

SIT30616 - Certificate III in Hospitality

Job Role	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 and gaming. The qualification also allows an outcome for small businesses requiring multi-skilled employees.
Qualification Overview	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.
Entry Requirements	There are no pre-requisite entry requirements for this course of study. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.
Career Pathway	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.
Fee Structure	Fees are structured according to individual's eligibility and enrolment status. Where fees are applicable each student is provided with this information prior to confirming enrolment.
Estimated Course Duration	This course has an estimated completion period of 12 – 24 months dependant on the pre-existing level of skills and knowledge of the student.
Location:	Online delivery through Dynamic Learning Services .
Work placement	To achieve this qualification integrate technical skills and provide quality hospitality service to customers for a minimum of 36 complete service periods (shifts). All students are responsible for organising their own work placement arrangements to complete the mandatory service periods. DLS does not offer/guarantee employment as a result of any work placement.
Delivery Methodology	Training and assessment for this course are provided through online delivery only. Applicants are invited to apply for both Credit Transfer and Recognition of Prior Learning services prior to commencement of studies.
Resource Requirements by the student	System Requirements PC-based attendees Required: Windows 8, Windows 7, Vista, XP or 2003 Server Minimum required: Internet Explorer 7.0, or Mozilla Firefox 4.0, or Google Chrome 5.0 (JavaScript enabled) Mac-based attendees Minimum required: Mac OS X 10.6 (Snow Leopard) Minimum required: Safari 3.0, or Firefox 4.0, or Google Chrome 5.0 (JavaScript enabled)
Resources provided to the student	Catapult online learning resources and assessments, LLN Support, Access to qualified assessors and staff for support and feedback. Each student is provided with a complete training and support plan during the pre-enrolment stage.



Support Services	If a student has any identified needs that would need to be accommodated for, they are advised to speak with the Student Services Officer prior to commencement of study.
Additional Information	All students are required to download a copy of the Student's Handbook and view both the Grievance/Appeal policy, Consumer rights and responsibilities and the Refund Policy (if applicable).
Government Subsidy	Eligibility to any funded courses is discussed at the pre enrolment sessions, where funding is available the funding bodies details are provided to the student including any conditions which may apply.
Course Structure – SIT 30616 Certificate III in Hospitality	
Core Units	
BSBWOR203	Work effectively with others
SITHIND002	Source and use information on the hospitality industry
SITHIND004	Work effectively in hospitality service
SITXCCS006	Provide service to customers
SITXCOM002	Show social and cultural sensitivity
SITXHRM001	Coach others in job skills
SITXWHS001	Participate in safe work practices
Elective Units	
SITXFSA001	Use hygienic practices for food safety
SITXCCS002	Provide visitor information
SITHFAB001	Clean and tidy bar areas *
SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar *+
SITHGAM001	Provide responsible gambling services
SITXFIN001	Process financial transactions
SITXFSA002	Participate in safe food handling practices
Note: *Prerequisite is SITXFSA001 Use hygienic practices for food safety + Prerequisite is SITHFAB002 Provide responsible service of alcohol	