

# Certificate III in Hospitality

SIT30707

## Overview

Training for Work's Certificate III in Hospitality is designed for students who work in front of house hospitality roles. The qualification provides training in operating a bar, providing responsible service of alcohol, providing quality customer service and following workplace hygiene procedures.

The Certificate III in Hospitality is delivered one-on-one over a period of 12 to 24 months with up to 13 x 1 hour training and assessment visits at the student's workplace by a qualified and experienced Industry Training Consultant.

## Entry Criteria

To enrol in Training for Work's Certificate III in Hospitality, students must be:

- an Australian citizen or permanent resident; and
- currently employed in the hospitality sector as a waiter, bar attendant or equivalent.

People with disabilities are encouraged to enrol.

## Programme Structure

### CORE UNITS

Students are required to complete all core units listed below.

SITHIND001B

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

SITXOHS001B

Follow health, safety and security procedures

SITXOHS002A

Follow workplace hygiene procedures

SITHFAB011A

Develop and update food and beverage knowledge

SITXFIN001A

Process financial transactions

SITHFAB010C

Prepare and serve non-alcoholic beverages

### ELECTIVE UNITS

Students are required to select and complete elective Group A or elective Group B.

#### GROUP A

SITHFAB021A

Provide and coordinate food and beverage service

SITHFAB003A

Serve food and beverages to customers

SITHFAB001C

Clean and tidy bar areas

SITHFAB009A

Provide responsible service of alcohol

SITHFAB002C

Operate a bar

SITHFAB004A

Provide food and beverage service

#### GROUP B

SITHIND003A

Provide and coordinate hospitality service

SITHFAB012B

Prepare and serve espresso coffee

SIRXCCS001A

Apply point-of-sale handling procedures

SITXENV001A

Participate in environmentally sustainable work practices

BSBWOR301B

Organise personal work priorities and development

SIRXQUA001A

Develop innovative ideas at work

*A summary of the employability skills students will develop through this qualification can be downloaded from <http://employabilityskills.training.com.au/>*

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## Cost

### For students located in New South Wales

This training is funded by the NSW Government in partnership with the Commonwealth Government.

### For students located in all other Australian States / Territories

Dependent on individual student circumstances, Training for Work in conjunction with the relevant State / Territory and the Commonwealth Government may be able to access a subsidy or incentive to cover the cost of training.

## Recognition of Prior Learning (RPL)

Training for Work will offer all students RPL. Students may be eligible to receive recognition of prior learning for units based on their work experience and training they have previously undertaken.

## Credit Transfer

Training For Work will offer all students Credit Transfer. Students may be eligible for credit transfer when they have previously completed the identical unit or a unit deemed equivalent by the training package author / developer.

## Assessment

Students will be assessed in each unit using a combination of assessment tasks. The combination of assessment tasks will include:

- written assessment activities;
- written or oral questions;
- a final assessment/project; and
- a manager/peer review.

For some units, students may also be required to complete a log book which documents work experience in addition to the above combination.

Students are required to satisfactorily complete all

assessment tasks for each unit.

For each unit students will receive an outcome of satisfactory (i.e. competent) or unsatisfactory (i.e. not yet competent). Students who do not satisfactorily complete a unit will be provided feedback and the opportunity to review and resubmit assessment tasks. No additional fees are charged for students who resubmit assessment tasks.

## Support Services

Students may contact their allocated Industry Training Consultant at any time via telephone or email to request support. Support may include, but is not limited to, assistance with assessment tasks and language, literacy and numeracy.

## Pathways

Students who successfully complete Training for Work's Certificate III in Hospitality have the opportunity to further their studies and undertake higher qualifications.



**Government funded  
places available**

Call 1300 885 720  
for further information