

COURSE OUTLINE

SIT30713 Certificate III in Hospitality*



Classroom

Smart City Vocational College is offering SIT30713 Certificate III in Hospitality through a Classroom based delivery model for new entrants to the industry.

This course outline provides you with an overview of the delivery method and information about the cost of the training and any funded training opportunities. Smart City Vocational College's Certificate III in Hospitality offers training and assessment in electives that will give the learner a broad range of skills to operate effectively in the hospitality industry. The units currently offered by Smart City Vocational College in this qualification are listed within this document.

**This qualification has been superseded by SIT30616*

QUALIFICATION INFORMATION

SIT30713 Certificate III in Hospitality

This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. It provides options for specialisation in areas such as accommodation services, food and beverage. The qualification also allows an outcome for small businesses requiring multi-skilled employees.

Possible job titles include:

- espresso coffee machine operator
- food and beverage attendant
- function attendant
- Bar attendant
- waiter

ENTRY REQUIREMENTS

There are no entry requirements for this qualification. However, you will be required to complete a Language, Literacy and Numeracy Assessment before commencing in this qualification with Smart City Vocational College.

Eligibility criteria may apply if training is subsidised through government funded programs.

PATHWAYS INTO THE QUALIFICATION

This qualification may be accessed by direct entry.

PATHWAYS FROM THE QUALIFICATION

After achieving SIT30713 Certificate III in Hospitality, individuals could progress to Certificate IV qualifications in Hospitality or other service industry fields.

MODE OF TRAINING DELIVERY

The delivery mode describes the way training will be delivered to support and enable learning.

Classroom	Face to Face training in a classroom environment combined with work placement.
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All learners will also require access to:

- Internet, for research purposes
- appropriately resourced hospitality businesses to enable the learners to access the range of work and equipment required to be assessed through Work Placement and the required minimum of 36 work shifts
- Reliable public or private transportation to gain access to the work placement premises

DURATION

Learners have up to 12 months to complete their training and assessment, including work placement.

Contact time

48 days structured training

- Attendance at 4 x 7 hour sessions per week of a program as per class timetable provided by each campus.
- Mentoring and support 2 hours per unit per learner as required

You will be provided with a course schedule after enrolment that shows your training contact time.

A complete program is made up of three (3) blocks and runs for twelve (12) weeks. There are three (3) points of entry into a program. Learners will be required to attend for four (4) days per week for the scheduled class timetable and complete Work Placement (36 shifts).

You may be able to extend your enrolment and repeat sections of the program, if you need more time to undertake all training and assessment requirements.

CAMPUS LOCATIONS

The SIT30713 Certificate III in Hospitality qualification is currently offered by Queensland Campuses, dependent on demand and facilities available. Please refer to our website for Campus Locations.

WORK PLACEMENT

Work placement is to be undertaken as part of this course.

To be assessed as competent in this qualification, you are required to undertake a minimum of 36 shifts of mandatory work placement in a hospitality establishment (*referred to as the placement organisation*). Work placement directly relates to the unit SITHIND301 Work effectively in hospitality service.

A number of the shifts will be completed in a training Café set up at campus; however, you are required to locate a suitable hospitality venue to complete the remainder of the shifts. Smart City Vocational College will support you to find an appropriate and relevant work placement opportunity. This will be undertaken as soon as possible after the commencement of the qualification to ensure that all relevant agreements, insurances and approvals have been completed prior to commencing placement.

A shift can be 4, 6, or 8 hours and will depend on the individual workplace. The shift length needs to be sufficient to allow you to cover the requirements of the course, including doing a shift 'opening' and a shift 'closing'. The shifts must be completed before the final date of your training plan.

The object of a work placement is to provide you with the opportunity to undertake practical training and to gain the experience required to demonstrate competency against the outcomes of this qualification. Work placement is generally an appropriate option for learners who would not otherwise have sufficient access to the facilities, equipment and range of work necessary to develop and consolidate their skills to the level required of the qualification/course, for example, learners not employed in the vocational area in which they are studying.

In summary, the work placement:

- provides industry experience but is not remunerated
- is directly related to the specific units of competency/skill requirements of a qualification/course as nominated by Smart City Vocational College
- is an assessable part of a qualification where a learner is placed in a workplace to receive practical training and experience
- is suitably covered by Smart City Vocational College's insurance
- needs to be successfully completed before a qualification or statement of attainment can be issued

COURSE COST

Certificate 3 Guarantee

Learners in Queensland wishing to enroll in this qualification offered by Smart City Vocational College may be able to access subsidised training through the Certificate 3 Guarantee Program.

The Certificate 3 Guarantee Program provides a Government subsidy towards the training cost for eligible Participants undertaking an Australian Qualifications Framework certificate level III qualification. The objective of the program is the delivery and completion of certificate III qualifications which lead to job outcomes or career progression.

Program eligibility criteria apply and all learners accessing this subsidy must complete a Training and Employment survey following their training. For more information about Certificate 3 Guarantee please refer to the Queensland Government's fact sheet.

<https://training.qld.gov.au/training/incentives/certificate3>

It is important to note that eligible Learners are only able to access ONE full qualification under the Certificate 3 Guarantee program and will no longer be eligible for a subsidised training place under the Certificate 3 Guarantee program.

A co-contribution fee is payable for the Certificate 3 Guarantee Program. This co-contribution fee is the contribution to the cost of training and assessment services and is payable by students. The fee may be paid on behalf of the student by a third party, but cannot be waived.

Fees must be paid in full prior to the commencement of the course. The fees will be charged by Smart City Vocational College at a per unit rate. The co-contribution fee can change depending on the delivery method and location.

The co-contribution fee for this qualification delivered at a Smart City Vocational College campus is:

- Concessional students \$25.00 (\$1.67per unit)
- Non concessional students \$50.00 (\$3.33 per unit)

Fee exemptions and concessions apply to eligible learners. This will be discussed during the enrolment process.

There is no refund of the student administration fees once the training has commenced, unless the learner has applied in writing for a refund and the application has been assessed and approved by the Campus Manager. Smart City Vocational College will provide a full refund of fees paid in advance for the program or course if it is cancelled before it starts.

Full Fee Price

Please contact the college for the **full fee price** for this course.

LICENSING, LEGISLATIVE, REGULATORY OR CERTIFICATION CONSIDERATIONS

Not Applicable

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

RANGE OF ASSESSMENTS

- Methods of assessment to cover a range of evidence gathering, for example, written questions and answers, observation, verbal questioning, supplementary evidence including, evidence portfolio, referee report, photographic evidence, workbook activities, log book
- Assessment can be modified where necessary.
- Recognition of your current skills and or past experience/qualifications (RCC/RPL).

Please discuss your learning needs with us. Whilst the Elements/Performance Criteria are required to be at a consistent standard, there is scope to modify either delivery of training (reasonable adjustment) or how your competencies are assessed to ensure that you succeed with your chosen area of training.

When submitting assessment items, please ensure you have followed the guidelines as outlined in the assessment booklet, for example typing/writing your name, unit of competency code, and page number on all documents etc.

CREDIT TRANSFER/NATIONAL RECOGNITION

Credit transfer is where you may have completed Units or a course with another Registered Training Organisation and it is relevant and/or able to be used for your current and anticipated study. Please note that Smart City Vocational College is committed to applying Credit Transfer to Qualifications/Units completed at other training organisations. Please ensure you mention this to your trainer on/before enrolment.

CAMPUSES/STUDY HUBS

Smart City Vocational College's extensive network of campuses and StudyHubs across Australia allow you to have face-to-face time with a qualified SmartCity trainer, undertake study or an assignment or just escape the daily grind.

SmartCity's campuses and StudyHubs are designed and purpose built to help you achieve something great. They all feature the latest technology and a friendly, comfortable and inviting atmosphere. Many also feature barista machines and a kids' play area as well. The technology within the campuses and StudyHubs are available to you for study purposes, e.g. computers, printer, photocopier, wifi. Feel free to use our tea and coffee facilities and chill out in the lounge area.

You can call us to arrange an appointment to meet with a trainer or simply pop in anytime during trading hours and have a chat with a Student Support Officer or Campus Manager.

SUPPORT SERVICES

If you feel that you may require personal assistance and/or support please talk to our staff. If we are unable to assist, we will put you in touch with a service that may be able to help you. We have a range of contacts with people who are skilled in dealing with difficult situations. If you feel more comfortable speaking with a female/male staff member or a person of same cultural background, please do not hesitate to ask. Any matters relating to Welfare/Guidance Services will be kept in strictest confidence – we respect your privacy on these issues.

Learners have access to learning support with Smart City Vocational College Trainers/Staff, 5 days per week between the hours of 8.00am and 4.00pm via face-to-face, telephone, email, fax, Skype, Lync or where appropriate in person. Please note that where a Learner makes contact via email, a staff member from Smart City Vocational College will endeavour to respond within 48-72 hours.

COMPLAINTS/APPEALS

Smart City Vocational College seeks to prevent complaints and/or appeals by ensuring Learners are satisfied with their training product and its outcomes. Trainers/Assessors will be fair, courteous and helpful in all dealings with Learners.

Any complaint about any assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment outcome. Please refer to Learner Handbook for further information.

USI (UNIQUE STUDENT IDENTIFIER)

All Learners who will be completing or commencing nationally recognised training with Smart City Vocational College (campus, distance or blended) will need to have a Unique Student Identifier (USI). This is a requirement of the Australian Government - Department of Industry.

A USI account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study at a new training organisation, your USI will be used to store your training records and results.

If you require assistance in creating your own USI, please contact your local campus or Smart City Service Desk on 1800 BE SMART.

YOUR RESPONSIBILITIES

As Learner enrolled with Smart City Vocational College, you are expected to:

- Participate fully as an independent and active Learner
- Be responsible for the choices you make in relation to your course of study
- Be committed to your learning and own education
- Be responsible for your own academic progress in your course
- Provide accurate and up-to-date information as required for enrolment and continuing enrolment
- Abide by the Smart City Vocational College Learner Code of Conduct
- Meet any further requirements applicable to the program or funding type of your qualification

A Learner Responsibilities statement and Learner Code of Conduct are contained in the Smart City Vocational College Learner Handbook, this can be easily accessed from our website, www.smartcitycollege.edu.au

UNIT LIST:

15 units of competency are required to complete this qualification.

7 Core unit plus 8 elective units as listed below.

CLASSROOM		
Unit number	Title and description	Nominal Hours
BSBWOR203B CORE	Work effectively with others This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict. It applies to individuals who perform a range of routine tasks using a limited range of practical skills, and a fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility	15
SITHIND201 CORE	Source and use information on the hospitality industry This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry	25
SITHIND301 CORE	Work effectively in hospitality service This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during live service periods. It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. It incorporates preparation, service and end of service tasks	0
SITXCCS303 CORE	Provide service to customers This unit describes the performance outcomes, skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations and respond to complaints.	25
SITXCOM201 CORE	Show social and cultural sensitivity This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity and address cross-cultural misunderstandings.	20
SITXHRM301 CORE	Coach others in job skills This unit describes the performance outcomes, skills and knowledge required to provide on-the-job coaching to colleagues. It requires the ability to explain and demonstrate specific skills, knowledge and procedures and to monitor the progress of colleagues until they are able to operate independently of the coach. This unit has no parity with units in TAE10 Training and Education Training Package, but covers the situation in workplaces where buddy systems and informal on-the-job training are extremely common	20
SITXWHS101 CORE	Participate in safe work practices This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into all workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety management practices	12

Unit number	Title and description	Nominal Hours
ELECTIVES		
SITXFSA101	Use hygienic practices for food safety This unit describes the performance outcomes, skills and 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.	15
SITHFAB204	Prepare and serve espresso coffee * This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee beverages using commercial espresso machines. It requires the ability to advise customers on coffee beverages, select and grind coffee beans, prepare and assess espresso coffee beverages and to use, maintain and clean espresso machines. Complex repairs of equipment would be referred to specialist service technicians	30
SITXINV201	Receive and store stock This unit describes the performance outcomes, skills and knowledge required to check and take delivery of stock and to appropriately store, rotate and maintain the quality of stock items	10
SITHFAB203	Prepare and serve non-alcoholic beverages * This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, non-espresso coffees and other non-alcoholic beverages. It requires the ability to select ingredients and equipment and to use a range of methods to make and present drinks	20
SITXFIN201	Process financial transactions This unit describes the performance outcomes, skills and knowledge required to accept and process cash and other payments for products and services and to reconcile takings at the end of the service period or day	25
SITXFSA201	Participate in safe food handling practices This unit describes the performance, skill and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow predetermined procedures as outlined in a food safety program.	40
SITHFAB201	Provide responsible service of alcohol This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol.	10
SITXCCS202	Interact with customers This unit describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers. It requires the ability to greet and serve customers and cover a range of customer service enquiries including routine customer problems.	20
*Prerequisite is SITXFSA101		

1800 BE SMART
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