



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIT10207 Certificate I in Hospitality**

**Revision Number: 1**

## **SIT10207 Certificate I in Hospitality**

### **Modification History**

Not applicable.

### **Description**

This qualification provides the skills and knowledge for an individual to be competent in routine tasks in various hospitality settings such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may work in a team but always under direct supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

#### **Job roles**

Individuals with this qualification are able to perform tasks such as:

- serving food and drinks at a counter or delivering them to tables
- clearing tables
- providing housekeeping support services
- carrying luggage to rooms.

Possible job titles include:

- bar useful
- coffee shop assistant
- waiter
- food and beverage runner
- housekeeping assistant
- porter.

#### **Prerequisite requirements**

There are no prerequisites for entry to this qualification.

### **Pathways Information**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Entry Requirements**

Not applicable.

## Employability Skills Summary

### EMPLOYABILITY SKILLS SUMMARY

#### SIT10207 Certificate I in Hospitality

The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	Communicating with colleagues and customers to determine and interpret their needs; interpreting and providing information to customers in a culturally appropriate manner; speaking clearly and directly to customers to ensure a positive hospitality experience.
<b>Teamwork</b>	Following instructions and working as a team member under supervision; working with customers to ensure their service requirements are met.
<b>Problem solving</b>	Identifying and clarifying the extent of operational problems and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with the service.
<b>Initiative and enterprise</b>	Taking initiative to maintain a high standard of personal hygiene; identifying better ways to manage safety risks by participating in group risk assessment activities.
<b>Planning and organising</b>	Collecting, analysing and organising information to allow for safe and efficient operational activities; using appropriate predetermined policies and procedures to guide such activities.
<b>Self-management</b>	Understanding and complying with the legal responsibilities that apply to own role in hospitality service; knowing and taking responsibility for own role in safe working practices.
<b>Learning</b>	Knowing the structure of networks within and sources of new information on the hospitality industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services.
<b>Technology</b>	Understanding the operating capability and demonstrating

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
	the correct use of technologies; selecting and using the right personal protective equipment to manage personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

## Packaging Rules

### QUALIFICATION RULES

To achieve a Certificate I in Hospitality, 7 units must be completed:

- all 5 core units
- 2 elective units which must be selected from the list below.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

### CORE UNITS

SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

<b>ELECTIVE UNITS</b>	
<b>Accommodation Services</b>	
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes
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<b>Client and Customer Service</b>	
SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures
<b>Communication and Teamwork</b>	
TLIE507C	Carry out basic workplace calculations
<b>Finance</b>	
SITXFIN001A	Process financial transactions

**Food and Beverage**

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB012B	Prepare and serve espresso coffee

**Inventory**

SITXINV001A	Receive and store stock
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Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

***Bar useful***

SITHFAB001C Clean and tidy bar areas

SITHFAB010C Prepare and serve non-alcoholic beverages

***Coffee shop assistant***

SIRXCCS001A Apply point-of-sale handling procedures

SITHFAB012B Prepare and serve espresso coffee

***Waiter or food and beverage runner***

SITHFAB003A Serve food and beverage to customers

SITHFAB009A Provide responsible service of alcohol

***Housekeeping assistant***

SITHACS004B Provide housekeeping services to guests

SITHACS005B Prepare rooms for guests

***Porter***

SITHACS003A Provide porter services

SITXCCS001B Provide visitor information