

Course Overview

This qualification provides the skills and knowledge to be competent in skilled operations where discretion, judgement and responsibility for others may be required. All training is within the Australian Qualification Framework (AQF) and is therefore a nationally recognised qualification.

Course Fees

This course is funded by the Victorian Government. Tuition fees and resource fees apply. See our fees & charges policy for more information.

Enrolment

Applicants 15 years and older can apply and this course is appropriate for VET in schools delivery. Students from disadvantaged groups are encouraged to apply. Enrolment is via AVTES.

Recognition of Prior Learning

RPL is available to all applicants and a portfolio is requested on enrolment.

Course Duration

This course is a self paced competency based program. It can be undertaken and completed at your own pace. Enrolment periods last for 12 months.

Course Rules

There are no pre-requisites for entry to this course. This course requires the completion of 16 units as described in the next section.

Employment Prospects

Upon successful completion of this qualification, students will be able to perform roles such as bar attendant, waiter, housekeeper or gaming attendant.

Further Training Opportunities

This qualification can form part of an Australian Apprenticeship pathway. Opportunities exist for further studies in Certificate IV and Diploma of Hospitality courses.

Course Structure

CORE UNITS (Eight)

SITHIND001A	Develop and update hospitality industry knowledge
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXHRM001A	Coach others in job skills
SITXOHS001A	Follow health, safety & security procedures
SITXOHS002A	Follow workplace hygiene procedures

Plus one of the following:

SITHFAB021A	Provide and coordinate food and beverage service
SITHIND003A	Provide and coordinate hospitality service

SPECIALIST UNITS (Minimum of Six)

SITHFAB001A	Clean & tidy bar area
SITHFAB002A	Operate a bar
SITHFAB003A	Serve food & beverages to customers
SITHFAB004A	Provide food & beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010A	Prepare & serve non alcoholic beverages
SITHFAB011A	Develop & update food & beverage knowledge
SITHFAB012A	Prepare & serve espresso coffee
SITHACS001A	Provide accommodation reception services
SITHACS004A	Provide housekeeping services to guests

SITHACS005A	Prepare rooms for guests
SITHACS006A	Clean premises & equipment
SITTTSL007A	Receive and process reservations
SITXFIN001A	Process financial transactions
SITHCCC002A	Present food
SITHCCC003A	Receive and store kitchen supplies
SITHCCC004A	Clean and maintain kitchen premises
SITHCCC007A	Prepare sandwiches
SITVCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

ELECTIVES (Maximum of Two)

The remaining electives may be chosen from any of the previous "Specialist" units listed; or another endorsed Training Package specific to your workplace. Some examples of other training packages available with AVTES are:

- Business
- Retail

If you are interested in choosing units out of any of these training packages, you will need to consult your trainer for specific options to determine the units best suited to your industry.

Employability Skills

This qualification also encompasses general employability skills required by the hospitality industry including **Communication, Teamwork, Problem Solving, Initiative and Enterprise, Planning and Organising, Self-Management, Learning and Technology.**

