



## LEARN THE SKILLS TO BECOME JOB READY

SIT30616

## CERTIFICATE III IN HOSPITALITY

Funded by the Queensland government.

### WHAT IS QUEENSLAND CERTIFICATE 3 GUARANTEE?

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school Certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career. The program also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

### ELIGIBILITY

1. Must be 15 years or over
2. No longer at school (with the exception of VET in Schools students)
3. Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency
4. Must not have or be enrolled in a Certificate III level or higher qualification (not including qualifications completed at school and foundations skills training)

### CO-CONTRIBUTION FEES

Total course concessional price	<del>\$50</del>	\$25
Total course non-concessional price	<del>\$150</del>	\$50

### 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. This qualification allows for multitasking and for specialisation in accommodation services, food and beverage and gaming.

### JOB OPPORTUNITIES

Job roles that may be available to you after successful completion of the course include:

- Espresso coffee machine operator
- Food and beverage attendant
- Front desk receptionist
- Front office assistant
- Function attendant
- Function host
- Gaming attendant
- Guest service agent
- Housekeeper
- Restaurant host
- Senior bar attendant
- Waiter

### ENTRY REQUIREMENTS

1. Students must be 15 years of age or over.
2. Students are required to successfully complete the Language Literacy and Numeracy test and achieve Level 3 in the Australian Core Skills Framework across reading, writing, learning, oral communication and numeracy skill. Prospective students who have completed year 12 or provide an AQF Certificate III or above in any discipline will be deemed as meeting the LLN entry requirements. Satisfactorily complete a pre-training review interview to determine student's suitability for the chosen course.
3. Students are required to have access to a computer and internet in order to complete assessments and read information on the units of competency.

### COURSE MODE OF DELIVERY AND DURATION

The course is provided through face-to-face delivery or distance; however blended learning is an option with block delivery. This course will be delivered and assessed in 12 months.

### RECOGNITION OF PRIOR LEARNING

Many of our students already have a high level of skills, knowledge and expertise that can be recognised through a Recognition of Prior Learning (RPL) process. Students seeking recognition can apply for RPL on enrolment into a qualification or throughout the duration of their study.

### CREDIT TRANSFER

If you have completed previous study that is the same as your intended qualification with another organisation you may be able to apply for a credit transfer or exemption. A copy of the original transcript must be provided when applying for a credit transfer.



# WORLD-CLASS TRAINING WORLD-CLASS LEADERS



## COURSE OUTLINE (UNITS OF COMPETENCY)

### TOTAL NUMBER OF UNITS = 15

- 7 core units
- 8 elective units

#### CORE UNITS

BSBWOR203	Work effectively with others
SITHIND002	Source and use information on the hospitality industry
SITHIND004	Work effectively in hospitality service
SITXCCS006	Provide service to customers
SITXCOM002	Show social and cultural sensitivity
SITXHRM001	Coach others in job skills
SITXWHS001	Participate in safe work practices

#### ELECTIVE UNITS

SITHIND001	Use hygienic practices for hospitality service
SITHACS001	Clean premises and equipment
HLTAID003	Provide first aid
SITTTSL007	Process reservations
SIRXPDK001	Advise on products and services
SITXCCS002	Provide visitor information
SITXFIN001	Process financial transactions
SITXWHS002	Identify hazards, assess and control safety risks

### ASSESSMENTS

To be assessed as competent, learners need to provide satisfactory evidence to all the assessment requirements relating to their knowledge and skills relevant to the unit of competence. Assessment methods may include:

- Written activities
- Case studies
- Projects
- Role plays / observations

### HOW TO ENROL

Applying to Australian Academy is easy. You can submit your enrolment application any time at [australianacademy.edu.au/enrol](http://australianacademy.edu.au/enrol) or call **1300 656 693**. You will be contacted by AA to arrange a follow up appointment for a pre-training review.

Once we receive your enrolment form, we will send you a Letter of Offer including all the enrolment conditions. When you accept it and return a signed copy along with payment, we will secure your place.

**Enrol now**



#### Gold Coast (QLD)

10 Scarborough Street  
Southport, Gold Coast  
QLD 4215  
P 1300 656 693

#### Brisbane (QLD)

Level 3, 12 Mount Gravatt  
Capalaba Road, Upper  
Mount Gravatt QLD 4122  
P (07) 3343 3776

#### Sydney (NSW)

Level 2, 39 Queen St  
Auburn, Sydney  
NSW 2144  
P 1300 083 832