

Qualification Information: SIT30616 Certificate III in Hospitality

Client(s)	This qualification has been designed to be delivered on the job. 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.
Entry & Admission Requirements	There are no specific entry requirements for this qualification. Daniels Associates has the following admission requirements to suit the delivery and assessment mode offered: <ul style="list-style-type: none"> Learners are required to be competent in written and spoken English and will undertake a Language, Literacy, and Numeracy test prior to commencing the training.
Course Duration	This course is normally delivered over a period of <i>approximately</i> 10-12 months.
Pathways for Learners	Employment Pathway Completion of this qualification provides the skills and knowledge appropriate for a person working in the following occupations: <ul style="list-style-type: none"> Kitchen hand/Waiter Housekeeper & Laundry Attendant
Qualification Packaging	15 units must be completed: <ul style="list-style-type: none"> 7 core units 8 elective units
Training Delivery	Training is normally delivered off-the-job in a class room type environment. Training is normally delivered at each worksite location if there are (5) or more staff. Training is delivered once a month over 10-12 months – see training schedule below for kitchen, housekeeping and laundry staff. Classes are 3 hours duration and normally delivered from 2-5pm in the afternoon.

Kitchen, cleaning, Laundry – common classes

Date	Session	Competency units
Session 1	WH&S	SITXWHS001 Participate in safe work practices (core) SITHIND004 Work effectively in hospitality service (Core - Holistic) CPPCLO2035A Maintain cleaning storage areas
Session 2	Infection Control	HLTINF001 Comply with infection prevention and control policies and procedures (elective - imported) SITHIND001 Use hygienic practices for hospitality service Housekeeping ONLY
Session 3	Customer Service	SITXCCS006 Provide service to customers (core) SITHIND002 Source and use information on the hospitality industry (Core)

Kitchen Staff Electives

Date	Session	Competency units
Session 4	Food Safety (1)	SITXFSA001 Use hygienic practices for food safety SITHKOP001 Clean kitchen premises and equipment
Session 5	Food Safety (2)	SITXFSA002 Participate in safe food handling practices SITXFSA003 Transport and store food
Session 6	Food Preparation (1)	SITHCCC002 Prepare and present simple dishes
Session 7	Food Preparation (1)	SITHCCC018 Prepare food to meet special dietary requirements (elective – imported)

Cleaning Staff Electives

Date	Session	Competency units
Session 8	Carpet & Hard Floor	CPPCLO2001A Maintain hard floor surfaces CPPCLO2004A Maintain carpeted floors
Session 9	Room Cleaning (1)	SITHACS001 Clean premises and equipment SITHACS002 Provide housekeeping services to guests SITHACS003 Prepare rooms for guests

Laundry Staff Electives

Date	Session	Competency units
Session 8	Hard Floors	CPPCLO2001A Maintain hard floor surfaces
Session 9	Room Cleaning (1)	SITHACS001 Clean premises and equipment SITHACS002 Provide housekeeping services to guests
Session 10	Laundry Ops	SITHACS004 Launder linen and guest clothes LMTPLA02A Operate washing machines (elective imported)

Kitchen, cleaning, Laundry – common classes

Date	Session	Competency units
Session 11	Coaching & communication	SITXHRM001 Coach others in job skills (core) SITXCOM002 Show social and cultural sensitivity (core) BSBWOR203 Work effectively with others (core)

Assessment

Assessments: Assessments are performed during training session and in an on-the-job environment outside normal training sessions defined in this training plan.

Assessment	
RPL / Credit Transfer	<p><u>National Recognition and Credit Transfer</u> – Daniels Associates has a Student/Learner Handbook, which outlines the process to be followed for granting national recognition and credit transfer.</p> <p><u>Recognition of Prior Learning</u> - Daniels Associates has a RPL Student Guide, which outlines in detail a process to be followed for granting Recognition of Prior Learning. RPL Assessment material enables the assessors to gain a clear understanding of the student’s knowledge, skills and experience, thus enabling an objective assessment of the applicant’s current competency to be made.</p> <p>Learners must apply for National Recognition, Credit Transfers and RPL prior to or immediately after formal enrolment but prior to the commencement of the delivery of the units. Any RPL’s granted must be accepted and signed off by the student.</p> <p>Where a student is successful in their RPL or CT application the Learners training plan / timetable must be adjusted.</p>
Assessment Arrangements	<p>The assessment process will include the gathering of evidence to demonstrate the student’s competence. Learners will be advised of the assessment requirements at the beginning of each unit / cluster through documented assessments that will clearly outline all required tasks that must be completed to achieve competence within the specified unit.</p> <p>The assessment methods include theory and practical tasks and will be clearly documented in the Assessment Tool Kit. Assessment methods include:</p> <p>Work Based Activities: Learners will work through a range of assessable activities in a classroom environment. These activities may include completion of case studies, participating in simulated activities, workplace audits and demonstration of skills and knowledge.</p> <p>Assignment: Learners are required to complete a take-home assignment in their own time. Assignments include a combination of multiple choice questions, short answer questions and case studies.</p> <p>Workplace Assessment: Learners are required to demonstrate their skills and knowledge for some units of competency in a fully operational working environment. These assessment uses a combination of Direct Observation and Verbal</p> <p>Appropriate times for these assessments will be negotiated with the learner and their workplace supervisor.</p> <p>Third Party Evidence Sheet to be completed by the learner’s supervisor. Learners are required to review the Third Party Evidence with their workplace supervisor. If both are satisfied that the learner meets the criteria, their supervisor signs and dates the Third Party Evidence Sheet.</p>