



# 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

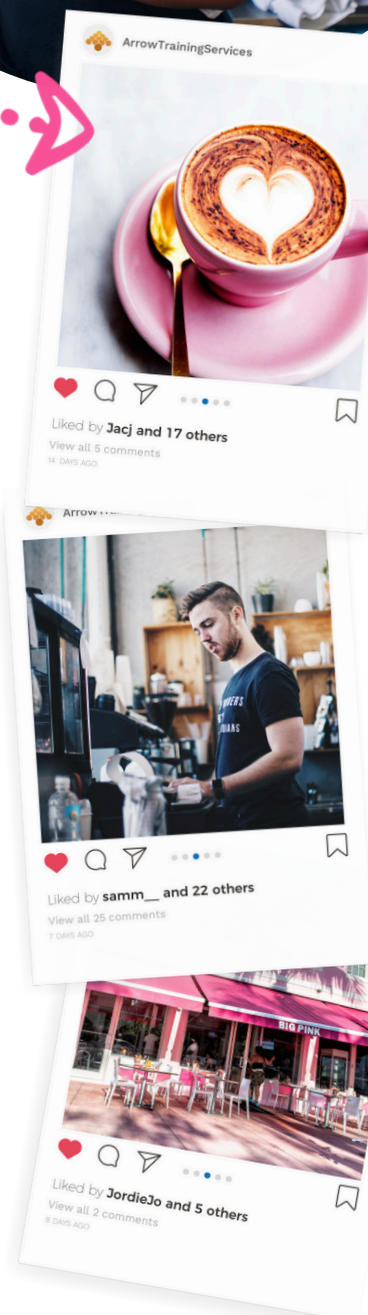
- A dedicated work placement coordinator
- Course materials & resources
- All RSA theory and practical resources
- Daily practice on the barista machine

### HOW LONG DOES THE COURSE TAKE TO COMPLETE?

- 3 days per week of scheduled face to face training sessions (9am - 5pm) for 11 weeks at our Joondalup 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



**LOWER FEES**  
**LOCAL SKILLS**

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Learn practical skills!

## 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 hygiene practices for food safety
RSA	SITHFAB021	Provide responsible service of alcohol
Super Safety	SITXFSA006	Participate in safe food handling practices
	SITXWHS005	Participate in safe work practices
Super Sandwiches	SITHCCC025	Prepare and present sandwiches
Make it Work	SITHIND008	Work effectively in the 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
Super Service	SITXCCS014	Provide service to customers
	SITHFAB027	^Serve food and beverage
	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".

^ 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 SUPER SAFETY

### 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.

### 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.

## 04 SUPER SANDWICHES

### Prepare and present sandwiches (SITHCC025)

This unit describes the performance outcomes, skills and knowledge required to prepare and present a variety of sandwiches in a hospitality or catering organisation, such as cafes, kiosks, canteens and cafeterias, or to organisations where catering forms only a small part of the business. The unit applies to operational personnel who make pre-prepared and on demand sandwiches according to customer requests. Sandwiches may be classical or modern, hot or cold, of varying cultural and ethnic origins and use a variety of fillings and types of bread.

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## 05 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.

## 06 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.

## 07 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.

## 08 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.



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## 09 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.

## 10 SUPER SERVICE

### **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.

### **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.

### **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.

## 11 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.

## 12 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.

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# 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.

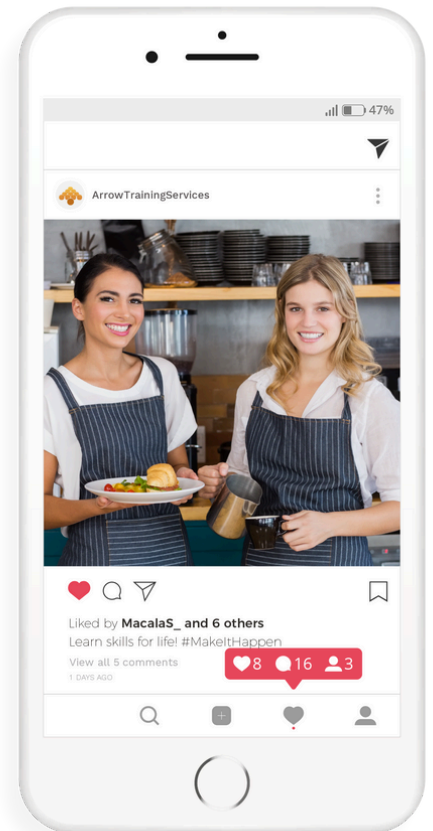
Arrow Training Services is a well-known and respected registered training organisation with a reputation of producing qualified graduates who are well prepared and suited to a hospitality role. Completion of this course does not guarantee an employment outcome.

Contact us!



1300 737 977

Follow us!



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