

CERTIFICATE III IN HOSPITALITY (SIT30616)

Course Outline – September 2020

Course objectives:

- This course reflects the role of hospitality workers who are able to work independently, carrying out a range of everyday tasks using practical skills and knowledge in many different situations.
- It aims to develop your skills and knowledge by delivering hands on training in your workplace supported by off-job classroom training.

Key Features:

- This course is designed to provide you with improved employability and work readiness through the development of your skills and knowledge. It aims to assist you to re-engage with learning to enhance your employment prospects and career pathways within the hospitality industry.

Eligibility/Pre-requisites:

- Aboriginal & Torres Strait Island people aged between 18 and 25 years
- School-leavers
- Job-seekers wishing to begin a career in Hospitality
- Those looking for a career change

There are no specific entry requirements for this qualification and it is not expected or necessary for the learner to have previous experience.

Suitability:

- This course prepares you to take up a variety of hospitality positions, in areas such as Food & Beverage Attendant, Kitchen Steward, Housekeeping, Porter and Front Office Reception

Assessment:

- Demonstration of knowledge through a combination of written and practical assessments
- Demonstration of activities in an appropriately simulated environment, in an appropriate range of situations
- Any reasonable adjustment that may be required for any trainee will be offered based on individual need.

Qualification:

Certificate III in Hospitality
(SIT30616)

This is a nationally accredited qualification

Commencement Date:

October 2020

Venue:

Voyages Ayers Rock Resort,
Yulara, Northern Territory

Duration:

9 – 12 months Traineeship

Trainers:

This program is delivered by qualified trainer/assessors with extensive industry experience

Course Fee:

No course fees apply

Funding:

This program is fully funded by the Northern Territory Department of Trade, Business and Innovation.

Learning Advisors:

Offer a broad range of services for you, with the aim to support your academic, professional and personal lives.

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FRONT OFFICE RECEPTION		
UNIT CODE	UNIT TITLE	NOMINAL HOURS
SITHFAB002	Provide responsible service of alcohol (delivered during Orientation)	10
Core Units		
BSBWOR203	Work effectively with others	15
SITHIND002	Source and use information on the hospitality industry	25
SITHIND004	Work effectively in hospitality service	0
SITXCCS006	Provide service to customers	25
SITXCOM002	Show social and cultural sensitivity	20
SITXHRM001	Coach others in job skills	20
SITXWHS001	Participate in safe work practices	12
SITXFSA001	Use hygienic practices for food safety	25
Elective Units		
SITXCCS002	Provide visitor information	35
SITXCCS004	Provide lost and found services	2
SITHACS002	Provide housekeeping services to guests	10
SITHACS008	Provide accommodation reception services	10
SITXFIN001	Process financial transactions	25
SITTTTSL005	Sell tourism products and services	35
SIRXPDK001	Advise on products and services	30

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BSBWOR203 Work effectively with others
<ul style="list-style-type: none"> Skills and knowledge required to work in a group environment How to promote team cooperation and commitment What is needed to support team members and deal with issues
SITHIND002 Source and use information on the Hospitality industry
<ul style="list-style-type: none"> Understand industry structure Know how to source emerging technology and laws Stay up to date with ethical issues specifically relevant to the hospitality industry
SITHIND004 Work effectively in Hospitality Industry
<ul style="list-style-type: none"> Requires ability to deal with numerous sales, service or operational tasks How to meet the needs of multiple and diverse customers Incorporates preparation, service and end of service tasks
SITXCCS006 Provide service to customers
<ul style="list-style-type: none"> Establish rapport with customers Determine and address customer needs and expectations How to respond to complaints
SITXCOM002 Show social and cultural sensitivity
<ul style="list-style-type: none"> How to be socially aware when serving customers and working with colleagues Ability to communicate with people from a range of social and cultural groups Respect & sensitivity required to address cross-cultural misunderstandings
SITXHRM001 Coach others in Job skills
<ul style="list-style-type: none"> The knowledge required to provide on-the-job coaching to colleagues Ability to explain and demonstrate specific skills, knowledge and procedures Monitor the progress of colleagues
SITXWHS001 Participate in safe work practices
<ul style="list-style-type: none"> What is required to incorporate safe work practices Ability to follow health, safety and security procedures Participate in organisational work health and safety management
SITXFSA001 Use hygienic practices for food safety
<ul style="list-style-type: none"> The knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards Maintain clean clothes, wear required personal protective clothing, and only use organisation-approved bandages and dressings
SITXCCS002 Provide visitor information
<ul style="list-style-type: none"> Skills and knowledge to access and update visitor information on facilities, products and services available in the local area Identify and provide specific information and assistance to meet visitor needs and those with special needs Seek and collect formal and informal feedback on information on organisational service procedures and standards
SITXCCS004 Provide lost and found services
<ul style="list-style-type: none"> Provide efficient and courteous service to customers who have lost or found items Prepare simple reports recording details of items Investigate lost items and assist claimants and complete documentation
SITHFAB002 Provide responsible service of alcohol
<ul style="list-style-type: none"> The knowledge required to responsibly sell or serve alcohol Prepare and serve standard drinks or samples according to industry requirements and professional standards

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SITHACS002 Provide housekeeping services to guests
<ul style="list-style-type: none">• Respond to housekeeping requests within reasonable timeframes• Advise guests on room and housekeeping equipment• Report equipment malfunctions promptly and where possible, make alternative arrangements to meet guest needs
SITHACS008 Provide accommodation reception services
<ul style="list-style-type: none">• Prepare and check reception area and equipment for guest arrival, confirm arrivals, allocate rooms and compile and distribute accurate arrivals information to the relevant colleagues• Welcome and register guests, completing registration and accounting procedures according to organisational standards• Organise guest departure, including processing accurate guest accounts, recovering and processing keys and processing express and group checkouts when required• Accurately prepare and update front office records and distribute to the appropriate personnel within designated timelines
SIXFIN001 Process financial transactions
<ul style="list-style-type: none">• Process customer payments correctly by checking payments against sale value, provide correct change and issuing correct receipts using appropriate software• Accurately reconcile takings, investigate and report discrepancies, record takings, transport and secure any cash takings according to organisational security procedures
SITTTSL005 Sell tourism products and services
<ul style="list-style-type: none">• Identify and determine customer's needs and preferences by establishing a good rapport with the customer• Use product knowledge to make suggestions of additional products that may enhance their request and maximise the sale profitability• Provide accurate information and advice, present all options and suggest alternatives when products are not available• Sell the product with a clear explanation of the features and benefits, offering additional information to address customer's questions and objections• Follow up, where appropriate and provide after sales service when required according to organisational procedures
SIRXPDK001 Advise on products and services
<ul style="list-style-type: none">• Understand how to identify opportunities to update knowledge on organisational products and services• Effectively answer customer questions on products and services using clear, current and accurate information• Provide enhances information by offering additional information or alternative products or services that may meet customer needs when requested item is not available