

# SIT30616

## Certificate III in Hospitality



## Qualification Outline Online

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## The Purpose of the Qualification Outline

The purpose of this document is to provide a robust platform for the delivery and assessment of the SIT30616 Certificate III in Hospitality completed wholly online.

**This is your training and assessment plan.**

## SIT30616 Certificate III in Hospitality

### About WISE EDUCATION GROUP

Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in various sectors for over 7 years and hold a strong portfolio of participants.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Employment Services
- Education Support
- Volunteering Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising
- Tourism & Events
- Accounting & Bookkeeping
- Project Management

### **As a Registered Training Organisation:**

- \* We provide flexible work based solutions for employers and staff
- \* Have a strong team of trainers expertise
- \* Have demonstrated knowledge in developing concepts for training regimes that reflect the industry needs
- \* Have a strong account management structure
- \* Have a sound internal working management system that ensures we commit to our promise
- \* Have a culture that is built entirely on customer care
- \* Have a Work Placement Scheme that supports most qualifications

	<ul style="list-style-type: none"> <li>* Have logbooks that record your work placement activities and supports your practical learning</li> <li>* Have available webinars which can be undertaken at any time as a recorded session or Live led by your trainer</li> </ul>
<p>The Need</p>	<p><b>General:</b> A Certificate III is the first level of post-school qualification shown to have a significant impact on a person's employment and earnings. It is also the level of qualification usually required to get a job in industries like aged care, child care, hospitality and small business.</p> <p><b>From an industry perspective:</b> As the hospitality sector is growing and becoming more competitive, the skills of the staff are critical to the effectiveness of any business. This qualification is targeting those looking to work in a hospitality environment, those wanting to critique their current skills and those looking for a new or different career pathway.</p> <p><b>From potential participants' perspective:</b> Staff irrespective of the industry they are in, require training in order to undertake their roles effectively. This initiative is about boosting employment in the hospitality industry.</p>
<p>Target Market</p>	<p>Typically students will work in the following roles:</p> <ul style="list-style-type: none"> <li>• espresso coffee machine operator</li> <li>• food and beverage attendant</li> <li>• front desk receptionist</li> <li>• function attendant</li> <li>• function host</li> <li>• gaming attendant</li> <li>• housekeeper</li> <li>• restaurant host</li> <li>• senior bar attendant</li> <li>• waiter</li> </ul> <p>Individuals with this qualification are able to perform roles, such as:</p> <ul style="list-style-type: none"> <li>• Work effectively with others and in hospitality service</li> <li>• Provide service to customers</li> <li>• Show social and cultural sensitivity</li> <li>• Coach others in job skills</li> <li>• Participate in safe work practices</li> </ul>
<p>Entry requirements</p>	<p>Training Package: No entry requirements specified</p> <p>The course is government funded through Queensland Department of Education and Training (DETE) and the learners have the opportunity to be assessed for eligibility into the program. Where students are ineligible for the funding, they can join the training program at our normal fee for service rate which is listed on our website.</p>

Fees for Higher Level Skills funding:

\$59 (3.93 per unit of competency) non-concession

\$29 (1.93 per unit of competency) concession

To be eligible for the **Certificate 3 Guarantee** a student **must**:

- not hold or be currently enrolled in a Certificate III or higher level qualification
- be 15 years of age or older
- no longer at school
- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand resident
- Permanently reside in Queensland

Fee for service pricing as listed on Wise website, [www.wise.edu.au](http://www.wise.edu.au)

Wise Education Requirements: Participants must be able to fulfil the following specific requirements:

- Complete a language, literacy & numeracy test
- Good physical and mental health
- the ability to communicate in English orally and in writing in order to prepare accurate reports and effectively communicate with clients and co-workers once they enter the workforce.
- Participate in an induction into the training program where all enrolment paperwork will be completed and all course information provided to participants.

They can expect to receive:

- Enrolment form
- Provide evidence of being a concession card holder where applicable
- Sign a consent of disclosure of personal information authority form
- Provide evidence of drivers license or medicare card
- Provide a signed copy of the appropriate training plan
- Gain approval by student for applying for USI on their behalf
- Undertake an Orientation following enrolment with our Student Support Officer

N.B You may enter into a payment plan option with Wise Education Group. For further details visit our website

You will also be provided with a copy of the following

- VET Handbook
- Qualification Outline
- Training Logbook
- First lot of training and assessment resources

## Outcomes

This program has been designed to equip participants at WISE EDUCATION GROUP (see target market) with the skills and experience required to work within an office environment They will obtain the following skills and knowledge:

	<ul style="list-style-type: none"> <li>• Sound knowledge of effective customer service</li> <li>• Work Health &amp; Safety</li> <li>• Product knowledge and selling skills</li> <li>• Cultural and social sensitivity</li> <li>• Coaching others</li> <li>• Food safety</li> <li>• Processing financial transactions</li> </ul>
<p><b>Program overview</b></p>	<p>The delivery and assessment of this program is completely online except for the practical tasks outlined in your work skills log which are to be undertaken within your workplace or on work-placement. All modules are allocated to the Learning Management System under the grouping of Certificate III in Hospitality. Participants will be allocated a minimum of 2 units of competency at a time.</p>
<p><b>Delivery and Assessment</b></p>	<p>The theory components are the first part of the online experience. You will undertake each of your modules online which will include the learning and theory assessment components. The online module provides simulated work practices that are conducive to a real workplace.</p> <p>At the conclusion of the module you will complete your assessment in a writable pdf document. Refer to the assessment section for instructions.</p> <p>The modules are made up of 2 components:</p> <ul style="list-style-type: none"> <li>• Learning Content</li> <li>• The quiz which are your assessment questions combined with My Project which is the free form text assessment that is scenario based</li> <li>• You will also need to complete practical demonstrations via technology for certain units of competency</li> <li>• You will also need to do work placement and the completion of your Log Book will provide overall competency</li> </ul> <p>You will flow to each component as you complete each section.</p>
<p><b>Duration</b></p>	<p>This program is a self-paced program and the only requirement is it is completed within a 12 month period, and is a total of 832 nominal hours. This equates to 16 hours per week.</p> <p>You will be allocated with 2 modules and assessments at a time. Your Trainer/Assessor will monitor the completion of your assessments and mark these within 5 working days. You will receive an email notification of your competency.</p> <p>Within the first month of your training, your Trainer will contact you to ensure you are on the right track. After the first month, you will be contacted fortnightly. Trainers will allocate an hour to each month of contact with you.</p>
<p><b>Pre requisites</b></p>	<p>There are no unit level pre requisites that participants must complete to enter this program. However before undertaking your work placement you must have completed the Food Safety unit of competency</p>

**Packaging**

To complete this qualification participant must complete a total of 15 units of competency as set out by the Training Package. This is to consist of 7 core units and 8 elective units.

**Units**

Wise Education Group is able to deliver and assess the following units of competency.

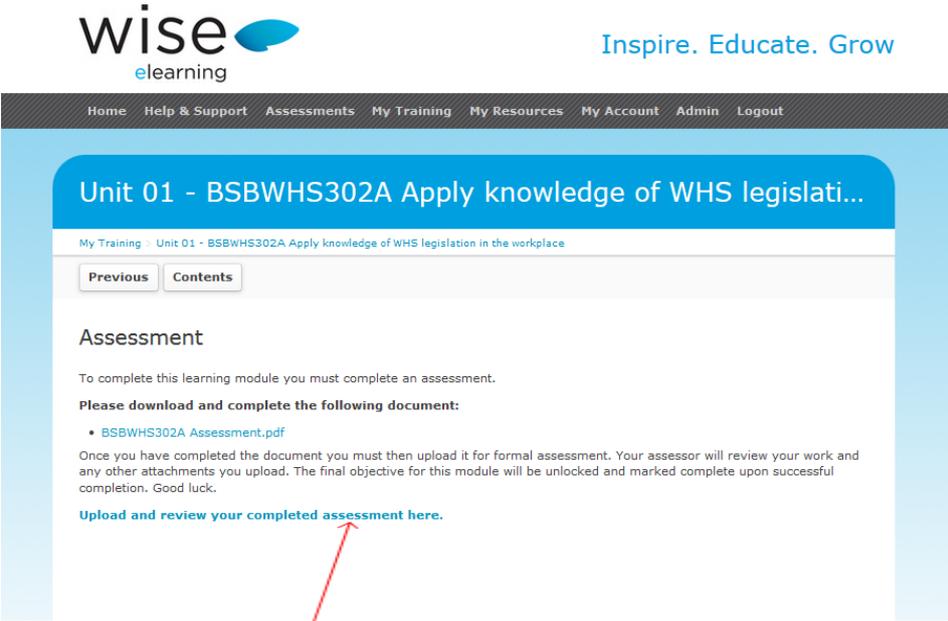
<b>Core Units</b>	
SITHIND004	Work effectively in hospitality service
BSBWOR203	Work effectively with others
SITXWHS001	Participate in safe work practices
SITXCOM002	Show social and cultural sensitivity
SITHIND002	Source and use information on the hospitality industry
SITXHRM001	Coach others in job skills
SITXCCS006	Provide service to customers
<b>Elective Units</b>	
SITXWHS002	Identify hazards, assess and control safety risks
SITXFIN001	Process financial transactions
BSBITU306	Design and produce business documents
SITHFAB004	Prepare and serve non-alcoholic beverages
SITXFSA001	Use hygienic practices for food safety
SIRXPDK001	Advise on products and services
SITXFSA002	Participate in safe food handling practices
BSBCMM201	Communicate in the Workplace

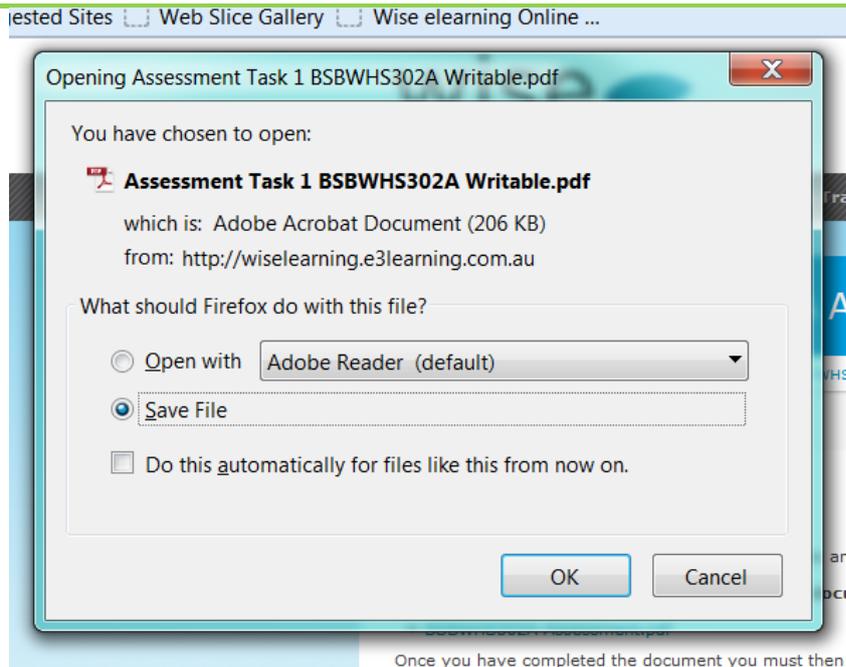
**Delivery arrangements**

The delivery of this qualification will be completely online except for the practical tasks required to be completed in the workplace either where you are working or on work placement, the tasks are outlined in your Work Skill Log. Wise Education Group will support all participants by providing availability to an allocated Trainer/Assessor via phone or email support.

In each of the modules, learning activities are provided to ensure that the appropriate learning is being undertaken.

You will be required to complete at least one unit per month to remain on track within a 12 month period. Should you choose to fast track your duration you are able to complete the units at your own pace.

	<p>In each of the learner’s guides, workplace activities are provided to ensure that the appropriate learning is being undertaken in the workplace.</p> <p>A Training Log is also provided with outlined activities for the workplace against each unit of competency. All parties responsibilities for the on and off the job training is detailed in the Training Log.</p>
Sequencing	See Appendix A
Work environment	<p>Participants enrolled in this qualification will be required to have full access to a workplace or have had previous access to a workplace. You will be required to complete a log book to demonstrate that you have participated in 36 shifts in a hospitality environment and have undertaken certain activities within this working environment.</p> <p>If you have not worked or are not working in a hospitality environment, Wise Education Group will work with you to support work placement in order to fulfil this requirement.</p> <p>Full competency is unable to be achieved without having satisfied this requirement. The unit of competency with this requirement is:</p> <p>SITHIND004 Work effectively in hospitality service</p>
Assessment	<p>When you have completed the content for your learning unit you will be presented with the following screen.</p>  <p>Click on the assessment document to download and save to your computer.</p> <p>Next the save option will appear and choose save.</p>



Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.

When you have completed the assessment and are ready are upload return to the Training screen and select the upload option.

#### RPL

All participants will be provided with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:

- RPL Ready Handbook
- RPL Application Kit available online
- RPL Evidence Guides available online
- RPL Competency Conversation conducted by the Trainer/ Assessor

Wise Education Group also provides the Trainer/ Assessors with a support guide to RPL

#### Principles of Assessment

Assessment is conducted in accordance with the following:

##### Principles of Assessment

**Reliability** - Wise Education Group seeks to gather and interpret evidence in a consistent manner that provides for reliable assessment both for the learner and for assessors. We achieve this by using assessors who have the required competencies in assessment and the relevant vocational competencies.

Our assessment resources also provide for standardised outcomes supported by model answers to guide assessors in their judgements. Reliability is also supported by the validation of assessment judgements.

**Fairness** - Wise Education Group assessment approach encourages fairness in assessment through consideration of the learner's needs and through making reasonable adjustments when it is required. Assessors achieve this through clear communication with the learners to ensure that the learner is fully informed about, understands and is able to participate in the assessment process.

The learner will be given the opportunity to challenge the result of any assessment task and undertake re-assessment if required.

**Validity** –Any assessment decision of Wise Education Group is justified, based on the evidence provided by the individual learner. Wise conducts assessment against the broad range of skills and knowledge identified within each unit of competency and which is integrated with the performance of workplace tasks.

We ensure that the assessment is transferable to different contexts and situations and all components of the unit of competency are being assessed.

**Flexibility** – Wise Education Group strives to provide assessment opportunities that reflect a learner's needs. Our chosen assessment strategies provide for recognition of a learner's current competency, employ a range of methods appropriate to the context of the industry, the unit of competency and the learner themselves. Individual needs of learners are met as required as the learner notifies Wise Education Group's staff of their need.

#### **Rules of Evidence**

**Currency** – Wise Education Group must be satisfied that the learner currently holds the skills and knowledge relating to a particular unit of competency. Assessment evidence submitted is to be based on the learner's performance either at the time of the assessment decision or in the very recent past.

**Sufficiency** - Learners are required to complete and submit the assessment tasks provided for each unit. The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competency. The assessment mapping ensures that all aspects of the unit of competency have been satisfied and that competency can be demonstrated repeatedly.

**Validity** – Each of the assessment tasks reflect the relevant unit of competency. They cover skills and knowledge required of an individual to perform a wide range of business functions. We collect evidence that directly aligns with the components documented within each unit of competency. The collected assessment evidence must replicate the outputs of the task as though it were being performed within an actual workplace.

	<p><b>Authenticity</b> – Wise Education Group seeks evidence that is authentic for each learner. To support this, assessors must be assured that the evidence presented for assessment is the learner’s own work. Learners will need to sign an authenticity declaration as part of submitting their work to state that it is the learner’s own work.</p>
Resources	<p>To adequately support the delivery of the qualification, WISE EDUCATION GROUP will provide requested documentation and handouts to participants in order for them to complete an appropriate assessment.</p>
Facilities and Equipment	<p>Access to a computer. If you do not have access to a computer we are also able to provide your resources via distance learning. We will send to you via the post your workbooks and assessments which you can complete in print copy. You will then return your completed assessment for marking.</p> <p>Access to a workplace with the following facilities &amp; equipment:</p> <ul style="list-style-type: none"> <li>• Operating location</li> <li>• Organisational policies and procedures</li> <li>• Learning curriculum</li> <li>• Operational plans, business performance documentation</li> <li>• Signage within the facility</li> <li>• Technology</li> <li>• Food and beverage service areas</li> <li>• Point of sale equipment</li> </ul>
Trainer Materials	<p>The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format</p> <ul style="list-style-type: none"> <li>• Learners Guide</li> <li>• Assessment Kit</li> <li>• Assessors Marking Guide</li> <li>• Mapping Guide</li> <li>• PowerPoint Presentations</li> </ul>
Student Materials	<p>The following documents have been provided which describe the delivery and assessment of the qualification. The units of competency are in single unit format</p> <ul style="list-style-type: none"> <li>• Qualification Outline</li> <li>• Online Learners Guide</li> <li>• Online Assessment resources</li> <li>• Additional practical demonstrations for the following units: SITHIND002 Source and use information on the hospitality industry SITXCOM002 Show social and cultural sensitivity</li> <li>• Work Placement Log Book</li> <li>• Work Placement Support Kit</li> <li>• VET Handbook</li> </ul>
Trainer requirements	<p>To deliver this program WISE EDUCATION GROUP requires its trainers and assessors to:</p> <ul style="list-style-type: none"> <li>• Hold a TAE40110 Certificate IV in Training and Assessment</li> <li>• Hold the following qualifications: <ul style="list-style-type: none"> <li>○ SIT30616 Certificate III in Hospitality (or equivalent or a level higher)</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Have worked as a Trainer/ Assessor professional within the last 12 months</li> <li>• Have worked in the Hospitality Industry for a minimum with a minimum of 3 years' experience</li> <li>• Hold membership or that of a related industry body (updates from the Service Skills Industry)</li> <li>• Have participated in specific professional development within the last 12 months; and</li> <li>• Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan</li> <li>• Have undertaken training and assessment professional development within the last 12 months.</li> </ul>
Trainer Allocation	<p>Wise Education Group will allocate a single Trainer where appropriate to a participant. Where single or multiple trainers are required you will be advised of your trainer in your welcome pack</p>
Pathways	<p>Upon successful completion of this qualification, participants are able to continue their learning journey into:</p> <p>SIT40416 Certificate IV in Hospitality</p> <p>BSB42015 Certificate IV in Leadership and Management</p>
Access & Equity	<p>Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the Learning and Assessment Strategies. Needs will be identified prior to students' commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.</p>
Support Services	<p><b>Learning Support</b> – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services</p> <p>We are also able to coordinate face to face sessions or distance learning if the online environment is not conducive to your style of learning. Please advise your Trainer/ Assessor if you require changes to your delivery format</p> <p><b>Student Support</b> – Wise Account Manager and Wise Trainer</p> <p><b>Your Tutor</b>- This is a 3<sup>rd</sup> party tutoring service that we provide to students to allow additional support throughout their study. You can ask for a 245 hour writing service where a tutor will review your project and return the results within 24 hours or immediate support for researching, maths or english support.</p> <p><b>Orientation Call</b>- Once you have successfully enrolled you will receive a call from our Manager of Client services who will conduct an orientation with you. This is your opportunity to discuss how you would like to have the program work for you and the types of support you may require or request. This orientation checklist is also provided to the Trainer.</p> <p><b>Student Management System</b>- Access to your own personal profile on our Student Management system- JobReady</p>

Participant Progress	<p>Wise Education Group will upkeep the progress of all students within the Learning Management System. These will then be entered into our Student Management System-JobReady</p> <ul style="list-style-type: none"> <li>• You will receive regular emails from your Trainer at least fortnightly to check on your progress.</li> </ul>
Participant Satisfaction	<p>Wise Education Group will periodically conduct random surveys with participants. At regular management meetings, Wise Education Group will analyse the feedback and implement any corrective actions.</p>
Your Commitment	<ul style="list-style-type: none"> <li>▪ Actively participate in your modules</li> <li>▪ Liaise with your Trainer/Assessor to receive adequate support</li> <li>▪ Complete your models and assessment in a timely manner</li> </ul>

SEQUENCE OF LEARNING-				ASSESSMENT				
Unit of Competency		Month	Learning topics	Written Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book
SITHIND002	Source and use information on the hospitality industry	1	<ul style="list-style-type: none"> <li>- Source relevant industry information and compliance information in daily activities</li> <li>- Update personal and organisational information of industry</li> </ul>	✓	✓	✓		✓
				<i>Assessment due Month 1</i>	<i>Assessment due Month 1</i>	<i>Assessment due Month 1</i>		<i>Assessment due Month 12</i>
SITXFSA001 SITXFSA002	Use hygienic practices for food safety  Participate in safe food handling practices	1	<ul style="list-style-type: none"> <li>- Follow hygiene procedures</li> <li>- Report health issues</li> <li>- Prevent food contamination and cross contamination</li> </ul>	✓	✓	✓		✓
				<i>Assessment due Month 1</i>	<i>Assessment due Month 1</i>	<i>Assessment due Month 1</i>		<i>Assessment due Month 12</i>

## Appendix A

SEQUENCE OF LEARNING- Certificate III in Hospitality Online units of competency				ASSESSMENT				
Unit of Competency	Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book	
SITHIND004	2	<ul style="list-style-type: none"> <li>- Prepare and provide service</li> <li>- Complete operational tasks</li> <li>- Complete end of shift duties</li> </ul>	✓	✓	✓		✓	
			<i>Assessment due Month 3</i>	<i>Assessment due Month 3</i>	<i>Assessment due Month 3</i>		<i>Assessment due Month 12</i>	
BSBWOR203	2	<ul style="list-style-type: none"> <li>- Develop effective workplace relationships</li> <li>- Contribute to teamwork</li> <li>- Deal effectively with issues and conflict</li> </ul>	✓	✓	✓		✓	
			<i>Assessment due Month 3</i>	<i>Assessment due Month 3</i>	<i>Assessment due Month 3</i>		<i>Assessment due Month 12</i>	
SITXWHS001	3	<ul style="list-style-type: none"> <li>- Work safely</li> <li>- Follow emergency procedures</li> </ul>	✓	✓	✓		✓	
			<i>Assessment due Month 4</i>	<i>Assessment due Month 4</i>	<i>Assessment due Month 4</i>		<i>Assessment due Month 12</i>	
SITXCOM002	4		✓	✓	✓		✓	

SEQUENCE OF LEARNING- Certificate III in Hospitality Online units of competency				ASSESSMENT				
Unit of Competency		Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book
	Show social and cultural sensitivity		<ul style="list-style-type: none"> <li>- Communicate with colleagues and customers from diverse backgrounds</li> <li>- Address cross cultural misunderstandings</li> </ul>	Assessment due Month 5	Assessment due Month 5	Assessment due Month 5		Assessment due Month 12
SITXHRM001	Coach others in job skills	5	<ul style="list-style-type: none"> <li>- Prepare for on the job training</li> <li>- Coach colleagues on the job</li> <li>- Follow up coaching</li> </ul>	✓	✓	✓		✓
				Assessment due Month 6	Assessment due Month 6	Assessment due Month 6		Assessment due Month 12
SITXCCS006	Provide service to customers	6	<ul style="list-style-type: none"> <li>- Communicate with internal and external customers</li> <li>- Follow defined standards when delivering service</li> <li>- Respond to customer complaints</li> </ul>	✓	✓	✓		✓
				Assessment due Month 6	Assessment due Month 6	Assessment due Month 6		Assessment due Month 12
SITXWHS002	Identify hazards, assess and control safety risks	7	<ul style="list-style-type: none"> <li>- Identify hazards</li> <li>- Assess the safety risk associated with a hazard</li> </ul>	✓	✓	✓		✓

SEQUENCE OF LEARNING- Certificate III in Hospitality Online units of competency				ASSESSMENT				
Unit of Competency	Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book	
		- Eliminate or control the risk	Assessment due Month 7	Assessment due Month 7	Assessment due Month 7		Assessment due Month 12	
BSBITU306	8	<ul style="list-style-type: none"> <li>- Select and prepare resources</li> <li>- Design and produce document</li> <li>- Finalise document</li> </ul>	✓	✓	✓		✓	
			Assessment due Month 8	Assessment due Month 8	Assessment due Month 8		Assessment due Month 12	
SITXFIN001	9	<ul style="list-style-type: none"> <li>- Process customer payments</li> <li>- Reconcile takings</li> </ul>	✓	✓	✓		✓	
			Assessment due Month98	Assessment due Month 9	Assessment due Month 9		Assessment due Month 12	
SITHFAB004	10	<ul style="list-style-type: none"> <li>- Select ingredients</li> <li>- Prepare and use equipment</li> <li>- Prepare and serve non-alcoholic beverages</li> </ul>	✓	✓	✓		✓	
			Assessment due	Assessment due	Assessment due		Assessment due Month 12	

SEQUENCE OF LEARNING- Certificate III in Hospitality Online units of competency				ASSESSMENT				
Unit of Competency	Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book	
			Month 8	Month 8	Month 8			
SIRXPDK001	Advise on products and services	<ul style="list-style-type: none"> <li>- Develop product and service knowledge</li> <li>- Respond to customer requests</li> <li>- Enhance information provided</li> </ul>	✓	✓	✓		✓	
			Assessment due Month 10	Assessment due Month 10	Assessment due Month 10		Assessment due Month 12	
BSBCMM201	Communicate in the Workplace	<ul style="list-style-type: none"> <li>- Gather, convey and receive information and ideas</li> <li>- Complete workplace documentation</li> <li>- Communicate in a way that responds positively to individual differences</li> </ul>	✓	✓	✓		✓	
			Assessment due Month 11	Assessment due Month 11	Assessment due Month 11		Assessment due Month 12	
<p><b><i>Undertake workplacement ensuring you complete 36 service shifts. This can be done over time and conducive to workplace requirements</i></b></p>								