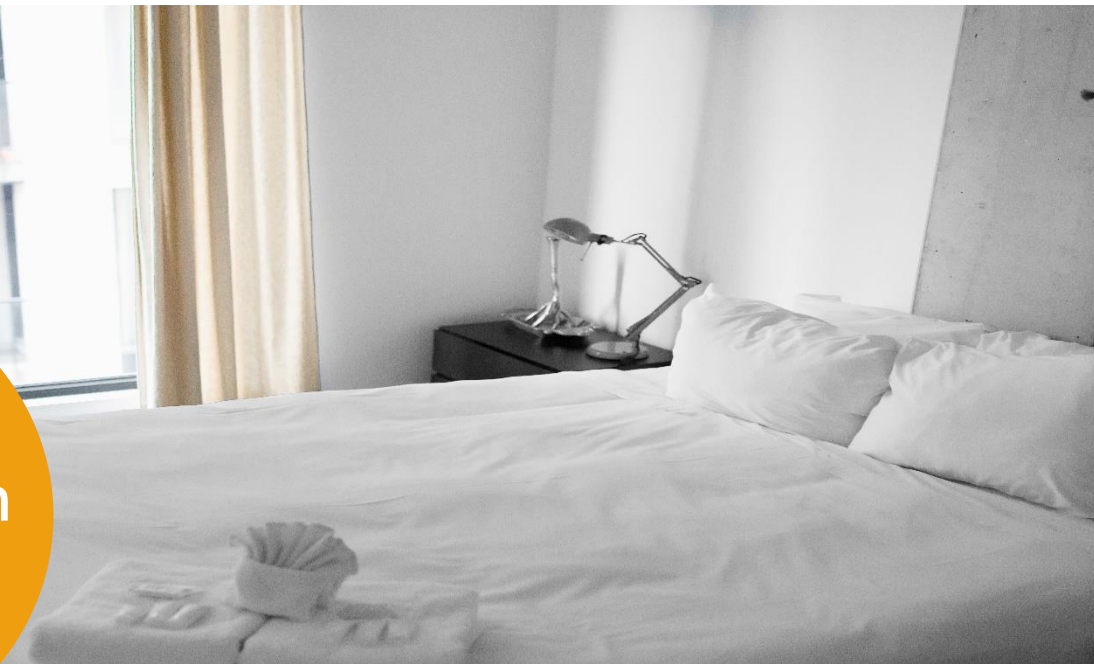


SIT30616 Certificate III in Hospitality

(Option 3)



About this course

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. This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming

Our expert trainers will work with you to:



- Become a role model of other team members
- Consult and develop objectives, action plans and goals
- Develop channels and culture of open communication
- Develop and implement risk management to address inefficiencies

Overview



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



Duration: 12 Months through 2-hour training session scheduled every 4 weeks.



Entry Requirements: No Entry Requirements for this qualification



Intake: Ongoing



Fees: www.wts.edu.au



Possible Job Outcomes: Espresso coffee machine operator, food and beverage attendant, front desk receptionist, function attendant, function host, gaming attendant, guest service agent, housekeeper, restaurant host, senior bar attendant, waiter



- ➔ SIT30417 Certificate IV in Hospitality
- ➔ SIR50116 Diploma of Retail Leadership **OR**
- ➔ SIR50217 Diploma of Visual Merchandising **OR** SIR50317 Diploma of Retail Merchandise Management

	Unit of Competency to be addressed	Brief Outline of Session Content
1	Program Induction & Commencement	
2	SITXCCS006 Provide service to customers (C)	<ul style="list-style-type: none"> Communicate with internal and external customers Follow defined organisational standards when delivering service. Provide service to customers. Respond to customer complaints Provide internal feedback on customer service practices
	BSBWOR203 Work effectively with others (C)	<ul style="list-style-type: none"> Develop effective workplace relationships Contribute to workgroup activities Deal effectively with issues, problems and conflict
3	SITXFSA001 Use hygienic practices for food safety (E)	<ul style="list-style-type: none"> Follow hygiene procedures and identify food hazards. Report any personal health issues. Prevent food contamination. Prevent cross-contamination by washing hands.
	SITXWHS001 Participate in safe work practices (C)	<ul style="list-style-type: none"> Work safely Follow procedures for emergency situations Participate in organisational WHS practices
4	SITHIND004 Work effectively in hospitality service (C)	<ul style="list-style-type: none"> Prepare for service Provide service Complete operational tasks Complete end of shift duties
	SITXHRM001 Coach others in job skills (C)	<ul style="list-style-type: none"> Prepare for on-the-job coaching Coach colleagues on-the-job Follow-up coaching
5	SITHIND002 Source and use information on the hospitality industry (C)	<ul style="list-style-type: none"> Source and use industry information Source and use compliance information Source and use information on hospitality technology Update personal and organisational knowledge of the hospitality industry
	BSBITU306 Design and produce business documents (E)	<ul style="list-style-type: none"> Select and prepare resources Design document Produce document Finalise document
6	SITHIND002 Source and use information on the hospitality industry (C)	<ul style="list-style-type: none"> Source and use industry information Source and use compliance information Source and use information on hospitality technology Update personal and organisational knowledge of the hospitality industry
	BSBITU306 Design and produce business documents (E)	<ul style="list-style-type: none"> Select and prepare resources Design document Produce document Finalise document







7	SITHACS001 Clean premises and equipment (E)	<ul style="list-style-type: none"> • Select and set up equipment and materials. • Clean wet and dry areas and associated equipment. • Maintain and store cleaning equipment and chemicals
	SITHACS002 Provide housekeeping services to guests (E)	<ul style="list-style-type: none"> • Respond to housekeeping requests • Advise guests on room and housekeeping equipment
8	CPPCLO2009A Clean glass surfaces (E)	<ul style="list-style-type: none"> • Assess area to be cleaned • Select equipment and chemicals • Prepare work site • Clean work site • Tidy work site • Clean and safety check equipment, and store equipment and chemicals
	CPPCLO2017A Clean wet areas (E)	<ul style="list-style-type: none"> • Assess area to be cleaned • Select equipment and chemicals • Prepare work site • Clean work site • Replenish consumables and tidy work site • Clean and safety check equipment, and store equipment and chemical
9	CPPCLO2004A Maintain carpeted floors (E)	<ul style="list-style-type: none"> • Assess area to be cleaned • Select equipment and chemicals • Prepare work site • Clean work site • Replenish consumables and tidy work site • Clean and safety check equipment, and store equipment and chemical
	SITXCOM002 Show social and cultural sensitivity (C)	<ul style="list-style-type: none"> • Communicate with customers and colleagues from diverse backgrounds • Address cross-cultural misunderstandings
10	SITHIND004 Work effectively in hospitality service (C)	<ul style="list-style-type: none"> • Prepare for service • Provide service • Complete operational tasks • Complete end of shift duties
	SIRXPDK001 Advise on products and services (E)	<ul style="list-style-type: none"> • Develop product and service knowledge • Respond to customer requests • Enhance information provided

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

To be successful in completing this certification, you must complete a total of **15 units, 7 core units and 8 electives.**

RPL / CT will be offered to suitable applicants

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

WTS offers courses that are delivered through blended learning as a combination of face to face delivery at the workplace and online assessment that will be delivered remotely. Your blended studies will include:

1. Attending face to face training / assessment / workshop
2. Online activities / assessments
3. Assigned reading
4. Attending lessons conducted online

Blended learning requires self-discipline. You need to make time to attend online lessons and complete online activities / assignments / assessments as assigned by your Trainer / Assessor and to be completed those assigned tasks in the given timeline.

Your studies will include:

Face-to-face attendance at classes on-campus or practical placements
Virtual delivery (classroom)
Assigned reading
Tutorials
Online activities
Online assessment

Studying a blended course requires self-discipline. You need to make time to attend online tutorials, access resources, and complete tasks and assignments. Delivery method: Face to face & on the job

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

