

Course Outline

SIT30707 Certificate III in Hospitality

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.

Job roles could include:

- preparing and serving drinks at a bar
- preparing and serving espresso coffee
- serving food, wine and other beverages at tables
- providing reception or front desk services
- providing housekeeping services
- providing gaming services.

Job Titles could be:

- bar attendant
- barista
- waiter
- wine waiter
- front desk receptionist
- housekeeper
- gaming attendant.

Prerequisite requirements: There are no prerequisites for entry to this qualification.

Qualification rules: To achieve a Certificate III in Hospitality, 16 units must be completed:

- all 8 core units
- 8 elective units:

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome, as follows.

Specialisations:

- a specialisation may be achieved by selecting a minimum of 6 units from Specialisation Group A - Food and Beverage
- the remaining units may be selected from the general elective units below or any endorsed Training Package.

Multi-skilling:

- a minimum of 6 elective units must be selected from the general elective units listed below
- the remaining units may be selected from any endorsed Training Package.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification

Core Units

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|-------------|---|
| SITHIND001A | Develop and update hospitality industry knowledge |
| SITXCCS002A | Provide quality customer service |
| SITXCOM001A | Work with colleagues and customers |
| SITXCOM002A | Work in a socially diverse environment |
| SITXHRM001A | Coach others in job skills |
| SITXOHS001A | Follow health, safety and security procedures |
| SITXOHS002A | Follow workplace hygiene procedures |

Plus one of the following:

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|-------------|--|
| SITHFAB021A | Provide and coordinate food and beverage service * |
| SITHIND003A | Provide and coordinate hospitality service ** |

* For candidates completing a Food and Beverage specialisation, SITHFAB021A Provide and coordinate food and beverage service must be completed.

** For candidates NOT completing a Food and Beverage specialisation, SITHIND003A Provide and coordinate hospitality service must be completed.

Specialisation Group A - Food and Beverage

Food and Beverage

| | |
|-------------|--|
| SITHFAB001A | Clean and tidy bar areas |
| SITHFAB002A | Operate a bar |
| SITHFAB003A | Serve food and beverage to customers |
| SITHFAB004A | Provide food and beverage service |
| SITHFAB005A | Provide table service of alcoholic beverages |
| SITHFAB006A | Operate cellar systems |
| SITHFAB007A | Complete retail liquor sales |
| SITHFAB008A | Provide room service |
| SITHFAB009A | Provide responsible service of alcohol |
| SITHFAB010A | Prepare and serve non-alcoholic beverages |
| SITHFAB011A | Develop and update food and beverage knowledge |
| SITHFAB012A | Prepare and serve espresso coffee |
| SITHFAB015A | Prepare and serve cocktails |

GENERAL ELECTIVE UNITS

Client and Customer Service

SIRXCCS001A Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC001A Organise and prepare food
 SITHCCC002A Present food
 SITHCCC003A Receive and store kitchen supplies
 SITHCCC004A Clean and maintain kitchen premises
 SITHCCC006A Prepare appetisers and salads
 SITHCCC007A Prepare sandwiches
 SITHCCC030A Package prepared foodstuffs
 SITHCCC031A Operate a fast food outlet

Communication and Teamwork

SITXCOM003A Deal with conflict situations
 SITXCOM004A Communicate on the telephone

Computer Operations and ICT Management

BSBADM304A Design and develop text documents
 BSBCMN205A Use business technology
 BSBCMN213A Produce simple word processed documents
 BSBCMN306A Produce business documents

Finance

SITXFIN001A Process financial transactions
 SITXFIN002A Maintain financial records
 SITXFIN003A Interpret financial information
 BSBADM309A Process accounts payable and receivable

First Aid

HLTFA301B Apply first aid

Food Safety

SITXFSA001A Implement food safety procedures
 SITXFSA003A Transport and store food in a safe and hygienic manner

Food and Beverage

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| SITHFAB010A | Prepare and serve non-alcoholic beverages |
| SITHFAB011A | Develop and update food and beverage knowledge |
| SITHFAB012A | Prepare and serve espresso coffee |
| SITHFAB015A | Prepare and serve cocktails |
| SITHFAB016A | Plan and monitor espresso coffee service |

Inventory

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|-------------|-------------------------|
| SITXINV001A | Receive and store stock |
| SITXINV002A | Control and order stock |

Occupational Health and Safety

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| SITXOHS003A | Identify hazards, and assess and control safety risks |
| SITXOHS004A | Implement and monitor workplace health, safety and security practices |

Quality and Innovation

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| SITXQUA001A | Contribute to workplace improvements |
| SITXQUA002A | Originate and develop a concept |
| SIRXQUA001A | Develop innovative ideas at work |

Risk Management and Security

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| SIRXRSK001A | Minimise theft |
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Sales

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| SIRXSLS001A | Sell products and services |
| SIRXSLS002A | Advise on products and services |

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification and they include:

- Learners Kits to provide knowledge as well as activities to enable practice
- Assessment Kits to enable competence once you have gained the knowledge and skills necessary
- Classroom or Workshop style training sessions in some instances if required.
- Visits to the workplace to conduct coaching session, facilitate workplace learning and conduct assessments
- Contact via telephone, email and other forms of communication outside of workplace visits

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals

Negotiating the “Planned Outcomes” with the business and the individuals

Conducting all learning and assessment activities at dates, times and locations suitable to all involved

**Enrol now online at www.workplus.com.au
or call 03 6344 3747 to talk to a
Work Plus Development + Training representative today**