



Australian Government

SIT30622 Certificate III in Hospitality

Release 1

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Modification History

Not applicable.

Qualification Description

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 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 multiskilling and for specialisation in accommodation services, food and beverage and gaming.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

15 units must be completed:

- 6 core units
- 9 elective units, consisting of:
 - 1 unit from Group A
 - 6 units from Group B
 - 2 units from Group B, Group C, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Note: Units marked with * have one or more prerequisites. Refer to individual units for details.

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

Group A - Hygiene

SITHIND005	Use hygienic practices for hospitality service
SITXFSA005	Use hygienic practices for food safety

Group B - Hospitality

Accommodation Services - Front Office, Housekeeping and Portering

CPPCLO3100	Maintain cleaning storage areas
CPPCLO3101	Clean carpeted floors
CPPCLO3102	Clean hard floors
CPPCLO3103	Clean and maintain amenities
CPPCLO3105	Clean glass surfaces
CPPCLO3108	Clean window coverings
CPPCLO3111	Clean rooms, furniture and fittings
CPPCLO3012	Clean walls, ceilings and fittings
SITHACS009	Clean premises and equipment
SITHACS010	Provide housekeeping services to guests
SITHACS011	Prepare rooms for guests
SITHACS012	Launder linen and guest clothes
SITHACS013	Provide porter services
SITHACS014	Provide valet services
SITHACS015	Conduct night audit

SITHACS016 Provide accommodation reception services

SITXCCS017 Use a computerised booking system

Client and Customer Service, and Sales

SIRXCEG008 Manage disrespectful, aggressive or abusive customers

SIRXPDK001 Advise on products and services

SIRXSLS001 Sell to the retail customer

SITXCCS010 Provide visitor information

SITXCCS012 Provide lost and found services

SITXCCS013 Provide club reception services

Commercial Cookery and Catering, and Kitchen Operations

SITHCCC024* Prepare and present simple dishes

SITHCCC025* Prepare and present sandwiches

SITHCCC026* Package prepared foodstuffs

SITHCCC028* Prepare appetisers and salads

SITHKOP009* Clean kitchen premises and equipment

Food and Beverage

SITHFAB021 Provide responsible service of alcohol

SITHFAB022* Clean and tidy bar areas

SITHFAB023* Operate a bar

SITHFAB024* Prepare and serve non-alcoholic beverages

SITHFAB025* Prepare and serve espresso coffee

SITHFAB026* Provide room service

SITHFAB027* Serve food and beverage

SITHFAB028 Operate and monitor cellar systems

SITHFAB029* Conduct a product tasting for alcoholic beverages

SITHFAB030* Prepare and serve cocktails

SITHFAB031*	Provide advice on beers, spirits and liqueurs
SITHFAB032*	Provide advice on Australian wines
SITHFAB033*	Provide advice on imported wines
SITHFAB034*	Provide table service of food and beverage
SITHFAB035*	Provide silver service
SITHFAB036	Provide advice on food
SITHFAB037*	Provide advice on food and beverage matching

Food Safety

SITXFSA006	Participate in safe food handling practices
SITXFSA007*	Transport and store food

Gaming

SITHGAM022	Provide responsible gambling services
SITHGAM023*	Attend gaming machines
SITHGAM024*	Operate a TAB outlet
SITHGAM025*	Conduct Keno games
SITHGAM026*	Analyse and report on gaming machine data
SITHGAM027*	Deal Baccarat games
SITHGAM028*	Conduct Big Wheel games
SITHGAM029*	Deal Blackjack games
SITHGAM030*	Deal Poker games
SITHGAM031*	Deal Pontoon games
SITHGAM032*	Conduct Rapid Roulette games
SITHGAM033*	Conduct Roulette games
SITHGAM034*	Attend casino gaming machines
SITHGAM035*	Deal Caribbean Stud games
SITHGAM036*	Deal Casino War games

- SITHGAM037* Deal Mississippi Stud games
- SITHGAM038* Conduct Rapid Baccarat games
- SITHGAM039* Conduct Rapid Big Wheel games
- SITHGAM040* Deal Three Card Poker games

Group C – General electives

Administration

- TLIE0009 Carry out basic workplace calculations

Communication and Teamwork

- BSBCMM211 Apply communication skills
- SITXCOM006 Source and present information
- SITXCOM009 Address protocol requirements

Computer Operations and ICT Management

- BSBTEC201 Use business software applications
- BSBTEC301 Design and produce business documents
- BSBTEC302 Design and produce spreadsheets

E-Business

- SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
- SIRXOSM003* Use social media and online tools

Environmental Sustainability

- BSBSUS211 Participate in sustainable work practices

Finance

- BSBFIN302 Maintain financial records
- SITXFIN007 Process financial transactions

First Aid

- HLTAID011 Provide First Aid

Inventory

SITXINV006 Receive, store and maintain stock

SITXINV007 Purchase goods

Languages other than English

SITXLAN007 Conduct basic oral communication in a language other than English

SITXLAN008 Conduct oral communication in a language other than English

Security

CPPSEC2110 Monitor and control individual and crowd behaviour to maintain security

Work Health and Safety

SITXWHS006 Identify hazards, assess and control safety risks

Qualification Mapping Information

Supersedes and is not equivalent to SIT30616 Certificate III in Hospitality.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>