

# GOING FOR GOLD

## Certificate III in Hospitality

SIT30622

**Embark on a rewarding career where you will learn to work effectively in a variety of roles and venues.**

This qualification reflects the role of individuals who have a range of well-developed 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.

**Learners must successfully complete 36 shifts (a shift is defined as a complete service period) of industry work placement to be awarded their qualification.**

### TOTAL COURSE UNITS – 15

#### 6 CORE UNITS

- SITHIND006** Source and use information on the hospitality industry
- SITHIND008** Work effectively in hospitality service
- SITXCCS014** Provide service to customers
- SITXCOM007** Show social and cultural sensitivity
- SITXHRM007** Coach others in job skills
- SITXWHS005** Participate in safe work practices

#### 9 ELECTIVE UNITS

- SITXFSA005** Use hygienic practices for food safety
- SIRXSL001** Sell to the retail customer
- SIRXPDK001** Advise on products and services
- SITHFAB021** Provide responsible service of alcohol
- SITHGAM022** Provide responsible gambling services
- BSBCMM211** Apply communication skills
- SITXCCS010** Provide visitor information
- SIRXCEG008** Manage disrespectful, aggressive or abusive customers
- SITHFAB025** Prepare and serve espresso coffee  
(Note: pre-requisite SITXFSA005)

^ As course completion is based on the determination of competency, the total time taken to complete the course will vary based on the student's cohort and their existing skills and knowledge.

**INCLUDES  
SHORT COURSES:  
RSG, RSA,  
FOOD SAFETY  
& BARISTA**



### ELIGIBILITY

- Aged over 15 years
- Living in Queensland
- Must meet one of the following:
  - Australian citizen
  - Permanent resident of Australia
  - New Zealand citizen
  - Refugee and Humanitarian Visa holderOR
  - Temporary visa holder with necessary visa and work permits on pathway to permanent residency



### TRAINING DELIVERY

- Face to Face Classes
- Complete an industry work placement



### CABOOLTURE

Designer Life Training Rooms,  
71 King Street, Caboolture

### ORMEAU

Ormeau Community Centre,  
3 Cuthbert Drive, Ormeau



### COURSE DURATION

- 18 weeks^



### CAREER OPPORTUNITIES

- Café attendant
- Catering assistant
- Front office assistant



### NO COST TO ELIGIBLE PARTICIPANTS



(07) 3333 2055

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**EMAIL OUR SQW TEAM FOR MORE INFORMATION**

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ENQUIRY

