

Certificate III Hopstality

Full qualification
Course guide SIT30622

EMBARK ON AN EXCITING JOURNEY INTO THE WORLD OF HOSPITALITY

Overview

This dynamic and hands-on course immerses you in the vibrant world of hospitality, equipping you with essential skills and knowledge to thrive in this exciting industry. Through a blend of practical training, theoretical learning, and real-world experience in simulated training environments, you'll gain the confidence and competence to deliver exceptional customer service and create memorable guest experiences.

Why should I do this course?

Nationally Recognised Qualification

Achieve a Certificate III in Hospitality, a nationally recognised credential that opens doors to diverse career opportunities across the hospitality sector, from restaurants and cafés to hotels and resorts.

Develop Practical Hospitality Skills

Master a range of essential skills, including food and beverage service, customer service, workplace hygiene, and responsible service of alcohol.

Gain Industry-Specific Knowledge

Understand hospitality operations, customer expectations, and industry best practices to deliver exceptional guest experiences.

Enhance Your Employability

Become a sought-after hospitality professional ready to work in various roles, such as a waiter, barista, bartender, or front office receptionist.

Duration of Course: Up to 12 months to complete the course (may vary depending on experience and support needs). Allow for 12-15 hours of self-guided learning per week.

Available States: NSW, VIC, QLD, SA, WA, TAS, NT, ACT

Certification: Statement of Attainment

Course cost: \$6,700

Delivery Mode: The course is delivered using a self-paced learning with online support.



Online

INDUSTRY

SIT - HOSPITALITY



Existing worker

What Will I Get?

Upon successful completion of this course, you will be able to:

- Provide excellent customer service and build rapport with guests.
- Take orders, serve food and beverages, and process payments efficiently.
- Prepare and serve non-alcoholic beverages, including coffee and cocktails.
- Adhere to responsible service of alcoholic guidelines and promote responsible drinking practices.
- Maintain a clean and hygienic work environment.
- Work effectively in a team and contribute to a positive workplace culture.
- Apply problem-solving skills to handle customer requests and resolve issues.

Course specification

Units Structure

To achieve this qualification, competency must be demonstrated in a total of 15 units consisting of:

- 6 core units
- 9 elective units, consisting of:
 - 1 unit from Group A
 - 6 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.

Note: Units marked with * have one or more prerequisites. Refer to individual units for details.

CORE UNITS | COMPULSORY

CORE UNITS

CODE	UNIT NAME & LINK
<u>SITHIND006</u>	Source and use information on the hospitality industry
<u>SITHIND008</u>	Work effectively in hospitality service
<u>SITXCCS014</u>	Provide service to customers
<u>SITXCOM007</u>	Show social and cultural sensitivity
<u>SITXHRM007</u>	Coach others in job skills
<u>SITXWHS005</u>	Participate in safe work practices

SPECIALISATION

ELECTIVE UNITS

GROUP A	HYGIENE
CODE	UNIT NAME
<u>SITHIND005</u>	Use hygienic practices for hospitality service
<u>SITXFSA005</u>	Use hygienic practices for food safety

GROUP B	HOSPITALITY
ACCOMMODATION SERVICES FRONT OFFICE, HOUSEKEEPING AND PORTERING	

CODE	UNIT NAME
<u>CPPCLO3100</u>	Maintain cleaning storage areas
<u>CPPCLO3101</u>	Clean carpeted floors
<u>CPPCLO3102</u>	Clean hard floors
<u>CPPCLO3103</u>	Clean and maintain amenities
<u>CPPCLO3105</u>	Clean glass surfaces
<u>CPPCLO3108</u>	Clean window coverings
<u>CPPCLO3111</u>	Clean rooms, furniture and fittings
<u>CPPCLO3112</u>	Clean walls, ceilings and fittings
<u>SITHACS009</u>	Clean premises and equipment
<u>SITHACS010</u>	Provide housekeeping services to guests
<u>SITHACS011</u>	Prepare rooms for guests
<u>SITHACS012</u>	Launder linen and guest clothes
<u>SITHACS013</u>	Provide porter services
<u>SITHACS014</u>	Provide valet services
<u>SITHACS015</u>	Conduct night audit
<u>SITHACS016</u>	Provide accommodation reception services
<u>SITXCCS017</u>	Use a computerised booking system

SPECIALISATION | ELECTIVES

GROUP B	HOSPITALITY
CLIENT AND CUSTOMER SERVICE AND SALES	
CODE	UNIT NAME
<u>SIRXCEG008</u>	Manage disrespectful, aggressive or abusive customers
<u>SIRXPDK001</u>	Advise on products and services
<u>SIRXSLS001</u>	Sell to the retail customer
<u>SITXCCS010</u>	Provide visitor information
<u>SITXCCS012</u>	Provide lost and found services
<u>SITXCCS013</u>	Provide club reception services

GROUP B	HOSPITALITY
FOOD AND BEVERAGE	
CODE	UNIT NAME
<u>SITHFAB021</u>	Provide responsible service of alcohol
<u>SITHFAB022*</u>	Clean and tidy bar areas
<u>SITHFAB023*</u>	Operate a bar
<u>SITHFAB024*</u>	Prepare and serve non-alcoholic beverages
<u>SITHFAB025*</u>	Prepare and serve espresso coffee
<u>SITHFAB026*</u>	Provide room service
<u>SITHFAB027*</u>	Serve food and beverage
<u>SITHFAB028</u>	Operate and monitor cellar systems
<u>SITHFAB029*</u>	Conduct a product tasting for alcoholic beverages
<u>SITHFAB030*</u>	Prepare and serve cocktails
<u>SITHFAB031*</u>	Provide advice on beers, spirits and liqueurs
<u>SITHFAB032*</u>	Provide advice on Australian wines
<u>SITHFAB033*</u>	Provide advice on imported wines
<u>SITHFAB034*</u>	Provide table service of food and beverage
<u>SITHFAB035*</u>	Provide silver service
<u>SITHFAB036</u>	Provide advice on food
<u>SITHFAB037*</u>	Provide advice on food and beverage matching

SPECIALISATION | ELECTIVES

GROUP B	HOSPITALITY
FOOD SAFETY	
CODE	UNIT NAME
<u>SITXFSA006</u>	Participate in safe food handling practices
<u>SITXFSA007*</u>	Transport and store food

GROUP B	HOSPITALITY
GAMING	
CODE	UNIT NAME
<u>SITHGAM022</u>	Provide responsible gambling services
<u>SITHGAM023*</u>	Attend gaming machines
<u>SITHGAM024*</u>	Operate a TAB outlet
<u>SITHGAM025*</u>	Conduct Keno games
<u>SITHGAM026*</u>	Analyse and report on gaming machine data
<u>SITHGAM027*</u>	Deal Baccarat games
<u>SITHGAM028*</u>	Conduct Big Wheel games
<u>SITHGAM029*</u>	Deal Blackjack games
<u>SITHGAM030*</u>	Deal Poker games
<u>SITHGAM031*</u>	Deal Pontoon games
<u>SITHGAM032*</u>	Conduct Rapid Roulette games
<u>SITHGAM033*</u>	Conduct Roulette games
<u>SITHGAM034*</u>	Attend casino gaming machines
<u>SITHGAM035*</u>	Deal Caribbean Stud games
<u>SITHGAM036*</u>	Deal Casino War games
<u>SITHGAM037*</u>	Deal Mississippi Stud games
<u>SITHGAM038*</u>	Conduct Rapid Baccarat games
<u>SITHGAM039*</u>	Conduct Rapid Big Wheel games
<u>SITHGAM040*</u>	Deal Three Card Poker games

GROUP C	GENERAL ELECTIVES
ADMINISTRATION	
CODE	UNIT NAME
<u>TLIE0009</u>	Carry out basic workplace calculations

SPECIALISATION

GROUP C	GENERAL ELECTIVES
COMMUNICATION AND TEAMWORK	
CODE	UNIT NAME
<u>BSBCMM211</u>	Apply communication skills
<u>SITXCOM006</u>	Source and present information
<u>SITXCOM009</u>	Address protocol requirements
GROUP C	GENERAL ELECTIVES
COMPUTER OPERATIONS AND ICT MANAGEMENT	
CODE	UNIT NAME
<u>BSBTEC201</u>	Use business software applications
<u>BSBTEC301</u>	Design and produce business documents
<u>BSBTEC302</u>	Design and produce spreadsheets
GROUP C	GENERAL ELECTIVES
E-BUSINESS	
CODE	UNIT NAME
<u>SIRXOSM002</u>	Maintain ethical and professional standards when using social media and online platforms
<u>SIRXOSM003*</u>	Use social media and online tools
GROUP C	GENERAL ELECTIVES
ENVIRONMENTAL SUSTAINABILITY	
CODE	UNIT NAME
<u>BSBSUS211</u>	Participate in sustainable work practices
GROUP C	GENERAL ELECTIVES
FINANCE	
CODE	UNIT NAME
<u>BSBFIN302</u>	Maintain financial records
<u>SITXFIN007</u>	Process financial transactions

SPECIALISATION

GROUP C	GENERAL ELECTIVES
FIRST AID	
CODE	UNIT NAME
<u>HLTAID011</u>	Provide First Aid

GROUP C	GENERAL ELECTIVES
INVENTORY	
CODE	UNIT NAME
<u>SITXINV006*</u>	Receive, store and maintain stock
<u>SITXINV007</u>	Purchase goods

GROUP C	GENERAL ELECTIVES
LANGUAGES OTHER THAN ENGLISH	
CODE	UNIT NAME
<u>SITXLAN007</u>	Conduct basic oral communication in a language other than English
<u>SITXLAN008</u>	Conduct oral communication in a language other than English

GROUP C	GENERAL ELECTIVES
SECURITY	
CODE	UNIT NAME
<u>CPPSEC2110</u>	Monitor and control individual and crowd behaviour to maintain security

GROUP C	GENERAL ELECTIVES
WORK HEALTH AND SAFETY	
CODE	UNIT NAME
<u>SITXWHS006</u>	Identify hazards, assess and control safety risks

Is this course right for you?

Entry Requirements

This course is suitable for individuals seeking a career in the hospitality industry or those currently working in hospitality who wish to gain a formal qualification.

If you do not hold a Year 10 Certificate or equivalent, you will be required to undertake an LLN assessment before commencing the course. This assessment ensures you have the necessary skills to succeed in your studies.

Technical Requirements

Ensure you have access to:

- A computer with basic software (Word, Excel, etc.)
- A camera, microphone, and headset (for online classes)

Support and Advice:

We are committed to supporting you throughout your learning journey. Whether you're a student or an employer, we are here to assist with any questions you have about the course, entry requirements, or group enrolments.

Further Study Pathways

For Students:

Advance your hospitality career with a Certificate IV in Hospitality or a Diploma of Hospitality Management. Explore related areas such as tourism, event management, or cookery with relevant qualifications.

Specialised Skills:

Gain expertise in specific hospitality areas with short courses in **barista skills**, **cocoktail making**, or **food safety**.

For Employers:

Help your workforce develop further with specialised skill sets and certifications in areas relevant to your industry, such as responsible service of alcohol and customer service.

Note:

Your certificates, transcripts and other entry requirement evidence must be certified through a Justice of the Peace or other authorising officer. NTO can provide this service if required.

Fees and Payment Information

At NTO, we are committed to ensuring financial transparency and flexibility for all students and corporate clients in line with Australian regulations. Below, you will find detailed information regarding course fees, payment terms, and options available to you.

Fee Information:

- **Course Fee:** \$6,700
- **Deposit and Prepaid Fees:** No more than \$1,500 in prepaid fees prior to course commencement.
- **Payment Plans:** Flexible options to pay in full or on a payment plan.
- **Buy Now, Pay Later (BNPL):** Available for short courses.
- **Invoice Payments:** Available for corporate clients.

For detailed information on payment plans, BNPL, and invoicing, please reach out to our team.

Learner Rights and Refunds:

Cooling-off Period: You are entitled to a statutory cooling-off period.

Refunds: NTO offers refunds if the arrangement is terminated early or services are not provided as agreed.

Refund Conditions: Can be submitted in writing and will be addressed per NTO's refund policy.



Credit Transfer and Recognition of Prior Learning (RPL)

NTO recognises skills from other sources besides formal training. If you have prior experience or qualifications, you may be eligible for **RPL** or **Credit Transfer**. This process reduces the need for repetition of learning.

RPL Process:

- Request RPL for partial or full qualification.
- Complete the RPL Assessment Kit.
- Trainer interview to assess your experience.
- If required, complete practical assessments.
- Gap training costs will be provided if necessary.

For more information about fees, payment plans, or to discuss RPL, please contact our administration team. nto@nto.com.au

Embark on a rewarding career in the Australian food processing industry with the **Certificate III in Food Processing**.

Gain the skills, knowledge, and confidence to contribute to the production of safe, high-quality food products that meet industry standards and consumer demands.

Why Choose



- **Industry-Relevant Curriculum:** Our programs are designed in collaboration with industry experts, ensuring you gain the practical skills and knowledge employers demand.
- **Experienced Mentors:** Learn from seasoned professionals who will guide you on your journey, providing valuable insights and support.
- **Supportive Learning Environment:** Our small class sizes and dedicated staff foster a sense of community and personalised attention, empowering you to reach your full potential.
- **Nationally Recognised Qualifications:** Graduate with qualifications that open doors to opportunities worldwide, allowing you to shape your future wherever your path may lead.



**For more information about our
courses call 1300 132 213
or visit nto.com.au**