

CERTIFICATE III IN HOSPITALITY FRONT OF HOUSE SPECIALIST APPRENTICESHIP – SIT30713
 This course is approved for Centrelink Student Payments. Please contact Centrelink for any assistance.

This apprenticeship reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They will work with some independence and under limited supervision and may provide operational advice and support to team members. This apprenticeship allows for specialisation in a wide range of Front of House functions for organisations such as restaurants. To successfully complete this apprenticeship, participants must complete the minimum requirements for the Certificate III in Hospitality and an additional 5 units of competency.

CAREER PROSPECTS

When you complete the Certificate III in Hospitality graduates will be qualified to apply for various positions including guest service agent, porter, food waiter, drink waiter and function service staff in restaurants, bars, hotels, resorts, clubs, casinos, industrial catering companies and many hospitality related businesses.

ARTICULATION

Students who successfully complete the Certificate III in Hospitality can gain credits for subjects included in the Certificate IV in Hospitality and the Diploma of Hospitality if they decide to continue their studies. Under the Australian Qualifications Framework (AQF) Certificate III is AQF Level III.

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|------|----------------|------|----------------|------|-----------------|
| AQF1 | Certificate I | AQF2 | Certificate II | AQF3 | Certificate III |
| AQF4 | Certificate IV | AQF5 | Diploma | AQF6 | Advance Diploma |

AWARD

Upon successful completion of Restaurant and Catering Australia's Skills Pathway Apprenticeship, learners will achieve SIT30713 Certificate III in Hospitality, plus additional units, for which a Statement of Attainment will be issued. Should a student not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

ENTRY REQUIREMENTS

There is no age limit but applicants should have successfully completed year 10. Students with prior learning and experience should also apply. Applicants must be eligible to acquire a Responsible Service of Alcohol (RSA) license.

DELIVERY OF THE COURSE

The Certificate III in Hospitality is delivered by on-the-job training, off-the-job training and by the 'self paced' method of learning which allows you greater flexibility in choosing the times you study and the time it takes you to complete the course.

ASSESSMENT STRATEGY

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. The assessment coding which will apply is either C or NYC, where C is Competent and NYC is Not Yet Competent. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair and cost effective. Assessment strategies encompass a range of techniques, which include, but are not limited to the use of:

- Direct observation of performance
- Oral questioning
- Projects/assignments
- Simulations of workplace activities
- Practical exercises
- Work portfolios

RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER

Students who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course with another Institution, may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information please refer to the Student handbook.

NOMINAL DURATION 475 – 867 Nominal Hours dependant on electives chosen
 24 months Full Time

AUSTRALIAN APPRENTICESHIPS Funding is made available by the Department of Education, Training & Employment

SERVICES

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request:

- ✓ welfare and guidance services
- ✓ client selection, enrolment and induction/orientation procedures
- ✓ appeals and complaints procedures
- ✓ course information including content and vocational outcomes
- ✓ disciplinary procedures
- ✓ fees/charges, including refund policy and exemptions (where applicable)
- ✓ staff responsibilities for access and equity
- ✓ provision for language, literacy and numeracy assessment
- ✓ Recognition Prior Learning (RPL) & Credit transfer arrangements
- ✓ client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures

Further details of any of the above services may be obtained from your student handbook, pre-course introduction session or contacting any of our staff for a friendly chat.

QUALIFICATION RULES

To achieve a Certificate III in Hospitality, 15 units must be completed:

- 7 core units
- 8 elective units, consisting of:
 - 1 unit from Group A
 - 5 units from Group B
 - 2 units from Group B, Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course.

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome. In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

To complete the Front of House apprenticeship – Certificate III in Hospitality, students must complete all of the requirements of the Certificate III in Hospitality and an additional 5 units. Students who choose to complete this apprenticeship, must complete the following 2 elective units.

- SITXFSA101 – Use hygienic practices for food safety
- SITHFAB201 – Provide responsible service of alcohol

| CORE UNITS: | | | |
|---|---|---------------------------|----------------------|
| UNIT CODE | UNIT NAME | PRE REQUISITES | NOMINAL HOURS |
| BSBWOR203 | Work effectively with others | Nil | 15 |
| SITHIND201 | Source and use information on the hospitality industry | Nil | 25 |
| SITHIND301 | Work effectively in hospitality service | Nil | 110 |
| SITXCCS303 | Provide service to customers | Nil | 25 |
| SITXCOM201 | Show social and cultural sensitivity | Nil | 20 |
| SITXHRM301 | Coach others in job skills | Nil | 20 |
| SITXWHS101 | Participate in safe work practices | Nil | 12 |
| GROUP A - ELECTIVE UNITS: (CHOOSE MINIMUM 1) | | | |
| UNIT CODE | UNIT NAME | PRE REQUISITES | NOMINAL HOURS |
| SITHIND101 | Use Hygienic practices for hospitality service | Nil | 10 |
| SITXFSA101 | Use hygiene practices for food safety | Nil | 25 |
| GROUP B - ELECTIVE UNITS: (CHOOSE MINIMUM 5) | | | |
| UNIT CODE | UNIT NAME | PRE REQUISITES | NOMINAL HOURS |
| BSBWOR204 | Use business technology | Nil | 20 |
| SITHACS101 | Clean premises and equipment | Nil | 45 |
| SITHACS303 | Provide accommodation reception services | Nil | 30 |
| SITXCCS201 | Provide visitor information | Nil | 35 |
| SITXFIN201 | Process financial transactions | Nil | 20 |
| SITHFAB101 | Clean and tidy bar areas | SITXFSA101* | 10 |
| SITHFAB201 | Provide responsible service of alcohol | Nil | 10 |
| SITHFAB202 | Operate a bar | SITXFSA101* & SITHFAB201* | 30 |
| SITHFAB203 | Prepare and serve non-alcoholic beverages | SITXFSA101* | 15 |
| SITHFAB204 | Prepare & serve espresso coffee | SITXFSA101* | 30 |
| SITHFAB307 | Provide table service of food and beverage | SITXFSA101* & SITHFAB201* | 100 |
| SITXFSA101 | Use hygiene practices for food safety | Nil | 25 |
| SITXFSA201 | Participate in safe food handling practices | Nil | 40 |
| SITTTSL305 | Process reservations | Nil | 30 |
| SITTTSL308 | Use a computerised reservations or operations system | Nil | 120 |
| GROUP C - ELECTIVE UNITS: | | | |
| UNIT CODE | UNIT NAME | PRE REQUISITES | NOMINAL HOURS |
| BSBCMM201 | Communicate in the workplace | Nil | 40 |
| SITXCOM101 | Source and present information | Nil | 10 |
| BSBITU201 | Produce simple work processed documents | Nil | 60 |
| BSBITU301 | Create and use databases | Nil | 30 |
| BSBITU306 | Design and produce business documents | Nil | 80 |
| BSBSUS201 | Participate in environmentally sustainable work practices | Nil | 20 |
| HLTAID003 | Provide first aid | Nil | 18 |
| BSBFIA303 | Process accounts payable and receivable | Nil | 30 |
| SITXINV201 | Receive and store stock | Nil | 10 |
| BSBINN201 | Contribute to workplace innovation | Nil | 35 |
| SIRXSL002A | Advise on products and services | Nil | 30 |
| SITXWHS301 | Identify hazards, assess and control safety risks | Nil | 30 |

*All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.