

Certificate III in Hospitality - (SIT30616) User Choice

Course Outline – House Keeping – November 2022 MGC

Course objectives:

- This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

Key Features:

- This course is designed to provide training 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
- You must already be employed to enroll as a trainee with the William Angliss Institute

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.
- This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming.

Assessment:

- Demonstration of knowledge through a combination of written and practical assessments and activities in an appropriately workplace environment, in an appropriate range of situations.
- All Prospective learners are required to complete a pre-training review that includes an LLN assessment. The completion of the LLN document identifies if the student will require reasonable adjustments to assessments on an as needs basis. Any student that requires LLN assistance is put on a Training Support Plan which is kept on the student's file.

Qualification:

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Commencement Dates:

As required

Venue:

On-site in the workplace

Duration:

24 months

Facilitator:

Qualified trainer/assessor with appropriate industry expertise.

Course Fee:

User Choice Full Fee approx. \$ 623

The above fees are calculated at a User Choice set rate of \$1.60 per nominal hour.

User Choice Concession \$ 249

Concession rates apply for students who hold a current Health Care Card or who identify as Aboriginal or Torres Strait Islander. This set rate is \$0.64 per nominal hour.

Funding:

This program may attract User Choice incentives funding. Please speak with your ASSN representative for further information about funding that may be available.

Non-funded apprentices and trainees will be charged a fee for service cost. These will be confirmed prior to the commencement of training.

Study and Learning Advice:

Learning Advisors offer FREE study and learning advice to all students via individual appointments.

Ph: (03) 9606 2574

E: learningadvisors@angliss.edu.au

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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
Group A Electives			
SITXFSA001	Use hygienic practices for food safety	E	25
Group B			
SITHFAB002	Provide responsible service of alcohol	E	10
SITHACS001	Clean premises and equipment	E	45
SITHACS002	Provide housekeeping service to guest	E	10
SITHACS003	Prepare rooms for guest	E	25
SITXCCS002	Provide visitor information	E	35
SITXCCS004	Provide lost and found services	E	2
Group C			
SITXINV001	Receive and store stock	E	10

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
- 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
- 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
- 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
- Effectively with and provide quality service to both internal and external customers - Establish rapport with customers - Respond to complaints
SITXCOM002 - Show social and cultural sensitivity
- Skills to be socially aware when serving customers and working with colleagues - Communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise
SITXHRM001 - Coach others in Job skills
- Skills and knowledge to provide on-the-job coaching to colleagues - Explain and demonstrate specific skills, knowledge and procedures and monitor the progress of colleagues until they are able to operate independently
SITXWHS001 - Participate in safe work practices
- Incorporate safe work practices into own workplace activities - Ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices
SITXFSA001 - Use hygienic practices for hospitality service
- Skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses - Follow predetermined organisational procedures and to identify and control food hazards
SITHFAB002 - Provide responsible service of alcohol
- Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles. - Prepare and serve standard drinks or samples according to industry requirements and professional standards - Identify customers to whom sale or service must be refused according to state and territory legislation
SITHACS001 - Clean premises and equipment
- Carry out general cleaning duties - The ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts - Identify and report equipment faults
SITHACS002 - Provide housekeeping services to guests
- Handle guest requests in a manner consistent with organisational customer service standards and security procedures. - Proactively offer information and advice about special services and benefits to guests to ensure maximum take-up of services and profitability of guest's stay.

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SITHACS003 - Prepare room for guests
- Identify rooms requiring service from information supplied. - Select and prepare room servicing equipment and cleaning agents according to work schedule and product instructions. - Clean rooms in logical order and with minimum disruption to guests
SITXCCS002 - Provide visitor information
- Access general information on facilities, products and services available in the local area and to provide this to visitors - Share information with colleagues to support the efficiency and quality of service
SITXCCS004 - Provide lost and found services
- Provide service to customers who have lost or found items - Determine and record details of items, investigate lost items, assist claimants and complete documentation - Investigate and confirm ownership of found item
SITXINV001 - Receive and store stock
- Check incoming stock against orders and delivery documentation - Promptly transport stock to, and store in, appropriate storage area - Maintain cleanliness of stock handling and storage areas, and identify and report problems