

Careers in Hospitality Management: Your Path to a Dynamic Career - Complete Hospitality Training

Canonical: <https://cht.edu.au/news/careers-in-hospitality-management-your-path-to-a-dynamic-career/>

Details:

Hospitality management is one of the few management careers you can reach without a degree. The route runs through the vocational system, and the steps are well defined.

For what the roles themselves look like once you arrive, see what jobs do hospitality management graduates do . This page is about getting there — the sequence, the two competing routes, what the award does when you arrive, how funding actually works, and the mechanism most people leave unused.

What a management career can look like

The source career guide uses hotels, restaurants, resorts, events and travel settings to show that there is no single hospitality-management job. A manager may lead a service team, coordinate rosters and budgets, resolve guest problems, or plan an event's delivery. The mix changes with the venue and the role. Customer service, communication, organisation and financial judgement grow alongside the technical skills in the qualification pathway below.

Experience in one role can open a conversation about another, but a qualification alone does not confer a job title or promotion. If you are choosing a course, compare its training and assessment with the responsibilities of the role you want, then ask about practical experience and genuine industry contacts. The related roles guide explores job examples in more detail.

The path, in sequence

Step	Qualification	Units	What changes
Operational	SIT30622 Certificate III in Hospitality	15 (6 core)	You work with some autonomy and own your output
Operational, front of house	SIT30722 Certificate III (Restaurant Front of House)	20 (9 core)	RSA and cash handling become core , not elective
Supervision	SIT40422 Certificate IV in Hospitality	21 (9 core)	You plan work and take responsibility for others' output
Management	SIT50422 Diploma of Hospitality Management	28 (11 core)	You apply specialised knowledge and manage

The step that changes your job description rather than your competence at the same job is Certificate III to Certificate IV . That is where supervision begins, and the packaging rules say so plainly: three of the nine core units in SIT40422 are human resources units — coaching others in job skills, rostering

staff, and leading and managing people. The other core units are managing conflict, managing finances within a budget, monitoring work operations, enhancing customer service experiences, working effectively in hospitality service, and implementing and monitoring WHS practices. That is a supervisor's job description, not a service worker's.

But note where the industrial step change sits, because it is one rung lower. Completing a relevant Certificate III and using it at work triggers a minimum classification in three of the four hospitality awards, as set out below. Certificate IV changes what you are asked to do; Certificate III is what changes the floor under your pay. Both matter, and they are not the same event.

What the qualification actually assesses

Course marketing describes management as a set of attributes. The training package describes it as a set of assessable tasks with counted evidence requirements. What follows is what the management core units of SIT40422 and SIT50422 put you through, taken from the units themselves. It is worth reading before you enrol, because the counted items are the ones you cannot talk your way past.

SITXHRM008 Roster staff

Core in SIT40422 and SIT50422 . Four elements: develop staff rosters, present and communicate them, maintain rostering records, and evaluate rosters.

Element 1 carries the compliance hook. Rosters must be developed according to relevant industrial agreements , other considerations and wage budgets , maximising operational and customer service efficiency while minimising wage costs . You combine duties where appropriate, roster teams with a complementary skills mix , and take account of social and cultural considerations and organisational policies, including family-friendly initiatives and leave for carers, compassion, illness, study, maternity and paternity, and long service. You consult colleagues for input and use the venue's roster systems and equipment.

Element 2 requires rosters presented in required formats to appropriate colleagues within designated timeframes . Element 3 requires records of shift time actually completed by employees or contractors, not of shifts as planned. Element 4 requires you to monitor roster effectiveness in consultation with colleagues, identify improvements both to the roster and to the roster development process, and act on them.

The unit's knowledge requirements name leave, mandated breaks between shifts, maximum allowed shift hours, and standard, overtime and penalty pay rates. The plain consequence of element 1.1 is that a roster which breaches the award is not a competent roster . The mechanics themselves — notice of roster change, span of hours, penalty rates, casual loading, minimum break lengths — are set by the award covering the premises rather than by the unit, so read them in the award. See also steps for rostering and time management and working hours, rosters and public holidays .

SITXHRM009 Lead and manage people

Core in SIT40422 , SIT50322 and SIT50422 . Three elements: model high standards of performance and behaviour; develop team commitment and cooperation; manage team performance.

The counted evidence is the part to plan for. You must lead and manage individual or team performance using at least four of seven leadership roles — decision making, delegation of tasks, information provision, monitoring performance, provision of feedback, motivation through recognition and rewards, and planning and organising. Separately you must seek and respond to feedback from team members on at least two occasions , in the areas of allocation or performance of work, effectiveness of communication, or efficiency or deficiency in workplace practices.

Inside the elements: short, medium and long-term plans developed in consultation with the team ; expectations, roles and responsibilities communicated; innovation encouraged; open and supportive communication modelled; information from the wider business environment shared; team interests represented; feedback sought and changes implemented; delegation used, with barriers to delegation identified and overcome; team member skills evaluated and development opportunities provided; performance monitored; mentoring and coaching provided; and recognition and rewards given. The unit applies to supervisors and to operational and senior managers alike, which is why it appears as core at both Certificate IV and Diploma.

SITXMGT004 Monitor work operations

Core in SIT40422 and SIT50422 . You plan and organise workflow for a team operation accounting for at least six contingencies , drawn from: delays and time difficulties; difficult customer service situations; equipment breakdown or technical failure; financial resources; staffing levels and skill profiles; rostering requirements; staff performance; procedural requirements; and product development and marketing.

You also monitor and respond to team-based operational and service issues, and complete organisational records including performance reports and staff records. Required knowledge includes delegation principles and techniques , quality assurance concepts, time management, and industrial or legislative issues affecting short-term work organisation. That last item is the point at which award knowledge stops being a payroll matter and becomes an operations matter.

SITXCOM010 Manage conflict

Core in SIT40422 and SIT50422 . Two counted sets, and both must be satisfied.

You resolve escalated customer complaints or disputes in at least three of: cultural misunderstanding; incorrect pricing; delays or errors in providing the product or service; misunderstanding of a request or a communication barrier; a person who appears violent or threatening; a problem or fault with the product or service; refused entry or ejection from premises; and a situation where someone has been or may be hurt.

You then resolve team member disputes in at least two of: a dispute or argument among work colleagues; a drug or alcohol-affected person ; job duties or rosters ; and lack of competence. You apply conflict resolution and communication techniques throughout, and apply organisational procedures for evaluating the resolution afterwards.

"Job duties or rosters" being a named dispute category is the direct link back to the rostering unit. The roster is one of the few things a new supervisor fully controls, and it is the thing most likely to produce the dispute they are then assessed on resolving.

SITXHRM012 Monitor staff performance

Also current on our scope of registration. Three elements: monitor staff performance and provide feedback; recognise and resolve performance problems; and implement performance management systems.

The unit requires performance to be monitored against at least six of ten named standards : adherence to procedures; cost minimisation; customer service standards; level of accuracy in work; personal presentation; productivity; punctuality; response times; team interaction; and waste minimisation. The yardsticks are specified, not left to a manager's preference.

Element 1 requires you to consult with and inform colleagues about expected standards of performance , monitor ongoing performance through regular performance appraisals and by keeping close contact with the workplace and colleagues, provide guidance and support, provide recognition and rewards for achievement and outstanding performance, and identify and organise further coaching or training.

Element 2 requires you to identify and investigate performance problems, use feedback and coaching to address them, agree possible solutions with the colleague, follow up informal counselling through review in the workplace, and conduct a formal counselling session where one is needed. Element 3 requires formal performance management systems, with individual evaluations conducted openly and fairly.

Recognition therefore appears as an assessed performance criterion in two separate units. It is a competency requirement, not a management fashion.

The business-package equivalents

If you take the BSB route described in the next section, the equivalent assessed content sits under different codes. Both of these are current on our scope of registration:

BSBLDR522 Manage people performance. Four elements. Allocate work — consult relevant groups and individuals on the work to be allocated and the resources available, develop work plans and allocate work to organisational requirements and operational plans, develop and confirm performance standards and key performance indicators with the staff themselves, and conduct risk analysis according to the organisational risk management plan and legal requirements. Assess performance — review performance management processes against legislation, organisational objectives and policies, train participants in the performance management and review process, conduct performance management to policy and timelines, and evaluate against the standards and KPIs. Provide feedback — provide informal feedback and coaching, advise relevant personnel where performance is poor and take necessary action, document feedback in the performance management system, and conduct formal structured sessions as necessary. Manage follow up — develop performance improvement and development plans, monitor and respond to underperforming individuals, and reinforce excellence in performance through recognition and continuous feedback.

BSBTWK502 Manage team effectiveness. Four elements, written for managers who lead and build a positive culture within their teams. Establish a team performance plan — identify team purpose, roles and responsibilities against organisational and task objectives, develop plans with expected outcomes, KPIs and goals, and support members in meeting them. Develop and facilitate team cohesion — strategies for team member input into planning, decision making and operational aspects of team tasks, policies promoting team member accountability for personal and team work, feedback on team effort and contributions, and processes for identifying and addressing issues members raise. Facilitate teamwork — encourage participation and responsibility, support the team in resolving work performance problems, and promote collaboration through your own behaviour. Liaise with stakeholders — establish open communication processes, pass information from line management to the team, and communicate and follow up unresolved team concerns with line management. Counted evidence: manage the effectiveness of at least one work team, provide feedback that encourages, values and rewards others, model desired behaviour, foster shared understanding of purpose and roles, support the team including providing formal and informal learning opportunities, develop performance plans with KPIs and goals incorporating stakeholder input, communicate with stakeholders about team performance, and evaluate and take corrective action on unresolved issues.

This page does not state which business qualification either unit is core or elective in — check the current packaging rules for the qualification you actually enrol in.

Do not confuse credit transfer with recognition of prior learning

These are commonly treated as one thing. They are two mechanisms under two different Standards, with different evidence.

	Recognition of prior learning	Credit transfer
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Standard	1.6	1.7
What is assessed	Evidence of prior skills, learning and experience , against the unit requirements, through the RTO's assessment system	Prior completion of an equivalent training product
Evidence	Payslips, position descriptions, references, a supervisor who will verify what you did, dated records of shifts run	AQF certification documentation or an authenticated VET transcript
Outcome	Units signed off where the evidence holds; you study the remainder	The unit is credited, unless a licensing or regulatory requirement prevents it

So when people say each level "credit-transfers into the next", what is actually true is narrower and more useful: where the same unit code appears in the larger qualification, credit transfer is a paperwork exercise. Where it does not, you are looking at RPL or at study. Both Standards oblige the RTO to offer the opportunity, publish its policy, document the decision and decide in a way that is fair, transparent, consistent among students and protective of the integrity of the training product. RPL is a genuine assessment against the same requirements, not a waiver.

Both are raised at the pre-training review , which CHT completes as part of application and enrolment. That review checks you are enrolling in the most suitable qualification, records your current competencies, identifies RPL and credit transfer opportunities, shapes the learning and assessment strategy, and identifies the educational and support services you may need. It is also where licensing or occupational licence requirements attaching to your intended role must be disclosed to you, along with any work placement requirement and the process for obtaining a Student Identifier.

What the award does when you arrive — and which award that is

The qualification ladder and the pay ladder are two different ladders, and management is where you start administering both rather than just sitting on them. So the first thing a prospective manager needs is the coverage question, because the premises decides which award, not the job title .

Premises	Award
Hotels, pubs, taverns, motels, resorts, casinos, caterers, accommodation	MA000009 Hospitality Industry (General) Award 2020
Not-for-profit registered clubs — RSL, bowls, golf, surf, sporting, community	MA000058 Registered and Licensed Clubs Award 2020
Standalone restaurants, cafes, night clubs , reception centres, roadhouses	MA000119 Restaurant Industry Award 2020
Takeaway, food courts, food sold mainly to be eaten away from the counter	MA000003 Fast Food Industry Award 2010

Each covers its industry to the exclusion of any other modern award, so exactly one applies to a given employer. Three boundaries to get right, because a manager who gets them wrong underpays an entire roster:

Clubs are not covered by MA000009. Clause 4.4(d)(i) expressly excludes "clubs registered or recognised under State or Territory legislation". A registered club sits under MA000058 , and only where it is both registered under a liquor, gaming, associations or corporations statute and operating

not-for-profit for the benefit of members and the community (clause 4.3).

Night clubs are not clubs. A night club is commercial, so MA000119 .

A restaurant inside a hotel is MA000009 , because MA000119 clause 4.2 excludes a restaurant operated in or in connection with premises owned or operated by an employer covered by MA000009, MA000058 or MA000003.

The one classification rule that crosses award boundaries

A relevant AQF Certificate III or higher, used at work , sets a minimum classification of Level 4 in three of those four awards :

Award	Floor	Rate clause
MA000009 Hospitality Industry (General)	Level 4	clause 18.1
MA000119 Restaurant Industry	Level 4	clause 18.1
MA000058 Registered and Licensed Clubs	Level 4	clause 18.3
MA000003 Fast Food	no equivalent provision	—

This is the most portable thing a hospitality management career gives you, because a management progression very ordinarily runs pub to club to restaurant, and the floor is waiting in each of those three.

In both MA000009 and MA000119 , Level 4 is also that award's own reference point — the standard rate from which other entitlements and apprentice percentages are calculated. And under MA000119 it is explicitly a trade grade : Schedule A defines Level 4 as "Food and beverage attendant grade 4 (tradesperson)" and "Cook grade 3 (tradesperson)" . So a relevant Certificate III used at work is a documented route to a tradesperson grade without serving an apprenticeship — which is the strongest single argument for finishing the Certificate III before chasing the Certificate IV title.

One further consequence of the same table, relevant if you take the business route: Clerical grade 3 also sits at Level 4 in MA000119. That is what makes a business qualification relevant to an administrative classification inside a hospitality venue, even though it will not usually satisfy the floor in a food and beverage or kitchen classification. Level 5 in MA000119 holds food and beverage supervisor and cook grade 4 (tradesperson) ; Level 6 holds cook grade 5 (tradesperson) .

Three differences to respect, because this is a pay entitlement you will be administering as well as receiving:

MA000009 and MA000119 require the employee to make use of the skills and knowledge derived from the Certificate III competencies. Completion alone does not do it.

MA000058 states the floor for "AQF Certificate III qualifications" without the words "or higher", and adds that the Fair Work Commission may require the employee to demonstrate that they utilise the relevant skills.

Dispute routes differ : clause 40 under MA000009, clause 34 under MA000119, and referral to the Fair Work Commission under MA000058.

The MA000009 provisions, as the worked example

Under MA000009 the classification structure is an Introductory level plus Levels 1 to 6 , across five streams — food and beverage, kitchen, guest services, clerical and casino gaming. Clause 14 obliges the employer to classify every employee in accordance with Schedule A.

Two further specifics that matter on the way up:

Clause 2 defines "appropriate level of training": a training program meeting the requirements of a qualification or one or more appropriate units of competency forming part of a training package ; or assessment by a qualified skills assessor as having at least equivalent skills; or, as at 30 June 2010, three months doing the work of that classification. Units count, so a part-finished qualification still carries weight. The third limb is a closed transitional provision fixed to that date, not a rolling three-month test.

Clause 22 makes higher duties mechanical: two or more hours in a day at a higher classification attracts the higher rate for the whole day ; under two hours, the time worked only. Food and beverage attendants grades 2 and 3 are excluded.

That last one is the practical route up. Volunteering for supervisory tasks before the title exists builds the competence, supports a higher duties claim, and produces the dated documentary evidence that RPL is assessed against later. Three things from one decision.

Unlike the Level 4 floor, those are MA000009 provisions and do not carry across. MA000058, MA000119 and MA000003 each have their own Schedule A with their own classification names and numbering, and their own clause numbering for higher duties, award access and any equivalent of the Introductory level. So if your management career moves you between premises types, the qualification floor follows you into three of the four awards — the level numbering above and below it does not.

Under clause 3.3 your employer must make the award and the National Employment Standards available to all employees, on a noticeboard or by accessible electronic means. No rates are printed on this page; award rates re-set every 1 July, so use the Fair Work Ombudsman's Pay and Conditions Tool.

Two routes, and they are not interchangeable

SIT50422 Diploma of Hospitality Management — hospitality-specific, CRICOS-registered under 115534C, 28 units with only 11 core so the elective choice shapes the outcome, and registered for Victoria only on our scope. If you are outside Victoria, confirm before planning around it. Its core carries two compliance units that define the job: SITXGLC002 Identify and manage legal risks and comply with law, and SITXWHS007 Implement and monitor work health and safety practices.

BSB50120 Diploma of Business and BSB40520 Certificate IV in Leadership and Management — portable across industries, not CRICOS-registered. BSB40520 is 12 units (5 core, 7 elective, with 4 of the electives drawn from Group A) against SIT40422 's 21. It is also equivalent to the superseded BSB42015 , so an older qualification in that line is not devalued.

The honest way to choose: if you intend to stay in hospitality operations, the SIT route. If you may want out of hospitality hours eventually, the BSB route travels better. If you are on a student visa there is no choice to weigh — BSB40520 is not CRICOS-registered, so SIT40422 is the available supervisory path. One thing the BSB route does not carry, though, is the Level 4 floor: those awards key the minimum to a Certificate III relevant to the classification you are employed in , which a general business qualification will not usually satisfy in a food and beverage or kitchen classification. For a five-step version of this decision see five tips to help you get into hospitality management .

What management actually makes you responsible for

Worth knowing before you commit, because these are the duties SITXWHS007 exists to prepare you for. The primary duty of care cannot be transferred , and unlike the award it does not vary by premises type.

In Victoria the employer must provide and maintain a safe working environment so far as is reasonably practicable, including such information, instruction, training or supervision as is necessary for safe work, and must ensure persons who are not employees are not exposed to risks — which reaches

contractors and placement students. In New South Wales the duty holder is a PCBU , and a work experience student is expressly defined as a worker .

Consultation is not optional and the two states set different bars. Victoria requires consultation with employees and engaged contractors on hazards and risks, control measures, welfare facilities, issue resolution and training procedures, and workplace changes — sharing information, giving a reasonable opportunity to express views, and taking those views into account, involving the Health and Safety Representative where one exists. New South Wales requires workers to be able to contribute to the decision-making and be advised of the outcome in a timely manner , and under section 46 every person with a duty for the same matter must consult, cooperate and coordinate with the others.

Incident obligations: Victoria requires a written record of a notifiable incident within 48 hours, retained at least five years ; New South Wales requires immediate notification by the fastest possible means , with written notice only on request within 48 hours. Both require site preservation.

If the venue has a kitchen that cooks, it is a category one food business under Standard 3.2.2A, which means all three tools apply — food handler training, a Food Safety Supervisor on a certificate issued within the preceding five years and remaining reasonably available, and substantiation records kept three months and accessible at the premises .

Funding: how it actually works in Victoria

Government-subsidised training in Victoria runs through Skills First , under a VET Funding Contract. The eligibility structure, rather than any figure, is the thing to plan around:

You must be an Australian citizen, permanent visa holder, or New Zealand citizen .

You must enrol and commence within the contract period — for the current contract, between the commencement date and 31 December 2026 inclusive .

You must undertake all training and assessment while physically present in Victoria , or in a listed border-region postcode . There is no general online or interstate concession. The one exception: if you are temporarily interstate or overseas for a practical placement , online training and assessment during that period is permitted, capped at no more than 50% of total scheduled hours .

Volume caps per calendar year: a maximum of two skill sets , a maximum of two AQF qualifications , and a maximum of two programs at a time . Programs scheduled to commence later in the same calendar year count towards those limits .

Subsidy is also affected by the level of qualification you already hold, which is the constraint career changers hit and first-time learners do not.

Do not treat this page as your eligibility determination. Use the Victorian Government's own eligibility indicator, which is the authoritative source, and confirm your own position with the provider — the provider makes the determination and holds the evidence for it. Our New South Wales delivery is fee-for-service, with no government subsidy attached. See [launch your hospitality career with Victoria's government-funded training and a strategic guide to switching careers](#) .

This page carries no fees. Confirm current fees directly.

The ceiling, stated plainly

Our highest qualification is AQF level 5 . There is no Advanced Diploma or degree on scope. A Diploma is a common basis for credit into a university degree , but how much advanced standing you receive is the university's decision, not the RTO's. If a degree is the goal, ask the university what they grant for SIT50422 before you enrol anywhere.

For reference, our registered scope carries 17 current qualifications, 81 current skill sets and 579 current units , every component at extent "Deliver and assess". One of the 17, SIR30216 Certificate III

in Retail, ended on 28 June 2024 and is not available. Note also that the training.gov.au scope register carries no jurisdiction field, so the Victoria-only limits on both Diplomas come from our own delivery information rather than the national register, and should be confirmed with us.

What the Diploma actually contains

The management content is real rather than nominal. The SIT50422 elective bank includes payroll (BSBHRM416, BSBHRM526), operational planning (BSBOPS502), business risk (BSBOPS504), financial reporting (BSBFIN401), marketing opportunity assessment (BSBMKG431) and sustainability policy (BSBSUS511).

One structural point worth knowing: the elective split requires one unit from Group A (Hygiene), one from Group B (Operations), eleven from Group C (Hospitality) and four from Group D, elsewhere in SIT or another current training package. The Group B Operations options include SITHCCC043 Work effectively as a cook and SITHKOP013 Plan cooking operations — so even the management Diploma obliges you to hold an operational unit.

And electives are not free choice anywhere in the package. Under the packaging rules they must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level, and must contribute to a valid, industry-supported vocational outcome.

One planning point if migration is involved

The occupation matters more than the qualification. Cafe or Restaurant Manager (ANZSCO 141111) is absent from the Core Skills Occupation List — a verified absence. Hotel or Motel Manager (141311), Licensed Club Manager (141411) and Accommodation and Hospitality Managers nec (141999) are on it, as are Chef (351311) and Cook (351411).

There is a tidy parallel with the award point above: the listed management occupations describe hotels (MA000009) and registered clubs (MA000058), while the absent one describes cafes and restaurants (MA000119) — though all three of those awards carry the Level 4 qualification floor, so the industrial position is consistent across them even where the migration position is not.

Note that 141111 and 141311 both sit at ANZSCO skill level 2, indicatively an Associate Degree, Advanced Diploma or Diploma — so the Diploma is pitched at the right level; it is the list, not the level, that constrains. And although the ABS superseded ANZSCO with OSCA in 2024, migration programs still run on ANZSCO codes. Trades Recognition Australia assesses tradespersons and technicians only, so no management occupation runs through it — a SIT50422 or SIT40422 graduate is outside that assessment scope even though both qualifications lead to management roles. Take advice from a registered migration agent, not a training provider. We operate a skills assessment service — see skills assessment.

About us

We are Complete Hospitality Training — legal name Complete Hospitality Training (Vic) Pty Ltd, RTO 3722, CRICOS 04242E, ABN 27 006 947 262, ACN 006 947 262. Registered as RTO 3722 since 1 June 1994. Regulated nationally by ASQA since 8 September 2017, when registration transferred from the Victorian regulator (VRQA). The current registration period runs 1 July 2025 to 30 June 2032, exercised by ASQA under the National Vocational Education and Training Regulator Act 2011.

Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact melbourne@cht.edu.au or +61 3 9654 1554.

Trading names on the RTO 3722 record. Five are current — Victorian Bar School (from 1 June 1994, the original), Complete Hospitality Training (2011), Ready Serve Achieve Melbourne (2018), Coffee

School by CHT (2021) and Alchemy Institute of Australia (2024). A sixth, Complete Healthcare Training, ran from 24 October 2023 to 19 April 2025 and has ended. A qualification issued under any of those names is an RTO 3722 credential.

We link to the relevant course and regulatory sources in this guide. Check those sources for current requirements, and confirm course availability, delivery, fees and entry requirements with us before enrolling.

Source records and further guidance

We link the unit records and regulator guidance relevant to this page below. Check the current source before making an enrolment, licensing or employment decision.

SIT40422 Certificate IV in Hospitality

SIT50422 Diploma of Hospitality Management

BSB40520 Certificate IV in Leadership and Management

BSBLDR522 Manage people performance

BSBTWK502 Manage team effectiveness

Food Standards Code — Standards 3.2.2 and 3.2.2A (food safety practices and food safety management tools)

Hospitality Industry (General) Award 2020 (MA000009)

Restaurant Industry Award 2020 (MA000119)

Skills First (Victoria) — VET Funding Contract obligations

Do I need a degree to manage a venue?

No. The vocational route to AQF 5 is the standard path.

Can I study the Diploma outside Victoria?

Not with us — SIT50422 is Victoria only on our scope. The training.gov.au scope register carries no jurisdiction field, so confirm with us.

What actually changes at Certificate IV?

Supervision. Three of the nine core units in SIT40422 are human resources units: coaching others in job skills, rostering staff, and leading and managing people. Note though that the industrial step change sits one rung lower, at Certificate III.

What will I actually be assessed on in the rostering unit?

SITXHRM008 has four elements: develop rosters, present and communicate them, maintain records of shift time actually completed, and evaluate the roster and the roster process. Element 1.1 requires rosters to be developed according to relevant industrial agreements and within wage budgets, so a roster that breaches the award is not a competent roster. The unit's knowledge requirements cover leave, mandated breaks between shifts, maximum shift hours, and standard, overtime and penalty rates — but the figures themselves come from the award, not the unit.

How many leadership behaviours does the Diploma make me demonstrate?

SITXHRM009 requires you to lead and manage performance using at least four of seven leadership roles — decision making, delegation, information provision, monitoring performance, providing feedback, motivation through recognition and rewards, and planning and organising — and to seek and respond to team member feedback on at least two occasions.

How many contingencies does SITXMGT004 require me to plan for?

At least six, drawn from delays and time difficulties, difficult customer service situations, equipment breakdown or technical failure, financial resources, staffing levels and skill profiles, rostering requirements, staff performance, procedural requirements, and product development and marketing.

Does the conflict unit cover disputes with staff as well as customers?

Yes, and both are counted separately. SITXCOM010 requires resolution of escalated customer complaints in at least three named situations and of team member disputes in at least two — one of which is expressly job duties or rosters, and another a drug or alcohol-affected person. You must also apply the organisation's procedure for evaluating the resolution afterwards.

What standards is staff performance measured against?

SITXHRM012 requires monitoring against at least six of ten named standards: adherence to procedures, cost minimisation, customer service standards, level of accuracy in work, personal presentation, productivity, punctuality, response times, team interaction and waste minimisation. It also requires informal counselling to be followed up in the workplace, and a formal counselling session where one is needed.

Which award will cover the venue I end up managing?

The premises decides. Hotels, pubs, taverns, motels, resorts, casinos and caterers fall under MA000009; not-for-profit registered clubs under MA000058; standalone restaurants, cafes, night clubs, reception centres and roadhouses under MA000119; takeaway and food-court outlets under MA000003.

If I move from a pub to a registered club, does the same award follow me?

No. MA000009 clause 4.4(d)(i) expressly excludes clubs registered or recognised under State or Territory legislation, so a registered not-for-profit club is covered by MA000058 instead — a different award with its own Schedule A. The Level 4 qualification floor does follow you, at clause 18.3 of that award.

Is a night club covered by the clubs award?

No — MA000119, because a night club is a commercial venue rather than a not-for-profit registered club.

How long does it take?

It depends on your starting point and whether RPL applies. Ask at the pre-training review. This page carries no durations.

Does each qualification credit-transfer into the next?

Only where the same unit code appears in both, which is a straightforward credit transfer under Standard 1.7. Otherwise it is RPL under Standard 1.6, or study.

What evidence does RPL need?

Documented evidence of prior skills, learning and experience — payslips, position descriptions, references, a supervisor prepared to verify what you did, and dated records of shifts run at a higher classification.

Does a Certificate III lift my pay?

In three of the four awards, yes. A relevant Certificate III used at work sets a minimum classification of Level 4 under MA000009 (clause 18.1), MA000119 (clause 18.1) and MA000058 (clause 18.3). Only MA000003, the fast food award, has no equivalent provision. The qualification must be relevant to the classification you are employed in, and you must use those competencies.

What does Level 4 mean under the restaurant award?

It is a trade grade. MA000119 Schedule A defines Level 4 as "Food and beverage attendant grade 4 (tradesperson)" and "Cook grade 3 (tradesperson)", and the Level 4 rate is that award's standard rate — so a relevant Certificate III used at work is a route to a tradesperson grade without serving an apprenticeship. Clerical grade 3 also sits at Level 4.

Is the floor automatic when I finish?

No. MA000009 and MA000119 require you to make use of the skills and knowledge derived from the Certificate III competencies. MA000058 omits the words "or higher" and adds that the Fair Work Commission may require you to demonstrate that you utilise the relevant skills.

Where does a classification dispute go?

The dispute clause of the award covering the employer — clause 40 under MA000009, clause 34 under MA000119, and referral to the Fair Work Commission under MA000058.

Does the BSB route trigger the same pay floor?

Not usually. The awards key the minimum classification to a Certificate III relevant to the classification you are employed in, which a general business qualification will not normally satisfy in a food and beverage or kitchen classification. The BSB route buys portability, not that floor.

Where does the business route teach performance management?

In BSBLDR522 Manage people performance and BSBTWK502 Manage team effectiveness, both current on our scope. BSBLDR522 requires performance standards and KPIs to be developed and confirmed with the staff themselves, risk analysis against the organisational risk management plan, feedback documented in the performance management system, and performance improvement and development plans. BSBTWK502 requires management of at least one work team, including formal and informal learning opportunities and unresolved team concerns followed up with line management.

I keep covering supervisor shifts. Is that paid?

Under MA000009 clause 22, two or more hours in a day at a higher classification attracts the higher rate for the whole day; under two hours, the time worked only. Keep a dated record — it also becomes your RPL evidence.

Am I eligible for Skills First?

You must be an Australian citizen, permanent visa holder or New Zealand citizen, training while physically present in Victoria or a listed border postcode, within the volume caps of two skill sets and two AQF qualifications per calendar year. Check the Victorian Government's own eligibility indicator, and confirm with the provider — the provider makes the determination.

Can I do a subsidised course online from interstate?

No, as a general rule. The physical presence requirement has one narrow exception, for a temporary interstate or overseas practical placement, capped at 50% of total scheduled hours.

Is training subsidised in New South Wales?

Not through us. Our NSW delivery is fee-for-service.

Should I do the SIT or BSB route?

SIT if you are staying in hospitality; BSB if you want portability. On a student visa, SIT — BSB40520 is not CRICOS-registered.

Does an older BSB42015 still count?

Yes. BSB40520 is equivalent to BSB42015.

How long have you been registered?

Since 1 June 1994 under RTO code 3722, regulated by ASQA since 8 September 2017, with a current registration period running to 30 June 2032.

What does the management job legally make me responsible for?

Applying the correct award and classifying employees under its Schedule A, work health and safety including consultation and incident notification, and — in a venue with a kitchen — the three Standard 3.2.2A food safety tools. Send a course enquiry ([/contact/](#)) or browse the course list ([/courses/](#)).