

## CERTIFICATE III IN HOSPITALITY – SIT30622

This course is approved for Centrelink Student Payments. Please contact Centrelink for any assistance.

This qualification provides the skills and knowledge for an individual to be competent in skilled operations with the need to apply discretion and judgement. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

### **CAREER PROSPECTS**

When you complete the Certificate III in Hospitality graduates will be qualified to apply for various positions including guest service agent, porter, food waiter, drink waiter and function service staff in restaurants, bars, hotels, resorts, clubs, casinos, industrial catering companies and many hospitality related businesses.

### **ARTICULATION**

Students who successfully complete the Certificate III in Hospitality can gain credits for subjects included in the Certificate IV in Hospitality and the Diploma of Hospitality if they decide to continue their studies. Under the Australian Qualifications Framework (AQF) Certificate III is AQF Level III.

|      |                |      |                |      |                 |
|------|----------------|------|----------------|------|-----------------|
| AQF1 | Certificate I  | AQF2 | Certificate II | AQF3 | Certificate III |
| AQF4 | Certificate IV | AQF5 | Diploma        | AQF6 | Advance Diploma |

### **AWARD**

Upon successful completion of all units of competencies in the course, students will be issued with a Certificate III in Hospitality. Should a student not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

### **ENTRY REQUIREMENTS**

There is no age limit but applicants should have successfully completed year 10. Mature age and students with prior learning and experience should also apply.

### **DELIVERY OF THE COURSE**

The Certificate III in Hospitality is delivered by on-the-job training, off-the-job training and by the 'self paced' method of learning which allows you greater flexibility in choosing the times you study and the time it takes you to complete the course.

### **ASSESSMENT STRATEGY**

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. The assessment coding which will apply is either C or NYC, where C is Competent and NYC is Not Yet Competent. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair and cost effective. Assessment strategies encompass a range of techniques, which include, but are not limited to the use of:

- Direct observation of performance
- Oral questioning
- Projects/assignments
- Simulations of workplace activities
- Practical exercises
- Work portfolios

### **RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER**

Students who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course with another Institution, may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information please refer to the Student handbook.

**NOMINAL DURATION** 350 – 552 Nominal Hours dependant on electives chosen  
 10 months Full-time or 20 months Part-time with approx 240 hours vocational placement

**AUSTRALIAN APPRENTICESHIPS** Funding is made available by the Department of Education, Training & Employment.

### **SERVICES**

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request:

- ✓ welfare and guidance services
- ✓ client selection, enrolment and induction/orientation procedures
- ✓ appeals and complaints procedures
- ✓ course information including content and vocational outcomes
- ✓ disciplinary procedures
- ✓ fees/charges, including refund policy and exemptions (where applicable)
- ✓ staff responsibilities for access and equity
- ✓ provision for language, literacy and numeracy assessment
- ✓ Recognition Prior Learning (RPL) & Credit transfer arrangements
- ✓ client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures

Further details of any of the above services may be obtained from your student handbook, pre-course introduction session or contacting any of our staff for a friendly chat.

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## QUALIFICATION RULES

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

- 6 core units
- 9 elective units, consisting of:
  - 1 unit from Group A
  - 6 units from Group B
  - 2 units from Group B, Group C, elsewhere in the SIT Training Package, or any other current Training Package or accredited course...

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome. In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

| <b>CORE UNITS:</b>              |  |                           |                      |
|---------------------------------|--|---------------------------|----------------------|
| <b>UNIT CODE</b>                | <b>UNIT NAME</b>                                       | <b>PRE REQUISITES</b>     | <b>NOMINAL HOURS</b> |
| SITHIND006                      | Source and use information on the hospitality industry | Nil                       | 25                   |
| SITHIND008                      | Work effectively in hospitality service                | Nil                       | 110                  |
| SITXCCS014                      | Provide service to customers                           | Nil                       | 25                   |
| SITXCOM007                      | Show social and cultural sensitivity                   | Nil                       | 20                   |
| SITXHRM007                      | Coach others in job skills                             | Nil                       | 20                   |
| SITXWHS005                      | Participate in safe work practices                     | Nil                       | 12                   |
| <b>GROUP A - ELECTIVE UNITS</b> |  |                           |                      |
| <b>UNIT CODE</b>                | <b>UNIT NAME</b>                                       | <b>PRE REQUISITES</b>     | <b>NOMINAL HOURS</b> |
| SITHIND005                      | Use Hygienic practice for hospitality service          | Nil                       | 10                   |
| SITXFSA005                      | Use hygiene practices for food safety                  | Nil                       | 25                   |
| <b>GROUP B - ELECTIVE UNITS</b> |  |                           |                      |
| <b>UNIT CODE</b>                | <b>UNIT NAME</b>                                       | <b>PRE REQUISITES</b>     | <b>NOMINAL HOURS</b> |
| SITHACS009                      | Clean premises and equipment                           | Nil                       | 45                   |
| SITXCCS017                      | Use a computerised booking system                      | Nil                       |                      |
| SITXCCS010                      | Provide visitor information                            | Nil                       | 35                   |
| SITHFAB022                      | Clean and tidy bar areas                               | SITXFSA005*               | 10                   |
| SITHFAB021                      | Provide responsible service of alcohol                 | Nil                       | 10                   |
| SITHFAB023                      | Operate a bar  | SITXFSA005* & SITHFAB021* | 30                   |
| SITHFAB024                      | Prepare and serve non-alcoholic beverages              | SITXFSA005*               | 15                   |
| SITHFAB025                      | Prepare & serve espresso coffee                        | SITXFSA005*               | 30                   |
| SITXFSA006                      | Participate in safe food handling practices            | Nil                       | 40                   |
| SITXCCS012                      | Provide lost and found services                        | Nil                       | 10                   |
| SITHFAB027                      | Serve food and beverage                                | SITXFSA005*               | 80                   |
| <b>GROUP C - ELECTIVE UNITS</b> |  |                           |                      |
| <b>UNIT CODE</b>                | <b>UNIT NAME</b>                                       | <b>PRE REQUISITES</b>     | <b>NOMINAL HOURS</b> |
| BSBCMM211                       | Apply communication skills                             | Nil                       | 40                   |
| SITXCOM006                      | Source and present information                         | Nil                       | 10                   |
| BSBSUS211                       | Participate in sustainable work practices              | Nil                       | 20                   |
| HLTAID011                       | Provide first aid                                      | Nil                       | 18                   |
| SITXFIN007                      | Process financial transactions                         | Nil                       | 20                   |
| SITXWHS006                      | Identify hazards, assess and control safety risks      | Nil                       | 30                   |
| SITXINV006                      | Receive, store and maintain stock                      | Nil                       | 10                   |
| <b>GENERAL ELECTIVE UNITS</b>   |  |                           |                      |
| <b>UNIT CODE</b>                | <b>UNIT NAME</b>                                       | <b>PRE REQUISITES</b>     | <b>NOMINAL HOURS</b> |
| BSBTWK201                       | Work effectively with others                           | Nil                       | 40                   |
| SITXCCS009                      | Provide customer information and assistance            | Nil                       | 30                   |

\*All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.