers including a designated storage areas for dry goods and perishables |
| **Mandatory Equipment and Resources** | |
| Equipment | * Cleaning fixtures and equipment including   + dustpans and brooms   + hand towel dispenser   + garbage bins   + mops and buckets   + separate hand basin and liquid soap dispenser for hand washing * fixtures and large equipment including:   + commercial blenders and food mills   + commercial food processor and planetary mixer   + commercial grade work benches (1.5 m/person)   + commercial ovens with trays (one per two persons)   + commercial refrigeration facilities including:   + cool room and/or fridge   + deep-fryer   + double sink   + freezer   + gas, electric or induction stove tops (two burners per person)   + hot plate or griddle   + microwave   + lifting and transporting equipment   + salamander or other form of griller (one per four persons)   + storage facilities including shelving and trays   + slicing machine * knife sharpening equipment   + sharpening steels and stones * knives including: bread, carving, palette, filleting and utility knives * small equipment including:   + baking sheets and trays   + colander   + containers for hot and cold food   + cutting boards   + food handler gloves   + graters   + juicers   + measurers including: metric calibrated measuring jugs, measuring spoons, portion control scoops   + mortar and pestles   + mouli   + oven mitts   + pots and pans   + poachers   + scoops, skimmers and spiders   + service-ware including: platters, dishes, bowls, cutlery and serving utensils   + salad spinner   + scales   + sets of stainless steel bowls   + steamers * small utensils:   + flour and drum sieves   + peelers, corers and slicers   + strainers and chinois   + scrapers and spatulas   + pastry brush   + tongs and serving utensils   + whisks: fine and coarse stainless steel wire   + spoons including: large plain and slotted metal spoons, ladles in a variety of sizes, serving spoons and wooden spoons   + temperature probes   + thermometers |
| Consumable Resources | * cleaning materials including:   + antiseptic liquid soap for handwashing   + cleaning cloths   + commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas   + garbage bags   + hand towels   + sponges, brushes and scourers   + tea towels * diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations as specified in the performance evidence |
| Documents | * cleaning schedules * equipment manufacturer instructions * organisational specifications including: mise en place lists, menus and standard recipes, ordering and docketing paperwork, food safety plan, guidelines relating to food disposal, storage and presentation requirements * safety data sheets (SDS) for cleaning agents and chemicals * temperature recording charts and work flow schedules |
| Other people | * other kitchen staff * Customers with realistic ratios of kitchen staff to customers |

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| **SITHCCC006 Prepare appetisers and salads** | |
| Assessment Environment | * Skills must be demonstrated in an operational commercial kitchen. This can be an industry workplace or a simulated industry environment such as a training kitchen servicing customers including a designated storage areas for dry goods and perishables |
| **Mandatory Equipment and Resources** | |
| Equipment | * cleaning fixtures and equipment including   + dustpans and brooms   + hand towel dispenser   + garbage bins   + mops and buckets   + separate hand basin and liquid soap dispenser for hand washing * fixtures and large equipment including:   + commercial blenders and food mills   + commercial food processor and planetary mixer   + commercial grade work benches (1.5 m/person)   + commercial ovens with trays (one per two persons)   + commercial refrigeration facilities including:   + cool room and/or fridge   + deep-fryer   + double sink   + freezer   + gas, electric or induction stove tops (two burners per person)   + hot plate or griddle   + microwave   + lifting and transporting equipment   + salamander or other form of griller (one per four persons)   + storage facilities including shelving and trays   + slicing machine * knife sharpening equipment   + sharpening steels and stones * knives including: bread, carving, palette, filleting and utility knives * small equipment including:   + baking sheets and trays   + colander   + containers for hot and cold food   + cutting boards   + food handler gloves   + graters   + juicers   + measurers including: metric calibrated measuring jugs, measuring spoons, portion control scoops   + mortar and pestles   + mouli   + oven mitts   + pots and pans   + sauce bottles   + scoops, skimmers and spiders   + service-ware including: platters, dishes, bowls, cutlery and serving utensils   + salad spinner   + scales   + sets of stainless steel bowls   + steamers * small utensils:   + flour and drum sieves   + pastry brush   + peelers, corers and slicers   + scrapers and spatulas   + spoons including: large plain and slotted metal spoons, ladles in a variety of sizes, serving spoons and wooden spoons   + strainers and chinois   + tongs and serving utensils   + whisks: fine and coarse stainless steel wire * temperature probes and thermometers |
| Consumable Resources | * cleaning materials including:   + antiseptic liquid soap for handwashing   + cleaning cloths   + commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas   + garbage bags   + hand towels   + sponges, brushes and scourers   + tea towels * diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations as specified in the performance evidence |
| Documents | * equipment manufacturer instructions * organisational specifications including:   + current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock   + food safety plan   + guidelines relating to food disposal, storage and presentation requirements   + mise en place lists, menus and standard recipes   + ordering and docketing paperwork * safety data sheets (SDS) for cleaning agents and chemicals. |
| Other People | * other kitchen staff * customers with realistic ratios of kitchen staff to customers |

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| **SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes** | |
| Assessment Environment | Skills must be demonstrated in an operational commercial kitchen. This can be an industry workplace or a simulated industry environment such as a training kitchen servicing customers including a designated storage areas for dry goods and perishables |
| **Mandatory Equipment and Resources** | |
| Equipment | * cleaning fixtures and equipment including   + dustpans and brooms   + hand towel dispenser   + garbage bins   + mops and buckets   + separate hand basin and soap dispenser for hand washing * fixtures and large equipment including:   + commercial blenders and food mills   + commercial food processor and planetary mixer   + commercial grade work benches (1.5 m/person)   + commercial ovens with trays (one per two persons)   + commercial refrigeration facilities including:     - cool room and/or fridge     - freezer   + deep-fryer   + double sink   + gas, electric or induction stove tops (two burners per person)   + hot plate or griddle   + lifting and transporting equipment   + microwave   + salamander or other form of griller (one per four persons)   + storage facilities including shelving and trays   + slicing machine * knife sharpening equipment   + - sharpening steels and stones * knives including: bread, carving, palette, filleting and utility knives * small equipment including:   + baking sheets and trays   + colander   + containers for hot and cold food   + cutting boards   + food handler gloves   + graters   + juicers   + measurers including: metric calibrated measuring jugs, measuring spoons, portion control scoops   + mortar and pestles   + mouli   + oven mitts   + pans and pots for small and large production including: stainless steel, cast iron, iron and non-stick fry pans, stainless stock pots   + pasta machine   + salad spinner   + scoops, skimmers and spiders   + service-ware including: platters, dishes, bowls, cutlery and serving utensils   + scales   + sets of stainless steel bowls   + steamers * small utensils:   + flour and drum sieves   + pastry brush   + peelers, corers and slicers   + scrapers and spatulas   + spoons including: large plain and slotted metal spoons, ladles in a variety of sizes, serving spoons and wooden spoons   + strainers and chinois   + tongs and serving utensils   + whisks: fine and coarse stainless steel wire * temperature probes * thermometers |
| Consumable Resources | * cleaning materials including:   + antiseptic liquid soap for handwashing   + cleaning cloths   + commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas   + garbage bags   + hand towels   + sponges, brushes and scourers   + tea towels * diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations as specified in the performance evidence |
| Documents | * equipment manufacturer instructions * organisational specifications including:   + current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock   + food safety plan   + guidelines relating to food disposal, storage and presentation requirements   + mise en place lists, menus and standard recipes   + ordering and docketing paperwork * safety data sheets (SDS) for cleaning agents and chemicals. |
| Other People | * other kitchen staff * customers with realistic ratios of kitchen staff to customers |

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| **SITHCCC011 Use Cookery skills effectively** | |
| Assessment Environment | * Skills must be demonstrated in an operational commercial kitchen. This can be an industry workplace or a simulated industry environment such as a training kitchen servicing customers including a designated storage areas for dry goods and perishables |
| **Mandatory Equipment and Resources** | |
| Equipment | * cleaning fixtures and equipment including   + dustpans and brooms   + hand towel dispenser   + garbage bins   + mops and buckets   + separate hand basin and soap dispenser for hand washing * fixtures and large equipment including:   + bain marie   + commercial blenders and food mills   + commercial food processor and planetary mixer   + commercial grade work benches (1.5 m/person)   + commercial ovens with trays (one per two persons)   + commercial refrigeration facilities including:     - cool room and/or fridge     - freezer   + deep-fryer   + double sink   + gas, electric or induction stove tops (two burners per person)   + hot plate or griddle   + lifting and transporting equipment   + microwave   + salamander or other form of griller (one per four persons)   + storage facilities including:     - shelving     - trays   + slicing machine   + steamers * knife sharpening equipment   + sharpening steels and stones * knives and cleavers:   + bread knives   + butcher and boning knives   + chef knives   + carving knives   + filleting knives   + large serrated cake knives   + palette knives   + utility knives * small equipment including:   + baking sheets and trays   + beaters   + containers for hot and cold food   + cutting boards   + food handler gloves   + graters   + juicers   + measurers including:     - metric calibrated measuring jugs     - measuring spoons     - portion control scoops   + meat mallet   + moulds and forms   + mouli   + oven mitts   + pans and pots for small and large production including: stainless steel, cast iron, iron and non-stick fry pans, stainless stock pots   + piping bags and attachments   + poachers   + salad spinner   + scales   + scoops, skimmers and spiders   + service-ware including: platters, dishes, bowls, cutlery and serving utensils   + sets of stainless steel bowls   + steamers * small utensils:   + flour and drum sieves   + pastry brush   + peelers, corers and slicers   + scrapers   + spatulas   + spoons including: large plain and slotted metal spoons, ladles in a variety of sizes, serving spoons and wooden spoons   + strainers and chinois   + tongs and serving utensils   + whisks: fine and coarse stainless steel wire * temperature probes * thermometers |
| Consumable Resources | * cleaning materials including:   + antiseptic liquid soap for handwashing   + cleaning cloths   + commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas   + garbage bags   + hand towels   + sponges, brushes and scourers   + tea towels * diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations as specified in the performance evidence. |
| Documents | * equipment manufacturer instructions * organisational specifications including:   + current commercial stock control procedures and documentation for ordering, monitoring and maintaining stock   + food safety plan   + guidelines relating to food disposal, storage and presentation requirements   + mise en place lists, menus, standard recipes, and recipes for special dietary requirements   + ordering and docketing paperwork * recording systems * safety data sheets (SDS) for cleaning agents and chemicals |
| Other People | * other kitchen and service staff * customers with realistic ratios of kitchen and service staff to customers |

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| **SITHFAB004 Prepare and serve non-alcoholic beverages** | |
| Assessment Environment | * Skills must be demonstrated in an operational food and beverage outlet. This can be an industry workplace or a simulated industry environment. |
| **Mandatory Equipment and Resources** | |
| Equipment | * cleaning fixtures and equipment including   + dustpans and brooms   + hand towel dispenser   + garbage bins   + mops and buckets   + separate hand basin and soap dispenser for hand washing * fixtures and large equipment including   + fridges   + dishwashers * small equipment:   + blenders   + coffee:     - percolators and urns     - drip filter systems     - plungers   + juicers   + milk and sugar containers   + milkshake machines   + standard range of glassware and service-ware for the service of non-alcoholic beverages specified in the performance evidence   + tea and coffee making facilities and equipment   + water jugs. |
| Consumable Resources | * cleaning materials including:   + antiseptic liquid soap for handwashing   + cleaning cloths   + commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas   + garbage bags   + hand towels   + sponges, brushes and scourers   + tea towels * stock including:   + condiments, garnishes and accompaniments   + ice   + wide commercial range of non-alcoholic beverages: including carbonated drinks, coffee, juices and tea |
| Documents | * equipment manufacturer instructions * organisational specifications:   + beverage menus   + price lists   + retail promotional materials   + standard recipes for non-alcoholic beverages currently used by the hospitality industry * safety data sheets (SDS) for cleaning agents and chemicals or plain English workplace documents or diagrams that interpret the content of SDS. |
| Other People | * other team members and supervisors * customers with realistic ratios of service staff to customers |

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| **SITHFAB005 Prepare and serve espresso coffee** | |
| Assessment Environment | * Skills must be demonstrated in an operational food and beverage outlet. This can be an industry workplace or a simulated industry environment. |
| **Mandatory Equipment and Resources** | |
| Equipment | * fixtures and large equipment including:   + bins or knock boxes for used coffee grounds   + storage bins   + workstation with industry-current commercial grade espresso machine and coffee grinders * small equipment:   + blind or blank filter basket   + cleaning brushes   + colour coded cleaning cloths   + flat edge implement for levelling off   + dosed filter basket   + measuring equipment including:   + stopwatch or timer   + thermometer   + milk foaming jugs   + napkins   + powder shakers   + service trays   + spoons and stirrers   + straws * service-ware for different types of coffee beverages including:   + cups: espresso and standard   + glasses   + mugs   + saucers   + take-away coffee cups and lids   + take-away cardboard trays * tamp mats * tampers |
| Consumable Resources | * stock including:   + commercial range of coffee beans, ground coffee and other ingredients and accompaniments. |
| Documents | * equipment manufacturer instructions * organisational specifications including:   + cleaning and maintenance procedures for espresso coffee machines and grinders   + commercial beverage menus   + organisational procedures and industry standards for presenting espresso coffee beverages   + price lists   + standard recipes for coffee beverages currently used by the hospitality industry * SDS for cleaning chemicals or plain English workplace documents or diagrams that interpret the content of SDS |
| Other People | * other team members and supervisors * customers with realistic ratios of service staff to customers |

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| **SITHFAB007 Serve food and beverage** | |
| Assessment Environment | * Skills must be demonstrated in an operational food and beverage outlet. This can be an industry workplace or a simulated industry environment. |
| **Mandatory Equipment and Resources** | |
| Equipment | * cleaning equipment including brooms brushes and dustpans * fixtures and large equipment:   + chairs, minimum of 15   + coffee and tea making equipment   + espresso machine   + ordering system   + point-of-sale system including credit card facilities and EFTPOS facilities   + restaurant service desk   + sideboards or crockery and cutlery storage area   + tables, minimum of 5 * small equipment:   + containers for condiments and accompaniments   + crockery   + cruets and pepper mills   + cutlery   + docket books   + food serviceware   + glassware for alcoholic and non-alcoholic beverages   + linen/table dressing   + milk and sugar containers   + service trays, platters and doilies   + service utensils   + tea and coffee pots   + tea and coffee service-ware   + water jugs |
| Consumable Resources | * cleaning materials suitable for a food and beverage outlet * stock including, freshly prepared meals to be served and a wide commercial range of beverages |
| Documents | * equipment manufacturer instructions * organisational specifications including:   + commercial food and beverage menus currently used by the hospitality industry   + promotional materials. |
| Other People | * kitchen staff * customers with Industry realistic ratios of service staff to customers |

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| **SITHIND002 Source and use information on the hospitality industry** | |
| Assessment Environment | * Skills must be demonstrated in a hospitality industry service environment. This can be an industry workplace or a simulated industry environment |
| **Mandatory Equipment and Resources** | |
| Equipment | * computers, printers and information programs used to source hospitality industry information |
| Consumable Resources | * nil |
| Documents | * plain English documents issued by government regulators that describe the laws specifically relevant to the Hospitality industry   + food safety   + responsible service of alcohol   + responsible conduct of gambling   + local community protection |
| Other People | * other team members and supervisors * customers with realistic ratios of service staff to customers |

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| **SITHIND003 Use hospitality skills effectively** | |
| Assessment Environment | * Skills must be demonstrated in an operational hospitality environment. This can be an industry workplace or a simulated industry environment, such as training in a restaurant /cafe environment |
| **Mandatory Equipment and Resources** | |
| Equipment | * fixtures and equipment related to food and beverage service, See other food and beverage units for details |
| Consumable Resources | * consumable resources related to food and beverage service. See other food and beverage service units for details |
| Documents | * documents related to the operation of hospitality establishments |
| Other People | * other team members and supervisors * customers with realistic ratios of service staff to customers |

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| **SITHKOP001 Clean kitchen premises and equipment** | |
| Assessment Environment | * Skills must be demonstrated in an operational commercial kitchen. This can be an industry workplace or a simulated industry environment including food preparation and storage areas |
| **Mandatory Equipment and Resources** | |
| Equipment | * cleaning fixtures and equipment including:   + commercial dishwasher   + dustpans and brooms   + floor scrubbers and polishers   + garbage bins   + hand towel dispenser   + mops and buckets   + pressurised steam and water cleaners   + separate hand basin and soap dispenser   + waste sink for mops * fixtures and equipment associated with kitchens, food preparation and storage areas * personal protective equipment |
| Consumable Resources | * cleaning materials including:   + antiseptic liquid soap for handwashing   + cleaning cloths   + commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas   + garbage bags   + hand towels   + sponges, brushes and scourers   + swabs   + tea towels |
| Documents | * equipment manufacturer manuals * organisational specifications including:   + commercial cleaning schedules   + current commercial stock control procedures and documentation for ordering, monitoring and maintaining cleaning stock   + food preparation lists   + ordering and docketing paperwork   + safety procedures for chemical accidents * SDS for cleaning agents and chemicals and plain English workplace documents or diagrams that interpret the content of SDS. |
| Other People | * nil |

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| **SITXCCS003 Interact with customers** | |
| Assessment Environment | * Skills must be demonstrated in an operational business environment where customers are served. This can be an industry workplace or a simulated industry environment. |
| **Mandatory Equipment and Resources** | |
| Equipment | * nil |
| Consumable Resources | * nil |
| Documents | * organisational policies and procedures relating to:   + customer service standards   + designated response times   + presentation standards   + procedures for dealing with customer problems   + recording and reporting customer feedback |
| Other People | * internal and external customers |

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| **SITXCOM001 Source and present information** | |
| Assessment Environment | * Skills must be demonstrated in an industry workplace or a simulated industry environment. |
| **Mandatory Equipment and Resources** | |
| Equipment | * nil |
| Consumable Resources | * nil |
| Documents | * current information and communications technology * sources of information:   + customer feedback   + general and trade media   + industry associations   + industry marketing or research bodies   + lectures and presentations   + other colleagues and personnel   + product suppliers   + trade shows and exhibitions |
| Other People | * internal and external customers |

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| **SITXCOM002 Show social and cultural sensitivity** | |
| Assessment Environment | * Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where communication with socially diverse customers and colleagues takes place. This can be an industry workplace or a simulated industry environment. |
| **Mandatory Equipment and Resources** | |
| Equipment | * nil |
| Consumable Resources | * nil |
| Documents | * current organisational anti-discrimination policies * plain English documents issued by government regulators that provide information on anti-discrimination laws |
| Other People | * customers and other colleagues from a diverse range of social and cultural groups with whom the individual can interact |

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| **SITXFSA001 Use Hygienic practices for food safety** | |
| Assessment Environment | * Skills must be demonstrated in an operational food preparation area. This can be an industry workplace or a simulated industry environment. |
| **Mandatory Equipment and Resources** | |
| Equipment | * Fixtures:   + work benches   + refrigeration unit   + sink   + storage facilities   + appropriate facilities for handwashing:   + designated hand washing sink * Small equipment:   + assorted pots and pans   + containers for hot and cold storage   + crockery   + cutlery   + cutting boards   + food handler gloves   + glassware   + knives   + packaging materials   + receptacles for presentation and display purposes * Small utensils:   + Tongs   + serving utensils |
| Consumable Resources | * cleaning materials including   + antiseptic liquid soap   + single use towels   + warm running water * food ingredients and ready to eat food items. |
| Documents | * Australia New Zealand Food Standards Code * current commercial food safety programs, policies and procedures used for managing food safety * current plain English regulatory documents distributed by the national, state, territory or local government food safety authority |
| Other People | * supervisor for the reporting of breaches of hygiene and personal health issues |

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| **SITXFSA002 Participate in safe food handling practices** | |
| Assessment Environment | * Skills must be demonstrated in an operational food preparation area. This can be an industry workplace or a simulated industry environment |
| **Mandatory Equipment and Resources** | |
| Equipment | * Fixtures including:   + commercial grade work benches   + designated hand washing sink   + refrigeration unit   + sink   + storage facilities * packaging materials * receptacles for presentation and display purposes * small equipment including: assorted pots and pans, containers for hot and cold storage, crockery, cutting boards, food handler gloves and knives * small utensils including: tongs and serving utensils * temperature monitoring device |
| Consumable Resources | * appropriate facilities for handwashing including: antiseptic liquid soap, single use towels and warm running water * food ingredients and ready to eat food items |
| Documents | * Australia New Zealand Food Standards Code * current organisational food safety programs, policies and procedures used for managing food safety current plain English regulatory documents distributed by the national, state, territory or local government food safety authority |
| Other People | * other kitchen staff and supervisors |

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| **SITXINV001 Receive and store stock** | |
| Assessment Environment | * Skills must be demonstrated in an operational business where stock is received and stored. This can be an industry workplace or a simulated industry environment. |
| **Mandatory Equipment and Resources** | |
| Equipment | * computers, printers and stock control software systems and associated hardware |
| Consumable Resources | * diverse and comprehensive range of tourism, hospitality or event industry stock items |
| Documents | * organisation specifications including:   + current commercial stock recording procedures and documentation for the receipt and storage of stock. |
| Other People | * nil |

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| **SITXCCS001 Provide customer information and assistance** | |
| Assessment Environment | * Skills must be demonstrated in an operational customer service environment in a service based industry such as tourism, travel, hospitality or events. This can be an industry workplace or a simulated industry environment. |
| **Mandatory Equipment and Resources** | |
| Equipment | * computers and telephones |
| Consumable Resources | * nil |
| Documents | * sources of information on facilities and services * organisational specifications for customer service standards. |
| Other People | * customers from different cultural backgrounds with whom the individual can interact |

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| **SITXINV002 Maintain the quality of perishable items** | |
| Assessment Environment | * Skills must be demonstrated in an operational environment that makes use of perishable food and beverage supplies. This can be an industry workplace a simulated industry environment, such as a training kitchen or food and beverage outlet serving customers with a designated delivery area and storage areas for dry goods and perishables. |
| **Mandatory Equipment and Resources** | |
| Equipment | * commercial refrigeration facilities:   + freezer   + fridge * computers, printers and stock control software systems and associated hardware * containers for hot and cold storage * thermometers. |
| Consumable Resources | * diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations for the groups selected from the list in the Performance Evidence * Recording systems |
| Documents | * organisation specifications including current commercial stock control procedures and documentation for the ordering, monitoring and maintenance of stock * proformas used by the workplace * temperature recording charts |
| Other People | * nil |

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| **SITXWHS001 Participate in safe work practices** | |
| Assessment Environment | * Skills must be demonstrated in an operational business environment. This can be an industry workplace or a simulated industry environment |
| **Mandatory Equipment and Resources** | |
| Equipment | * nil |
| Consumable Resources | * nil |
| Documents | * Australia New Zealand Food Standards Code * codes of practice and standards issued by government regulators or industry groups * current commercial food safety programs, policies and procedures used for managing food safety * current commercial policies, procedures and template documents used for managing WHS practices * current plain English regulatory documents distributed by the local WHS government regulator * WHS information and business management manuals issued by industry associations or commercial publishers |
| Other People | * supervisor and other team members |

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| **Quality Assurance Declaration and Checklists**  **Hospitality** |

### **The following checklists form part of the RTO’s quality assurance process as required under Standard 2 of the *Standards for Registered Training Organisations (RTOs) 2015*. This document is to be completed and filed securely at the school and in accordance with RTO requirements.**

# Declaration by the school principal:

* The course is marketed to students in accordance with RTO course information, the course delivery follows the RTO Training, and Assessment Strategy approved for this school.
* The school has a system for entering the intended qualification and units of competency on eBOS-VCS via Schools Online in accordance with the RTO’s Training and Assessment Strategy and the timeline advised by the NSW Education Standards Authority (NESA)
* The school has a process for collecting and verifying student USIs and uploading them to eBOS-VCS via Schools Online
* Mandatory Student Work Placement requirements can be completed in accordance with NESA requirements as outlined in this guide.
* Students have access to the assessment environments, equipment and resources required for each unit of competency as indicated on Checklist 1. Where equipment and resources are accessed off-site. Access arrangements are identified on [Checklist 2.](#_bookmark1)
* As part of the course enrolment process, students have completed the RTO’s course induction process and have been informed of the course assessment requirements. The school provides suitable adjustments to training and assessment to meet the needs of students
* All teachers timetabled on this course are accredited or in training as indicated on [Checklist 3](#_bookmark2).

### **School Site Sign Off**

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| **School Name** |  | | | |
| **RTO Name** |  | | | |
| **Name of person completing checklists** |  | **Signature** | |  |
| **Principal Name** |  | | | |
| **Principal Signature** |  | **Date** |  | |

**Checklist 1A – SIT20316 Certificate II in Hospitality**

Resources/equipment

On the following checklist, indicate the units of competency to be delivered to students as per the RTO Training and Assessment Strategy, if needed please use Checklist 1B for any units not listed below. The sign off in the declaration indicates your satisfaction that all the specified resources and equipment can be accessed on site unless otherwise indicated on the separate form for this purpose(Checklist 2).

|  |  |  |  |
| --- | --- | --- | --- |
| **Units of Competency** | | | **Access on site (All/Some/None)** |
|  | BSBCMM201 | Communicate in the workplace |  |
|  | BSBSUS201 | Participate in environmentally sustainable work practices |  |
|  | BSBWOR203 | Work effectively with others |  |
|  | SITHFAB004 | Prepare and serve non-alcoholic beverages |  |
|  | SITHFAB005 | Prepare and serve espresso coffee |  |
|  | SITHFAB007 | Serve food and beverage |  |
|  | SITHIND002 | Source and use information on the hospitality industry |  |
|  | SITHIND003 | Use hospitality skills effectively |  |
|  | SITXCCS003 | Interact with customers |  |
|  | SITXCOM001 | Source and present information |  |
|  | SITXCOM002 | Show social and cultural sensitivity |  |
|  | SITXFSA001 | Use hygienic practices for food safety |  |
|  | SITXFSA002 | Participate in safe food handling practices |  |
|  | SITXWHS001 | Participate in safe work practices |  |
|  | SITXINV001 | Receive and store stock |  |
|  |  |  |  |

**Checklist 1B – SIT20416 Certificate II in Kitchen Operations**

Resources/equipment

On the following checklist, indicate the units of competency to be delivered to students as per the RTO Training and Assessment Strategy, if needed please use Checklist 1A for any units not listed below. The sign off in the declaration indicates your satisfaction that all the specified resources and equipment can be accessed on site unless otherwise indicated on the separate form for this purpose. (Checklist 2).

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| --- | --- | --- | --- |
| **Units of Competency** | | | **Access on site (All/Some/None)** |
|  | BSBSUS201 | Participate in environmentally sustainable work practices |  |
|  | BSBWOR203 | Work effectively with others |  |
|  | SITHCCC001 | Use food preparation equipment |  |
|  | SITHCCC002 | Prepare and present simple dishes |  |
|  | SITHCCC003 | Prepare and present sandwiches |  |
|  | SITHCCC005 | Prepare dishes using basic methods of cookery |  |
|  | SITHCCC006 | Prepare appetisers and salads |  |
|  | SITHCCC008 | Prepare vegetable, fruit, eggs and farinaceous dishes |  |
|  | SITHCCC011 | Use cookery skills effectively |  |
|  | SITHIND002 | Source and use information on the hospitality industry |  |
|  | SITHKOP001 | Clean kitchen premises and equipment |  |
|  | SITXFSA001 | Use hygienic practices for food safety |  |
|  | SITXFSA002 | Participate in safe food handling practices |  |
|  | SITXINV002 | Maintain the quality of perishable items |  |
|  | SITXWHS001 | Participate in safe work practices |  |

**Checklist 2**

**Accessing Resources and Equipment Off-Site**

**(Complete only if required)**

Identify the codes and units of competencies where tools, equipment and resources are being accessed off-site. Clearly identify the access arrangement supporting the use the tools, equipment and resources that are being accessed.

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| --- | --- | --- | --- | --- |
| **Unit code** | **Unit title** | **Tools, Equipment and Resources** | **Access Site** | **Access Arrangement** |
| e.g. SITHFAB204 | Prepare and serve espresso coffee | Point-of-sale system, including credit card and Electronic Funds Transfer at Point of Sale (EFTPOS) facilities Tables, chairs and customers in compliance with training package requirements for an operational F&B outlet | 1. Café Nosh Petersham 2. The Café Wests Ashfield Leagues Club   3. Petersham TAFE College | AA2017/1 AA2017/3 AA2017/6 |
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**Checklist 3**

**Trainer and Assessor Requirements**

Teachers wishing to deliver and assess qualification(s) from this course must:

* + be accredited with the relevant teaching code (“Willingness to teach” is not acceptable) or have been accepted into and undertaking the relevant VET teacher training program;
  + be able to demonstrate current industry skills and knowledge at least to the level being delivered and assessed
  + be able to demonstrate how they are continuing to develop their knowledge and skills in vocational training and learning that informs their training and assessment
  + address in their professional learning plans, activities that support the maintenance of their VET accreditation including: qualification updates when required, the maintenance and development of current industry skills and knowledge and the development of their knowledge and skills in vocational training and learning that informs their training and assessment

Please complete the table below for any teacher who is timetabled onto the course this year:

**Hospitality – Kitchen Operations and Cookery**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Teacher name** | **Accredited/**  **In Training** | **Tick the units for which the assessor must use the RTOs alternate assessment model** | | | |
| **SITHCCC005** | **SITHCCC006** | **SITHCCC008** | **SITHCCC011** |
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**Hospitality – Food and Beverage**

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| --- | --- | --- | --- | --- | --- |
| **Teacher name** | **Accredited/**  **In Training** | **Tick the units for which the assessor must use the RTOs alternate assessment model** | | | |
| **SITHFAB004** | **SITHFAB005** | **SITHFAB007** | **SITHIND003** |
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\* Teachers who do not meet the industry experience requirements for the identified units must use the RTOs alternate assessment model

**Checklist 4**

**Additional Units included in the Training and Assessment Strategy approved for delivery at this site by the RTO. (Complete only if required)**

Teachers wishing to deliver any units of competency (from the course elective pool or specialisation study) that are not listed in Checklist 1 must:

* + discuss the delivery of the unit(s) of competency with the RTO prior to delivery; and
  + have achieved the unit(s) of competency and hold a transcript for the unit(s) of competency

If delivery is supported by the RTO, teachers must

* provide a copy of the transcript for the unit(s) of competency to the RTO Manager to obtain additional accreditation and approval to deliver the requested unit(s) of competency
* complete the Resources and Equipment table below (refer to the training package and companion volume implementation guide for information regarding resources and equipment for each unit of competency)
* where resources and/or equipment are accessed off-site, access arrangements are to be recorded in Checklist 2

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| --- | --- | --- |
| **Unit Code** | **Unit Name** | **Access on site**  ***(All/Some/None)*** |
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