

# Building Sustainable Practices in Hospitality: Environmental Training for Employees - Complete Hospitality Training

Canonical: <https://cht.edu.au/news/environmental-training-for-employees/>

## Details:

Environmental training in hospitality is not a single course. It splits into three quite different things, and businesses that conflate them end up buying the wrong one.

|                             | What it is                                                 | Where it sits                       |
|-----------------------------|------------------------------------------------------------|-------------------------------------|
| Nationally recognised units | Sustainability units of competency from a training package | Statement of Attainment from an RTO |
| Regulatory compliance       | Waste, trade waste, food waste, single-use plastics        | State and council law               |
| Operational practice        | Energy, water, procurement, menu design                    | Internal, no credential             |

Only the first produces a credential a regulator or employer recognises. Only the second is legally compulsory. The third is where the money actually is.

## Begin with the venue's actual resource use

The source article starts with practical pressure points: energy for lighting, heating, cooling and kitchen equipment; water for cleaning, food preparation and laundry; and waste from food, packaging and guest amenities. A useful staff session starts by measuring what the venue uses and discards, then choosing a task the team can change. Examples include switching equipment off when safe, checking leaks and wash procedures, improving food planning and separating recyclable material under local collection rules.

Explain who owns each action, demonstrate it on shift, and review bills, meter readings or waste records after a set period. Train new staff as part of induction and invite suggestions from the people doing the work. The source describes possible cost, brand and morale benefits; treat those as reasons to measure outcomes, not as guaranteed savings. The recognised units and jurisdiction-specific obligations below answer different questions from this operational plan.

## The nationally recognised units, by code

Sustainability sits in the training packages as discrete units of competency rather than as a theme running through everything. Five are current on our scope of registration, all with an end date of 30 June 2032 , and they form a genuine ladder from operator to policy-maker.

| Unit | Title | Level |
|------|-------|-------|
|------|-------|-------|

|           |                                                                  |                             |
|-----------|------------------------------------------------------------------|-----------------------------|
| BSBSUS211 | Participate in sustainable work practices                        | Certificate III — operator  |
| BSBSUS411 | Implement and monitor environmentally sustainable work practices | Certificate IV — supervisor |
| BSBSUS412 | Develop and implement workplace sustainability plans             | Certificate IV — supervisor |
| BSBSUS413 | Evaluate and report on workplace sustainability                  | Certificate IV — supervisor |
| BSBSUS511 | Develop workplace policies and procedures for sustainability     | Diploma — manager           |
| BSBSUS601 | Lead corporate social responsibility                             | Advanced — executive        |

One caution on codes: BSBSUS201 is superseded , having ended on 31 January 2024. If a supplier or an internal document still names it, that is a signal the material has not been reviewed recently. BSBSUS211 is its current equivalent at the operator level.

These are electives rather than core in most qualifications, with one exception noted below, so ask for the unit by code at enrolment . A unit will not appear in a qualification by default.

Successful completion of one or more units can be recorded on a Statement of Attainment and may support credit towards a qualification. For nationally recognised training, a Unique Student Identifier (USI) is generally required before a qualification or Statement of Attainment can be issued , unless an applicable exemption applies. See the official USI exemption guidance . A USI is free at [usi.gov.au](http://usi.gov.au) . If you already have one, recover it rather than creating another.

### ***Start with BSBSUS211, because it is the one that is core***

BSBSUS211 Participate in sustainable work practices is core in BSB30120 Certificate III in Business and available as an elective in SIT30722 Certificate III in Hospitality (Restaurant Front of House). It describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices, and it applies to individuals working under supervision or guidance who follow workplace procedures and instructions. That framing matters: it is an operational unit for floor and kitchen staff, not a policy unit for managers.

Its three elements are a usable structure for any venue program, credentialed or not.

Element 1 — measure sustainable work practices.

Identify sustainable work practices in your own work role

Measure current usage of resources in your own work role

Record and file resource usage documents

Identify resource inefficiencies from the information gathered

Element 2 — support sustainable work practices.

Identify and comply with workplace sustainability procedures

Identify workplace environmental hazards according to environmental regulations and standards

Report any breaches and potential breaches to organisational personnel

Element 3 — seek opportunities to improve sustainable work practices.

Identify areas of improvement in your own work area

Consult with colleagues and management to assess the potential to improve identified practices  
Make suggestions for improvement

The performance evidence is where it becomes measurable: a candidate must participate in at least three sustainable work practices , and in doing so must identify the benefits and areas of improvement; identify and apply sustainability legislation and organisational sustainability policies and procedures; participate in and support discussions for improved resource efficiency processes; identify, measure and document usage of resources ; and collaborate with team members to develop suggestions.

Notice what dominates that list: measurement . The unit's foundation skills spell it out — numeracy is described as calculating basic metric measurements to determine resource usage. A venue program that talks about sustainability without weighing anything is not doing what the competency describes.

Knowledge evidence covers environmental and resource hazards and risks, Australian and international standards for corporate social sustainability, sustainability regulations and codes of practice applicable to the role, organisational sustainability policies and procedures, reporting channels and procedures for breaches, and the advantages of sustainable practices in the workplace.

Assessment must be in a workplace or a simulated environment with conditions typical of a real working environment, with access to documentation on workplace environmental and resource efficiency and to the applicable sustainability legislation, regulations and standards.

### ***Where the higher-level units fit***

The progression is genuine rather than cosmetic. BSBSUS211 asks an operator to measure and report . BSBSUS411 asks a supervisor to implement and monitor . BSBSUS412 asks them to develop and implement a plan , and BSBSUS413 to evaluate and report on what the plan achieved. BSBSUS511 moves up again to developing workplace policy and procedures , and BSBSUS601 to leading corporate social responsibility across a business.

BSBSUS411 is worth setting out in the same detail as the operator unit, because it is the one a venue actually buys when it wants somebody to own the programme. It applies to individuals responsible for the practices of a work area, or who lead a work group , and it has three elements.

Element 1 — establish sustainable work contexts.

Identify and assess organisational compliance against environmental legislation, regulations and standards

Collect data on environmental efficiency in organisational systems and processes

Analyse that data and current purchasing strategies , and identify areas for improvement

Consult stakeholders and external data sources on sustainability best practice

Develop efficiency targets, and the methods that will monitor outcomes

Element 2 — implement sustainable work practices. Source the tools to set efficiency targets; integrate those targets with other operational activities rather than running them alongside; support team members to identify areas for improved resource efficiency; and seek and act on stakeholder feedback.

Element 3 — monitor performance. Assess outcomes using the monitoring method developed in element 1; document and communicate outcomes to key personnel and stakeholders ; identify changes required to the targets and the tools; and promote successful strategies in the development of new targets.

Two things separate that from BSBSUS211 . The supervisor-level unit puts compliance assessment inside the job — identifying and assessing the organisation against environmental legislation, regulations and standards, rather than only reporting a breach up the line. And it requires current purchasing strategies to be analysed, which is where most of a venue's environmental impact is actually decided. Its foundation skills reflect that: numeracy is described as analysing numerical information to measure usage and calculating metric measurements, quantities, ratios and financial

data , and reading as identifying and analysing texts to determine legislative and regulatory requirements .

For a venue, the practical pairing is usually BSBSUS211 for floor and kitchen staff and BSBSUS411 or BSBSUS412 for whoever will own the initiative. A single-venue operator rarely needs BSBSUS601 . A group with a published sustainability position does.

These units sit naturally alongside our four BSB qualifications, all current on scope: BSB30120 Certificate III in Business, BSB40120 Certificate IV in Business, BSB40520 Certificate IV in Leadership and Management and BSB50120 Diploma of Business. There is also a hospitality-specific skill set, SITSS00079 Environmentally Sustainable Hospitality and Restaurant Operations, which is worth asking about if the aim is a venue-shaped package rather than a business-shaped one.

## **The compliance side**

This is where the actual legal obligations sit, and they are state and local , not national:

Waste and recycling separation requirements, which increasingly include organics

Trade waste agreements with the water authority, and grease trap servicing, a standard condition for a commercial kitchen

Single-use plastics bans, which differ by state in both scope and timing

Food waste and organics collection, expanding across councils

None of this is covered by a sustainability unit of competency. The unit teaches how to measure and implement practices; the obligations come from your council, your water authority and your state environment regulator. Check with them, not with a training provider.

The units do, however, oblige an employee to identify workplace environmental hazards according to environmental regulations and standards and to report breaches and potential breaches . So a credentialed employee is trained to notice a compliance failure and escalate it, which is the practical link between the training and the law. That only works if the venue has actually told staff what the reporting channel is — which BSBSUS211 also requires as knowledge evidence. At supervisor level BSBSUS411 goes further again, requiring the organisation's compliance against environmental legislation, regulations and standards to be identified and assessed rather than assumed.

## **Where it overlaps with work health and safety**

Environmental practice and safety practice share most of the same apparatus in a hospitality venue, and conflating them causes trouble in both directions.

The chemical controls a venue must have for safety reasons are also the controls that govern environmental release: an accessible Safety Data Sheet register, correct chemical dilution , appropriate PPE, eyewash facilities where chemicals are used, and every decanted chemical labelled. Degreasers, sanitisers and beer line cleaners are the three that recur.

Which WHS Act applies depends on the jurisdiction. Victoria operates under the Occupational Health and Safety Act 2004 (Vic), administered by WorkSafe Victoria, with the primary duty on the employer at section 21. Most other states and territories use the harmonised Work Health and Safety framework — in New South Wales, the Work Health and Safety Act 2011 , primary duty at section 19(1), administered by SafeWork NSW, with the duty on a person conducting a business or undertaking . Both require the provision of information, instruction, training and supervision , both apply the reasonably practicable standard objectively, and neither duty can be transferred by contract.

The safety counterpart units are SITXWHS005 Participate in safe work practices , core in SIT30622 , SIT30722 and SIT30821 , and BSBWHS311 Assist with maintaining workplace safety , core in BSB30120 . At supervisory level, SITXWHS007 Implement and monitor work health and safety

practices is core in SIT40422 and SIT50422 , and SITXWHS006 Identify hazards, assess and control safety risks is core in SIT50322 .

SITXWHS007 is worth reading if a venue is building any kind of training program, environmental or otherwise, because it requires identifying training needs, coordinating the training, and monitoring training effectiveness rather than simply recording attendance.

## **Where it overlaps with food safety**

One practical point that catches kitchens: cleaning and sanitising are two different operations , and environmental pressure to reduce chemical use runs directly into food safety requirements. Reducing sanitiser is not a sustainability win if it compromises Standard 3.2.2A compliance.

The same applies to temperature control. Standard 3.2.2A, which commenced 8 December 2023 , requires a category one business — one that processes unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat, which covers any venue with a kitchen — to keep substantiation records covering receipt at correct temperature ( 5 °C or below, or 60 °C or above ), storage under temperature control, process steps achieving pathogen reduction, minimising time at growth-permitting temperatures, cooling and reheating within specified timeframes, display under temperature control, transport under temperature control, and the cleaning and sanitising of food-contact surfaces and equipment. Those records are kept three months after being made and must be accessible at the premises .

Energy saving that lets potentially hazardous food sit between those temperatures is a food safety failure, not an efficiency gain. See why is food safety and handling important and the Standard 3.2.2A explainer .

Where the two genuinely align is waste reduction through better food safety : most stock discarded on temperature grounds is discarded because nobody was confident it was safe. Trained staff throw out less, and the substantiation record is the evidence that lets a kitchen keep food it would otherwise bin.

The relevant food safety unit here is SITXFSA006 Participate in safe food handling practices , core in SIT30821 , which requires demonstrated control of food hazards at each of nine critical control points — receiving, storing, preparing, processing, displaying, serving, packaging, transporting and disposing — plus the procedures to calibrate a temperature probe . Disposing is one of the nine, which is the training package treating waste as a food safety step rather than an afterthought.

Worth noting for budgeting: food handler training under Standard 3.2.2A does not have to be nationally accredited, mandates no refresher period , and carries no record-keeping duty . A free non-accredited course covering safe food handling, food contamination, cleaning and sanitising, and personal hygiene satisfies the law. SITXFSA005 buys portability and documentary proof. The five-year cycle belongs to the Food Safety Supervisor certificate, which must have been issued within the immediately preceding five years, with the supervisor remaining reasonably available . In New South Wales that certificate must come from a provider approved by the NSW Food Authority under section 106H of the Food Act 2003 (NSW), and we are not on that list .

## **What actually moves the needle in a venue**

Food waste — usually the largest single environmental impact of a hospitality business, and the one with a direct cost saving attached

Energy — refrigeration and cooking equipment running outside service hours

Water — dishwashing practice and equipment

Procurement — supplier choice, packaging, transport

Menu design — which drives all of the above and is rarely thought of as an environmental decision

Procurement is the one with a unit attached: BSBSUS411 requires current purchasing strategies to be analysed alongside the efficiency data, so a supervisor holding that unit has been assessed on exactly this.

Menu design connects back to a unit too. SITHKOP010 Plan and cost recipes is core in SIT30821 Certificate III in Commercial Cookery, so every trade-qualified cook has been assessed on costing recipes. Yield, portioning and trim are simultaneously a cost lever and a waste lever, and the person who can calculate one can calculate the other.

## Getting the training

Sustainability units are available through our business and hospitality qualifications, mostly as electives. Elective choice is not unconstrained: electives must be guided by the job outcome sought, local industry requirements, and complexity of skills appropriate to the AQF level, and must contribute to a valid, industry-supported vocational outcome. So a sustainability elective needs to fit the role the person actually performs, which in practice is easy to argue for a kitchen or floor role and harder for a purely administrative one.

For a whole team this is a workplace training conversation rather than an individual enrolment. Our scope of registration carries 17 current qualifications, 81 current skill sets and 579 current units, every component at an extent of "deliver and assess" — considerably more than any marketed course list shows. Ask directly for the unit or skill set you want by code, and confirm it is on the national scope and currently delivered in your state.

For an existing workforce, recognition of prior learning applies here as it does anywhere: registered training organisations must offer it under Standard 1.6, it is raised at the pre-training review under Standard 2.2 as an assessment for that individual learner, and it is a genuine assessment against the same evidence requirements rather than a waiver. A venue that already measures and documents resource usage has staff generating exactly the evidence BSBSUS211 asks for.

Relevant pages: Certificate III in Business, the restaurant front-of-house stream, Certificate III in Hospitality, Certificate III in Commercial Cookery, Certificate IV in Hospitality, Certificate IV in Leadership and Management, food handling and Food Safety Supervisor. Send a course enquiry, lodge an expression of interest, or start with a skills assessment. Browse all courses.

Related reading: building a training plan, cross-training, health and safety best practice, why there are so many certificates and regulations in the food industry and taking your restaurant to the next level.

## About us

We are Complete Hospitality Training, RTO 3722, CRICOS 04242E. Registered since 1 June 1994, with our current registration period running to 30 June 2032 under the Australian Skills Quality Authority. Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact [melbourne@cht.edu.au](mailto:melbourne@cht.edu.au) or +61 3 9654 1554. Confirm current course, scope and fee arrangements directly.

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.

BSBSUS211 Participate in sustainable work practices

BSBSUS411 Implement and monitor environmentally sustainable work practices  
BSB30120 Certificate III in Business  
BSBSUS412 Develop and implement workplace sustainability plans  
BSBSUS601 Lead corporate social responsibility  
Food Safety Supervisor certificate requirements (New South Wales)  
Food Standards Code — Standards 3.2.2 and 3.2.2A (food safety practices and food safety management tools)  
Unique Student Identifier (USI) requirements for RTOs

### ***Is environmental training legally required?***

Not as training. The obligations are on waste, trade waste and plastics, and they come from state and local law rather than from a training requirement.

### ***Do I get a certificate?***

For a nationally recognised unit, yes, a Statement of Attainment linked to the learner's Unique Student Identifier. For internal practice training, no.

### ***Which unit should I ask for?***

It depends on the role. BSBSUS211 Participate in sustainable work practices for floor and kitchen staff; BSBSUS411 Implement and monitor environmentally sustainable work practices or BSBSUS412 Develop and implement workplace sustainability plans for a supervisor; BSBSUS413 Evaluate and report on workplace sustainability for reporting; BSBSUS511 Develop workplace policies and procedures for sustainability at Diploma level; and BSBSUS601 Lead corporate social responsibility for a group-level role.

### ***Is BSBSUS201 still current?***

No. BSBSUS201 is superseded and ended on 31 January 2024. BSBSUS211 is the current operator-level unit. A document still naming BSBSUS201 has not been reviewed recently.

### ***Which sustainability unit is core rather than elective?***

BSBSUS211 is core in BSB30120 Certificate III in Business. Everywhere else the sustainability units are electives, including in SIT30722, so they must be requested by code.

### ***What does the operator-level unit actually require?***

Participation in at least three sustainable work practices, including identifying, measuring and documenting resource usage, applying sustainability legislation and organisational policies, and collaborating on improvement suggestions.

### ***What does the supervisor-level unit require that BSBSUS211 does not?***

Three things in particular. BSBSUS411 requires the organisation's compliance against environmental legislation, regulations and standards to be identified and assessed, not just breaches reported. It requires current purchasing strategies to be analysed alongside the efficiency data. And it requires

efficiency targets and the methods that monitor them to be developed, integrated with other operational activities, then used to assess outcomes, with those outcomes documented and communicated to key personnel and stakeholders. Its foundation skills go up accordingly: numeracy extends to ratios and financial data, and reading to determining legislative and regulatory requirements.

### ***Is it a management unit or a staff unit?***

BSBSUS211 is a staff unit — it applies to individuals working under supervision or guidance who follow workplace procedures, which is why it sits at Certificate III level. The 400 and 500-series units are the supervisory and management ones; BSBSUS411 applies to someone responsible for the practices of a work area or leading a work group.

### ***Will it reduce our costs?***

Food waste and energy usually carry direct savings. Treat that as the business case rather than compliance.

### ***Does it conflict with food safety?***

It can, if done carelessly. Food safety requirements are legal obligations; sustainability practice must fit around them. Reducing sanitiser use or relaxing temperature control to save energy are both compliance failures dressed as efficiency.

### ***Where does food waste meet food safety?***

At disposal, which is one of the nine critical control points in SITXFSA006, and at temperature control. Stock is most often discarded because nobody was confident it was safe, so a working substantiation record reduces waste as well as risk.

### ***How long do food safety records have to be kept?***

Category one substantiation records are kept three months after being made and must be accessible at the premises.

### ***Do we have to keep records of food handler training?***

No. Standard 3.2.2A imposes no record-keeping duty for that tool and mandates no refresher period, and the training does not have to be nationally accredited.

### ***Which WHS Act applies to us?***

Victoria uses the Occupational Health and Safety Act 2004 (Vic), with the duty on the employer. Most other states and territories use the harmonised Work Health and Safety framework, with the duty on a person conducting a business or undertaking. A multi-state operator complies with more than one instrument.

### ***Is there a hospitality-specific sustainability option?***

Yes. SITSS00079 Environmentally Sustainable Hospitality and Restaurant Operations is a skill set on our scope, which suits a venue better than a business-package unit if the aim is operational rather than

administrative.

***Can existing practice be recognised instead of retrained?***

Yes, through recognition of prior learning, which RTOs must offer under Standard 1.6 and which is raised at the pre-training review. A venue that already measures and documents resource usage is generating the evidence the unit asks for.

***Will a sustainability elective fit any role?***

Not automatically. Electives must be guided by the job outcome sought, local industry requirements and complexity appropriate to the AQF level, and must contribute to a valid vocational outcome.