

QUALIFICATION CODE	SIT30621
QUALIFICATION TITLE	Certificate III in Hospitality
QUALIFICATION DESCRIPTION	<p>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 limited supervision using plans, policies and procedures to guide work activities.</p> <p>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.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p> <p>The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p>
ENTRY REQUIREMENTS	There are no entry requirements for this qualification.

PACKAGING RULES	<p>15 units must be completed:</p> <ul style="list-style-type: none"> ■ 7 core units ■ 8 elective units, consisting of: <ul style="list-style-type: none"> ○ 1 unit from Group A ○ 5 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. <p>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.</p>
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CORE UNITS	Core units
	BSBTWK201 Work effectively with others
	SITHIND006 Source and use information on the hospitality industry
	SITHIND008 Work effectively in hospitality service
	SITXCCS014 Provide services to customers
	SITXCOM007 Show social and cultural sensitivity
	SITXHRM007 Coach others in job skills
	SITXWHS005 Participate in safe work practices

ELECTIVE UNITS	Elective units
	Group A
	SITHIND005 Use hygienic practices for hospitality service
	SITXFSA001 Use hygienic practices for food safety
	<i>(This unit is currently being reviewed and will be updated upon endorsement)</i>
	Group B
	Accommodation Services - Front Office, Housekeeping and Porting
	CPPCLO3001 Maintain hard floor surfaces
	CPPCLO3004 Maintain carpeted floors
	CPPCLO3009 Clean glass surfaces
	CPPCLO3013 Clean window coverings
	CPPCLO3017 Clean wet areas
	CPPCLO3018 Clean and maintain furniture and fittings
	CPPCLO3019 Sort and remove waste and recyclable materials
	CPPCLO3035 Maintain cleaning storage areas

CPPCLO3040 Clean ceiling surfaces 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

SITTTVL007 Use a computerised reservations or operations system

Client and Customer Service, and Sales

SIRXSL001 Sell to the retail customer

SIRXPDK001 Advise on products and services

SITXCCS010 Provide visitor information

SITXCCS012 Provide lost and found services

SITXCCS013 Provide club reception services

Commercial Cookery and Catering, and Kitchen Operations

SITHCCC002 Prepare and present simple dishes

(This unit is currently being reviewed and will be updated upon endorsement)

SITHCCC003 Prepare and present sandwiches

(This unit is currently being reviewed and will be updated upon endorsement)

SITHCCC004 Package prepared foodstuffs

(This unit is currently being reviewed and will be updated upon endorsement)

SITHCCC006 Prepare appetisers and salads

(This unit is currently being reviewed and will be updated upon endorsement)

SITHKOP001 Clean kitchen premises and equipment

(This unit is currently being reviewed and will be updated upon endorsement)

Computer Operations and ICT Management

BSBTEC201 Use business software applications

BSBTEC301 Design and produce business documents

BSBTEC302 Design and produce spreadsheets

Finance

BSBFIN302 Maintain financial records

SITXFIN007 Process financial transactions

Food and Beverage

SITHFAB002 Provide responsible service of alcohol

(This unit is currently being reviewed and will be updated upon endorsement)

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

SITHFAB038 Provide gueridon service

Food Safety

SITXFSA001 Use hygienic practices for food safety

(This unit is currently being reviewed and will be updated upon endorsement)

SITXFSA002 Participate in safe food handling practices

(This unit is currently being reviewed and will be updated upon endorsement)

SITXFSA003 Transport and store food

(This unit is currently being reviewed and will be updated upon endorsement)

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 Conduct Sic Bo games

SITHGAM036 Attend casino gaming machines

SITHGAM037 Deal Caribbean Stud games

SITHGAM038 Deal Casino War games

SITHGAM039 Deal Mississippi Stud games

SITHGAM040 Conduct Rapid Baccarat games

SITHGAM041 Conduct Rapid Big Wheel games

SITHGAM042 Deal Three Card Poker games

Working in industry

SITHIND005 Use hygienic practices for hospitality service

Group C

Administration

TLIE1005 Carry out basic workplace calculations

Communication and Teamwork

BSBCMM211 Apply communication skills

SITXCOM006 Source and present information

SITXCOM009 Address protocol requirements

E-Business

SITXEBS004 Use social media in a business

Environmental Sustainability

BSBSUS211 Participate in sustainable work practices

First Aid

HLTAID011 Provide first aid

Inventory

SITXINV001 Receive and store stock

(This unit is currently being reviewed and will be updated upon endorsement)

SITXINV002 Maintain the quality of perishable items

(This unit is currently being reviewed and will be updated upon endorsement)

SITXINV003 Purchase goods

(This unit is currently being reviewed and will be updated upon endorsement)

	<p>Languages other than English</p> <p>SITXLAN007 Conduct basic oral communication in a language other than English</p> <p>SITXLAN008 Conduct routine oral communication in a language other than English</p> <p>Security</p> <p>CPPSEC2110 Monitor and control individual and crowd behaviour to maintain security</p> <p>Work Health and Safety</p> <p>SITXWHS006 Identify hazards, assess and control safety risks</p>
QUALIFICATION MAPPING INFORMATION	SIT30616 Certificate III in Hospitality – equivalence to be determined at Draft 2
LINKS	Companion Volume Implementation Guide