

## 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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## CERTIFICATE III IN HOSPITALITY (SIT30616)

| GUEST SERVICES (PORTER) |   |               |
|-------------------------|---|---------------|
| 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             |
| SITHACS001              | Clean premises and equipment  | 15            |
| SITHACS002              | Provide housekeeping services to guests                               | 10            |
| SITHACS005              | Provide porter service  | 10            |
| SITTTSL005              | Sell tourism products and services                                    | 35            |
| SIRXPDK001              | Advise on products and services                                       | 30            |

Voyages and William Angliss Institute acknowledges the funding support by the Northern Territory Department of Trade, Business and Innovation. Voyages Indigenous employment and training strategy receives funding support from the Australian Government.

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| <b>BSBWOR203 Work effectively with others</b>  |
| <ul style="list-style-type: none"> <li>• Skills and knowledge required to work in a group environment</li> <li>• How to promote team cooperation and commitment</li> <li>• What is needed to support team members and deal with issues</li> </ul>  |
| <b>SITHIND002 Source and use information on the Hospitality industry</b>   |
| <ul style="list-style-type: none"> <li>• Understand industry structure</li> <li>• Know how to source emerging technology and laws</li> <li>• Stay up to date with ethical issues specifically relevant to the hospitality industry</li> </ul>  |
| <b>SITHIND004 Work effectively in Hospitality Industry</b>   |
| <ul style="list-style-type: none"> <li>• Requires ability to deal with numerous sales, service or operational tasks</li> <li>• How to meet the needs of multiple and diverse customers</li> <li>• Incorporates preparation, service and end of service tasks</li> </ul>  |
| <b>SITXCCS006 Provide service to customers</b>   |
| <ul style="list-style-type: none"> <li>• Establish rapport with customers</li> <li>• Determine and address customer needs and expectations</li> <li>• How to respond to complaints</li> </ul>  |
| <b>SITXCOM002 Show social and cultural sensitivity</b>   |
| <ul style="list-style-type: none"> <li>• How to be socially aware when serving customers and working with colleagues</li> <li>• Ability to communicate with people from a range of social and cultural groups</li> <li>• Respect &amp; sensitivity required to address cross-cultural misunderstandings</li> </ul>   |
| <b>SITXHRM001 Coach others in Job skills</b>   |
| <ul style="list-style-type: none"> <li>• The knowledge required to provide on-the-job coaching to colleagues</li> <li>• Ability to explain and demonstrate specific skills, knowledge and procedures</li> <li>• Monitor the progress of colleagues</li> </ul>  |
| <b>SITXWHS001 Participate in safe work practices</b>   |
| <ul style="list-style-type: none"> <li>• What is required to incorporate safe work practices</li> <li>• Ability to follow health, safety and security procedures</li> <li>• Participate in organisational work health and safety management</li> </ul>   |
| <b>SITXFSA001 Use hygienic practices for food safety</b>   |
| <ul style="list-style-type: none"> <li>• 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</li> <li>• Maintain clean clothes, wear required personal protective clothing, and only use organisation-approved bandages and dressings</li> </ul> |
| <b>SITXCCS002 Provide visitor information</b>  |
| <ul style="list-style-type: none"> <li>• Skills and knowledge to access and update visitor information on facilities, products and services available in the local area</li> <li>• Identify and provide specific information and assistance to meet visitor needs and those with special needs</li> <li>• Seek and collect formal and informal feedback on information on organisational service procedures and standards</li> </ul>             |
| <b>SITXCCS004 Provide lost and found services</b>  |
| <ul style="list-style-type: none"> <li>• Provide efficient and courteous service to customers who have lost or found items</li> <li>• Prepare simple reports recording details of items</li> <li>• Investigate lost items and assist claimants and complete documentation</li> </ul>   |
| <b>SITHFAB002 Provide responsible service of alcohol</b>   |
| <ul style="list-style-type: none"> <li>• The knowledge required to responsibly sell or serve alcohol</li> <li>• Prepare and serve standard drinks or samples according to industry requirements and professional standards</li> </ul>  |
| <b>SITHACS001 Clean premises &amp; equipment</b>   |
| <ul style="list-style-type: none"> <li>• Skills and knowledge to select and safely use cleaning agents and equipment to carry out general cleaning duties for both wet and dry areas</li> </ul>  |

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- Ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts
- Correctly dispose or recycle waste

### **SITHACS002 Provide housekeeping services to guests**

- 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

### **SITHACS005 Provide porter services**

- Skills and knowledge required to handle guests arrivals and departures escort them to their rooms and explain and promote organisation and room features
- Assist with guest luggage and luggage storage, track lost luggage and ensure all luggage is transported safely to the correct location
- Provide other services according to organisational procedures, which may include liaising with other department to ensure effective response to a guest request

### **SITTTSL005 Sell tourism products and services**

- 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**

- 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