

SIT30616 CERTIFICATE III in HOSPITALITY

COURSE CONTENT

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

JOB ROLES

- Espresso coffee machine operator
- Food and beverage attendant
- Front desk receptionist
- Front office assistant
- Function attendant
- Function host
- Gaming attendant
- Guest service agent
- Housekeeper
- Restaurant host
- Senior bar attendant
- Waiter

There are no pre-requisites to this qualification, provided the student can demonstrate the academic capacity to undertake training.

CLUSTERING

The following sets out how the units of competency making up this qualification are clustered for delivery and assessment. The 15 units of competency in the qualification have been organised into clusters under 6 module areas.

- Introduction to the Hospitality Industry
- Safety and Hygiene Procedures
- Working in Teams
- Preparing Coffee and Non-Alcoholic Drinks
- Bar Service
- Table Service

Includes Workplace Placement of a minimum on 12 shifts required for assessment

DELIVERY AND ASSESSMENT

Proactive programs are designed to be flexible, interactive and engaging. Face to face classroom training is complimented with relevant and current theory and practical hands on experience at the workplace or simulated environments.

Organisation

The program combines face-to-face trainer led theory classes, practical sessions involving small groups, individual activities and 'on the job' delivery and assessment.

STANDARD UNIT OUTLINE

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

Group A ELECTIVE UNITS

- SITXFSA001 - Use hygienic practices for food safety

Group B ELECTIVE UNITS

- SITHFAB005 - Prepare and serve espresso coffee
- SITHFAB004 - Prepare and serve non-alcoholic beverages
- SITHFAB002 - Provide responsible service of alcohol
- SITHFAB007 - Serve food and beverage
- SITHFAB016 - Provide advice on food
- SITHFAB014 - Provide table service of food and beverage

Group C ELECTIVE UNITS

- HLTAID003 - Provide first aid

Please note: Unit versions are representative of current training package requirements and may be updated as required.

STUDENT COMMITMENT

Components of this program may require students to have access to a computer and internet access, and possess digital literacy to enable the completion of several online learning activities.

Please refer to our website for more details.

<http://www.proactivetraining.com.au/hospitality3.html>

*This training is delivered with Victorian and Commonwealth Government funding
People with disabilities are encouraged to apply*