



# SIT30616 CERTIFICATE III IN HOSPITALITY

Do you want a new career in Hospitality?  
Are you looking for practical training with great skills?  
Would you like the opportunity to gain your Food Safety,  
RSA, Barista and First Aid certificates?

There are endless possibilities in what you can achieve post-graduation. The technical, interpersonal, conceptual and practical skills learned through this qualification will help you unlock your potential and future career. The SIT30616 Certificate III in Hospitality will give you the qualification to open those doors.

To work in the Hospitality industry, you not only need the skills, you need to be knowledgeable, motivated and eager to learn. Whatever your reason for enrolling in this course, our qualified staff will ensure you are job ready to work in this exciting sector.

## CAREER OPTIONS

- ✓ Barista
- ✓ Waiter/Waitress
- ✓ Bar Attendant
- ✓ Restaurant Host

## ABOUT OUR COURSE

Our SIT30616 Certificate III in Hospitality is action packed, nationally recognised, practical training that includes the training to obtain the valuable Food Safety, RSA and First Aid Certificates.

SIT30616 Certificate III in Hospitality is a nationally accredited qualification and an industry endorsed program which has been created to provide training for people who are eager to gain employment in this exciting sector.

### How long does the course take to complete?

- 4 days per week of scheduled face to face training sessions and 1 day of assisted study
- 16 hours per week of self-paced flexible learning
- 36 Service periods of practical placement in a Hospitality venue scheduled over 161 hours.
- Total duration is up to 12 months depending on your prior experience.

### We also provide

- A dedicated work placement coordinator
- Course materials & resources
- All RSA and First Aid theory and practical resources
- Daily practice on the barista machine

# OUR COURSE

## ENTRY REQUIREMENTS

There are no prerequisites to gain entry into SIT30616 Certificate III in Hospitality, however;

- Students must undertake a Language, Literacy & Numeracy (LLN) test so that the appropriate academic support can be sourced throughout the course
- Students must be physically fit to undertake practical placement

## THE COURSE

To achieve this qualification you need to successfully complete 15 units of study. This consists of 7 core units plus 8 elective units.

Session	Unit Code	Units of competency
Better to be Safe	SITXWHS001	Participate in safe work practices
	SITXFSA001	Use hygienic practices for food safety
	SITXFSA002	Participate in safe food handling practices
Bring on the Buzz	SITHFAB005	Prepare and serve espresso coffee
R.S.A.	SITHFAB002	Provide responsible service of alcohol
Dine In or Take Away?	SITHFAB007	Serve food and beverage
	SITHFAB014	Provide table service of food and beverage
Show Me The Money	SITXFIN001	Process financial transactions
The Industry at its Best	SITHIND002	Source and use information on the hospitality industry
Make it Work	SITHIND004	Work effectively in the hospitality industry
	SITXCOM002	Show social and cultural sensitivity
In The Mix	SITXCCS006	Provide service to customers
	BSBWOR203	Work effectively with others
Helping Hand	SITXHRM001	Coach others in job skills
First Aid	HLTAID003	Provide First Aid



# A DETAILED VIEW

## BETTER TO BE SAFE

### Participate in safe work practices (SITXWHS001)

This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices.

### Use hygienic practices for food safety (SITXFSA001)

This unit describes the performance outcomes, skills and knowledge required to 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.

### Participate in safe food handling practices (SITXFSA002)

This unit describes the performance outcomes, skills and knowledge required to 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.

## BRING ON THE BUZZ

### Prepare and serve espresso coffee (SITHFAB005)

This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee beverages using commercial espresso machines and grinders. It requires the ability to advise customers on coffee beverages, select and grind coffee beans, prepare and assess espresso coffee beverages and to use, maintain and clean espresso machines and grinders. Complex repairs of equipment would be referred to specialist service technicians.

## RSA

### Provide responsible service of alcohol (SITHFAB002)

This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol. Responsible practices must be undertaken wherever alcohol is sold or served, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace where alcohol is sold or served, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.

## DINE IN OR TAKE AWAY?

### Serve food and beverage (SITHFAB007)

This unit describes the performance outcomes, skills and knowledge required to serve food and beverages to customers in a casual dining setting. It covers 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.

### Provide table service of food and beverage (SITHFAB014)

This unit describes the performance outcomes, skills and knowledge required to provide quality table service of food and beverage in à la carte or fine-dining settings. It covers high order service techniques to prepare the restaurant for the service period, provide food and beverage advice to customers, serve and clear food and beverages, and complete end of service tasks.

## SHOW ME THE MONEY

### Process financial transactions (SITXFIN001)

This unit describes the performance outcomes, skills and knowledge required to accept and process cash and other payments for products and services, and reconcile takings at the end of the service period or day.



## THE INDUSTRY AT ITS BEST

### Source and use information on the hospitality industry (SITHIND002)

This unit describes the performance outcomes, skills and knowledge required to 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. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

## MAKE IT WORK

### Work effectively in hospitality service (SITHIND004)

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

It applies to individuals who perform a range of routine tasks using a limited range of practical skills, and a fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.

## IN THE MIX

### Show social and cultural sensitivity (SITXCOM002)

This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the 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 service to customers (SITXCCS006)

This unit describes the performance outcomes, skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations, and respond to complaints.

### Work effectively with others (BSBWOR203)

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

It applies to individuals who perform a range of routine tasks using a limited range of practical skills, and a fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.

## HELPING HAND

### Coach others in job skills (SITXHRM001)

This unit describes the performance outcomes, skills and knowledge required to provide on-the-job coaching to colleagues. It requires the 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.

## FIRST AID

### Provide First Aid (HLTAID003)

This unit describes the skills and knowledge required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.

*Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.*

Units are subject to change at any time at Arrow Training Services discretion.



## OUR PROMISE

We are passionate about preparing students to undertake employment in a hospitality venue.

All training is delivered by us! We do not have third parties delivering on our behalf.

We will deliver training which assists you to develop the necessary skills, knowledge and attitude so you can respond confidently to many challenging and diverse hospitality environments.

We have a dedicated Placement Co-ordinator who will organise your 36 service periods required placement.

Arrow Training Services is a well known and respected registered training organisation with a reputation of producing qualified graduates who are well prepared and suited to a hospitality role.



FOR MORE INFORMATION  
GIVE US A CALL AT  
**1300 737 977**