SIT30713 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.

<table>
<thead>
<tr>
<th>Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Replaces and is equivalent to SIT30712 Certificate III in Hospitality. Intent of the qualification remains unchanged. SITHIND101 Use hygienic practices for hospitality service added to Group A Elective group. SITXFSA101 Use hygienic practices for food safety moved to Group A Elective group. Core units reduced from 8 to 7 units. Elective units increased from 7 to 8 units.</td>
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</table>

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.

This qualification is suitable for an Australian Apprenticeship pathway.

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

Pathways into the qualification
Individuals may enter SIT30713 Certificate III in Hospitality with limited or no vocational experience and without a lower level qualification.

Pathways from the qualification
After achieving SIT30713 Certificate III in Hospitality, individuals could progress to SIT40313 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

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
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<tbody>
<tr>
<td>Communication</td>
<td>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.</td>
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<tr>
<td>Initiative and enterprise</td>
<td>Identifying and suggesting ways to improve operational and service efficiency; generating and suggesting ideas for new or improved products.</td>
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<tr>
<td>Learning</td>
<td>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.</td>
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<tr>
<td>Planning and organising</td>
<td>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.</td>
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<tr>
<td>Problem-solving</td>
<td>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.</td>
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<tr>
<td>Self-management</td>
<td>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.</td>
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<tr>
<td>Teamwork</td>
<td>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</td>
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<tr>
<td>Team Work</td>
<td>team members; providing guidance and instruction to assistant or trainee team members; showing social and cultural sensitivity to team members.</td>
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<tr>
<td>Technology</td>
<td>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.</td>
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Packaging Rules

15 units must be completed:

- 7 core units
- 8 elective units, consisting of:
  - 1 unit from Group A
  - 5 units from Group B
  - 2 units from Group B, Group C, 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
SITXHRM301 Coach others in job skills
SITXWHS101 Participate in safe work practices

Elective units
Group A
SITHIND101 Use hygienic practices for hospitality service
SITXFSA101 Use hygienic practices for food safety

Group B
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**
SITXFSA101 Use hygienic practices for 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

Working in industry
SITHIND101 Use hygienic practices for hospitality service

Group C
Administration
BSBCMM201A 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
HLTAID003 Provide first aid

Finance
BSBFIA303A Process accounts payable and receivable

Inventory
SITXINV201 Receive and store stock
SITXINV202 Maintain the quality of perishable items *
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
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
- SITXFSA101 Use hygienic practices for food safety
- SITXINV201 Receive and store stock
- SITXINV301 Purchase goods

**Front desk receptionist in a hotel**
- BSBCM201A Communicate in the workplace
- BSBITU306A Design and produce business documents
- SITHACS303 Provide accommodation reception services
- SITHIND101 Use hygienic practices for hospitality service
- 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**
- SITHGAM201 Provide responsible service of alcohol
- SITHGAM202 Attend gaming machines
- SITHGAM203 Operate a TAB outlet
- SITHGAM204 Conduct Keno games
- SITHGAM301 Analyse and report on gaming machine data
- SITHIND101 Use hygienic practices for hospitality service
- 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
SITXFSA101 Use hygienic practices for food safety