

CERTIFICATE III IN HOSPITALITY (SIT30616)

Course Outline – September 2020

Course objectives:

- This course reflects the role of individuals who perform a range of routine tasks using practical skills and fundamental operational knowledge in a varied context, working independently.

Key Features:

- This course is designed to provide training and employment for people to enhance their continued education and employment prospects through the development of skills and knowledge to improve their employability and work readiness and to assist them to re-engage with learning.

Eligibility/Pre-requisites:

- School-leavers
- Those looking for a career change
- Job-seekers
- Those wishing to begin a career in Hospitality
- Those wanting to up skill in Hospitality

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

Suitability:

- Prepares you to take up a variety of hospitality positions
- Equips you to work in an array of restaurants, hotel, club, pub & cafe roles

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

Qualification:

Certificate III in Hospitality
(SIT30616)

Commencement Date:

October 2020

Venue:

Mossman Gorge Training Centre &
allocated workplace

Duration:

Minimum 36 Face-to-Face training
sessions during full time
employment

Facilitator:

Qualified trainer/assessor with
appropriate industry expertise

Course Fee:

Please speak to your William Angliss
representative for further
information regarding course fees

Funding:

This program may attract funding.
Please speak with your William
Angliss representative for further
information about funding that may
be available

Learning Advisors:

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

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CERTIFICATE III IN HOSPITALITY (SIT30616)

SIT30616 Certificate III in Hospitality

Core (7)

Electives (8)

| Course Title | | Unit Category | Nominal Hours |
|--------------|--|---------------|---------------|
| BSBWOR203 | Work effectively with others | C | 15 |
| SITHIND002 | Source and use information on the hospitality industry | C | 25 |
| SITHIND004 | Work effectively in hospitality service | C | 110 |
| SITXCCS006 | Provide service to customers | C | 25 |
| SITXCOM002 | Show social and cultural sensitivity | C | 20 |
| SITXHRM001 | Coach others in job skills | C | 20 |
| SITXWHS001 | Participate in safe work practices | C | 12 |
| SITXFSA001 | Use hygienic practices for food safety | E | 25 |
| BSBWOR204 | Use business technology | E | 20 |
| SITHFAB002 | Provide responsible service of alcohol | E | 10 |
| SITHACS001 | Clean premises and equipment | E | 45 |
| SITHACS002 | Provide housekeeping services to guests | E | 10 |
| SITHACS003 | Prepare rooms for guests | E | 25 |
| SITXCCS002 | Provide visitor information | E | 35 |
| SITXCCS004 | Provide lost and found services | E | 2 |

William Angliss encourage participation in all of our training courses and will discuss with the student any reasonable adjustments that may be required for the delivery and assessment of course material based on individual needs.

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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 & 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 |
| BSBWOR204 Use business technology |
| <ul style="list-style-type: none"> • The knowledge required to select and use computer software and organise electronic information and data • Demonstrate basic maintenance on a range of equipment using manuals or help-files |
| 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 |
| SITHACS001 Clean premises & equipment |
| <ul style="list-style-type: none"> • Skills and knowledge to select and safely use cleaning agents and equipment to carry out general cleaning duties for both wet and dry areas • 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 |

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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 |
| SITHACS003 Prepare rooms for guests |
| <ul style="list-style-type: none"> • Skills and knowledge required to select required supplies & correctly load cleaning trolley to clean and prepare rooms, including bedrooms and bathrooms, in an accommodation establishment • Ability to safely clean guest rooms using resources efficiently to reduce negative environmental impacts. • Demonstrate procedure for reporting suspicious items or occurrences according to organisational requirements |
| 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 |