



Statement of Attainment in Hospitality (Interact with Customers, Safe Work Practices and Visitor Information)

SG00008098

- This training is fully government-subsidised under JobTrainer
- Fully Subsidised Course

| | | | |
|----------------------------|--------------------------------|---|----------------------------------|
| DURATION 3 Weeks | ATTENDANCE Part Time | DELIVERY Virtual classroom off campus | START DATE 01 Nov 2021 |
|----------------------------|--------------------------------|---|----------------------------------|

LOCATION
Campbelltown
181 Narellan Road, Campbelltown

STUDY COMMITMENT
14.4 Hours Per Week

How much time on average each week you will need to commit to successfully complete this course.

Hours include class attendance/participation, directed study, and any required work placements.

You may also need to do additional hours of self-directed study.

Studying with TAFE NSW

85.9%
EMPLOYER SATISFACTION

NSW EMPLOYERS ARE VERY SATISFIED WITH THE QUALITY OF THE NATIONALLY RECOGNISED TRAINING WE DELIVER*

83%
GRADUATE SATISFACTION

TAFE NSW ENJOYS A RATING WELL ABOVE THE NATIONAL AVERAGE FOR THE OVERALL QUALITY OF TRAINING#

80%
OF GROWTH AREAS COVERED

WE OFFER TRAINING IN 80% OF THE OCCUPATIONS PREDICTED TO HAVE THE GREATEST GROWTH OVER THE NEXT 5 YEARS^

93%
WOULD RECOMMEND TAFE NSW

AS A TRAINING PROVIDER - NATIONAL VET AVERAGE 90%**

Source: ^ employment.gov.au, * Graduate Satisfaction Survey - Undergraduate [Quality Indicators of Teaching and Learning (QILT) - Course Experience Questionnaire 2017-2018]. * NCVET, Survey of Employers' Use and Views of the VET System, 2017. ** VET - NCVET Graduate Outcomes Survey 2018

OVERVIEW

This course provides the skills and knowledge to assist customers with visitor information care whilst working in a safe hospitality or event venue.

ENTRY REQUIREMENTS

When you study with TAFE NSW, we want you to succeed. Entry requirements allow us to make sure that you have the right pre-existing knowledge and skills to achieve your chosen qualification. You will need to provide evidence that you meet the requirements listed in this section.

There are no entry requirements for this Statement of Attainment.

ADDITIONAL REQUIREMENTS

With 130 locations across the state, TAFE NSW tailors qualifications to meet the needs of the local community and specific student groups (like apprentices, fast-tracked and online students). To make sure this course is the right fit for you, we will need you to demonstrate that you can meet the additional requirements below.

To successfully complete this course, you will need to:

- Attend all Live Streamed classes at the allocated time on the timetable. As these classes are not recorded, they cannot be taken at an alternate time slot.
- Participate in class activities via MS Teams and in the classroom as programmed
- Successfully complete all assessments including role plays which are via Microsoft Teams.

You are required to submit your assessment/s electronically to your teacher/s through either Microsoft Teams or the TAFE NSW Moodle

OTHER COURSE INFORMATION

Discover the skills you need, for the job you want at a [TAFE NSW Information Session](#).

INFORMATION SESSIONS

There are no information sessions currently scheduled for this course.

STUDY COMMITMENT

This is a part time blended delivery course. You will need to attend approximately 14.4 hours of Live Streamed classes, for a total of 8 days over 3 weeks.

You may also be required to complete approximately 7.3 hours of additional study each week outside of class hours, including Assessment preparation, private revision.

SERVICES AND STUDY SUPPORT

TAFE NSW will support TAFE students with their learning who may have computer and internet access issues. Please note: All on campus attendance must comply with TAFE NSW COVID-19 Safe Guidelines.

We offer student services and study support to ensure you can achieve your goals. Learn about TAFE NSW [Student Services](#)

As a TAFE NSW student in this course, you will have access to:

- LinkedIn Learning (formerly Lynda.com)
- Smarthinking - after hours online study support service
- Easy computing online short courses
- Access to local TAFE libraries
- Accessibility and Disability Support Services
- Access to Read&Write learning support software at TAFE and at home

ATTENDANCE

The way you learn may change during your enrolment to ensure the best learning experience or to keep you safe as COVID-19 restrictions change, and some of our face to face classes may change to online or virtual classroom learning. Also, to ensure that we keep you safe while studying, we may modify our face to face classes to meet physical distancing requirements and increased cleaning on campus. If work placement and the demonstration of practical skills are requirements of your course, there may be a modification or delay in the planned timeframe due to COVID-19 impacts. Be assured, we'll keep you informed every step of the way.

This course is blended delivery which consists of Live Streamed classes for 8 days over 3 weeks.

FEE DETAILS

SUBSIDISED PRICES

Fee If Eligible For Subsidy:
\$0.00

NON-SUBSIDISED PRICE

FULL FEE
\$913.00

*This is a fully government-subsidised [JobTrainer](#) course. Eligibility criteria applies.

WHAT DO THESE PRICES MEAN?

First Qualification Fee

Applies to a student who does not already hold a post-school qualification from any tertiary sector (TAFE, private provider or University), and includes any vocational (certificates, Diplomas, Advanced Diplomas) and higher education (degree) qualifications achieved in Australia or overseas previously.

Subsequent Qualification Fee

Applies to a student who already holds one or more post-school qualifications from any tertiary sector (TAFE, private provider or University), and includes any vocational (certificates, Diplomas, Advanced Diplomas) and higher education (degree) qualifications achieved in Australia or overseas previously.

Apprenticeship Fee

Eligible apprentices are exempt from fees when undertaking an apprenticeship under the NSW Government's Fee Free Apprenticeship. For apprentices who are not eligible, apprenticeship qualification fees are capped at \$2,000.

For more information visit the [Fee Free Apprenticeships](#) page.

Traineeship Fee

Applies to a student undertaking a traineeship qualification under a traineeship pathway, with fees are capped at \$1,000.

For more information visit the [Apprenticeships and Traineeships](#) page.

Concession Fees

Applies to eligible disadvantaged students who receive a specified Commonwealth Government welfare benefit or allowance. Concession fees are discounted, with flat fees applied across a qualification level.

For more information on concessions and exemptions, visit the [Smart and Skilled Fee Exemption and Concessions](#) page on the Smart and Skilled website.

For more information on Smart and Skilled funding, visit the [Smart and Skilled](#) page.

This is a fully government-subsidised [JobTrainer](#) course. Eligibility criteria applies.

SMART AND SKILLED FEES

This course is government-subsidised, meaning you pay a portion of the full course fee to TAFE NSW and the NSW Government will pay the balance. However, you must meet certain eligibility criteria for this to apply.

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process. Payment plans are available through TAFE NSW for Smart and Skilled eligible qualifications.

For further information about eligibility and explanations of the different fee categories, visit [Are You Eligible?](#)

FULLY GOVERNMENT SUBSIDISED

This course is fully government-subsidised for eligible students, meaning you will not have to pay any course fees. It is part of a program to help people develop the skills they need to get a job, undertake entry level qualifications or transition to a new job.

If you are not eligible for subsidised training, you can still choose to enrol in the course but will need to pay the full (non-subsidised) fee.

READ BEFORE YOU ENROL

Learn about TAFE NSW [Fees](#)

Learn about TAFE NSW [Payment/Funding](#)

RECOGNITION

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required, reduce your course fees and allow you to achieve your qualification faster.

Learn about Recognition at TAFE NSW [Recognition](#)

HOW TO APPLY

Applying with us is easy, though the exact process does depend on your course and any prerequisites that go with it. Be sure to read all course information carefully to make sure it is the right qualification, location and study type for you. As you progress through the application and enrolment process you will be prompted to provide additional information.

For further information or assistance, call 131 601.

If you are interested in studying as a Trainee please call 131 601 for full details. (only if available as a trainee)

UNITS

| UNIT CODE | UNIT DESCRIPTION |
|------------|------------------------------------|
| SITXCCS002 | Provide visitor information |
| SITXCCS003 | Interact with customers |
| SITXWHS001 | Participate in safe work practices |

CAREER OPPORTUNITIES

Guest Attendant; Hospitality Guest Assistant, Visitor Guide.

NEXT STEPS

Need more information? Call our customer support team on 131 601 or [submit an enquiry](#)