SIT30616 Certificate III in Hospitality

Course Descriptor

This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

Qualification Rules:

To achieve a Certificate III in Hospitality, 15 units must be completed:

- ❖ All 7 core units
- ❖ 8 elective units

Core Units

- BSBWOR203 Work effectively with others
- SITHIND002 Source and use Information on the hospitality industry
- SITHIND004 Work effectively in hospitality service
- SITXCCS006 Provide service to customers
- SITXCOM002 Show social and cultural sensitivity
- SITXHRM001 Coach others in job skills
- SITXWHS001 Participate in safe work practices

Electives

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification. Below are examples of units that may make up the 8 elective units to be completed

- SITXFIN001 Process financial transactions
- SITHFAB002 Provide responsible service of alcohol
- SITXFSA001 Use hygienic practices for food safety (required pre requisite)
- SITXFSA002 Participate in safe food handling practices
- SITHFAB003 Operate a bar
- SITHFAB004 Prepare and serve non-alcoholic beverages
- SITHFAB005 Prepare and serve espresso coffee
- SITHFAB007 Serve food and beverage

Possible job outcomes:

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming.

Possible job titles include:

- espresso coffee machine operator
- food and beverage attendant
- front desk receptionist
- front office assistant
- function attendant
- function host

- guest service agent
- gaming attendant
- housekeeper
- restaurant host
- senior bar attendant
- waiter

Entry requirements

There are no entry requirements for this qualification.

Duration

The format for delivery/assessment will be designed around a twelve (12) month program which shall include unsupervised activities; classroom-based learning and on the job - field trips /simulated environment & work experience; and training and assessment. The Volume of Learning for a Certificate III in Hospitality is 1200 - 2400 hours. As a component of this, the amount of training provided in this instance of course delivery is 1530 hours, comprising of:

- 1070 hours of supervised instruction including theory and practical training and completion of assessment activities (Questions, Demonstrations, Structured Activities and Training Record Logs)

- 360 hours of unsupervised activities (Learner Guides and Workbooks & Independent Industry Research & Employability Skills)

- 100 hours of work placement

The above may vary on an individual basis and additional delivery time of up to twelve months (12) months may be allowed for those participants requiring additional training due to individual needs. Alternately, the volume of learning may be reduced for participants who already have some skills and knowledge in the majority of the Units of Competence.

The qualification may also be completed on a part time basis to allow flexibility for work and study.

Delivery

The program will be delivered at one of the following venues:

Austrain Academy – 7/77 Montague Street, North Wollongong

Students own workplace

Will be a combination of Face to Face theory/practical sessions and On the Job delivery.

Learning over each month prior to attending the face to face session will involve the completion of the Student Workbook using supplied Learner Guides and independent research.

Workplace training and activities will take place to allow learners to practice skills and apply these in different contexts. (All workplaces will be reviewed for suitability and any gaps identified in the training plan and addressed at off the job sessions held in an appropriate environment).

Additionally, the program may be organised/formatted around a combination of approaches including:
- Recognition of Prior Learning/ Credit Transfer;
- On-the-job training program;
- Coaching/Mentoring;
- Links to other venues;
- Classroom Training;
- One on one training and assessment sessions;
- A combination of the above.

Please Note: This is generic information - for further elective options, full rules of the training package and specific program requirements please contact Austrain Academy

To discuss how we can help you, call us on
1300 20 40 20
or visit our website for more details.
www.austrainacademy.com.au