

## Course Overview

This qualification provides the skills and knowledge to be competent in skilled operations and team leading or supervision in restaurants, hotels, cafes or pubs. 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. 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 26 units as described in the next section.

## Employment Prospects

Upon successful completion of this qualification, students will be able to perform roles such as food and beverage supervisor, concierge, gaming supervisor, butler or front office supervisor.

## Further Training Opportunities

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

## Course Structure

### CORE UNITS (Fourteen)

SITHIND003A	Provide and coordinate hospitality service
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITVCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001A	Follow health, safety & security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004A	Implement and monitor workplace health, safety and security practices

### GENERAL UNITS (Minimum of Eight)

SITXADM001A	Perform office procedures
SITXCOM004A	Communicate on the telephone
SITXEVT005A	Organise in house events or functions
SITXFIN001A	Process financial transactions
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
SITHFAB016A	Plan and monitor espresso coffee service
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITHIND001A	Develop and update hospitality industry knowledge

### ELECTIVES (Maximum of Four)

The remaining electives may be chosen from any of the previous "General" units listed; or another endorsed Training Package specific to your workplace. 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 to determine the units best suited to you.

### 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.**

