Certificate III in Hospitality

TAFE NSW Course Number: SIT30616-01V02 (19OTE-020)
National Course Code: SIT30616
Nominal Hours: 640

Course description

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.

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming.

Possible job titles include:
- espresso coffee machine operator
- food and beverage attendant
- front desk receptionist
- front office assistant
- function attendant
- function host
- gaming attendant
- guest service agent
- housekeeper
- restaurant host
- senior bar attendant
- waiter.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

We highly recommend you complete a personalised career and study profile to confirm this course is right for you, you will find the Career Voyage link below.

Other information

You will be required to show that you can provide quality hospitality service to customers for a minimum of 36 complete service periods (shifts). A job that has involved the application of skills to work in organisations such as restaurants, hotels,
motels, clubs, pubs, cafes and coffee shops.

**To ensure you leave us with the most up to date qualification...**

If during or after your enrolment, the course in which you are enrolled is updated in line with national industry standards, the Institute reserves the right to transition you into an alternate course. If this becomes necessary, the Institute will advise you of the change and the arrangements which will be available for you to complete your alternate course.

**What are the entry requirements? (including Recognition of Prior Learning)**

There are no entry requirements for this qualification.

Credit (or recognition) for modules/units may be granted based on previous learning, studies, work and/or life experiences. For more information on Credit visit the [Credit Pathways](https://www.tafensw.edu.au/digital/getting-started/credit-pathways) page on TAFE Digital website.

**Please note:** Some industries have their own legislative or licensing requirements. TAFE NSW recognition does not apply to these.

**Will I need to undertake Work Placement?**

You will be required to show that you can provide quality hospitality service to customers for a minimum of 36 complete service periods (shifts). A job that has involved the application of skills to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops.

**Under 17 and wanting to leave school?**

If you are under 17 and want to leave school, your options have been affected by a recent change in NSW law. From January 2010 you must complete Year 10 and then continue in either full-time education, training, paid employment or a combination of these options until you’re at least 17 years of age. More information about options for school students under 17 is available from our website: [oten.tafensw.edu.au/under17](https://oten.tafensw.edu.au/under17)

**What kind of work could I do?**

- Pathway to university or higher education

Thinking of studying next year? Not sure if you should go to TAFE or uni? Let us help you decide. At TAFE NSW we offer you the flexibility to fast-forward your career with Pathways.

Choosing to study at TAFE before going on to uni can see you graduating and entering a competitive workforce sooner — and not with one, but two, nationally recognised qualifications! For more information visit [oten.tafensw.edu.au/uni](https://oten.tafensw.edu.au/uni)

**What units will I study?**
BSBITU202 – Create and use spreadsheets
BSBWOR203 – Work effectively with others
FSKLRG11 – Use routine strategies for work-related learning
SITHFAB002 – Provide responsible service of alcohol
SITHIND002 – Source and use information on the hospitality industry
SITHIND004 – Work effectively in hospitality service
SITTTSL007 – Process reservations
SITXCCS002 – Provide visitor information
SITXCCS006 – Provide service to customers
SITXCOM002 – Show social and cultural sensitivity
SITXEBS001 – Use social media in a business
SITXFSA001 – Use hygienic practices for food safety
SITXFSA002 – Participate in safe food handling practices
SITXHRM001 – Coach others in job skills
SITXWHS001 – Participate in safe work practices

The above list includes units being offered by TAFE Digital. If licensing in another state other than NSW is required, please check requirements with the relevant state.

**Your learning materials will be provided in:**
All learning and assessment materials are online.

**This qualification is completed by:**
Students need to complete online assessments.

**How much is the course?**

**Smart and Skilled Student Fees**

The cost of this course will vary based on your eligibility for a Smart and Skilled Student Fee. Eligibility criteria can be found on the [Smart and Skilled website](https://www.smartskilled.nsw.gov.au/) or you can call us on 131 241 for further information and advice.

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<tbody>
<tr>
<td><strong>First qualification</strong></td>
<td>$1,450</td>
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<tr>
<td><strong>Second qualification</strong></td>
<td>$1,750</td>
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<tr>
<td><strong>Concession</strong></td>
<td>$240</td>
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<td><strong>Non-government subsidised fee</strong></td>
<td>$6,990</td>
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**Trainees:** From 2016 if you are starting a traineeship that is on the NSW Skills List, your Smart and Skilled fee for the whole qualification will not be more than $1,000.

If you require competency card/certificates an additional cost is required - RSA (SITHFAB002) - $85 Food Safety Supervisor Certificate (SITXFSA001 and SITXFSA002) - $30

This training is subsidised by the NSW government under Smart and Skilled. The student fee you will need to pay, will be determined according to your personal...
circumstances and eligibility for a subsidised place, you may also be eligible for a concession fee, fee exemption or fee free scholarship. Payment by instalments is available.

You may continue with an enrolment into this course if you are not eligible for subsidised training, however the full training fee will be applicable. There are conditions to enrolment if you are a Temporary Visa Holder. To discuss your visa status and eligibility to enrol please phone 131 241.

For further information on fees and charges please see https://www.tafensw.edu.au/get-started-at-tafe-nsw/fees-information

Please ensure you also read and understand the associated fee policies and conditions related to withdrawal from a course, applying for a refund of fees, applying for a deferral to your studies and if you are behind in payment of instalments.

When enrolling under a Smart and Skilled entitlement and where you are eligible for 100% credit from previous studies, your student fee contribution will be zero. However, you will be required to pay an administration fee for the production of your testamur.

For full details on TAFE NSW fees and money matters please visit our website: oten.tafensw.edu.au/fees

I would like to talk to someone before I enrol
Please contact TAFE Digital Customer Service on 131 601.

We are committed to enhancing all students' prospects to reach their potential and achieve a positive future. We recognise that for some students additional support services are fundamental to ensure success. We have the following expert support services available which you may access by calling (02) 9715 8446 or 1300 655 993 to make an appointment: Counselling and Career Development, Disability, Aboriginal, Multicultural, Outreach, Adult Basic Education and Open Learning Centre Support Services.

Need help deciding?
Our free online career and study planning tool can help.

You will receive a personalised career and study profile based on your responses. If you would like to discuss your results in person, please contact our Counselling and Career Development Unit by calling 1300 655 993 or 02 9715 8446. To get started click the link below:

Unique Student Identifier (USI)
From 1 January 2015, all students participating in Nationally Recognised Training in Australia will need to have a Unique Student Identifier, or USI.
This includes students completing an apprenticeship, skill set, certificate or diploma course.

A USI gives you access to your online USI account and will contain all of your nationally recognised training records and results from 1 January 2015 onwards. Your results will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

**How to get a USI**

It is free and easy for you to create your own USI online at usi.gov.au. Your local Customer Service office can also provide further information and assistance. If you already have your USI you can enrol with TAFE NSW.

**How do I enrol?**

To enrol in this course please click on the Enrol Now button. You may also enrol over the phone by calling TAFE Digital on 131 601.

[Enrol now (click below)](oten.tafensw.edu.au/mdfgqq)

*Current as at 25/7/2019*