



## SIT30616 Certificate III in Hospitality

### What will I learn?

This qualification provides the essential knowledge and skills required to undertake roles within the hospitality industry. The qualification will cover areas such as food and beverage, gaming, front office, housekeeping, front office and being safe and hygienic within the workplace. There is a large demand for experienced waiters, café workers and other hospitality workers at present, with strong future growth predicted in the coming years. This qualification is the best way to progress your career in hospitality or help you on your way to further study within hospitality.

### Where will it lead me?

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 / restaurant host
- front desk receptionist/ guest service agent / front office assistant
- function attendant and /or host
- gaming attendant
- housekeeper

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.

### Course 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 mixture of classroom delivery (theory) and venue/ industry delivery (practical).

#### *Example*

Food and Beverage / Gaming / Front Office/ Housekeeping	<ul style="list-style-type: none"> <li>• Theory sessions</li> <li>• Practical sessions held at an industry venue and/or work placement</li> </ul>
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### Materials and Resources

All workbooks, assessments, equipment, facilities and resources required to complete this qualification will be supplied to participants.





**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 (Mandatory)	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	BSBCMM211 – Apply communication skills
SITXCOM002 – Show social and cultural sensitivity	SITXCOM001 – Source and present information
SITXHRM001 – Coach others in job skills	BSBTEC201- Use business software applications
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





SITHFAB005 – Prepare and serve espresso coffee	<b>Elective Units – Group B - Gaming</b>
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
<b>Elective Units – Group B - Housekeeping</b>	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	
BSBSUS211 - Participate in 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	





### Cost

Fee for Service **\$2980.00**

Some learners may be able to receive a training subsidy from the Queensland Government to undertake this course. For further information on training subsidy and eligibility go to <https://desbt.qld.gov.au/training/training-careers/incentives/certificate3>.

### How to apply?

To enrol in this qualification, please contact **Administration** on **07 3279 0656** or [admin@smartskill.com.au](mailto:admin@smartskill.com.au) and 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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SmartSkill Pty Ltd  
RTO Number 5710  
PO Box 4208,  
FOREST LAKE. QLD. 4078.

