

SIT30616 Certificate III in Hospitality

- Are you an existing worker?
- Are you employed Part – time?
- Do you work under 25 hours per week or work over 25 hours per week?

If you answered “Yes” to these questions, you could gain a qualification to reflect your skills and experience through the Queensland Government’s [Certificate 3 Guarantee program](#).

Smartskill Pty Ltd is a Registered Training Organisation (RTO) and a Skills Assure Supplier (SAS) in Queensland, who works with key Hospitality and Tourism properties to assist their employees in gaining a Certificate III level qualification based upon their experience in the industry.

This Government subsidised program is available to employees based on the following **eligibility criteria**:

- Be a Queensland resident aged 15 years or over who are no longer at school (with the exception of VET in Schools students)
- Must be an Australian citizen or Australian permanent resident residing in Queensland **or** a New Zealand citizen permanently residing in Queensland (proof will be required) **or** a temporary resident with the necessary visa and on the pathway to permanent residency
- Don’t hold or are not currently enrolled-in or undertaking a Certificate level III or higher

What is the qualification?

This **Certificate III** 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. In your Role you demonstrate discretion and judgement, work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

Possible job titles as a result of completing this qualification include:

- espresso coffee machine operator / barista
- food and beverage attendant / waiter
- front desk receptionist/ guest service agent
- front office assistant
- function attendant and /or host
- gaming attendant
- housekeeper
- restaurant host

This qualification has 15 units in total (7 core and 8 electives). The electives can cover a number of disciplines, from housekeeping, portering, administration, customer service, sales, cookery, kitchen operations, IT, finance, food and beverage and gaming. There are no entry requirements for this qualification.





Units of Competency available

The 8 elective units chosen must have 1 unit from Group A, 5 units from Group B, and 2 units from Group B, C or the SIT Training Package or any other current Training Package or accredited course

Core units	Elective Units – Group B - Administration, Front Office, Customer Service
BSBWOR203 – Work effectively with others	SIRXSL001 - Sell to the retail customer
SITHIND002 – Source and use information on the hospitality industry	SIRXPK001 - Advise on products and services
SITHIND004 - Work effectively in hospitality service	SITXCCS002 - Provide visitor information
SITXCCS006 – Provide service to customers	BSBCMM201 - Communicate in the workplace
SITXCOM002 – Show social and cultural sensitivity	SITHCOM201 – Source and present information
SITXHRM001 – Coach others in job skills	BSBITU211 - Produce digital text documents
SITXWHS001- Participate in safe work practices	Elective Units – Group B - Cookery and Kitchen Operation
Elective units – Group A	SITHCCC002 - Prepare and present simple dishes
SITHIND001 - Use hygienic practices for hospitality service	SITHCCC003 - Prepare and present sandwiches
SITXFSA001 – Use hygienic practices for food safety	SITHCCC004 - Package prepared foodstuffs
Elective Units – Group B - Food and Beverage	SITHCCC006 - Prepare appetisers and salads
SITHFAB001 – Clean and tidy bar areas	SITHKOP001 - Clean kitchen premises and equipment
SITHFAB002 – Provide responsible service of alcohol	SITXFSA002 - Participate in safe food handling practices
SITHFAB003 – Operate a bar	SITXFSA003 - Transport and store food
SITHFAB004 - Prepare and serve non-alcoholic beverages	SITXINV001 - Receive and store stock



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SITHFAB005 – Prepare and serve espresso coffee	Elective Units – Group B - Gaming
SITHFAB007 – Serve food and beverage	SITHGAM001 Provide responsible gambling services
SITXFIN001 – Process financial transactions	SITHGAM002 Attend gaming machines
SITHGAM001 – Provide responsible gambling services	SITHGAM003 Operate a TAB outlet
Elective Units – Group B - Housekeeping	SITHGAM004 Conduct Keno games
CPPCLO3004 - Maintain carpeted floors	SITHGAM005 Analyse and report on gaming machine data
CPPCLO3009 - Clean glass surfaces	
CPPCLO3017 - Clean wet areas	
CPPCLO3035 - Maintain cleaning storage areas	
SITHACS001 - Clean premises and equipment	
SITHACS002 - Provide housekeeping services to guests	
SITHACS003 - Prepare rooms for guests	
SITXCCS004 - Provide lost and found services	
SITXCCS003 - Interact with customers	
BSBCMM201 - Communicate in the workplace	
BSBSUS201 - Participate in environmentally sustainable work practices	
SITHACS008 - Provide accommodation reception services	
SITTTSL007 - Process reservations	
SITTTSL010 - Use a computerised reservations or operations system	
SIRXSL001 - Sell to the retail customer	
SIRXPDK001 - Advise on products and services	
SITXCCS002 - Provide visitor information	





Duration

The qualification will take between 6 to 24 months to complete.

Delivery and Assessment

Depending on the units of competency chosen, there will be a various forms of assessment from interviews, workplace observations, written assessments, testimonials, and work samples to gather evidence of current skills and knowledge.

Materials and Resources

All workbooks, assessments, equipment, facilities and resources required (where applicable) will be supplied to participants. Majority of the training and/or assessment will be undertaken in the workplace.

Cost

For a student to receive a subsidy for training from the Queensland Government, they must pay a co-contribution fee towards the cost of their training.

This fee may be paid by the student, the employer or a third party, but it cannot be paid or waived by SmartSkill Pty Ltd as a Skills Assure Supplier (SAS).

The student co-contribution fee listed below will be collected upon approval of your enrolment.

- Non-Concessional (candidates working over 25 hours per week) **\$295**
- Non-Concessional (candidates working under 25 hours per week) **\$195**
- Concessional (eligibility criteria apply) **\$95**

For further information regarding contribution fees or about the Certificate 3 Guarantee program, visit <https://desbt.qld.gov.au/training/training-careers/incentives/certificate3> .

For further information

Contact our **Administration Team** on 07 5665 9874 or admin@smartskill.com.au to request an enrolment pack.

What is Skills Assure?

The Skills Assure supplier (SAS) system provides a central register of pre-approved registered Training organisations (RTOs) who have met the department's entry requirements to deliver training and assessment services subsidised by the department. This gives vocational education and training (VET) students, parents and employers confidence that the training delivered by these RTOs will develop skills that are valued by industry and will lead to employment.



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