

COURSE OUTLINE

SIT30616 Certificate III in Hospitality



Smart City Vocational College is offering SIT30616 Certificate III in Hospitality as a work-based traineeship so that employers can train their own staff in the workplace.

This course outline provides you with an overview of the different delivery types 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 specialised bar staff electives. The units currently offered by Smart City Vocational College in this qualification are listed within this document.

QUALIFICATION INFORMATION

SIT30616 CERTIFICATE III IN HOSPITALITY

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.

Possible job titles include:

- espresso coffee machine operator
- bar attendant
- food and beverage attendant
- function 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.

Learners wishing to undertake this program through a traineeship will be required to meet specific program entry requirements, including;

- must meet the eligibility requirements for an Australian Government's Australian Apprenticeship
- meet the eligibility for funded training through Queensland User Choice program
- be employed or hosted within an appropriately resourced hospitality environment
- be signed into a valid and registered training contract
- be supervised in the workplace.

PATHWAYS INTO THE QUALIFICATION

This qualification may be accessed by direct entry.

PATHWAYS FROM THE QUALIFICATION

After achieving SIT30616 Certificate III in Hospitality, individuals could progress to SIT40416 Certificate IV in Hospitality, or to Certificate IV qualifications in other service industry fields.

MODE OF TRAINING DELIVERY

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

Work-based	Work-based learning	Traineeship
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An individualised training plan will be developed for each learner undertaking work based training. A Smart City Vocational College Trainer will schedule monthly workplace visits to deliver the training and assessment services outlined in the training plan.

Please note: A program using work-based delivery, is restricted to learners that currently hold positions within organisations where it is agreed that the learner can gain access to resources, facilities and information necessary for their training and assessment.

All learners will also require access to:

- Internet, for research purposes
- Workplace policies and procedures manual (or similar documentation) for assistance in completing assessment activities (where required).

DURATION

Dependent on the mode of delivery and/or program type, the timeframe for this qualification will vary. Although the timeframes may differ, the required volume of learning shall be met.

Traineeship	12 months, full time 24 months, part time
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COURSE COST

Work-based (Traineeship)

Learners in Queensland wishing to enrol in a traineeship must be employed and signed up as a trainee by an Australian Apprenticeship Support Network. The Student Contribution Fees are a learner's contribution to the cost of tuition

Student Contribution Fees \$1.60 per nominal hour

** Concessions apply to applicable learners (refer to Learner Handbook)*

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.

The 7 Core units are listed in the first table below. The 8 elective units for either Bar, Café or Kitchen electives are listed in the subsequent three tables.

TRAINEESHIP		
Unit number	Title and description	Nominal Hours
BSBWOR203 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.	15
SITHIND002 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
SITHIND004 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
SITXCCS006 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
SITXCOM002 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
SITXHRM001 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
SITXWHS001 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
BAR ELECTIVES		
SITXFA001	<p>Use hygienic practices for food safety</p> <p>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.</p>	15
SITHFAB002	<p>Provide responsible service of alcohol</p> <p>This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol.</p>	10
SITXINV001	<p>Receive and store stock</p> <p>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</p>	10
SITHFAB004	<p>Prepare and serve non-alcoholic beverages *</p> <p>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</p>	20
SITXFIN001	<p>Process financial transactions</p> <p>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</p>	25
SITHFAB001	<p>Clean and tidy bar areas *</p> <p>This unit describes the performance outcomes, skills and knowledge required to clean bars and public areas, clear and clean glasses and to safely dispose of waste.</p>	15
SITHFAB003	<p>Operate a bar *^</p> <p>This unit describes the performance outcomes, skills and knowledge required to prepare a bar for service, take drink orders, prepare and serve alcoholic and non-alcoholic beverages and close the bar down. Customer service and selling skills are found in other units.</p>	35
SITHFAB011	<p>Provide advice on beers, spirits and liqueurs</p> <p>This unit describes the performance outcomes, skills and knowledge required to evaluate a range of local and imported beers, spirits and liqueurs, provide advice to customers on their selection and to continuously extend personal product knowledge.</p>	40
<p>*Prerequisite is SITXFA001 ^Prerequisite is SITHFAB002</p>		

Unit number	Title and description	Nominal
CAFÉ ELECTIVES		
SITXFA001	<p>Use hygienic practices for food safety</p> <p>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.</p>	15
SITHFAB005	<p>Prepare and serve espresso coffee *</p> <p>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</p>	30
SITXINV001	<p>Receive and store stock</p> <p>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</p>	10
SITHFAB004	<p>Prepare and serve non-alcoholic beverages *</p> <p>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</p>	20
SITXFIN001	<p>Process financial transactions</p> <p>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</p>	25
SITXFA002	<p>Participate in safe food handling practices</p> <p>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.</p>	40
SITHCCC003	<p>Prepare sandwiches *</p> <p>This unit describes the performance outcomes, skills and knowledge required to prepare and present a variety of sandwiches in a commercial kitchen or catering operation.</p>	10
SITXCCS003	<p>Interact with customers</p> <p>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.</p>	20
*Prerequisite is SITXFA001		

Unit number	Title and description	Nominal Hours
KITCHEN ELECTIVES		
SITXFSA001	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
SITXFSA002	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
SITHKOP001	Clean kitchen premises and equipment This unit describes the performance, skills and knowledge required to clean food preparation, storage areas and equipment in commercial kitchens to ensure the safety of food. It requires the ability to work safely and to use resources efficiently to reduce negative environmental impacts.	13
SITHCCC003	Prepare sandwiches * This unit describes the performance outcomes, skills and knowledge required to prepare and present a variety of sandwiches in a commercial kitchen or catering operation.	10
SITHCCC002	Prepare simple dishes * This unit describes the performance outcomes, skills and knowledge required to prepare and present a limited range of simple menu items following standard recipes. While some cooking may be involved, there is no requirement to use the full range of basic cookery methods.	25
SITHCCC006	Produce appetisers and salads * This unit describes the performance outcomes, skills and knowledge required to prepare appetisers and sales following standard recipes. It requires the ability to select and prepare ingredients, and to use relevant equipment and cookery methods.	25
SITXINV001	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
SITXFIN001	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
*Prerequisite is SITXFSA001		

CAMPUS LOCATIONS

The SIT30616 Certificate III in Hospitality qualification is currently offered by QLD Campuses only (dependent on demand or program type).

Please refer to our website for Campus Locations.

1800 BE SMART
www.smartcitycollege.edu.au