



**Australian Government**

# **SIT30616 Certificate III in Hospitality**

**Release 3**

## SIT30616 Certificate III in Hospitality

### Modification History

Release	Comments
Release 3	Release 3 Supersedes and is equivalent to SIT30616 Certificate III in Hospitality release 2. Minor change to update First Aid units of competency.
Release 2	Updated superseded SIR units

### Qualification 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, cafés, 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.

## Entry Requirements

There are no entry requirements for this qualification.

## 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 the SIT 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

BSBWOR203	Work effectively with others
SITHIND002	Source and use information on the hospitality industry
SITHIND004	Work effectively in hospitality service
SITXCCS006	Provide service to customers
SITXCOM002	Show social and cultural sensitivity
SITXHRM001	Coach others in job skills
SITXWHS001	Participate in safe work practices

### Elective units

#### Group A

SITHIND001	Use hygienic practices for hospitality service
SITXFSA001	Use hygienic practices for food safety

#### Group B

### Accommodation Services - Front Office, Housekeeping and Porting

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
SITHACS001	Clean premises and equipment
SITHACS002	Provide housekeeping services to guests
SITHACS003	Prepare rooms for guests
SITHACS004	Laundry linen and guest clothes
SITHACS005	Provide porter services
SITHACS006	Provide valet services
SITHACS007	Conduct night audit
SITHACS008	Provide accommodation reception services
SITTTSL007	Process reservations
SITTTSL010	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
SITXCCS002	Provide visitor information
SITXCCS004	Provide lost and found services
SITXCCS005	Provide club reception services

### **Commercial Cookery and Catering, and Kitchen Operations**

SITHCCC002	Prepare and present simple dishes
SITHCCC003	Prepare and present sandwiches

SITHCCC004	Package prepared foodstuffs
SITHCCC006	Prepare appetisers and salads
SITHKOP001	Clean kitchen premises and equipment

### **Computer Operations and ICT Management**

BSBITU202	Create and use spreadsheets
BSBITU301	Create and use databases
BSBITU306	Design and produce business documents

### **Finance**

BSBFIA301	Maintain financial records
SITXFIN001	Process financial transactions

### **Food and Beverage**

SIRRRPK006A	Recommend liquor products
SITHFAB001	Clean and tidy bar areas
SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITHFAB006	Provide room service
SITHFAB007	Serve food and beverage
SITHFAB008	Operate and monitor cellar systems
SITHFAB009	Conduct a product tasting for alcoholic beverages
SITHFAB010	Prepare and serve cocktails
SITHFAB011	Provide advice on beers, spirits and liqueurs
SITHFAB012	Provide advice on Australian wines
SITHFAB013	Provide advice on imported wines
SITHFAB014	Provide table service of food and beverage

SITHFAB015	Provide silver service
SITHFAB016	Provide advice on food
SITHFAB017	Provide advice on food and beverage matching
SITHFAB018	Provide gueridon service

**Food Safety**

SITXFSA001	Use hygienic practices for food safety
SITXFSA002	Participate in safe food handling practices
SITXFSA003	Transport and store food

**Gaming**

SITHGAM001	Provide responsible gambling services
SITHGAM002	Attend gaming machines
SITHGAM003	Operate a TAB outlet
SITHGAM004	Conduct Keno games
SITHGAM005	Analyse and report on gaming machine data
SITHGAM006	Deal Baccarat games
SITHGAM007	Conduct Big Wheel games
SITHGAM008	Deal Blackjack games
SITHGAM009	Deal Poker games
SITHGAM010	Deal Pontoon games
SITHGAM011	Conduct Rapid Roulette games
SITHGAM012	Conduct Roulette games
SITHGAM013	Conduct Sic Bo games
SITHGAM015	Attend casino gaming machines
SITHGAM016	Deal Caribbean Stud games
SITHGAM017	Deal Casino War games
SITHGAM018	Deal Mississippi Stud games

- SITHGAM019 Conduct Rapid Baccarat games
- SITHGAM020 Conduct Rapid Big Wheel games
- SITHGAM021 Deal Three Card Poker games

**Working in industry**

- SITHIND001 Use hygienic practices for hospitality service

**Group C****Administration**

- TLIE1005 Carry out basic workplace calculations

**Communication and Teamwork**

- BSBCMM201 Communicate in the workplace
- SITXCOM001 Source and present information
- SITXCOM004 Address protocol requirements

**E-Business**

- SITXEBS001 Use social media in a business

**Environmental Sustainability**

- BSBSUS201 Participate in environmentally sustainable work practices

**First Aid**

- HLTAID011 Provide first aid

**Inventory**

- SITXINV001 Receive and store stock
- SITXINV002 Maintain the quality of perishable items
- SITXINV003 Purchase goods

**Languages other than English**

- SITXLAN001 Conduct basic oral communication in a language other than English

SITXLAN002 Conduct routine oral communication in a language other than English

### **Security**

CPPSEC2012A Monitor and control individual and crowd behaviour

### **Work Health and Safety**

SITXWHS002 Identify hazards, assess and control safety risks

## **Qualification Mapping Information**

SIT30713 Certificate III in Hospitality

### **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>