

SIT30616 CERTIFICATE III IN HOSPITALITY

This qualification reflects the role of skilled operators who use a range of well-developed hospitality, sales or operational skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

ENTRY REQUIREMENTS

There are no formal pre-requisites for entry into this qualification. Ideally you would have a job in the hospitality industry in order to learn the knowledge requirements and demonstrate the skill requirements of this qualification. Under the traineeship program students will need to meet the Selection Criteria requirements to be eligible to enter into this course. Evidence of the student meeting the Selection Criteria will be collected as part of the Enrolment process.

- 15 years or older
- An Australian Citizen, permanent resident, or humanitarian VISA holder
- Relevant prior training and/or employment
- Current employment relevant to this qualification

EMPLOYMENT OPPORTUNITIES / OCCUPATIONAL NAMES

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. It provides options for specialisation in areas such as accommodation services, food and beverage and gaming. The qualification also allows an outcome for small businesses requiring multi-skilled employees.

Possible job titles include:

- | | |
|------------------------------------|-------------------------------|
| ➤ espresso coffee machine operator | ➤ food and beverage attendant |
| ➤ front desk receptionist | ➤ function attendant |
| ➤ function host | ➤ gaming attendant |
| ➤ housekeeper | ➤ restaurant host |
| ➤ senior bar attendant | ➤ waiter. |

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



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COURSE OUTCOMES

Gain these skills and more:

- Communicating with colleagues and customers to determine their specific needs
- Knowing own product knowledge and service skill strengths and weaknesses, being aware of opportunities to learn and participating in hospitality industry professional development activities
- Anticipating problems that may arise with operational and service activities; mitigating problems by planning operational and service activities
- Working as a skilled team member to deliver the quality service goals of the hospitality business
- determining and interpreting customer preferences to sell proactively and persuasively
- seeking and sharing information with colleagues on new hospitality trends, products, services and suppliers
- Identifying and suggesting ways to improve operational and service efficiency
- Collecting, analysing and organising customer, product and procedural information to efficiently plan and deliver hospitality products and services
- Understanding and following policies and procedures for legal compliance; organising own work priorities to deliver hospitality products and services
- Understanding the operating capability of, selecting and using tools, equipment, computer systems, software and information systems that assist in hospitality sales and service activities
- generating and suggesting ideas for new or improved products
- coaching others in job skills.

DELIVERY ARRANGEMENTS

This qualification can ideally be delivered over a 15 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 1200 hours for volume of learning appropriate at Certificate III level. The qualification can be fast-tracked, depending on current competencies of learners as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we have set a minimum of 30 hours of face-to-face group training sessions for Certificate III. In this way learners can learn from each other while being guided by the experienced facilitator.

This qualification can be completed via any of these pathways over the page. We offer flexibility with this qualification.

DELIVERY METHODS

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL: If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 1200 hours to complete the qualification in this format regardless; however, this is assuming that they are able to provide sufficient and current evidence.



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Group Sessions: There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 15 session ideal structure for Certificate III however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

Flexible: It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 1200 hours regardless.

Blended Approach: You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.

ASSESSMENT METHODS

Demonstration/Practical Skills – A range of observation techniques have been included in the assessment tools to help identify the students' ability to demonstrate their competence against the performance criteria and assessment conditions. This gives the student the opportunity to demonstrate their skills applicable to their job role and workplace.

Written Questioning – The student will be asked to complete a series of written short answer questions based on their knowledge of the unit. Their assessor will ask them a series of verbal questions to confirm their written responses. This usually occurs during an on-site observation/demonstration, where students explain their knowledge based on workplace application.

Written Project – A written assessment tool is provided to the student to gather evidence using a range of methods, these could include research and evidence gathering before documenting the project. The project is normally scenario-based or specific to the learner's workplace. In some cases, the student is required to collect a portfolio of evidence to demonstrate their competency against the relevant units.

Observation and Third Party Reports – a Third Party Report is provided to a supervisor or employer to gather evidence of the students' competency on the job. This Report is then reviewed and signed off by the Assessor.

A language/literacy/numeracy test is carried out prior to commencement of your course to ensure that every student is capable of completing the course in which they have enrolled. The LLN test also helps us to identify those students who may need additional support during their learning journey.

COURSE FEES

RPL: There is an RPL fee of \$220 plus GST per unit.

Group sessions: Two hour training sessions are \$1200 plus GST for up to 20 people. The cost of the qualification is \$2500 per person.

Flexible Work Based: \$2500 inclusive of all learning materials, assessment tasks, communication with trainer/assessor and issuing of qualification upon successful completion.

REFUND POLICY:

In the case of cancellations, Target Training will refund full amount paid if 14 days notice [before work is due to commence] is provided, otherwise a cancellation fee of \$500.00 will apply.

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MONEY BACK GUARANTEE:

Target Training offers a full money back guarantee on all services, if you are not fully satisfied.

COURSE FEES, PAYMENTS, REFUNDS AND CERTIFICATION:

This information is found in a separate document. Contact us for more details.

COURSE STRUCTURE

To complete this qualification, there are **15 units** that must be achieved; **7 core units** and **8 elective units**.

1 elective unit must be selected from Group A. 5 elective units must be selected from Group B. The remaining 2 units may be selected from Group B, Group C or another endorsed Target Training Package accredited course.

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.

NOTE: This course requires 36 shift hours to receive the qualification.

A shift could be minimum 2 hours or 3 hours depending on employment arrangements.

CORE UNITS

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

GROUP A ELECTIVE UNITS

| | |
|-------------------|-------------------------------------------------|
| SITHIND001 | Use hygienic practices for hospitality services |
| SITXFSA001 | Use hygienic practices for food safety |

GROUP B ELECTIVE UNITS

| | |
|-------------------|-------------------------------------------------|
| BSBITU306 | Design and produce business documents |
| BSBFIA301 | Maintain financial records |
| BSBITU202 | Create and use spreadsheets |
| BSBITU302 | Create and use databases |
| SITHACS001 | Clean premises and equipment |
| SITHACS002 | Provide housekeeping services to guests |
| SITHACS003 | Prepare rooms for guests |
| SIRXPK001 | Advise on products and services |
| SIRXSL001 | Sell to the retail customer |
| SITHFAB001 | Clean and tidy bar areas * |
| SITHFAB002 | Provide responsible service of alcohol |
| SITHFAB003 | Operate a bar * # |
| SITHFAB004 | Prepare and serve non-alcoholic beverages * |
| SITHFAB005 | Prepare and serve espresso coffee * |
| SITHGAM001 | Provide responsible gambling services |
| SITHKOP001 | Clean kitchen premises and equipment * |
| SITXCCS001 | Provide visitor information |
| SITHIND001 | Use hygienic practices for hospitality services |
| SITXFIN001 | Process financial transactions |
| SITXFSA001 | Use hygienic practices for food safety |
| SITXFSA002 | Participate in safe food handling practices |





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GROUP C ELECTIVE UNITS

| | |
|-------------------|-----------------------------------------------------------|
| BSBCMM201 | Communicate in the workplace |
| BSBSUS201 | Participate in environmentally sustainable work practices |
| HLTAID003 | Provide first aid |
| SITXINV001 | Receive and store stock |

* *The pre-requisite for these units is to complete SITXFSA001 Use hygienic practices for food safety*

The pre-requisite for this unit is to complete SITHFAB002 Provide responsible service of alcohol

LEARNING OUTCOMES:

Here is a selection of units below, for more information on other units please contact us.

Core Units

BSBWOR203 - Work effectively with others

1. Develop effective workplace relationships
1. Contribute to workgroup activities
2. Deal effectively with issues, problems and conflict

SITHIND002 - Source and use information on the hospitality industry

1. Source and use relevant industry information.
2. Source and use compliance information in daily activities.
3. Source and use information on hospitality technology
4. Update personal and organisational knowledge of the hospitality industry

SITHIND004 - Work effectively in hospitality

1. Communicate with internal and external customers.
2. Provide service
3. Complete operational tasks
4. Complete end of shift duties.

SITXCCS006 - Provide service to customers

1. Communicate with internal and external customers.
2. Deliver service according to defined standards.
3. Provide service to customers.
4. Respond to customer complaints.
5. Provide internal feedback on customer service practices.

SITXCOM002 - Show social and cultural sensitivity

1. Communicate with customers and colleagues from diverse backgrounds.
2. Address cross cultural misunderstandings.

SITXHRM001 - Coach others in job skills

1. Prepare for on-the-job coaching
2. Coach colleagues on the job
3. Follow up coaching

SITXWHS001 - Implement and monitor workplace health and safety procedures

1. Provide information on health, safety and security
 2. Monitor safe work practices
 3. Coordinate consultative arrangements for the management of health, safety and security issues
 4. Implement and monitor procedures for identifying hazards, and assessing and controlling risks
 5. Implement and monitor health, safety and security training
- Maintain work health and safety records and reports.

Elective Units

SITHIND001 - Use hygienic practices for hospitality service

1. Maintain personal hygiene
2. Prevent health hazards

SITXFSA001 - Use hygienic practices for food safety

1. Follow hygiene procedures and identify food hazards.
2. Report any personal health issues.
3. Prevent food contamination.
4. Prevent cross contamination by washing hands.

BSBITU306 - Design and produce business documents

1. Select and prepare resources
2. Design document
3. Produce document
4. Finalise document

BSBFIA301 - Maintain financial records

1. Maintain daily financial records
2. Maintain general ledger
3. Monitor cash control

BSBITU202 – Create and use simple spreadsheets

1. Select and prepare resources
2. Create simple spreadsheets
3. Produce simple charts
4. Finalise spreadsheets

BSBITU301 - Create and use databases

1. Create a simple database
2. Create reports and queries
3. Use database
4. Monitor performance

SIRXPDK001 – Advise on products and services

1. Develop product and service knowledge
2. Respond to customer requests
3. Enhance information provided

SIRXSL001 - Sell to the retail customer

1. Establish customer needs.
2. Provide advice on products and services.
3. Facilitate the sale of products and services.

SITHFAB001 - Clean and tidy bar areas

1. Clean bar and equipment.
2. Clean and maintain public areas.
3. Work safely and reduce negative environmental impacts.

SITHFAB002 - Provide responsible service of alcohol

1. Sell or serve alcohol responsibly.
2. Assist customers to drink within appropriate limits.
3. Assess alcohol affected customers and identify customers to whom sale or service must be refused.
4. Refuse to provide alcohol.

SITHFAB003 - Operate a bar

1. Sell or serve alcohol responsibly
2. Assist customers to drink within appropriate limits
3. Assess alcohol affected customers and identify customers to whom sale or service must be refused.
4. Refuse to provide alcohol

SITHFAB004 - Prepare and serve non-alcoholic beverages

1. Select ingredients.
2. Select, prepare and use equipment.
3. Prepare and serve non-alcoholic drinks.



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SITHFAB005 - Prepare and serve espresso coffee

1. Organise coffee workstation.
2. Select and grind coffee beans.
3. Advise customers on espresso coffee beverages
4. Extract and monitor quality of espresso.
5. Texture milk.
6. Serve espresso coffee beverages
7. Clean espresso equipment.

SITHGAM001 - Provide responsible gambling services

1. Provide responsible service of gambling
2. Provide information and assistance to customers about problem gambling.

SITHKOP001 - Clean kitchen premises and equipment

1. Clean and sanitise kitchen equipment.
2. Clean serveware and utensils.
3. Clean and sanitise kitchen premises.
4. Work safely and reduce negative environmental impacts.

SITXCCS001 - Provide visitor information

1. Access and update visitor information.
2. Provide information to visitors.
3. Seek feedback on information provision.

SITXFIN001 - Process financial transactions

1. Process customer payments.
2. Reconcile takings.

SITXFSA002 - Participate in safe food handling practices

1. Follow food safety program.
2. Store food safely.
3. Prepare food safely.
4. Provide safe single use items.
5. Maintain a clean environment.
6. Dispose of food safely.

BSBCMM201 - Communication in the workplace

1. Gather, convey and receive information and ideas
2. Complete workplace documentation and correspondence
3. Communicate in a way that responds positively to individual differences

BSBSUS201 - Participate in environmentally sustainable work practices

1. Identify current resource use
2. Comply with environmental regulations
3. Seek opportunities to improve resource efficiency

HLTAID003 - Provide first aid

1. Respond to an emergency situation
2. Apply appropriate first aid procedures
3. Communicate details of the incident
4. Evaluate the incident and own performance

SITXINV001 - Receive and store stock

1. Take delivery of stock.
2. Store stock.
3. Rotate and maintain stock.

SITHACS001 - Clean premises and equipment

1. Select and set up equipment and materials.
2. Clean wet and dry areas and associated equipment.
3. Maintain and store cleaning equipment and chemicals.

SITHACS002 - Provide housekeeping services to guests

1. Respond to housekeeping requests.
2. Advise guests on room and housekeeping equipment.

SITHACS003 - Prepare rooms for guests

1. Prepare for room servicing.
2. Make up beds.
3. Clean rooms.
4. Organise rooms.
5. Check rooms.
6. Check rooms.

