

SIT30616 Certificate III in Hospitality



Dynamic Learning Services Pty Ltd
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RTO No 40467

Course Brochure



SIT30616 Certificate III in Hospitality

Course 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.

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops.

Key Outcomes

- Work cooperatively with others and deal effectively with issues, problems and conflict. Work effectively in a hospitality environment and provide service to customers during service periods while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers.
- 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.
- Communicate effectively with and provide quality service to both internal and external customers. Establishing rapport with customers, determine and address customer needs and expectations, and respond to complaints.
- Skills and knowledge required to be socially aware when serving customers and working with colleagues. Ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise.
- Provide on-the-job coaching to colleagues. Ability to explain and demonstrate specific skills, knowledge and procedures and monitor the progress of colleagues until they are able to operate independently of the coach.
- Incorporate safe work practices into own workplace activities. Ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices.
- Use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. Ability to follow predetermined organisational procedures and to identify and control food hazards.
- Deliver quality customer service and sell to retail customers. It requires the ability to determine customer needs, match products and services to their needs, and facilitate a sale
- Responsibly sell or serve alcohol.
- 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.
- Use personal hygiene practices to maintain the health and wellbeing of self and others.
- Communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.
- Provide a first aid response to a casualty.

Career Opportunities

- Function Attendant
- Function Host
- Food Attendant
- Housekeeper

Modes of Delivery

- Face to face in the workplace
- Correspondence in a self-paced model (using text-based resources in a self-paced model and supported by our dedicated trainers)
- Online (supported by our dedicated trainers).
- Recognition of Prior Learning (for people who have evidence to support their current competence in the relevant units of competency which comprise the qualification).
- Blended (using a combination of the modes described).





Pathways

Qualifications that may be considered after successful completion include:

SIT40416 Certificate IV in Hospitality

Further detailed information on your course, fees and charges, relevant student policies and procedures and to view the student handbook, please visit our website at www.dynamiclearningservices.com.au or contact Dynamic Learning Services on 02 4365 0040.



There are 15 units in the Certificate III in Hospitality. These are divided into 7 core units and 8 electives units.

The units in the Dynamic Learning Services program are listed below:

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
- SIRXSL001 Sell to the retail customer
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB004 Prepare and serve non-alcoholic beverages **
- SITXFSA002 Participate in safe food handling practices
- SITHIND001 Use hygienic practices for hospitality service
- BSBCMM201 Communicate in the workplace
- HLTAID003 Provide first aid

Note: ** Before completion of these unit you must have successfully completed the unit SITXFSA001 Use hygienic practices for food safety

Assessment

The assessment in this qualification involves a variety of workbook activities, practical tasks and project work. Participants will be supported by their trainer throughout their journey.

Entry Requirements

There are pre-requisite entry requirements for this course of study. See note above. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.

Volume of Learning

Learners should expect a duration between 12 and 24 months to meet the requirements of SIT30616 Certificate III in Hospitality, which is consistent with the AQF volume of learning indicators for a Certificate III qualification.

Decisions about the duration of this qualification take into account the candidates' likelihood of successfully achieving the learning outcomes and ensure that the integrity of the qualification's outcomes are maintained.

Smart and Skilled

This training is subsidised by the NSW Government

Further detailed information on Smart and Skilled in relation to your eligibility, fees and consumer protection visit :

<https://smartandskilled.nsw.gov.au/for-students>

or talk to one of our friendly consultants who can answer all your questions on 43650040



About Smart and Skilled

Smart and Skilled is a New South Wales (NSW) government funding incentive for those wanting to gain new skills needed to find a job or advance their careers.

As course costs are an important factor when deciding to undertake a study

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

Are you eligible for Smart and Skilled training?

Are you:

- 15 years old or over?
- No longer at school?
- Living or working in NSW?
- An Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder or New Zealand citizen?

If you answered 'Yes' to all four questions, then you may be eligible to enrol in a government-subsidised course with an approved Smart and Skilled training provider and registered training organisation, like DLS.

Fees

1st Qualification \$1,450

2nd Qualification \$1,750

Eligible concession card holders \$240

Traineeships are fee free <https://vet.nsw.gov.au/choosing-vet/fee-free-traineeships>

For information on other States funding initiatives, requirements and fees please visit our website www.dynamiclearningervices.com.au