

How to Train Up a Team Lead/Manager in Hospitality - Complete Hospitality Training

Canonical: <https://cht.edu.au/news/how-to-train-up-hospitality-manager/>

Details:

The supervisor who runs the best Saturday section in the building is not automatically ready to hold a profit and loss statement. Those are different jobs, and the gap between them is where most internal promotions come undone. Developing a supervisor into a manager involves two separate tracks: a formal qualification that builds the technical vocabulary, and a deliberate handover of responsibility that no classroom provides.

The useful thing about the Australian training package is that it has already mapped the gap. Comparing the core units of the supervision qualification against the management qualification shows precisely which competencies the step up adds.

Start the step up with real delegated work

The original management guide starts with an internal high performer and a practical question: which duties will the owner or current manager keep, and which can the new lead take on? Write the list, delegate a manageable set of shifts or decisions, then coach the person through guest issues, team communication and service improvement. Give feedback and increase responsibility as competence grows. The qualification and pay rules below apply alongside this on-the-job development.

Choose the formal route on purpose

Two Certificate IV pathways suit a hospitality supervisor, and they are not interchangeable. The choice turns on how hospitality-specific the person's future is, and on whether portability across industries matters.

	BSB40520 Certificate IV in Leadership and Management	SIT40422 Certificate IV in Hospitality
Units	12 (5 core, 7 elective, 4 of the electives from Group A)	21 (9 core, 12 elective)
Focus	Leadership and management skills portable across industries	Hospitality operations and supervision specifically
CRICOS	Not CRICOS-registered	CRICOS 116358F
Delivery	All eight states and territories	All eight states and territories
Best suited to	A supervisor whose career may move beyond hospitality	A supervisor committed to venue operations

Both are current on our scope of registration to 30 June 2032. BSB40520 supersedes BSB42015, and the two are equivalent, which is relevant when someone holds the older code and is deciding whether to redo anything. The smaller unit count reflects a narrower, management-focused scope rather than

an easier qualification.

One practical constraint decides this for some candidates: BSB40520 is not CRICOS-registered, so it is not available to a student on a student visa. We have three CRICOS-registered courses: SIT40422 (116358F), SIT50322 Diploma of Event Management (118427D) and SIT50422 Diploma of Hospitality Management (115534C). Nothing else on scope is available on a student visa.

If the person's future is in business administration rather than operations, note that we also hold BSB40120 Certificate IV in Business and BSB50120 Diploma of Business on scope, alongside BSB30120 Certificate III in Business — four BSB qualifications in total.

Why SIT40422 is the supervision qualification

The case for SIT40422 is not its size. It is what sits in the core, because the core is what every graduate has been assessed against.

Core unit	What it covers
SITHIND008	Work effectively in hospitality service
SITXCCS015	Enhance customer service experiences
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXHRM007	Coach others in job skills
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXWHS007	Implement and monitor work health and safety practices

Three of the nine core units are HR units. That is the whole argument. A Certificate III in Hospitality is 15 units with 6 core and produces a competent operator. SIT40422 takes the same industry and makes rostering, coaching and leading people mandatory. It is not a bigger Certificate III, it is a different job described as a qualification.

The elective structure is 1 unit from Group A (Hygiene: either SITHIND005 or SITXFSA005), 8 from Group B (Hospitality), and 3 from Group B, Group C, elsewhere in SIT, or any other current training package or accredited course. 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. In practice that means the elective choice should be made against the venue's actual operation, not picked from a list.

Note that SIT40422 supersedes SIT40416 and the two are not equivalent, so a supervisor holding the 2016 code has not simply been renamed into the new one.

What BSB40520 brings instead

Its five core units are:

BSBLDR411 Demonstrate leadership in the workplace

BSBLDR413 Lead effective workplace relationships

BSBOPS402 Coordinate business operational plans

BSBXCM401 Apply communication strategies in the workplace

BSBXTW401 Lead and facilitate a team

Seven electives follow, four of which must come from Group A. It is a leaner instrument aimed squarely at leadership behaviour and operational planning, with none of the hospitality-specific content. For a supervisor who may move into retail, aged care, events administration or business support, that portability is the point.

The development ladder, in unit codes

The most useful way to plan a promotion is as a sequence of four assessed steps rather than one course. Each of these is a separate unit of competency on our scope of registration, and each adds something the previous one does not require.

Step	Unit	What this step adds that the one before does not
Coach	SITXHRM007 Coach others in job skills — core in SIT30622 , SIT30722 , SIT30821 and SIT40422	On-the-job coaching of two different colleagues , addressing identified performance problems and rectifying or referring as appropriate, within commercial time constraints , applying the six key principles of training : explanation, demonstration, review, listening to the trainee's explanation, observing and evaluating the trainee's demonstration, and providing feedback
Monitor	SITXHRM012 Monitor staff performance — current on our scope	Consulting and informing colleagues about expected standards of performance ; monitoring through regular performance appraisals ; recognition and rewards for achievements and outstanding performance ; and the two-step response to a problem — informal counselling followed up by review in the workplace, then a formal counselling session run to required procedures
Manage performance	BSBLDR522 Manage people performance — current on our scope	Allocating work after consulting on the work and the resources available; developing and confirming performance standards and key performance indicators with the relevant staff ; risk analysis against the organisational risk management plan and legal requirements;

		training participants in the performance management and review process ; documenting feedback in the system; performance improvement and development plans ; and closing by reinforcing excellence in performance through recognition and continuous feedback
Manage the team	BSBTWK502 Manage team effectiveness — current on our scope	A team performance plan with KPIs and expected outcomes; strategies for team member input into planning, decision making and the operational aspects of team tasks ; policies promoting team member accountability ; and the duty at element 4.3 to communicate and follow up unresolved issues, concerns and problems raised by team members with line management

That sequence is worth reading twice, because the order is not arbitrary. SITXHRM007 is a Certificate III core unit, so coaching is expected of an operator, not a manager. SITXHRM012 adds the obligation to set the standard before measuring anyone against it. BSBLDR522 adds the obligation to agree the standard rather than announce it, and to train people in the review process before applying it. BSBTWK502 adds the obligation to carry upwards what the supervisor cannot fix, and to come back with the answer.

SITXHRM012 names the ten standards performance is monitored against, of which at least six must be used: adherence to procedures; cost minimisation; customer service standards; level of accuracy in work; personal presentation; productivity; punctuality; response times; team interaction; waste minimisation. A developing manager who can name which six their venue actually monitors is further along than one who has finished a course.

This page does not claim where SITXHRM012 , BSBLDR522 or BSBTWK502 sit as core or elective in any qualification. All three are current on our scope of registration at deliver-and-assess extent, and each can be taken as a single unit; packaging is a question for training.gov.au.

The competencies the step up actually adds

If you read SITXHRM009 Lead and manage people , which is core in SIT40422 , SIT50322 and SIT50422 , the three elements describe the behavioural side of the job.

Model high standards of performance and behaviour — act as a positive role model through individual performance, show support for organisational goals in day-to-day work, interact professionally.

Develop team commitment and cooperation — develop and communicate short, medium and long-term plans in consultation with the team ; communicate expectations, roles and responsibilities; encourage innovation; model open and supportive communication; share information from the wider business environment; represent team interests in the wider business environment ; seek feedback and implement changes.

Manage team performance — delegate, and identify and overcome the barriers to delegation; evaluate team member skills and provide development opportunities; monitor performance; mentor and coach;

motivate; recognise and reward.

The unit's performance evidence requires leading using at least four of seven roles — decision making, delegation, information provision, monitoring performance, provision of feedback, motivation through recognition and rewards, planning and organising — and seeking and responding to team feedback on at least two occasions .

Two criteria in there are the ones that separate a supervisor from a manager in practice. "Represent team interests in the wider business environment" means the person has to be able to carry the floor's position upwards to ownership, which requires standing in a room where they are not the most senior. And "identify barriers to delegation, and implement processes to overcome the identified barriers" is the standard assuming delegation will be obstructed, and making dealing with the obstruction part of the job.

SITXMGT004 Monitor work operations adds the operational planning layer, requiring workflow planning for a team operation that accounts for at least six contingencies from nine: 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. Its knowledge requirements name delegation principles and techniques, quality assurance, time management, and industrial or legislative issues affecting short-term work organisation .

SITXWHS007 Implement and monitor work health and safety practices is the one most internal promotions skip, and it is the one with legal weight. Six elements: provide information on health, safety and security and make it readily accessible; monitor safe work practices and take prompt action on non-compliance; coordinate consultative arrangements so staff can contribute their views; implement and monitor procedures for scheduled hazard identification and risk assessment; coordinate health, safety and security training, identifying needs and monitoring training effectiveness ; and maintain records and reports, using the data as reliable management input.

Its knowledge requirements include the primary components of the relevant state or territory WHS legislation, and that qualifier matters. Victoria operates under the Occupational Health and Safety Act 2004 (Vic), administered by WorkSafe Victoria, where the duty holder is the employer and the primary duty sits at section 21. Most other states and territories operate under the harmonised framework — in New South Wales, the Work Health and Safety Act 2011 (NSW), administered by SafeWork NSW, where the duty holder is a person conducting a business or undertaking and the primary duty sits at section 19(1). The NSW Act also imposes a duty at section 46 to consult, cooperate and coordinate with other duty holders, which Victoria has no general equivalent of.

A manager taking on a second venue interstate is taking on a second statute. Both require information, instruction, training and supervision , both apply the reasonably practicable test objectively, and neither duty can be delegated away by contract. Victoria's definition of health expressly includes psychological health.

SITXCOM010 Manage conflict is the other core unit worth reading before promoting someone. It requires resolving escalated customer disputes in at least three of eight categories, including a person who appears violent or threatening, refused entry or ejection from premises, and a situation where someone has been or may be hurt; plus resolving team member disputes in at least two of four: a dispute among colleagues, a drug or alcohol-affected person, job duties or rosters , and lack of competence . The last two categories are management artefacts, which is a useful thing for a new manager to understand early.

Mentoring the candidate is itself an assessed activity

The informal half of developing a manager is usually described as mentoring, and it is easy to assume that part is unstructured by nature. It is not. TAED414 Mentor in the workplace is current on our scope of registration, and it applies to workplace supervisors and colleagues working under limited

supervision, including those who mentor apprentices or trainees .

Its four elements are a workable design for the handover itself:

Plan and prepare for the mentoring relationship — identify the scope and boundaries, develop the mentoring plan, establish ground rules, maintain confidentiality

Facilitate the relationship — develop the mentee's confidence and trust, share experiences and knowledge, support problem-solving and decision-making skills, resolve differences

Monitor the relationship — provide guidance as requested, deliver feedback on progress, discuss changes with stakeholders, manage the closure

Review mentoring — establish and discuss the benefits gained, reflect on personal benefits, identify outcomes and benefits to the organisation

The assessment requirement is the part worth borrowing even if nobody enrolls: a negotiated, documented mentoring plan with at least one mentee and at least three mentoring sessions of at least 30 minutes each . A venue that cannot point to three half-hour conversations and a written plan is not mentoring its next manager, it is hoping.

Two neighbouring units on our scope cover the same territory from different angles. TAEDEL412 Facilitate workplace-based learning runs from preparing to facilitate workplace-based learning, through developing a plan for it and facilitating it, to reviewing your own practice. BSBHRM413 Support the learning and development of teams and individuals — that is the title on the scope register — covers contributing to needs development (collecting information on team performance, identifying learning needs, providing self-evaluation opportunities), supporting implementation (collaborative learning plans , coordinating workplace learning opportunities), and monitoring and evaluating workplace learning.

The SITSS00087 Mentoring and Supervision skill set is also current on RTO 3722's scope of registration. Ask us which units it contains rather than assuming, because that composition is not stated on this page.

Who is qualified to train and assess the person you are promoting

Worth checking before you commit a supervisor's time, because the answer is specified rather than a matter of reputation. Outcome Standard 3.2 requires training and assessment to be delivered to VET students by credentialed people with current skills and knowledge in training and assessment, and the Credential Policy accompanying the Standards sets out which credentials satisfy it. Standard 3.3 requires everyone delivering or assessing to hold industry competencies, skills and knowledge relevant to and current in the training product, to demonstrate current industry practice and maintain engagement with industry , with the RTO responsible for ensuring continuing professional development and facilitating access to it.

To deliver training and assessment without direction , including making assessment judgements , the person must hold one of:

TAE40122 Certificate IV in Training and Assessment, or its successor

TAE40116 Certificate IV in Training and Assessment

TAE40110 Certificate IV in Training and Assessment

a diploma or higher level qualification in adult education or vocational education and training

a secondary teaching qualification plus one of TAESS00011 , TAESS00019 (or its successor) or TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set (or its successor)

Assessment only adds TAESS00001 to that list. For validation , at least one of the validators must hold one of the validation credentials. And there is a defined limit on everyone else: a person with relevant credentials may deliver training and contribute to assessment under direction — conducting assessment and collecting evidence — but may not make assessment judgements . Those judgements

are quality assured through regular validation of assessment practices and judgements.

That distinction is useful when a venue is choosing between a provider and an in-house program. The most experienced chef in the building can coach, demonstrate and collect evidence. Whether they can sign off a unit of competency depends on which of the credentials above they hold.

What the classroom does not cover

A qualification builds vocabulary and structure. Three parts of the job are learned only by doing them, and they should be handed over deliberately rather than on the day the previous manager leaves.

Holding a P and L. A supervisor reads a roster; a manager reads a set of numbers and can explain why last month moved. Give the developing manager one real line, beverage cost or wage percentage for their section, and make them explain the variance monthly. Ownership of a real number teaches more than a case study. SITXFIN009 Manage finances within a budget is the core unit behind this; SITXFIN010 Prepare and monitor budgets is the Diploma-level extension.

Running a difficult conversation. Underperformance, lateness, a complaint about a colleague. The skill is staying specific and calm while the other person is neither. Sit in on these first, then have the developing manager lead one with the current manager present, before they run one alone.

SITXHRM012 gives the structure: investigate the problem, use feedback and coaching, agree the solution with the colleague, follow up informal counselling by review in the workplace, and only then run a formal counselling session to the required procedure.

Carrying a bad night. A walkout, a kitchen failure at capacity, a serious incident. The difference is that a manager cannot pass the weight of it upwards during the shift and has to keep the team functioning anyway. What can be taught in advance is the sequence to follow and the certainty that the venue will back the decision made in the moment.

Acting up is a development tool with a price: MA000009 clause 22

The usual way all three of those get handed over is by letting the supervisor act in the manager's role — a shift, a weekend, a week of leave cover. Under MA000009 clause 22, that has a defined pay consequence, because the employee is performing work at a higher classification.

Time at the higher classification in a day	What must be paid
Two or more hours	The higher rate for the whole day
Less than two hours	The higher rate for the time actually worked

Food and beverage attendants grades 2 and 3 are excluded from that provision, and clause 22 is an MA000009 provision — do not assume the same wording sits in MA000058, MA000119 or MA000003. Read the award that matches the premises.

The two-hour threshold is the trap. "Just cover the first part of service" almost always crosses it, and the higher rate then applies to the whole day. Budget acting-up shifts as a line in the development plan rather than absorbing them as favours, and get the rate for each classification from the Fair Work Ombudsman's Pay and Conditions Tool. Handled that way, acting up is the cheapest management training a venue can buy; handled as an unpaid favour it is an underpayment with a written roster as evidence.

The compliance calendar

To those three, add a fourth thing the classroom does not cover: a manager owns items with dates attached.

Obligation	The date that matters
Food Safety Supervisor certificate	Issued within the immediately preceding five years ; the certificate relied on by the business must have been issued within the preceding five years; renewal pathways vary by jurisdiction and provider
Food Safety Supervisor availability	Reasonably available across actual trading hours, not just named
Category one substantiation records	Kept three months , accessible at the premises
WHS incident records	Minimum five years ; Victoria requires a written record within 48 hours
RSA currency	Jurisdiction-dependent; in Victoria the three-yearly refresher binds every certificate holder, not only licensees, who carry a separate obligation under s 108AA; three years in NT and ACT, no expiry in QLD and WA
Payslips	Issued within the period set by the Fair Work Act 2009 and its regulations — confirm the current requirement with the Fair Work Ombudsman rather than from a web page
Award and National Employment Standards	Available to all employees, on a noticeboard or by accessible electronic means — MA000009 clause 3.3
Apprentice stage progression	The higher rate is payable from the first full pay period on or after the date agreement or determination is reached, and 21 days' silence after the RTO's written assessment advice is deemed agreement

Being appointed Food Safety Supervisor is a genuine management responsibility rather than a title. It is the business's obligation under Standard 3.2.2A, which commenced 8 December 2023 , and applies to both category one and category two food businesses. In New South Wales the certificate must come from a provider approved by the NSW Food Authority under section 106H of the Food Act 2003 (NSW). We are not on that list and cannot issue a NSW Food Safety Supervisor certificate.

The classification consequence of training a supervisor

One thing to settle before the training starts rather than after. Coverage is decided by the premises , not the job title, and there are four destinations: MA000009 Hospitality Industry (General) Award 2020 for hotels, pubs, taverns, motels, resorts, casinos and caterers; MA000058 Registered and Licensed Clubs Award 2020 for not-for-profit registered clubs, which MA000009 clause 4.4(d)(i) expressly excludes; MA000119 Restaurant Industry Award 2020 for standalone restaurants, cafes, night clubs, reception centres and roadhouses; and MA000003 Fast Food Industry Award 2010 for takeaway and food-court outlets. A night club sits in MA000119, not MA000058, because it is commercial rather than not-for-profit.

The Certificate III floor exists in three of those four. Under MA000009 and MA000119 (both clause 18.1, adult rates) and MA000058 (clause 18.3), a relevant AQF Certificate III or higher used at work sets a minimum classification of Level 4 . The fast food award, MA000003 , has no equivalent provision .

Award	Clause	The test	Dispute route
MA000009	cl 18.1	Certificate III or higher , and the employee makes use of those competencies at work	cl 40
MA000119	cl 18.1	Identical wording to MA000009	cl 34
MA000058	cl 18.3	"AQF Certificate III qualifications" — no "or higher"; the Fair Work Commission may require the employee to demonstrate they utilise the relevant skills	Referral to the Fair Work Commission
MA000003	—	No equivalent provision	—

That means training a supervisor may change what they must be paid, independently of whether the venue promotes them. It is better to plan the classification move alongside the training than to discover it at a pay review. Note also that under MA000009 and MA000119 the floor is not automatic on completion — the competencies have to be used at work, which for a newly qualified supervisor means actually giving them the supervisory work. Award minimum rates are re-set periodically and should be read from the current award or the Fair Work Ombudsman's Pay and Conditions Tool.

MA000009 also names a supervisory course specifically at kitchen attendant grade 3, and the food and beverage supervisor and clerical supervisor classifications sit at Level 5, with cook (tradesperson) grade 5 — chef de partie or equivalent, including supervision or training responsibilities — at Level 6.

Under MA000119 , the classifications at Level 4 are food and beverage attendant grade 4 (tradesperson) , cook grade 3 (tradesperson) , clerical grade 3 and storeperson grade 3, with food and beverage supervisor , cook grade 4 (tradesperson) and clerical supervisor at Level 5 and cook grade 5 (tradesperson) at Level 6. Two things follow for a developing manager. Level 4 is the tradesperson tier , so the Certificate III floor lands on a grade the award itself labels "(tradesperson)". And clerical grade 3 also sits at Level 4 , which is why a business qualification is relevant to an administrative classification in a hospitality venue rather than only to an office one. MA000119 defines its "standard rate" as the minimum rate for a Level 4 classification, cook grade 3 (tradesperson), in Table 3, so percentages and allowances expressed off the standard rate are calculated from that rate.

After the Certificate IV

SIT50422 Diploma of Hospitality Management sits at AQF level 5 and comprises 28 units, 11 core and 17 elective . It is the usual next step for someone moving from supervising a section to running a venue. We deliver it in Victoria only .

Its core list shows the step precisely. It keeps SITXCCS015 , SITXCOM010 , SITXFIN009 , SITXHRM008 , SITXHRM009 , SITXMGT004 and SITXWHS007 from the Certificate IV, and adds four:

SITXCCS016 Develop and manage quality customer service practices

SITXFIN010 Prepare and monitor budgets

SITXGLC002 Identify and manage legal risks and comply with law

SITXMGT005 Establish and conduct business relationships

That is the distinction in four unit codes: at Certificate IV you manage finances within a budget, at Diploma you prepare and monitor the budget; at Certificate IV you deliver service experiences, at Diploma you develop and manage the practices that produce them; and legal risk management and business relationships appear for the first time. The elective structure is 1 from Group A (Hygiene), 1 from Group B (Operations), 11 from Group C (Hospitality) and 4 from Group D, elsewhere in SIT or another current training package.

The culinary and hotel management streams share the one national code, SIT50422, with CRICOS 115534C attaching to the culinary stream.

For a supervisor whose future is events rather than venues, SIT50322 Diploma of Event Management is 20 units, 13 core, Victoria only, CRICOS 118427D. It is the one qualification we offer where SITXHRM010 Recruit, select and induct staff is core rather than elective, alongside SITXHRM009 , SITXMGT005 , SITXMGT006 Manage projects and SITXWHS006 Identify hazards, assess and control safety risks .

Recognition of prior learning is usually the shortcut

An experienced supervisor is rarely starting from zero. Registered training organisations must offer recognition of prior learning 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 as classroom delivery rather than a waiver.

Someone who has been rostering, coaching and running a section for three years will often already satisfy a meaningful share of SITXHRM007 , SITXHRM008 and SITXHRM009 . How much is determined per learner at the pre-training review, so no honest figure can be given in advance, but the gap is usually smaller than the candidate assumes.

Where the gap is narrow, a skill set may be a better fit than a whole qualification. Our scope carries 17 current qualifications, 81 current skill sets and 579 current units , including SITSS00087 Mentoring and Supervision, SITSS00070 Hospitality Compliance, SITSS00076 Business Management, SITSS00082 Essential Business Skills for a Restaurant Manager and SITSS00084 Governance for Board Members. Ask by code.

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 . If you already have one, recover it rather than creating another.

Start with a skills assessment , a course enquiry or an expression of interest . Course pages: Certificate IV in Hospitality , its workplace-delivered version , Certificate IV in Leadership and Management , Diploma of Hospitality Management , Diploma of Event Management and Certificate IV in Kitchen Management .

Related reading: managing and motivating your hospitality team , how to motivate employees , rostering and time management , the skills employees should have , careers in hospitality management , the power of positive reinforcement in training and five key things to learn in a quality hospitality management course .

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 or +61 3 9654 1554 . Confirm current course, fee and funding 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.

SIT40422 Certificate IV in Hospitality

BSB40520 Certificate IV in Leadership and Management

SITXHRM012 Monitor staff performance

BSBLDR522 Manage people performance

BSBTWK502 Manage team effectiveness

Responsible Service of Alcohol training requirements (Western Australia)

Responsible Service of Alcohol training requirements (Australian Capital Territory)

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)

Hospitality Industry (General) Award 2020 (MA000009)

Restaurant Industry Award 2020 (MA000119)

Skills First (Victoria) — VET Funding Contract obligations

National Code of Practice for Providers of Education and Training to Overseas Students 2018 — Standards 1 to 11

Outcome Standards for Registered Training Organisations 2025 (full text)

Unique Student Identifier (USI) requirements for RTOs

Is a Certificate IV enough to run a venue?

A Certificate IV sits at supervisory level in the Australian Qualifications Framework, with the Diploma at management level. Many venue managers hold a Certificate IV plus substantial experience; the Diploma is the formal management credential.

What is the unit-code sequence from coaching to managing performance?

SITXHRM007 Coach others in job skills, then SITXHRM012 Monitor staff performance, then BSBLDR522 Manage people performance, then BSBTWK502 Manage team effectiveness. Coaching is a Certificate III core unit; monitoring adds setting the standard before measuring anyone; BSBLDR522 adds agreeing the standard and the KPIs with the staff; BSBTWK502 adds escalating and following up what the supervisor cannot resolve. All four are current on our scope.

Does letting a supervisor act up in the manager's role affect their pay?

Under MA000009 clause 22, yes. Two or more hours in a day at a higher classification attracts the higher rate for the whole day; less than two hours attracts it for the time worked only. Food and beverage attendants grades 2 and 3 are excluded, and clause 22 is MA000009 — check the award covering your premises. Budget acting-up shifts into the development plan and take the rate from the Fair Work Ombudsman's Pay and Conditions Tool.

Who is allowed to assess the person we are putting through a qualification?

Someone holding TAE40122 (or successor), TAE40116, TAE40110, a diploma or higher in adult education or VET, or a secondary teaching qualification plus one of TAESS00011, TAESS00019 (or successor) or TAESS00024. Assessment only adds TAESS00001. Standard 3.2 sets the credentialling requirement and the Credential Policy specifies which credentials apply to each role; Standard 3.3 adds current industry competence and engagement. A person with relevant credentials but none of the above may deliver training and collect evidence under direction but may not make assessment judgements.

Is mentoring a supervisor something that can be formally assessed?

Yes. TAEDEL414 Mentor in the workplace is current on our scope and covers planning, facilitating, monitoring and reviewing a mentoring relationship. TAEDEL412 Facilitate workplace-based learning and BSBHRM413 Support the learning and development of teams and individuals are also on scope, as is the SITSS00087 Mentoring and Supervision skill set.

What does the mentoring assessment actually require?

A negotiated, documented mentoring plan with at least one mentee and at least three mentoring sessions of at least 30 minutes each. That is a reasonable minimum for an internal handover even where nobody enrolls in the unit.

Someone holds BSB42015 — do they need to redo it?

BSB40520 supersedes BSB42015 and the two are equivalent, so the older qualification is not invalidated.

Someone holds SIT40416 — is that the same as SIT40422?

No. SIT40422 supersedes SIT40416 but the two are not equivalent, so the older code does not automatically map across. A gap assessment is the right starting point.

Is either Certificate IV available outside Victoria?

Yes. Both BSB40520 and SIT40422 are on our national scope and, according to our current delivery information, are available in all eight states and territories. Both diplomas are Victoria only, and Certificate IV in Kitchen Management is Victoria and Western Australia only.

Which award covers the venue our new manager will run?

Whichever of the four matches the premises: MA000009 for hotels, pubs, taverns, motels, resorts, casinos and caterers; MA000058 for not-for-profit registered clubs; MA000119 for standalone restaurants, cafes, night clubs, reception centres and roadhouses; MA000003 for takeaway and food courts. A manager moving from a pub to an RSL is moving between instruments, not just venues.

Does training a supervisor change what we pay them?

In three of the four awards, yes. Under MA000009, MA000119 and MA000058, a relevant AQF Certificate III or higher used at work sets a minimum classification of Level 4. MA000003 has no equivalent provision. Plan the classification with the training.

Is that floor automatic once the qualification is finished?

Not under MA000009 or MA000119, which require the employee to make use of the skills and knowledge derived from those competencies. MA000058 omits "or higher" from its wording and allows the Fair Work Commission to require the employee to demonstrate they utilise the relevant skills. So a newly qualified supervisor needs the supervisory work as well as the certificate.

Which classifications actually sit at Level 4 under the restaurant award?

Food and beverage attendant grade 4 (tradesperson), cook grade 3 (tradesperson), clerical grade 3 and storeperson grade 3. Food and beverage supervisor, cook grade 4 (tradesperson) and clerical supervisor sit at Level 5, and cook grade 5 (tradesperson) at Level 6. MA000119 defines its "standard rate" as the Level 4 rate for cook grade 3 (tradesperson) in Table 3.

Where would a classification dispute be resolved?

MA000009 clause 40, MA000119 clause 34, or under MA000058 referral to the Fair Work Commission.

What funding applies?

We hold a Victorian Skills First VET Funding Contract. Our New South Wales delivery is fee-for-service. Eligibility depends on the individual, so confirm it for a specific person rather than assuming.

Which is the better Certificate IV for a hospitality supervisor?

SIT40422 if the person's future is in venues, because rostering, coaching, leading people, conflict, budget, operations monitoring and WHS are all core. BSB40520 if portability outside hospitality matters, or if the venue wants leadership fundamentals in 12 units rather than 21. Its five core units are BSBLDR411, BSBLDR413, BSBOPS402, BSBXCM401 and BSBXTW401.

What exactly does the Diploma add over the Certificate IV?

Four core units: SITXCCS016 Develop and manage quality customer service practices, SITXFIN010 Prepare and monitor budgets, SITXGLC002 Identify and manage legal risks and comply with law, and SITXMGT005 Establish and conduct business relationships.

Can a manager on a student visa do the leadership qualification?

Not BSB40520, which is not CRICOS-registered. Only SIT40422, SIT50322 and SIT50422 are CRICOS-registered with us.

How many leadership behaviours does the standard require?

At least four of seven under SITXHRM009, plus seeking and responding to team feedback on at least two occasions.

What safety responsibility does a new manager inherit?

Implementing and monitoring WHS practices under SITXWHS007, against the legislation of the relevant state. The primary duty itself stays with the employer or PCBU and cannot be transferred by contract, but the manager is the person operating the system.

Does a manager need to be the Food Safety Supervisor?

Not necessarily, but someone must be, and they must hold a certificate issued within the preceding five years and be reasonably available. It is a business obligation under Standard 3.2.2A that a manager typically ends up owning.

Can a supervisor's experience count towards a qualification?

Yes, through recognition of prior learning, which RTOs must offer under Standard 1.6. It is a genuine assessment against the same evidence requirements, raised at the pre-training review and determined per learner.

Is there a business-side pathway as well?

Yes. We hold four BSB qualifications on scope: BSB30120 Certificate III in Business, BSB40120 Certificate IV in Business, BSB40520 Certificate IV in Leadership and Management and BSB50120 Diploma of Business.

What is the highest qualification available here?

AQF level 5, a Diploma. We deliver to AQF 5 and no higher.