



COURSE OVERVIEW

SIT30622 Certificate III in Hospitality

ABOUT THIS COURSE

The SIT30622 Certificate III in Hospitality is the perfect qualification for those looking for a career in hospitality including working as barista, bar attendant, waiter/waitress. Whether you imagine working in a restaurant, hotel, motel, funky bar, café, club or pub - you will be job ready upon successful completion of our course!

You will learn all the hospitality essentials including Responsible Service of Alcohol (RSA), food hygiene and food safety as well as how to become a brilliant barista. The course also covers providing table services, serving food and beverages, processing financial transactions, working as a team, customer service and diversity.

You will be given the opportunity to put your new skills and knowledge into action and gain real experience during practical placement in a real hospitality environment. We will, of course, organise placement for you!

WE ALSO PROVIDE

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

HOW LONG DOES THE COURSE TAKE TO COMPLETE?

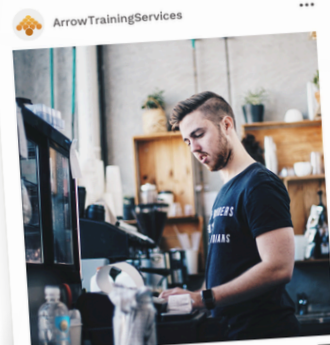
- 4 days per week of scheduled face to face training sessions (9am - 5pm) for 10 weeks at our Joondalup, Armadale or Rockingham campus.
- 16 hours per week of self-paced flexible learning.
- 156 hours of practical placement in a Hospitality venue.

CAREER OPTIONS

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



Liked by Jacj and 17 others
View all 5 comments
14 DAYS AGO



Liked by samm_ and 22 others
View all 25 comments
7 DAYS AGO



Liked by JordieJo and 5 others
View all 2 comments
8 DAYS AGO



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ENTRY REQUIREMENT

There are no prerequisites to gain entry into SIT30622 Certificate III in Hospitality, however; Students must undertake a Language, Literacy & Numeracy (LLN) assessment so that the appropriate academic support can be sourced throughout the course. Students must also 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 6 core units plus 9 elective units.

Session	Unit Code	Units of competency
Bug Stops Here	SITXFSA005	Use hygienic practices for food safety
RSA	SITHFAB021	Provide responsible service of alcohol
Clean Machine	SITXFSA006	Participate in safe food handling practices
Safety Savvy	SITXWHS005	Participate in safe work practices
Fabulous Food and Bev	SITHFAB034*^	Provide table service of food and beverage
Make It Work	SITHIND008	Work effectively in hospitality service
The Industry At Its Best	SITHIND006	Source and use information on the Hospitality Industry
5 Star Servers	SITXCOM007	Show social and cultural sensitivity
Helping Hand	SITXHRM007	Coach others in job skills
Bring On The Buzz	SITHFAB025^	Prepare and serve espresso coffee
Service Superstar	SITXCCS014	Provide service to customers
Plates In Motion	SITHFAB027^	Serve food and beverage
Money Talks	SITXFIN007	Process financial transactions
Beverage Brilliance	SITHFAB024^	Prepare and serve non-alcoholic beverages
Service Smarts	SIRXPDK001	Advise on products and services

Please note the sequence of delivery may be altered after "Bug Stops Here" and "RSA" have been delivered and assessed.

*SITHFAB021 Provide responsible service of alcohol is the prerequisite for this unit.

^ SITXFSA005 Use hygienic practices for food safety is the prerequisite for these units.



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A DETAILED OVERVIEW



Get your
RSA!

01 BUG STOPS HERE

Use hygienic practices for food safety (SITXFSA005)

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.

02 RSA

Provide responsible service of alcohol (SITHFAB021)

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

03 CLEAN MACHINE

Participate in safe food handling practices (SITXFSA006)

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.

04 SAFETY SAVVY

Participate in safe work practices (SITXWHS005)

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.

05 FABULOUS FOOD AND BEV

Provide table service of food and beverage (SITHFAB034)

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.



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A DETAILED OVERVIEW



06 MAKE IT WORK

Work effectively in hospitality service (SITHIND008)

This unit describes the performance outcomes, skills and knowledge required to work effectively in a hospitality environment and provide service to customers during service periods. It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. A service period incorporates preparation, service and end of service tasks.

07 THE INDUSTRY AT ITS BEST

Source and use information on the hospitality industry (SITHIND006)

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.

08 5 STAR SERVERS

Show social and cultural sensitivity (SITXCOM007)

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.

09 HELPING HAND

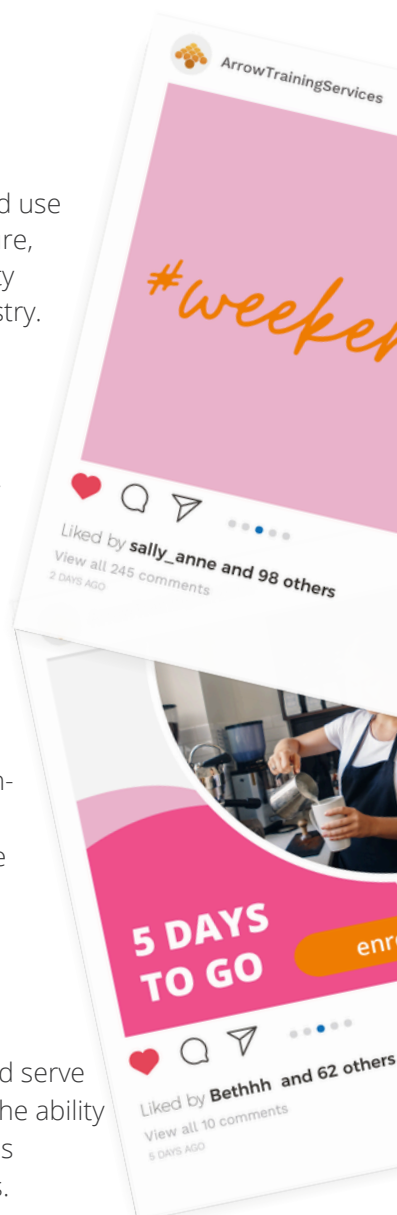
Coach others in job skills (SITXHRM007)

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.

10 BRING ON THE BUZZ

Prepare and serve espresso coffee (SITHFAB025)

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.





A DETAILED OVERVIEW



11 SERVICE SUPERSTAR

Provide service to customers (SITXCCS014)

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.

12 PLATES IN MOTION

Serve food and beverage (SITHFAB027)

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.

13 MONEY TALKS

Process financial transactions (SITXFIN007)

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

14 BEVERAGE BRILLIANCE

Prepare and serve non-alcoholic beverages (SITHFAB024)

This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, non-espresso coffees and other non-alcoholic beverages. It requires the ability to select ingredients and equipment and to use a range of methods to make and present drinks.

15 SERVICE SMARTS

Advise on products and services (SIRXPDK001)

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers.

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



FEES & CHARGES



JOBS & SKILLS WA

Jobs & Skills WA will guarantee eligible students a subsidised training place in State priority courses. It's a new way to ensure more people are better equipped with the skills WA needs. Funding is available for SIT30622 Certificate III in Hospitality under the WA Participation - Work Readiness program.

WHO IS ELIGIBLE?

You are eligible for a guaranteed training place if you have left school and are:

- An Australian citizen; or
- A permanent visa holder; or
- holders of a sub-class 300, 309, 444, 445, 449, 461, 785, 786, 790, or 820 visa;
- secondary holders of a temporary visa of sub-class 188, 457, 482, 489, 491 or 494 visa;
- holders of a Bridging Visa E (subclasses 050 and 051) where the visa holder has made a valid application for a visa of subclass 785 or 790; and
- holders of a bridging visa who are eligible to work, and who have made a valid application for a subclass 866.
- Must be at least 15 years old;
- If under 18 years of age, you must have a Department of Education (DoE) Notice of Arrangement. In 2026, persons in their final year of compulsory education were born between 1 July 2008 and 30 June 2010. Please contact our office for further information regarding this requirement.
- Western Australia is your primary place of residence and you are unemployed or under-employed working less than 20 hours per week.

If you are ineligible for subsidised training, you can complete the course as a Fee For Service student.

UNDER JOBS & SKILLS WA:

- There is no upper age limit
- There are no restrictions based on your previous level of awarded qualification; however, you will need to meet any course entry requirements

HOW MANY COURSES CAN AN ELIGIBLE INDIVIDUAL DO?

There are no restrictions on the number of qualifications that an individual student can undertake. However, approval must be sought for students engaging in more than one qualification at the same time prior to training taking place.

PROOF OF ELIGIBILITY

For proof of eligibility you will need to provide prior to the commencement of training, evidence of citizenship or residency. Evidence could include:

- An Australian birth certificate; or
- A current Australian passport; or
- A current New Zealand passport; or
- A Naturalisation certificate; or
- A green Medicare card



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FEES & CHARGES



Course	Fee Type	Amount
SIT30622 Certificate III in Hospitality	*Concession	\$288.00
	NOA	\$420.00
	Non-Concession	\$972.00
	Fee for Service	\$3,000.00

HOW MUCH WILL I PAY?

The "fees cap" means that regardless of how much your course fees actually are, you will not pay more than a certain amount in any one year. Course fee caps are set at different rates, depending on the level of qualification and whether you are entitled to receive a concession rate.

- The annual concession rate course fee cap is \$400
- The annual non-concession rate course fee cap is \$1,200

All students aged 17 - 24 years of age are eligible for the annual course fee concession fee cap.

*Excludes existing worker traineeships

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HOW DO I QUALIFY FOR CONCESSION?

Eligibility for the concession rate on course fees is determined at the time of enrolment.

The following students are entitled to the concession rate on course fees.

- Persons and dependants of persons holding:
 - a Pensioner Concession card;
 - a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
 - a Health Care Card
- Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs:
 - Workforce Australia; or
 - Parent Pathways
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY
- Persons and dependants of persons in receipt of the Youth Allowance
- Persons and dependants of persons who are inmates of a custodial institution
- Secondary school-aged persons, not enrolled at school



FEES & CHARGES



PAYMENT OPTIONS

On enrolment, students will take up one of the following payment options:

- Pay the full amount of fees and charges;
- Pay fee by instalment;
- Make application on the grounds of severe financial hardship for fees and charges to be waived.

Students who fail to take up one of the above options will not be enrolled into the course.

INSTALMENT PAYMENTS

Arrow Training Services can offer you a payment option that allows you to pay your tuition fee in instalments. Students are given a minimum of eight weeks from the commencement of training to finalise payment when paying by instalment.

NOTE: Students, who fall behind in their payments, will not be enrolled into additional units unless appropriate arrangements have been agreed to by both the student and Arrow Training Services to pay the amount outstanding.

FEE WAIVER

Arrow Training Services may waive all fees and charges for students that they assess as being in severe financial hardship. Whether a student is in severe financial hardship is to be determined on a case by case basis by Arrow Training Services.

To apply for a fee waiver, please contact our office for further information. Students will be advised of the decision outcome.

Fee waivers that meet the eligibility criteria are only valid for the calendar year.

REFUND POLICY

Students must advise in writing of their intention to withdraw from training. This is necessary to ensure they are eligible for refunds. Requests for refunds must be lodged within two weeks of the official withdrawal date.

FULL REFUNDS

Students who withdraw are entitled to a full refund of the applicable course fee, resources fee and other fees where:

- A unit is cancelled or re-scheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached

The Manager can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available trainer/assessor, or due to other circumstances caused by Arrow Training Services.



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FEES & CHARGES



PART REFUNDS

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form before 20% of the way between the commencement and completion

dates for the unit will be eligible for a full refund of the course fee for the unit, and:

- A full refund of the resource fee if the course is a Diploma or Advanced Diploma course;
or
- 50% of the resource fee if the course is below Diploma level.

PRO-RATA REFUNDS

Arrow Training Services can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control. For example:

- Serious illness resulting in extended absence from classes;
- Injury or disability that prevents the student from completing their program of study; or
- Other exceptional reasons at the discretion of Arrow Training Services

In all cases, relevant documentary evidence (for example, medical certificate) is required.



OUR PROMISE

Arrow
Training
Services?



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

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 Coordinator who will organise your practical placement.

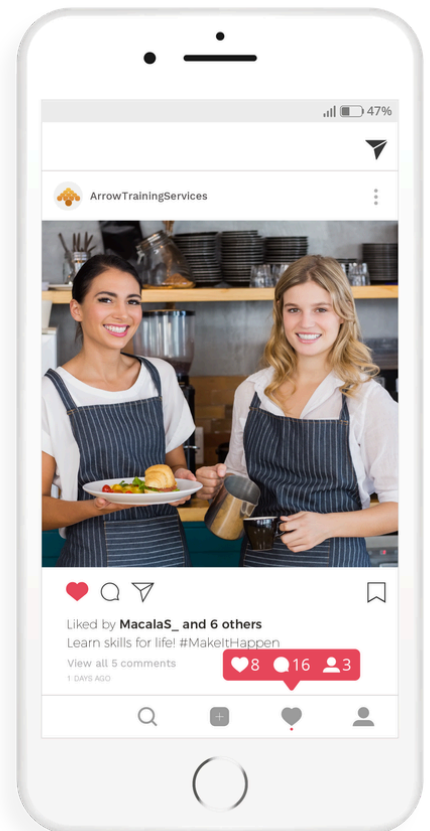
Arrow Training Services is a well-known and respected registered training organisation with a reputation of producing qualified graduates who are well prepared and suited to a hospitality role. Completion of this course does not guarantee an employment outcome.

Contact us!



1300 737 977

Follow us!



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