



Australian Government

Department of Education, Employment and Workplace Relations

SIT31007 Certificate III in Hospitality (Catering Operations)

Revision Number: 1

SIT31007 Certificate III in Hospitality (Catering Operations)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of skilled catering operations with the need to apply discretion and judgement. Work would be undertaken in various catering settings such as hospitals and aged care facilities, sporting and entertainment venues, hotel banqueting departments, cook-chill production kitchens and mobile catering businesses of varying size. Individuals may have some responsibility for others and provide technical advice and support to a team. The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- basic cooking
- applying cook-chill and cook-freeze production processes
- preparing menus and foods according to dietary and cultural needs
- packaging, transporting and storing food in a safe and hygienic manner
- serving food and beverage to customers.

Possible job titles include:

- cook
- leading hand or food service assistant.

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

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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.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues and customers to ensure a positive hospitality experience.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in catering operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with catering operations; mitigating problems by making acceptable adjustments to catering operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during catering operations, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in catering operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting catering operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient catering

Employability skill	Industry/enterprise requirements for this qualification include:
	operations; collecting, analysing and selecting appropriate information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in catering operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in catering operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering catering sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the catering knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

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 III in Hospitality (Catering Operations), 25 units must be completed:

- all 20 core units
- 5 elective units:
 - a minimum of 2 elective units must be selected from the electives listed below
 - the remaining 3 units may be selected from this or another endorsed Training

Package or accredited course

- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC016A	Develop cost-effective menus
SITHCCC027A	Prepare, cook and serve food for food service
SITHCCC030A	Package prepared foodstuffs
SITHCCC033B	Apply catering control principles
SITHIND001B	Develop and update hospitality industry knowledge
SITHIND003A	Provide and coordinate hospitality service
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS**Administration**

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat
SITHCCC013A	Prepare hot and cold desserts
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC015A	Plan and prepare food for buffets
SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines
SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC034A	Apply cook-freeze production processes
SITHCCC035A	Develop menus to meet special dietary and cultural needs

SITHCCC036B	Select catering systems
SITHCCC038B	Plan catering for an event or function
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT005B	Organise in-house events or functions

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information

First Aid

HLTFA301B	Apply first aid
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Food and Beverage

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines

Inventory	
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
Languages other than English	
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Cook working in hospital

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

SITHCCC010A Select, prepare and cook poultry

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHCCC035A Develop menus to meet special dietary and cultural needs

SITHFAB003A Serve food and beverage to customers

Cook working in cook-chill kitchen

HLTFA301B Apply first aid

SITHCCC010A Select, prepare and cook poultry

SITHCCC012A Select, prepare and cook meat

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHCCC032A Apply cook-chill production processes

Leading hand or food service assistant in a function facility

SITHFAB002C Operate a bar

SITHFAB004A Provide food and beverage service

SITHFAB009A Provide responsible service of alcohol

SITHFAB012B Prepare and serve espresso coffee

SITXFIN001A Process financial transactions