



Australian Government

SITSS00076 Business Management

Release 1

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Modification History

Not applicable.

Description

A set of business management skills to equip individuals for work in any sector of the tourism, travel and hospitality industry.

Pathways Information

Achievement of these units provides credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package and the BSB Business Services Training Package.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this skill set at the time of publication.

Skill Set Requirements

Unit code	Unit title
BSBWRT411	Write complex documents
SITXCCS016	Develop and manage quality customer service practices
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFIN010	Prepare and monitor budgets
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXMGT005	Establish and conduct business relationships
SITXWHS007	Implement and monitor work health and safety practices

Target Group

This skill set is for those tourism, travel and hospitality industry personnel with frontline operational skills who require business management skills.

Suggested words for Statement of Attainment

These units of competency from the SIT Tourism, Travel and Hospitality Training Package and BSB Business Services Training Package provide a set of business management skills to work in the tourism, travel and hospitality industry.