

SIT30622 Certificate III in Hospitality

Course Description

The SIT30622 Certificate III in Hospitality 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.

Entry Requirements

There are no stated entry requirements for SIT30622 Certificate III in Hospitality

Duration:

52 weeks based on customisation with employer requirements but may vary based on:

- Customisation and employment outcome for elective units of competency selected
- Employee availability release time per week for work place training

Employment Outcomes

Possible job titles include:

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

Pathways

Pathways into the Qualification

This qualification is suitable for either direct entry or progression from SIT20322 Certificate II in Hospitality

Pathways from the qualification:

After successfully achieving SIT30622 Certificate III in Hospitality, further training pathways from this qualification include SIT40422 Certificate IV in Hospitality.

Qualification Structure and Content

SIT30622 Certificate III in Hospitality consists of Fifteen (15) units of competency:

- Six (6) core units, plus
- Nine (9) elective units

Unit Code	Unit Title	C/E
SITHIND006	Source and use information on the hospitality industry	Core
SITHIND008	Work effectively in hospitality service	Core
SITXCCS014	Provide service to customers	Core
SITXCOM007	Show social and cultural sensitivity	Core
SITXHRM007	Coach others in job skills	Core
SITXWHS005	Participate in safe work practices	Core
SITXFSA005	Use hygienic practices for food safety	Elective

CPPCLO3100	Maintain cleaning storage areas	Elective
SIRXSLS001	Sell to the retail customer	Elective
SITHCCC024	Prepare and present simple dishes	Elective
SITHKOP009	Clean kitchen premises and equipment	Elective
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	Elective
SITXFSA006	Participate in safe food handling practices	Elective
BSBSUS211	Participate in environmentally sustainable work practices	Elective
SITXWHS006	Identify hazards, assess and control safety risks	Elective

Customisation

Pivotal Education understands the philosophy that training should be tailored to suit individual client's business objectives. Therefore, Pivotal Education can customise the elective units of competency to suit prospective client's specific industry requirements. Customisation may result in changes to the duration required to complete the qualification.

Delivery Locations

Pivotal Education delivers in the following locations:

- Workplace – employees can benefit from training and assessment in the work place and particularly in their work area to make the experience meaningful and relevant to vocational outcomes
- Pivotal Education – small classes can benefit from training and assessment at Pivotal Education's own meeting room.
- External Venues – Pivotal Education arranges meeting rooms and simulated environments where required to deliver and assess part of a qualification or single unit of competency

Delivery Structure

Training is delivered through blended flexible work-based training and assessment including group sessions, one to one delivery and work station observation. This may include:

- Face to Face instruction in a designated quiet area
- Practical demonstration/observation in the work station area as required
- Mentoring
- Integrated online learning through Canvas
- Component of self-paced study to research and prepare for assessments
- Workplace supervision

Assessment Requirements

Students will be assessed using relevant assessment methods for each unit which includes but is not limited to the following:

- Short Answer Assessment Questions
- Practical demonstration/ observation
- Project Task
- Portfolio of evidence – workplace documents
- Third Party report *
- indicates essential evidence of completing a work-based training

Exit Point/Award

Students that successfully complete all 15 units of competency as stated in the Course Structure will be issued with SIT30622 Certificate III in Hospitality by Pivotal Education. This qualification is recognised nationally under the Australian Qualifications Framework (AQF).

Students that complete some but not all of the units of competency as stated in the Course Structure may be issued with a Statement of Attainment by Pivotal Education. It will identify only those units of competence that have been completed as part of the qualification and recognised nationally under the AQF.