



# Certificate III in Hospitality

SIT30616

- Nationally Recognised Training
- Traineeship Allowed
- This training is subsidised by the NSW Government

**DURATION**  
17 Weeks

**ATTENDANCE**  
Full Time

**DELIVERY**  
On campus

**START DATE**  
Enquire Now

**LOCATION**  
Dubbo, Myall Street  
Myall Street Campus, Dubbo

**STUDY COMMITMENT**  
26.5 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

With over 25,000 industry connections\*, teachers experienced in the latest industry trends plus state-of-the-art facilities, it's easy to see why TAFE NSW is Australia's largest training provider. Want even more reasons to study with us?

\*TAFE NSW current employer database as of May 2017



**85.9%**  
**EMPLOYER SATISFACTION**

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



**80%**  
**OF GROWTH AREAS COVERED**

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



**83%**  
**GRADUATE SATISFACTION**

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



**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

The nationally accredited Certificate III in Hospitality gives you a solid foundation of operational skills to work in the fast-paced hospitality industry. This course will prepare you for a career as a function host, food and beverage attendant, barista or gaming attendant.

### LEARN NEW SKILLS

Through a mix of theory and practical coursework, learn to:

- Work effectively with others
- Provide excellent customer service
- Practice serving skills
- Show social and cultural sensitivity
- Participate in safe work practices
- Deliver hospitality services in real and simulated environments

### DEVELOP YOUR TALENT

Develop the attributes to help you get ahead:

- Teamwork and collaboration skills
- Effective communication
- Commitment to customer service excellence

### ACHIEVE YOUR GOALS

Completing this course provides you with:

- A nationally recognised qualification at Certificate III level
- Responsible Service of Alcohol interim certificate
- Strong pathways to continued studies to enhance your career opportunities

### Career opportunities

- Food and beverage attendant
- Espresso coffee machine operator
- Function host
- Gaming attendant
- Caf attendant
- Senior bar attendant
- Guest service agent

### GROW YOUR CAREER

Take your career further with the:

- Certificate IV in Hospitality
- Diploma of Hospitality Management
- Advanced Diploma of Hospitality Management

## 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.

### ENTRY REQUIREMENTS

There are no entry requirements for this qualification. You can enrol now.

#### Traineeship

TAFE NSW also offers the Certificate III in Hospitality as a traineeship. To be eligible to enrol as a trainee you must:

- Be employed in the hospitality industry as this course is delivered in the workplace?
- Have a signed traineeship contract

Thinking about a traineeship? Enquire today.

### COURSE SUCCESS REQUIREMENTS

During your study, you will need to meet specific requirements to complete your coursework. Your teacher will let you know when you need to provide evidence of:

- A valid license or proof of age card, to demonstrate that you are over 18 years of age

This is mandatory for the following electives

- Provide responsible service of alcohol (RSA)
- Provide responsible gambling services (RCG)

If you are under 18 years old, or need support in preparation for study, contact us about your options.

### WORK PLACEMENT

Work placement provides you with opportunities to practice responding to situations and circumstances that cannot be replicated in a learning or simulated environment. Work placement strengthens your training and supports continued learning and assessment in the workplace.

During your course you will undertake a mandatory 36 service periods (shifts) of work placement with a suitable industry employer. Some of these service periods are scheduled as part of your course for the observation and assessment of your progress.

The remaining service periods are undertaken through a TAFE NSW approved work placement, through paid work or a combination of both.

### LICENSING REQUIREMENTS

The NSW Liquor and Gaming regulations require you to be 18 years of age or older to obtain a competency card that allows you to serve or supply alcohol or work with gaming machines. This qualification may include the following electives with licensing requirements that are regulated by Liquor and Gaming NSW:

- Provide responsible service of alcohol (RSA)
- Provide responsible gambling services (RCG)

If you undertake these electives, you will be issued with an interim RSA or RCG certificate. The interim certificate licenses you to work in the industry immediately and is only valid for a short period while you apply for your [permanent competency card through Service NSW](#).

## IS THIS COURSE RIGHT FOR YOU?

To be prepared for this course, we recommend you have:

- Numeracy and literacy skills at a Year 10 high school level
- Good communication skills
- An interest in hospitality and working in a fast-paced, shift environment
- The ability to work in a team

If you need help preparing for study, contact us about your options.

## 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.

For successful completion of this course you will need:

- A food service uniform of Black skirt or pants and white shirt and closed in black shoes
- Be able to work cooperatively as part of a team
- Students must be over 17 to meet Liquor and gaming requirements to sell and provide alcoholic beverages
- TAFE West conditions of entry to this course are the ability to work independently

## OTHER COURSE INFORMATION

### INFORMATION SESSIONS

There are no information sessions currently scheduled for this course

### STUDY COMMITMENT

This is a face to face full time course. You will need to attend approximately 26.5 hours of class, over 3 days a week, for 17 weeks.

You may also be required to complete approximately 3.4 hours of additional study each week outside of class hours, including private study, research and assignment preparation.

### IS THIS COURSE RIGHT FOR YOU?

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. It provides options for specialisation in areas such as accommodation services, food and beverage and gaming. The qualification also allows an outcome for small businesses requiring multi-skilled employees.

This course offering is designed for people who would like to work in the hospitality industry. Possible job titles include:

- espresso coffee machine operator
- food and beverage attendant
- front desk receptionist
- front office assistant
- function attendant
- function host
- gaming attendant
- guest service agent
- housekeeper
- restaurant host
- senior bar attendant
- waiter

### SERVICES AND STUDY SUPPORT

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 currently scheduled on Monday, Tuesday and Wednesday from 8.45am to 3.30pm. This timetable may change and will be confirmed by your teacher.

## FEE DETAILS

### SUBSIDISED PRICES

FIRST QUALIFICATION \*  
\$1,450.00

SUBSEQUENT QUALIFICATION  
\$1,750.00

TRAINEESHIP \*\*  
\$1,000.00

CONCESSION  
\$240.00

### NON-SUBSIDISED PRICE

FULL FEE  
\$6,990.00

\*If you are 35 years old or over and are looking for work you may be eligible for the mature age workers **Fee-Free** scholarship which will be verified at enrolment.

\*\*You may be eligible for the NSW Smart & Skilled **Fee-Free** Traineeship which will be verified at enrolment.

### 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.

## 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?](#)

## ADDITIONAL RESOURCES

A course related charge of \$228 is applicable to this course; the fee is for learner resources and RSA and RCG Liquor and Gaming competency cards this fee needs to be paid at the time of enrolment.

The fees consist of \$100 for learner resources  
\$87 Provide Responsible Service of Alcohol and  
\$41 Provide Responsible Gambling Services

## 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](#)

## Incidental Cost

- Course Related Materials Charge - \$100.00

## HOW TO ENROL

### Enrolments for this course have now closed.

[Enquire now](#) and we will contact you when enrolments open. Visit our [Online Courses](#) to view our range of study options that you can start anytime.



## UNITS

UNIT CODE	UNIT DESCRIPTION
BSBWOR203	Work effectively with others
SITHIND002	Source and use information on the hospitality industry
SITHIND004	Work effectively in hospitality service
SITXCCS006	Provide service to customers
SITXCOM002	Show social and cultural sensitivity
SITXHRM001	Coach others in job skills
SITXWHS001	Participate in safe work practices
BSBSUS201	Participate in environmentally sustainable work practices
SITHCCC003	Prepare and present sandwiches
SITHFAB001	Clean and tidy bar areas
SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITHFAB007	Serve food and beverage
SITHFAB014	Provide table service of food and beverage
SITHGAM001	Provide responsible gambling services
SITXFIN001	Process financial transactions
SITXFSA001	Use hygienic practices for food safety
SITXINV001	Receive and store stock

## CAREER OPPORTUNITIES

Possible job titles include:

- espresso coffee machine operator
- food and beverage attendant
- front desk receptionist
- front office assistant
- function attendant
- function host
- gaming attendant
- guest service agent
- housekeeper
- restaurant host

## NEXT STEPS

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