

# Traineeship

## Certificate III in Hospitality – SIT30616



**Career Training Institute of Australia (CTIA)** is offering a Certificate III in Hospitality program through Australian Apprenticeships. This qualification provides the skills and knowledge for an individual to be competent in skilled operations with the need to apply discretion and judgement. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

This qualification is suitable for VET in Schools (VETiS) delivery and for an Australian Apprenticeship pathway.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

This program is designed to be delivered over 24 months, flexible arrangements can be made to meet your specific needs as far as contact visits, industry consolidation visits and monitoring visits to ensure you remain on track to successfully complete your qualification.

### COURSE COST

Funding is made available by the Department of Education and Training (DET), however the employer/student is also required to pay the Student contribution fees.

The Student contribution fees under the User Choice program which are set at \$1.60 per nominal hour for each unit of competency/module are to be calculated at the commencement of the unit of competency/module.

In some cases, the college may provide either a partial (40% reduction in fees) or full exemption for a student in respect to student fee (see student handbook).

School based trainees are not required to pay the mandatory student contribution fee while they are still at school.

Students who commence a traineeship within 12 months of completing year 12 will not be charged Student contribution fees when undertaking a high priority qualification.

Existing Workers are now funded under the User Choice program for this qualification and are charged the mandatory Student contribution fee set at \$1.60 per nominal unit hour.

### WHY CHOOSE A TRAINEESHIP

- Gain practical hands on experience in your industry of choice
- Get paid work while completing your training
- Provides you with a pathway to further education
- Gain formal recognition of your skills and knowledge
- With competency based learning you can finish your studies early
- Gain a nationally recognised qualification



For enquires / bookings:

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# Frequently Asked Questions...

## WHAT ARE THE BENEFITS OF UNDERTAKING THIS QUALIFICATION?

When you complete the Certificate III in Hospitality graduates will be qualified to apply for various positions including bar attendant, café attendant, catering assistant, food and beverage attendant, front office assistant, porter or room attendant.

Students who complete their Certificate III can gain at least 5 credits points towards their QCE.

## WHO IS ELIGIBLE TO PARTICIPATE?

Australian Apprenticeships (often referred to as apprenticeships or traineeships) are available to anyone of working age. You do not need a secondary school certificate or other qualification to be able to do an Australian Apprenticeship.

You can do an Australian Apprenticeship if you are a school-leaver, re-entering the workforce or as an adult worker simply wishing to change careers.

You can even begin your Australian Apprenticeship while you're still at school finishing Years 10, 11 and 12.

Australian Apprenticeships offer opportunities for you to train, study and earn an income at a variety of qualification levels in most occupations as well as in traditional trades.

As an Australian Apprentice you can combine time at work with training, and can be either full-time, part-time or school-based.

When you finish your Australian Apprenticeship, you will have a nationally recognised qualification that can take you anywhere in Australia and one that is held in high regard in many overseas countries as well.

## WHAT ARE PARTICIPANTS AWARDED AT COMPLETION?

Upon successful completion of all units of competencies in the course, participants will be issued with a Certificate III in Hospitality. Should a participant not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

Students who successfully complete the Certificate II in Hospitality can gain credits for subjects included in the Certificate IV in Hospitality and the Diploma of Hospitality Management if they decide to continue their studies. Under the Australian Qualifications Framework (AQF) Certificate III is AQF Level III.

AQF1	Certificate I	AQF2	Certificate II	AQF3	Certificate III
AQF4	Certificate IV	AQF5	Diploma	AQF6	Advance Diploma

## HOW WILL PARTICIPANTS BE ASSESSED?

Assessment is competency based, in that the participant will be required to demonstrate competency in a range of tasks. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible and fair. Assessment strategies include a range of techniques, which include, but are not limited to the use of; direct observation, questions & answers, practical exercises, and case studies. Participants who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course, may apply for Recognition of Prior Learning (RPL) or Credit Transfer.

CTIA is responsible for quality training and assessment in compliance with the Standards for RTO (2015) and issuance of AQF qualifications

## WHAT UNITS OF COMPETENCY MAKE UP THE CERTIFICATE III IN HOSPITALITY?

### CORE UNITS:

SITHIND002 Source & use information on the hospitality industry  
BSBWOR203 Work effectively with others  
SITHIND004 Work electively 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  
SITXFSA001 Use hygienic practices for food safety

### ELECTIVE UNITS: (7 units to be chosen)

SITHFAB007 Serve food and beverage  
SITHFAB005 Prepare and serve espresso coffee

SITHFAB004 Prepare and serve non-alcoholic beverages  
SITHFAB002 Provide responsible service of alcohol  
SITXCCS002 Provide visitor information  
SITXFIN001 Process financial transactions  
BSBCMM201 Communicate in the workplace  
SITXCCS004 Provide lost & found services  
SITHACS001 Clean premises and equipment  
SITHACS002 Provide housekeeping services to guests  
SITHACS003 Prepare rooms for guests  
SITHACS005 Provide porter service  
SITHACS008 Provide accommodation reception service

\* Elective units can be changed in consultation with CTIA

## HOW IS THE COURSE DELIVERED AND HOW LONG WILL IT TAKE?

The Certificate III in Hospitality is delivered by on-the-job training, off-the-job training and by the 'self paced' method of learning which allows you greater flexibility in choosing the times you study and the time it takes you to complete the course.

All Traineeships have a nominal term - this is the timeframe that is on the Traineeship training contract and for the Certificate III in Hospitality it is 24 Months Full-time or Part-time equivalent.

Students must integrate technical skills and provide hospitality service to customers for a minimum of 36 complete service periods (shifts)

## SERVICES

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request: Welfare and guidance services, complaints & appeals procedures, disciplinary procedures, access and equity, Recognition Prior Learning (RPL) & Credit transfer arrangements, client selection, enrolment and induction/orientation procedures, course information including content and vocational outcomes, fees/charges, including refund policy and exemptions (where applicable), provision for language, literacy and numeracy assessment, client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures.

Further information is provided in the student handbook located at <http://www.ctia.edu.au/how-to-apply-further-information-2/>

## WHO DO I TALK TO IF I HAVE QUESTIONS?

Further information on the program please contact us on 07 5564 9044 or e-mail [mabs@ctia.edu.au](mailto:mabs@ctia.edu.au)