



Descriptor

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.

Possible Pathways

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.

Mode of delivery

APPRENTICESHIP

This qualification is suitable for a Traineeship/Apprenticeship pathway for Australian citizens or permanent residents or New Zealand citizens*#. Trainees/Apprentices will do their training in a combination of on-the-job and online/distance education and be assessed on-the-job.

DOMESTIC STUDENTS

This course is delivered to domestic students who are Australian citizens or permanent residents or New Zealand citizens*#. A mandatory work placement component of 400 hours is included and will be at a College-approved hospitality venue.

INTERNATIONAL STUDENTS

This course is delivered to international students @ 20 hours per week for 4 terms of 10 weeks each. A mandatory work placement component of 400 hours is included and will be at a College-approved venue. The College arranges work placements for its students and these may be paid or unpaid placements.

Assessment

Assessment for this qualification is by written reports, case studies, projects, role plays, written assessments and workplace reports. Practical assessments will be conducted on-the-job in a fully-equipped, operational restaurant or a College-approved workplace facility that meet industry standards.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available to all students applying for this qualification. Conditions apply. RPL is the recognition of your current skills and knowledge acquired through prior learning from other training, work or life experience.

Target Groups

Students who wish to work in the hospitality industry under direct supervision. This qualification is suitable for an Australian Apprenticeship pathway for Australian citizens or permanent residents. International students must hold an approved student visa and study according to their visa conditions.

*This training is subsidised by the NSW Government.
#Conditions Apply. Check Eligibility Criteria on website.

COURSE DURATION

Apprenticeship - up to 18 months, part-time

Smart and Skilled - up to 52 weeks, full-time or part-time equivalent

International Students - 52 weeks

UNITS OF COMPETENCY:

CORE UNITS

- SITXWHS005 Participate in safe work practices
- 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

ELECTIVE UNITS

- SITXFSA005 Use hygienic practices for food safety[^]
- SITHFAB021 Provide responsible service of alcohol^{l**}
- BSBCMM211 Apply communication skills
- SITHFAB024 Prepare and serve non-alcoholic beverages^{*}
- SITHFAB025 Prepare and serve espresso coffee^{*}
- SITHFAB027 Serve food and beverage^{*}
- SITHFAB036 Provide advice on food
- SITXFSA006 Participate in safe food handling practices[^]
- SITXFIN007 Process financial information

* Prerequisite is SITXFSA005 Use hygienic practices for food safety

** Students will receive an Interim Certificate on successful completion of the SITHFAB021 Provide Responsible Service of Alcohol. Production of this Certificate plus proof of identity (100 points ID) to a Service NSW Centre will result in a NSW Competency Card being issued that allows the student to work in a licensed venue.

[^] Students will receive a Food Safety Supervisor Certificate from NSW Food Authority on successful completion of the SITXFSA005 Use hygienic practices for food safety and SITXFSA006 Participate in safe food handling practices.

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