

## SIT30622 Certificate III in Hospitality

### Introduction

Equality Education is a Registered Training Organisation (RTO number 46111) registered with the Australian Skills Quality Authority. Equality Education encourages students from under-represented groups (including people with a disability and First Nations people) to apply for enrolment in our courses. Equality Education is committed to fostering an inclusive and culturally safe learning environment where all students can engage fully in their educational journey. Equality Education facilities are fully accessible for those with physical disabilities. Equality Education is proud to offer training in SIT30622 Certificate III in Hospitality, compiled of 15 nationally recognised units. This course provides students with the skills and knowledge required to be able to appropriately provide service to customers, be able to work safely within the workplace and obtain their food safety supervisor certificate. If you work within the hospitality industry this is the course for you. Training sessions are trainer led in group sizes of no more than 15 students with a trainer/student ratio of 1:15. The training program is undertaken using a planned schedule. Students attend training for 2 days per unit, attendance time is 9am – 5pm with 1 hour allocated for breaks.

### Units of Competency

The selection of these units of competency and the course structure has been confirmed through industry engagement undertaken by Equality Education. The SIT30622 Certificate III in Hospitality is delivered using the course structure and sequence outlined below:

- SITXFSA005 Use hygienic practices for food safety (Elective Unit – Group A)
- SITXFSA006 Participate in safe food handling practices (Elective Unit – Group B)
- SITHIND005 Use hygienic practices for hospitality service (Elective Unit – Group A)
- SITXWHS005 Participate in safe work practices (Core unit)
- SITXWHS006 Identify hazards, assess and control safety risks (Elective Unit – Group C)
- SITXCCS014 Provide service to customers (Core unit)
- SITXCOM007 Show social and cultural sensitivity (Core unit)
- SITXCCS010 Provide visitor information (Elective Unit – Group B)
- SITHIND008 Work effectively in hospitality service (Core unit)
- SIRXCEG008 Manage disrespectful, aggressive or abusive customers (Elective Unit – Group B)
- SITHFAB025 Prepare and serve espresso coffee (Elective Unit – Group B)
- SITXHRM007 Coach others in job skills (Core unit)
- SITHIND006 Source and use information on the hospitality industry (Core unit)
- SIRXSLS001 Sell to the retail customer (Elective Unit – Group B)
- SIRXPDK001 Advise on products and services (Elective Unit – Group B)

## Fees and Charges

Course is \$3,000 in total – this is broken down into 2 payment instalments. 1<sup>st</sup> payment of \$1,500 is due upon receiving your enrolment confirmation, 2<sup>nd</sup> payment of \$1,500 is due 6 months after your course commencement. Please refer to the Schedule of Fees and Charges as it contains important information about related charges and our refund policy. Please refer to the Student Handbook for further information on all students rights and obligations.

## National recognition

These competencies have been drawn from the nationally endorsed industry training package the SIT Tourism, Travel and Hospitality Training Package. On successfully completing the training and assessment, the SIT30622 Certificate III in Hospitality (Release 2) qualification will be issued. A transcript listing all units of competency will also be issued. The qualification and units of competency are nationally recognised and provide individuals with a valuable qualification that can be applied throughout Australia and the hospitality industry. Equality Education is responsible for the quality and the compliance of this nationally recognised training and will issue the qualification within 30 days of the final assessment being completed. Where a student does not meet all of the requirements for the qualification and ends their enrolment early, the student may be entitled to be awarded some units of competency that they have achieved during their training and assessment and these units of competency will be issued on a Statement of Attainment.

## Program outline

Training is delivered face-to-face in a classroom setting (two days per unit). Written learning activities will reinforce theoretical knowledge, and skills will be practiced either in the students workplace or in a simulated workplace where learning will be placed into context. The course modules are sequenced in a way that allows logical progression.

## Locations

Classroom training will be delivered at Equality Educations office located at 2/276 Charters Towers Road, Hermit Park QLD 4812.

## Expected Duration

The program is a 12 month part time program, which is delivered over 40 weeks with 12 weeks of holidays. Students must be able to commit to the following time commitments:

- 2 Days per unit face-to-face training
- Complete a minimum of 36 services in a hospitality venue (either in your workplace or a work placement venue)
- 4 hours per week pre-course online learning

Equality Education may be able to support participants who need additional time for completion.

## Assessment requirements

The assessment is conducted using a combination of written questions, response to case studies and observations. The following provides a brief explanation of the assessment methods that are to be applied:

- **Written questions.** The student is required to write brief responses in their own words to various questions. The student will research their answers from the issued learning material and other references. The assessor will review the student's submitted responses and using assessment benchmarks will review this work and provide feedback to the student. The student is expected to provide a satisfactory response for all questions.
- **Case Study.** The student is required to respond to a range of case study activities. The student will research their answers from the issued learning material and other references. Some of these tasks may require the student to provide a response in the context of their own workplace. A written report will relate directly to the required knowledge evidence in the units of competency and aims to collect both the valid and sufficient evidence of the student's knowledge. The assessor will review the student's submitted report and using assessment benchmarks will review this work and provide feedback to the student. The student is expected to provide a satisfactory response for all case study activities.
- **Observation.** The assessor will observe the student at their workplace on a number of occasions throughout the course so that they are able to demonstrate the skills they have learnt throughout each unit of competency they complete.

## Entry requirements

There are no specified entry requirements for these units of competency. Noting this, Equality Education requires persons who undertake this course to:

- Be aged 15 years or over.
- Able to commit to the course duration and time commitment. Face-to-face sessions will be held on set dates which will be communicated within your enrolment enquiry.
- Have suitable language, literacy, numeracy proficiency and digital literacy skills to read and comprehend learning materials.
- Photo identification is required to be sighted prior to course commencement.

These entry requirements will be confirmed through information collected on the enrolment form, your LLND results and during the enrolment interview.

## Student Information

Detailed student information is available within our Student Handbook and Schedule of Fees and Charges which is available on our website. This is important information about your student's rights and obligations as a student and forms part of our Terms of Service. It is important that when registering for enrolment you make an opportunity to review this information first. If you are unable to locate on the website, please contact us and we can send this information to you straight away.

## Dress and Equipment Requirements

Students are required to present to Equality Educations office located at 2/276 Charters Towers Road, Hermit Park QLD 4812 in appropriate uniform attire suitable for participation in practical activities in a workplace training setting, including fully enclosed non-slip shoes. Students will require basic stationery and a notebook according to their own study preferences during face-to-face training sessions. Access to a computer which has internet connection, emails, Microsoft word and the free version of Adobe Acrobat Reader DC is mandatory to allow students to undertake the pre course online learning prior to the face-to-face sessions. Laptops are available for students to complete their pre course online learning in Equality Educations office.

## Recognition of Prior Learning

Applicants can apply for recognition of their existing skills and knowledge that are relevant to the units of competency within the program. These skills and knowledge may have been obtained through workplace training or experience and may reduce the number of units required to be completed during the program. Students are required to notify Equality Education of their interest or intention to apply for RPL prior to their enrolment. We will provide you a pre-training review questionnaire that gathers information about your prior experience. This information is then used to determine the best pathway for you to achieve competency.

## Privacy

Equality Education will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988, the VET Data Policy and Equality Education policies and protocols as advised in the student handbook.

### Contact us and get the ball rolling!

Phone: 1300 170 731

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Website: [equalityeducation.com.au](http://equalityeducation.com.au)