

**Field      Service Sector****Development of *Hospitality Management* unit standards**

ServiceIQ has completed the development of six new unit standards.

**Date new versions published**

**March 2017**

**Planned review date**

**December 2021**

**Summary**

As a result of the Targeted Review of Qualifications process, ServiceIQ has developed unit standards to reflect new conditions listed in the graduate profile outcomes in qualifications that require knowledge of application management practice and processes in a hospitality environment. Meetings with subject matter experts were conducted, identifying the required content. It was found that this content could not be identified in existing unit standards.

It was determined that no suitable unit standards that met the graduate profile outcomes exist; therefore, six new unit standards were developed to address this. The content is based on extensive feedback with industry experts and is endorsed by industry and providers.

**Main changes**

- Six new unit standards were developed to recognise a wide variety of roles in the field of hospitality management.

**Detailed list of unit standards – classification, title, level, and credits**

Service Sector > Hospitality > Hospitality Management

<b>ID</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>
<b>30055</b>	<b>Carry out management functions for the physical assets, stock, and financial resources for a hospitality establishment</b>	<b>5</b>	<b>20</b>
<b>30056</b>	<b>Optimise and facilitate the commercial viability of service products for a hospitality establishment</b>	<b>5</b>	<b>20</b>
<b>30057</b>	<b>Plan and develop business strategies for a hospitality establishment</b>	<b>6</b>	<b>30</b>
<b>30058</b>	<b>Apply financial management techniques to the operation of a hospitality establishment</b>	<b>6</b>	<b>20</b>
<b>30059</b>	<b>Plan and apply management solutions in a change-management situation in a hospitality establishment</b>	<b>6</b>	<b>40</b>
<b>30060</b>	<b>Manage and develop staff in a hospitality establishment to ensure positive experiences for customers</b>	<b>6</b>	<b>10</b>