

SIT30622 Certificate III in Hospitality



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RTO No 40467

Course Brochure

SIT30622 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

- 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.
- Work effectively in a hospitality environment and provide service to customers during service periods.
- 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.
- Social awareness 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. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.
- Deliver quality customer service and sell to retail customers, determining customer needs, matching products and services to their needs, and facilitating a sale.
- Maintain personal health and wellbeing by implementing techniques that facilitate improved workplace health and wellbeing, and work-life balance.
- Responsibly sell, serve or supply 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.
- Work cooperatively with others and deal effectively with issues, problems and conflict.
- Develop product and service knowledge and provide information to customers.
- Serve food and beverages to customers in a casual dining setting using the fundamental technical skills required to prepare the outlet for the service period, interact with customers to take orders, serve and clear food and beverage, and complete end of service tasks.
- Appropriately and safely manage customers who are disrespectful, aggressive or abusive.

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 6 core units and 9 electives units.

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

Core Units

- SITHIND006 Source and use information on the hospitality industry
- SITHIND008 Work effectively in hospitality service
- SITXCCS014 Provide service to customers
- SITXCOM007 Show social and cultural sensitivity
- SITXHRM007 Coach others in job skills
- SITXWHS005 Participate in safe work practices

Elective Units

- SITXFSA005 Use hygienic practices for food safety
- SIRXSL001 Sell to the retail customer
- SITXHWB001 Maintain personal health and wellbeing
- SITHFAB021 Provide responsible service of alcohol
- SITXFSA006 Participate in safe food handling practices
- BSBTWK201 Work effectively with others
- SIRXPDK001 Advise on products and services
- SITHFAB027 Serve food and beverage**
- SIRXCEG008 Manage disrespectful, aggressive or abusive customers

Note: ** Before completion of these unit you must have successfully completed the unit SITXFSA005 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.