

SIT30616 CERTIFICATE III IN HOSPITALITY



This qualification reflects the role of skilled operators who use a range of well-developed hospitality 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.

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.

ENTRY REQUIREMENTS

There are no pre-requisites for entry into this qualification.

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 the skills required to:

- 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
- 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

Pathways

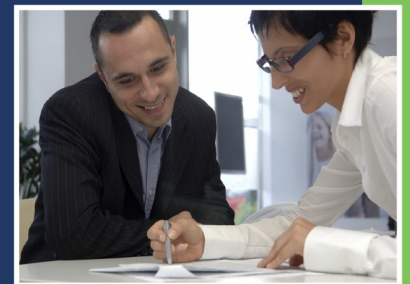
This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

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 128 hours to complete the qualification in this format; however, this is assuming that they are able to provide sufficient and current evidence.

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 10 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 500 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. way learners can learn from each other while being guided by the experienced .



Contact us today for
more details and
assistance with
qualifying staff



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.

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

SITXHIND001	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
SIRXPDK001	Advise on products and services
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

GROUP C ELECTIVE UNITS

BSBCMM201	Communicate in the workplace
BSBSUS201A	Participate in environmentally sustainable work practices
HLTAID003	Provide first aid
SITXINV001	Receive and store stock

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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
2. Contribute to workgroup activities
3. 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. Provide service
2. Complete operational tasks
3. 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.

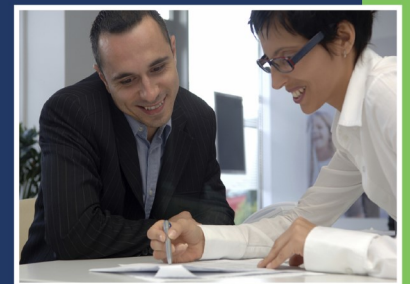
Elective Units

SITHIND001 - Use hygienic practices for hospitality service

1. Maintain personal hygiene
2. Prevent health hazards

SITXFSA001 - Use hygienic practices for food safety

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





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.

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.

SITXCCS001 - Provide visitor information

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

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

BSBFIA301 - Maintain financial records

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

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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

BSBITU306 - Design and produce business documents

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

BSBSUS201 - Participate in environmentally sustainable work practices

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

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.

SITXINV201 - Receive and store stock

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

SIRXPDK001 – Advise on products and services

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



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