



Australian Government

SIT30712 Certificate III in Hospitality

Release 1

SIT30712 Certificate III in Hospitality

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SIT30707 Certificate III in Hospitality. Intent of the qualification remains unchanged. Total number of units reduced by 1. Elective units reduced from 8 to 7 units.

Description

This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

Job roles

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. It provides options for specialisation in areas such as accommodation services, food and beverage and gaming. The qualification also allows an outcome for small businesses requiring multi-skilled employees.

Possible job titles include:

- espresso coffee machine operator
- food and beverage attendant
- front desk receptionist
- function attendant
- function host
- gaming attendant
- housekeeper
- restaurant host
- senior bar attendant
- waiter.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways into the qualification

Individuals may enter SIT30712 Certificate III in Hospitality with limited or no vocational experience and without a lower level qualification.

Pathways from the qualification

After achieving SIT30712 Certificate III in Hospitality, individuals could progress to SIT40312 Certificate IV in Hospitality, or to Certificate IV qualifications in other service industry fields.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

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 service delivery; determining and interpreting customer preferences to sell proactively and persuasively; negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers in a culturally appropriate way to ensure a positive hospitality experience.
Initiative and enterprise	Identifying and suggesting ways to improve operational and service efficiency; generating and suggesting ideas for new or improved products.
Learning	Knowing own product knowledge and service skill strengths and weaknesses, being aware of opportunities to learn and participating in hospitality industry professional development activities; seeking and sharing information with colleagues on new hospitality trends, products, services and suppliers; coaching others in job skills.
Planning and organising	Collecting, analysing and organising customer, product and procedural information to efficiently plan and deliver hospitality products and services; collecting and analysing information to meet the specific needs of the customer group; pacing the delivery of service to meet operational and customer requirements; setting timelines, planning and organising own work flow to coordinate the delivery of a positive service outcome for hospitality customers.
Problem-solving	Anticipating problems that may arise with operational and service activities; mitigating problems by planning operational and service activities; identifying and clarifying the extent of problems; taking responsibility for solving operational and service issues; referring high-level problems to supervisors and participating in the solution; using discretion and judgement as well as predetermined policies and procedures to guide solutions to operational and service problems.
Self-management	Understanding and following policies and procedures for legal compliance; organising own work priorities to deliver hospitality products and services; taking responsibility for own job role in servicing the hospitality customer and for resolving service difficulties; thinking about own work performance and seeking feedback and guidance on success in effectively servicing the needs of customers.

Teamwork	Working as a skilled team member to deliver the quality service goals of the hospitality business; taking responsibility for own role in servicing the needs of customers; working collaboratively as a team member by giving and receiving instructions and providing feedback and assistance to other team members; providing guidance and instruction to assistant or trainee team members; showing social and cultural sensitivity to team members.
Technology	Understanding the operating capability of, selecting and using tools, equipment, computer systems, software and information systems that assist in hospitality sales and service activities; selecting and using the right personal protective equipment to manage personal safety in the workplace.

Packaging Rules

15 units must be completed:

- 8 core units
- 7 elective units, consisting of:
 - 5 units from Group A
 - 2 units from Group A, Group B, elsewhere in SIT12 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.

Core units

BSBWOR203B Work effectively with others

SITHIND201 Source and use information on the hospitality industry

SITHIND301 Work effectively in hospitality service

SITXCCS303 Provide service to customers

SITXCOM201 Show social and cultural sensitivity

SITXFSA101 Use hygienic practices for food safety

SITXHRM301 Coach others in job skills

SITXWHS101 Participate in safe work practices

Elective units

Group A

Accommodation Services

CPPCLO2001A Maintain hard floor surfaces

CPPCLO2004A Maintain carpeted floors

CPPCLO2009A Clean glass surfaces

CPPCLO2010A Clean ceiling surfaces and fittings

CPPCLO2017A Clean wet areas

CPPCLO2019A Sort and remove waste and recyclable materials

CPPCLO2035A Maintain cleaning storage areas

CPPCLO3013A Clean window coverings

CPPCLO3016A Wash furniture and fittings

SITHACS101 Clean premises and equipment

SITHACS201 Provide housekeeping services to guests

SITHACS202 Prepare rooms for guests

SITHACS203 Launder linen and guest clothes

SITHACS204 Provide porter services

SITHACS301 Provide valet service

SITHACS302 Conduct night audit

SITHACS303 Provide accommodation reception services

Client and Customer Service

SITXCCS201 Provide visitor information

SITXCCS301 Provide lost and found services

SITXCCS302 Provide club reception services

Commercial Cookery and Catering

SITHCCC102 Prepare simple dishes *
SITHCCC103 Prepare sandwiches *
SITHCCC104 Package prepared foodstuffs *
SITHCCC202 Produce appetisers and salads *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Computer Operations and ICT Management

BSBITU306A Design and produce business documents
BSBWOR204A Use business technology

Finance

BSBFIA301A Maintain financial records
SITXFIN201 Process financial transactions

Food and Beverage

SIRRRPK006A Recommend liquor products
SITHFAB101 Clean and tidy bar areas *
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar *^
SITHFAB203 Prepare and serve non-alcoholic beverages *
SITHFAB204 Prepare and serve espresso coffee *
SITHFAB205 Provide room service *
SITHFAB301 Operate and monitor cellar systems
SITHFAB302 Conduct a product tasting for alcoholic beverages ^
SITHFAB303 Prepare and serve cocktails *^
SITHFAB304 Provide advice on beers, spirits and liqueurs ^
SITHFAB305 Provide advice on Australian wines ^
SITHFAB306 Provide advice on imported wines ^
SITHFAB307 Provide table service of food and beverage *^
SITHFAB308 Provide silver service *
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching ^
SITHFAB311 Provide gueridon service *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety
^Prerequisite is SITHFAB201 Provide responsible service of alcohol

Food Safety

SITXFSA201 Participate in safe food handling practices
SITXFSA202 Transport and store food

Gaming

SITHGAM201 Provide responsible gambling services
SITHGAM202 Attend gaming machines ›
SITHGAM203 Operate a TAB outlet ›
SITHGAM204 Conduct Keno games ›
SITHGAM301 Analyse and report on gaming machine data ›
SITHGAM302 Operate table games ›
SITHGAM303 Deal Baccarat games ›
SITHGAM304 Conduct Big Wheel games ›
SITHGAM305 Deal Blackjack games ›
SITHGAM306 Deal Poker games ›
SITHGAM307 Deal Pontoon games ›
SITHGAM308 Conduct Rapid Roulette games ›

SITHGAM309 Conduct Roulette games ›
SITHGAM310 Conduct Sic Bo games ›
›Prerequisite is SITHGAM201 Provide responsible gambling services

Tourism Sales and Operations

SITTTSL305 Process reservations
SITTTSL308 Use a computerised reservations or operations system

Group B

Administration

BSBCM201A Communicate in the workplace
TLIE1005A Carry out basic workplace calculations

Communication and Teamwork

SITXCOM101 Source and present information
SITXCOM301 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

BSBSUS201A Participate in environmentally sustainable work practices
BSBSUS301A Implement and monitor environmentally sustainable work practices

Events

SITXEVT301 Access information on event operations
SITXEVT302 Process and monitor event registrations
SITXEVT303 Coordinate on-site event registrations
SITXEVT304 Provide event staging support

First Aid

HLTFA311A Apply first aid

Finance

BSBFIA303A Process accounts payable and receivable
SITXFIN401 Interpret financial information

Inventory

SITXINV201 Receive and store stock
SITXINV202 Maintain the quality of perishable supplies *
SITXINV301 Purchase goods
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Kitchen Operations

SITHKOP101 Clean kitchen premises and equipment *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Languages other than English

SITXLAN21__ Conduct basic oral communication in a language other than English
SITXLAN22__ Conduct routine oral communication in a language other than English
SITXLAN31__ Conduct oral communication in a language other than English
SITXLAN33__ Read and write information in a language other than English

Quality and Innovation

BSBINN201A Contribute to workplace innovation

Risk Management and Security

CPPSEC2012A Monitor and control individual and crowd behaviour

CPPSEC3018A Provide for the safety of persons at risk

SIRXRSK201 Minimise loss

Sales

SIRXSLS201 Sell products and services

SIRXSLS002A Advise on products and services

Work Health and Safety

SITXWHS301 Identify hazards, assess and control safety risks

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

Bar attendant in a hotel or club

SITHFAB101 Clean and tidy bar areas

SITHFAB201 Provide responsible service of alcohol

SITHFAB202 Operate a bar

SITHFAB304 Provide advice on beers, spirits and liqueurs

SITXFIN201 Process financial transactions

SITXINV201 Receive and store stock

SITXINV301 Purchase goods

Front desk receptionist in a hotel

BSBMM201A Communicate in the workplace

BSBITU306A Design and produce business documents

SITHACS303 Provide accommodation reception services

SITTTSL305 Process reservations

SITTTSL308 Use a computerised reservations or operations system

SITXCCS201 Provide visitor information

SITXFIN201 Process financial transactions

Gaming attendant in club, hotel or casino

SITHFAB201 Provide responsible service of alcohol

SITHGAM201 Provide responsible gambling services

SITHGAM202 Attend gaming machines

SITHGAM203 Operate a TAB outlet

SITHGAM204 Conduct Keno games

SITHGAM301 Analyse and report on gaming machine data

SITXFIN201 Process financial transactions

Waiter in a restaurant

BSBSUS201A Participate in environmentally sustainable work practices

SITHFAB201 Provide responsible service of alcohol

SITHFAB304 Provide advice on beers, spirits and liqueurs

SITHFAB305 Provide advice on Australian wines

SITHFAB307 Provide table service of food and beverage

SITHFAB309 Provide advice on food

SITHFAB310 Provide advice on food and beverage matching