

Certificate III in Hospitality (workplace-based)

COURSE CODE	SIT30616
LOCATIONS	Warrambool, Portland, Hamilton, Colac, Workplace training
STUDY MODE	Full-time, Workplace, Online, Workshops
Length	12 months
Commencement	Apply any time
Timetable	This course makes use of your workplace experience and is supported by online study and some workshop delivery

Course Overview

This section gives you an introduction to what you will be learning in this course, plus course outcomes, career opportunities, and student support.

Study from home during COVID-19 restrictions

Whilst we pride ourselves on our hands-on training, we have had to adjust most of our courses for study from home and remote learning during the COVID-19 restrictions. This means courses will be delivered using a range of methods including online learning, virtual classrooms, workbooks and direct contact with your teacher.

Given the government restrictions that are now in place to reduce the spread of coronavirus in Australia, we expect this new model of study will continue until the government makes changes to these restrictions.

Introduction

Working in hospitality and wanting to develop your skills and knowledge?

Certificate III in Hospitality is a workplace-based course that will provide you with training to develop your skills, confidence and knowledge in the industry to be efficient and adaptable to the changing nature of hospitality. We will work with you to build on your existing skills and knowledge from working within the industry, making use of your workplace experience.

The course is delivered as a combination of workshops, online delivery and workplace assessments over a 12-month duration. The workshops will be conducted outside of work hours. You will be required to undertake online self-directed learning and assessment activities outside of work time.

What will I Learn?

During this course, you will develop and establish a variety of skills for front-of-house hospitality. You will learn about:

- customer service
- food hygiene
- how to prepare and serve espresso coffee and other beverages
- safe work practices
- teamwork
- serving of food and beverages
- preparing and presenting simple dishes
- how to operate a bar
- how to process financial transactions

You will also gain Safe Food Handling and Responsible Service of Alcohol certificates.

You may also choose between a health stream of electives or a front of house stream of electives.

Course Outcomes and Career Opportunities

This qualification provides a pathway to work in organisations such as restaurants, hotel, motels, clubs, pubs, cafes and coffee shops.

You will be equipped to work in a variety of hospitality roles including espresso coffee machine operator, food and beverage attendant, front desk receptionist, function or restaurant host, senior bar attendant or a waiter.

Pathways

After achieving the Certificate III in Hospitality, you may choose to continue study in the hospitality field at Certificate IV or Diploma levels. Alternatively, you may choose to transfer these skills to another industry and continue to study in the [tourism](#) or events fields.

Information Session

Why don't you come along to our next course info session to find out everything you need to start your learning journey? You can chat with our teachers, tour our facilities, learn more about the course, find out about the application process and get your questions answered by our course experts.

[Find the next info session near you](#)

Course Requirements

This section gives you an overview of entry requirements, course units and electives, skills recognition, and assessment criteria.

Entrance requirements & pre-requisites

To apply for this course you must:

- be at least 17 years of age
- be employed in the hospitality industry for a minimum of 12 hours per week (on average)

Course requirements

To be eligible for this qualification, you must successfully complete 15 units: 7 core and 8 elective.

Units offered

Core Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
BSBWOR203	Work effectively with others	15	\$0.00
SITHIND002	Source and use information on the hospitality industry	25	\$0.00
SITHIND004	Work effectively in hospitality service	0	\$0.00
SITXCCS006	Provide service to customers	25	\$0.00
SITXCOM002	Show social and cultural sensitivity	20	\$0.00
SITXHRM001	Coach others in job skills	20	\$0.00

SITXWHS001	Participate in safe work practices	12	\$0.00
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Elective Units

Unit Code	Unit Name	Unit Hours	Unit Consumables
BSBCMM201	Communicate in the workplace	40	\$0.00
SITHCCC001	Use food preparation equipment	25	\$20.00
SITHCCC002	Prepare and present simple dishes	25	\$40.00
SITHCCC004	Package prepared foodstuffs	15	\$0.00
SITHFAB002	Provide responsible service of alcohol	10	\$0.00
SITHFAB004	Prepare and serve non-alcoholic beverages	20	\$0.00
SITHFAB005	Prepare and serve espresso coffee	30	\$0.00
SITHFAB007	Serve food and beverage	80	\$0.00
SITHKOP001	Clean kitchen premises and equipment	13	\$0.00
SITXFSA001	Use hygienic practices for food safety	15	\$15.00
SITXFSA002	Participate in safe food handling practices	40	\$0.00
TLIE1005	Carry out basic workplace calculations	20	\$0.00

Assessment

This course involves accredited units. You will be required to complete assessment tasks to demonstrate your underpinning knowledge, skills and attributes to meet the course outcomes. A combination of written, oral and practical assessment strategies will be used in either a classroom, online or workplace environment.

Where units require demonstration of skills in a workplace environment, you will have the opportunity to do this either in your own workplace (where appropriate), through a practical placement, or by using one of the Institute's simulated workshops/classrooms. Detailed information about the types, conduct and dates of assessments will be provided in advance. You will also be provided with information about the opportunity for reassessment and appeal.

After applying

Once you have applied for your chosen course, you will receive a thank you email from South West TAFE with a few steps to help process your enrolment.

Complete a Pre-Training Review

You will receive an email to complete a Pre-Training Review online evaluation. This evaluation helps us tailor your training to suit your needs.

Create or provide a Unique Student Identifier (USI)

A USI is a nationally recognised reference number that provides an online record of your training qualifications gained in Australia.

[Create your USI](#)

Already have a USI but can't remember it? [Find your USI](#)

Skills recognition

If you have experience or prior qualifications, you may be eligible to apply for [recognition of prior learning](#) and gain credits. You will be asked to provide any relevant Statement of Attainment to support identified credits.

Fees

This section gives you an overview of course fees, subsidies, and how they can be paid.

Course Fees

Here's an outline of fees and costs associated with your course.

Your fees each year can be made up of 3 different elements. Everyone has different circumstances that can affect what you pay and how much you pay. :

1. Tuition fees - charged as an hourly rate that varies from course to course. A large portion of the tuition is subsidised by the Victorian Government for eligible students.
2. Resource and/or materials costs - covers the cost of materials and other incidentals. This fee will vary according to the course being undertaken.
3. Booklist items - such as textbooks, equipment and stationery recommended for your course

Tuition fees

There are 4 different rates of tuition fees. Only one will apply to you (depending on your eligibility and circumstances).

1. Government Subsidised Fee - you could be eligible for a government-subsidised rate under the Skills First funding depending on your age, educational history, and citizenship or residency status. If you are eligible, the government will contribute to the cost of your training. [Find out more about subsidised training](#)
2. Government Subsidised Concession Fee - If you are eligible for a Skills First government-subsidised place and hold a current healthcare or pension card, that you can provide at enrolment. You may be eligible for the concession rate. [Find out more about concession rates](#)
3. Free TAFE - Students who are eligible for Victorian government-subsidised training will not pay course tuition fees for the duration of their enrolment in this course, however, there may be some consumable/material fees for the course (find out more below). Any resource or material costs, or booklist items for this course are listed in the table below. [Find out more about Free TAFE](#)
4. Full fee - If you are not eligible for a Skills First government-subsidised place, exemption, concession or are enrolling in a course that isn't government-subsidised, you may be required to pay the full fee rate.

FIND OUT MORE ABOUT FEES AND ELIGIBILITY

The fees listed below are indicative only and may be subject to change without notice and given individual circumstances. Your actual fees will be calculated based on your individual circumstances at the time of enrolment. Funding made available to eligible individuals by State and Commonwealth Governments. If funding is utilised, this may affect future opportunities to access additional funding in the future.

Course fees by student type	Indicative Course Fee
Government subsidised rate (if eligible)	\$1,850.00
Concession rate	\$370.00
Full fee rate (if not eligible for govt subsidy)	\$4,020.00

Additional course fees	Indicative Course Fee
Course consumable/materials (approximate)	\$310.00

This is a Free TAFE course

Students who are eligible for Victorian government-subsidised training will not pay course tuition fees for the duration of their enrolment in this course, however, there may be some consumable/material fees for the course (find out more below). The consumable fees for this course are listed in the above table.

[Find out more](#) or chat with our Customer Service team on [1300 648 911](tel:1300648911), or visit a [SWTAFE Campus](#).

Resource and/or materials costs

Some courses require specific resources or materials necessary for your study eg: tools of the trade, excursions, etc. Final costs will be determined upon enrolment.

How do I pay my fees?

Once we have processed your enrolment form, you will receive an email with your invoice.

You have [three options when organising your payment](#):

1. [Upfront payment](#) - can be made over the phone with EFTPOS
2. [Payment plan](#) - can be directly debited from your bank account, debited from your Centrelink payments or via a [VET Student Loan](#) (for diploma or advanced diploma courses only)
3. [Paid by employer, school or job network agency](#) - if your fees are being paid by your employer, school or job network agency, you will need to complete an Authority to Invoice form.

Payments will need to be arranged within five(5) business days of receiving the email containing your invoice.

We also offer a range of [scholarships](#) each year which you may be eligible to apply for to assist with course fees.

Next Steps

Ready to take the next step? Here you can [make an enquiry](#), [attend an information session](#) or [begin the application process](#).

Careers and Course Advice

Not sure which course is right for you? South West TAFE will help you find your way.

Our Careers Coaches at the [Skills and Jobs Centre](#) is here to support you. Whether you're exploring career options, transitioning from school to the workforce or looking to study after school we're here to help you. Call, email or drop in.

Call 5564 8515 or email skillsandjobscentre@swtafe.edu.au

How to apply

There are [five simple steps to apply for a course](#) with us.

1. **Apply** - [complete a short online application form](#). Once this form is submitted we'll send you a thank you email.
2. **Get ready** - your thank-you email will contain links to a pre-training review, to a unique student identifier and to government-subsidised training eligibility.
3. **Chat with your teacher** - your teacher or course specialist will contact you about your Pre-Training Review outcomes and additional course information.
4. **Enrol** - after chatting with your teacher, you will receive an email with your enrolment form and a link to verify your identity.
5. **Sign** - once you've completed your enrolment, you will receive a declaration form to review and sign.

If need any assistance with applying, [contact our Customer Service team](#) on 1300 648 911 or [visit your nearest campus](#).

Student Support

As a SWTAFE student, you can access a variety of support services that will enhance your study experience and help you complete your studies successfully. For more information about any of these services, [visit our student page](#).