Workplace Training Strategies

SIT10216 Certificate I in Hospitality

Our expert trainers will work with you to:

- Gain workplace related knowledge
- Learn about food and beverage services
- Learn a range of hospitality skills
- Build relationships with internal & external customers

About this course

This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

Overview

Where: In the workplace or appropriate venue as discussed at enrolment

Duration: 9 months through 2-hour training sessions once a month

Entry Requirements: No Entry Requirements for this qualification

Intake: Ongoing

Fees: www.wts.edu.au

Possible Job Outcomes: Bar attendant, café attendant, catering assistant, food and beverage attendant, front office assistant, porter room attendant.

Pathway

- SIR20316 Certificate II in Hospitality
- SIR30316 Certificate III in Hospitality
- SIR40416 Certificate IV in Hospitality

Nationally Recognised Training

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Sessions	Unit of Competency to be addressed	Brief Outline of Session Content
1	**SITXWHS001** Participate in safe work practices (C)	• Work safely • Follow procedures for emergency situations • Participate in organisational WHS practices
	BSBCMM201 Communicate in the workplace (E)	• Gather, convey and receive information and ideas • Complete workplace documentation and correspondence • Communicate in a way that responds positively to individual differences
2	**SITXWHS001** Participate in safe work practices (C)	• Work safely • Follow procedures for emergency situations • Participate in organisational WHS practices
	BSBCMM201 Communicate in the workplace (E)	• Gather, convey and receive information and ideas • Complete workplace documentation and correspondence • Communicate in a way that responds positively to individual differences
3	**BSBCMM201** Communicate in the workplace (E)	• Gather, convey and receive information and ideas • Complete workplace documentation and correspondence • Communicate in a way that responds positively to individual differences
4	**SITXFSA001** Use hygienic practices for food safety (E)	• Follow hygiene procedures and identify food hazards • Report any personal health issues • Prevent cross-contamination by washing hands
	BSBWOR203 Work effectively with others (E)	• Develop effective workplace relationships • Contribute to workgroup activities • Deal effectively with issues, problems and conflict
5	**SITXFSA001** Use hygienic practices for food safety (E)	• Follow hygiene procedures and identify food hazards • Report any personal health issues • Prevent cross-contamination by washing hands
	BSBWOR203 Work effectively with others (E)	• Develop effective workplace relationships • Contribute to workgroup activities • Deal effectively with issues, problems and conflict
6	**SITXCCS001** Provide customer information and assistance (C)	• Access and update information • Assist customers • Seek feedback on services

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8	**SITXCCS003** Interact with customers (E)	• Greet and serve customers • Work with others to deliver service • Provide feedback on customer service
9	**SITXCCS003** Interact with customers (E)	• Greet and serve customers • Work with others to deliver service • Provide feedback on customer service

(C)Indicates Core Unit (E) Indicates Elective units

To be successful in completing this certification, you must complete a total of 6 units, 3 core units and 3 electives.

*If the student is not progressing as per the training plan a catch-up session will be needed.

Assessment methods may include:

- Written work
- Project/Case study
- Supervisor/Third party
- Practical demonstration of skills observed by a trainer/assessor and workplace supervisor
- Role play
- Learning activities

Delivery method: Face to face & on the job

Queensland, Victorian and Commonwealth Funding available to eligible participants.

For information about enrolment fees, payment schedules, cancellation fees and complaints procedures, please see our statement of fees and student information handbook on our website www.wts.edu.au