



Australian Government

SIT30622 Certificate III in Hospitality

Release 2

SIT30622 Certificate III in Hospitality

Modification History

Release	Comments
Release 2	Release 2 Supersedes and is equivalent to Release 1, minor correction to metadata and unit code.

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 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.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

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:

- 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

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

Elective units**Group A - Hygiene**

SITHIND005	Use hygienic practices for hospitality service
SITXFSA005	Use hygienic practices for food safety

Group B - Hospitality**Accommodation Services - Front Office, Housekeeping and Portering**

CPPCLO3100	Maintain cleaning storage areas
CPPCLO3101	Clean carpeted floors
CPPCLO3102	Clean hard floors
CPPCLO3103	Clean and maintain amenities
CPPCLO3105	Clean glass surfaces
CPPCLO3108	Clean window coverings
CPPCLO3111	Clean rooms, furniture and fittings
CPPCLO3112	Clean walls, ceilings and fittings
SITHACS009	Clean premises and equipment
SITHACS010	Provide housekeeping services to guests
SITHACS011	Prepare rooms for guests
SITHACS012	Launder linen and guest clothes

SITHACS013	Provide porter services
SITHACS014	Provide valet services
SITHACS015	Conduct night audit
SITHACS016	Provide accommodation reception services
SITXCCS017	Use a computerised booking system

Client and Customer Service, and Sales

SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXPDK001	Advise on products and services
SIRXSLS001	Sell to the retail customer
SITXCCS010	Provide visitor information
SITXCCS012	Provide lost and found services
SITXCCS013	Provide club reception services

Commercial Cookery and Catering, and Kitchen Operations

SITHCCC024*	Prepare and present simple dishes
SITHCCC025*	Prepare and present sandwiches
SITHCCC026*	Package prepared foodstuffs
SITHCCC028*	Prepare appetisers and salads
SITHKOP009*	Clean kitchen premises and equipment

Food and Beverage

SITHFAB021	Provide responsible service of alcohol
SITHFAB022*	Clean and tidy bar areas
SITHFAB023*	Operate a bar
SITHFAB024*	Prepare and serve non-alcoholic beverages
SITHFAB025*	Prepare and serve espresso coffee
SITHFAB026*	Provide room service
SITHFAB027*	Serve food and beverage

SITHFAB028	Operate and monitor cellar systems
SITHFAB029*	Conduct a product tasting for alcoholic beverages
SITHFAB030*	Prepare and serve cocktails
SITHFAB031*	Provide advice on beers, spirits and liqueurs
SITHFAB032*	Provide advice on Australian wines
SITHFAB033*	Provide advice on imported wines
SITHFAB034*	Provide table service of food and beverage
SITHFAB035*	Provide silver service
SITHFAB036	Provide advice on food
SITHFAB037*	Provide advice on food and beverage matching

Food Safety

SITXFSA006	Participate in safe food handling practices
SITXFSA007*	Transport and store food

Gaming

SITHGAM022	Provide responsible gambling services
SITHGAM023*	Attend gaming machines
SITHGAM024*	Operate a TAB outlet
SITHGAM025*	Conduct Keno games
SITHGAM026*	Analyse and report on gaming machine data
SITHGAM027*	Deal Baccarat games
SITHGAM028*	Conduct Big Wheel games
SITHGAM029*	Deal Blackjack games
SITHGAM030*	Deal Poker games
SITHGAM031*	Deal Pontoon games
SITHGAM032*	Conduct Rapid Roulette games
SITHGAM033*	Conduct Roulette games

SITHGAM034*	Attend casino gaming machines
SITHGAM035*	Deal Caribbean Stud games
SITHGAM036*	Deal Casino War games
SITHGAM037*	Deal Mississippi Stud games
SITHGAM038*	Conduct Rapid Baccarat games
SITHGAM039*	Conduct Rapid Big Wheel games
SITHGAM040*	Deal Three Card Poker games

Group C – General electives

Administration

TLIE0009	Carry out basic workplace calculations
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Communication and Teamwork

BSBCM211	Apply communication skills
SITXCOM006	Source and present information
SITXCOM009	Address protocol requirements

Computer Operations and ICT Management

BSBTEC201	Use business software applications
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets

E-Business

SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms
SIRXOSM003*	Use social media and online tools

Environmental Sustainability

BSBSUS211	Participate in sustainable work practices
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Finance

BSBFIN302	Maintain financial records
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SITXFIN007 Process financial transactions

First Aid

HLTAID011 Provide First Aid

Inventory

SITXINV006* Receive, store and maintain stock

SITXINV007 Purchase goods

Languages other than English

SITXLAN007 Conduct basic oral communication in a language other than English

SITXLAN008 Conduct oral communication in a language other than English

Security

CPPSEC2110 Monitor and control individual and crowd behaviour to maintain security

Work Health and Safety

SITXWHS006 Identify hazards, assess and control safety risks

Qualification Mapping Information

Supersedes and is not equivalent to SIT30616 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>