Traineeship Course Guide

SIT30616 Certificate III in Hospitality

Acacia Education & Training

ABN 66 132 666 338   RTO No. 91469

Contents

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Gain the skills, knowledge and practical experience you need to start a career in a range of industries or retrain for the career you have always wanted with a traineeship from Acacia Group Pty Ltd.

About traineeships

An Australian Traineeship provides a nationally recognised qualification and on-the-job experience. It combines time at work with training and can be completed on a full-time or part-time basis, depending on your employment. Australian Traineeships are available to anyone of working age regardless of their level of education. You can be a school-leaver, re-entering the workforce or an adult worker simply wishing to change careers.

Who needs to be involved?

- Australian Apprenticeship Support Network (AASN)
- Registered Training Organisation (RTO)
- Employer
- Trainee

Understanding the traineeship process with Acacia

1. Once the employer and trainee sign a 'training contract', and it is approved by AASN and the State/ Territory Training Authority, they will then contact a selected RTO, such as Acacia Group, to organise the off-site training.

2. Acacia will accept the training plan proposal if suitable, based on trainer availability and location of training/workplace.

3. The trainee will be enrolled and a detailed training plan is established which sets out the delivery and commencement of training, as well as relevant learning modules required for training competency.

4. Ongoing trainer support consists of regular virtual contacts as required and/or negotiated and regular face-to-face visits at the workplace as agreed upon with the employer.

5. The trainee completes their training, where the employer, as well as the RTO approve that the training program requirements have been met, and the trainee has acceptable competency.

6. On successful completion of the training program the trainee will be awarded with an AQF Certificate and/or transcript of units completed.

It is the requirement of the employer to:

- Provide work and on-the-job-training that is consistent with formal training

- Provide appropriately qualified/experienced and accessible supervision for the trainee

- Provide the trainee with time away from routine work duties, with pay, for the purpose of undertaking formal training/learning/assessment activities

- Allow trainee access to appropriate equipment/workplace documents or information for the purpose of completing any required assessments

- Allow the RTO access to the workplace and trainee for practical assessments and face-to-face contact regarding the overall training

- Assist the RTO with ensuring the trainee is staying on track with the training plan and units of competency.

Get the skills, knowledge and practical experience you need to start a career in the hospitality industry with a SIT30616 Certificate III in Hospitality Traineeship from Acacia Group Pty Ltd.

Course Overview

This qualification reflects the roles 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 limited supervision using plans, policies and procedures to guide work activities. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

The qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming.

Our industry professionals will cover topics such as:

- Hygienic practices for food safety
- Customer service
- Barista, bar and/or gaming skills
- Working effectively in a service environment

Individuals with this qualification are able to perform such roles as,

- Provide in-depth product and service advice in a hospitality setting
- Prepare and serve a range of food and beverage
- Effective customer service
- Maintain daily store operations including stock control

This course will take learners from beginner to professional hospitality worker in twelve (12) to twenty four (24) months, depending on agreed Training Plan Proposal.

Completion of the Course

To achieve this qualification, trainees must successfully complete the required units of competency, as outlined on page 5 of this brochure. Trainees must be able to attend all workplace visits with the trainer and workplace supervisor on the assigned dates in order to successfully complete the course. Under certain circumstances, arrangements can be made to accommodate trainees where they are unable to attend on the assigned dates.

Trainees who successfully complete all requirements of **SIT30616 Certificate III in Hospitality and the Traineeship Program** will be issued with an **AQF certificate III qualification** that can be used to gain work in a number of industry roles including: Waiter/ess, Bar Attendant, Barista or Gaming Attendant.

Trainees who successfully complete one or more units, will be issued with a Statement of Attainment for these unit(s).

Course Duration

The duration for the course is in twelve (12) to twenty four (24) months, depending on the qualification and Training Plan Proposal set out with ASSN and employer.

Potential Career Opportunities

Career opportunities within the Hospitality industry include, but are not limited to the following:

- Front Desk Receptionist
- Bar and Gaming Attendant
- Restaurant Host
- Function Attendant
- Customer Service Representative
- Espresso Coffee Machine Operator
- Food and Beverage Attendant
- Housekeeper
- Waiter/Waitress
- Guest Service Agent

Course Delivery

This course is delivered via correspondence theory assessments and on-the-job training. All delivery modes provide the trainees with support throughout their studies by a team of experienced trainers and assessors, who are on hand to answer any questions they may have and provide feedback on their progress.

Theory: Trainees will be required to complete the theory assessments in their own time as well as being allocated time during work hours, based on employer agreement. Trainees will also receive regular contact with the assigned trainer to assist them with their studies.

Correspondence: Trainees may choose to receive their assessments as paper-based workbooks or fillable pdf's. *(Online learning is not available at this time).*

Practicals: For practical based training, the assigned trainer will meet with the trainee on regular face-to-face visits at the workplace as arranged with the employer. The employer will provide work and on-the-job training that is consistent with the formal training. Some assessments require workplace observations where your workplace supervisor is able to observe you and complete third party reports.

Assessment overview

- **Assessment:** The methods in which trainees are assessed may include theory based assessments, case studies, projects, observations and work place observations.

- This qualification is competency based. Successful trainees will receive a qualification which shows their level of achievement for each unit as Competent, unless Credit Transfer is granted for any units, in which case that will be indicated instead.

- Every assessment must be successfully completed to demonstrate competency in each unit.

- If you do not successfully complete an assessment, you will be given the opportunity to re-attempt the assessment tasks.

On-the-job training

Practical training is the part of the course where trainees learn and are assessed in a place of work related to the course.

Support: Throughout the term of the traineeship the trainee will get practical, hands-on experience under the guidelines of their workplace supervisor. The supervisor will be someone with involvement in the industry, who can mentor the trainee during work hours. Throughout the term of the traineeship the trainer will also visit the trainee in the workplace and observe and assess them performing their daily tasks.

Benefits: By undertaking on-the-job training the trainee has the opportunity to put the knowledge learned within the theory component of the course into practice. The student will also develop practical, on-the-job skills and could make contacts that help the trainee with their employment once they graduate. On-the-job training is often the most rewarding part of the trainees course. Working face-to-face with clients and colleagues in the chosen field make a huge difference to career confidence.

Acacia is committed to providing an inclusive learning environment. Principles of access and equity for all trainees are applied in all programs.

Education: There are no formal entry requirements for this qualification.

Minimum age: Applicants will need to be at least 16 years old. If under 18 years of age the enrolment form will need to be signed by a parent or guardian. (For smart and skilled funding trainees must no longer be enrolled in school, see Smart and Skilled eligibility criteria on of this brochure for more information). Individual workplaces may have their own minimum age requirements.

English: This course involves reading and undertaking a range of written assessments, as well as engaging in group discussions. Furthermore, the delivery mode relies on the extensive use of written communication.

Language, Literacy and Numeracy: All applicants will be required to undertake a Language, Literacy and Numeracy assessment prior to entry into the course. The purpose of this assessment is to determine whether you may require additional support in order to complete the course successfully. This way, we can tell you prior to enrolment if we are able to provide the level of support you require or if you might need to seek support from external agencies. **Applicants will be given 45 minutes in which to complete the written parts of the assessment.**

Pre-Training Review: Applicants will be required to complete a Pre-Training Review. Questions may be asked regarding previous qualifications, previous experience and preferred learning methods. This also provides the trainee with the opportunity to ask any questions they may have regarding the course.

Materials and equipment

Depending on the preferred method of workbook assessment, trainees may be required to have access to a computer with internet and Microsoft Office (or equivalent).

All other necessary training and assessment materials will be provided.

Trainees may require basic computing skills in order to complete the training.

Units of Competency

To gain a full qualification in SIT30616 Certificate III in Hospitality, you will need to complete a total of fifteen (15) units; seven (7) core units and eight (8) elective units. These units will be selected in consultation with the employer and will be relevant to the job role.

UNIT CODE	UNIT NAME	Pre-requisites
Core Units	**All core units must be selected**	
BSBWOR203	Work effectively with others	Nil
SITHIND002	Source and use information on the hospitality industry	Nil
SITHIND004	Work effectively in hospitality service	Nil
SITXCCS006	Provide service to customers	Nil
SITXCOM002	Show social and cultural sensitivity	Nil
SITXHRM001	Coach others in job skills	Nil
SITXWHS001	Participate in safe work practices	Nil
Elective Units		
Group A	**Group A must be selected**	
SITXFSA001	Use hygienic practices for food safety	
Group B	**5 units from Group B must be selected**	
SITHACS001	Clean premises and equipment	Nil
SIRXSLS001	Sell to the retail customer	Nil
SIRXPDK001	Advise on products and services	Nil
SITXFIN001	Process financial transactions	Nil
SITXFSA002	Participate in safe food handling practices	Nil
BSBITU306	Design and produce business documents	Nil
SITXCCS003	Interact with customers	Nil
SITHCCC002	Prepare and present simple dishes	**SITXFSA001** Use hygienic practices for food safety
SITHCCC003	Prepare and present sandwiches	**SITXFSA001** Use hygienic practices for food safety
SITHFAB004	Prepare and serve non-alcoholic beverages	**SITXFSA001** Use hygienic practices for food safety
SITHFAB007	Serve food and beverage	**SITXFSA001** Use hygienic practices for food safety
SITHFAB005	Prepare and serve espresso coffee	**SITXFSA001** Use hygienic practices for food safety
SITHFAB003	Operate a bar	**SITHFAB002** Provide responsible service of alcohol **SITXFSA001** Use hygienic practices for food safety
SITHFAB001	Clean and tidy bar areas	**SITXFSA001** Use hygienic practices for food safety
SITHGAM002	Attend gaming machines	**SITHGAM001** Provide responsible gambling services
Group C	**2 elective units can be selected from Group B or C**	
SITXINV001	Receive and store stock	Nil
BSBSUS201	Participate in environmentally sustainable work	Nil

Fees

Traineeship qualifications on the NSW Skills List are subsidised when delivered by an approved Smart and Skilled provider*, and are fully subsidised for eligible trainees under the **fee free traineeship initiative**.

Acacia is an approved Smart and Skilled provider.

Fee free traineeships are available to NSW trainees whose training:

- is funded under the NSW Government's Smart and Skilled Program

- commenced on or after 1 January 2020.

Individuals are eligible to commence a maximum of three fee free traineeships under this initiative.

The NSW Department of Education will pay the student fee on behalf of trainees who fit the eligibility requirements. For more information on the NSW Government's fee free traineeship initiative please follow the link: https://vet.nsw.gov.au/choosing-vet/fee-free-traineeships

Basic Eligibility - Smart and Skilled

To be eligible to receive subsidised training through Smart and Skilled, applicants must be:

- 15 years old or over and no longer at school,

- living or working in NSW,

- an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen.

Aboriginal and Torres Strait Islanders who are eligible, are exempt from fees for any Smart and Skilled course.

For further information on eligibility for fee concession or exemption go to www.smartandskilled.nsw.gov.au/are-you-eligible, click on the "Check your eligibility" button and follow the prompts.

Eligibility for a government subsidised fee, and for concessions, exemptions and scholarships, are all calculated and confirmed during the enrolment process. For more information on the Smart and Skilled fee administration policy please follow the link below:

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/fee_administration_policy_21_22.pdf

USI (Unique Student Identifier)

All trainees studying nationally recognised qualifications are required to register for a USI before enrolment with a registered training organisation anywhere in Australia. It is free and easy to create one online at https://www.usi.gov.au Feel free to contact Acacia Group for any help with this process.

Student support

Academic support

Trainees have access to trainer support throughout the duration of their course. Our experienced trainers are available to answer any questions trainees may have regarding the learning materials and assessments. The appointed trainer can be contacted via email, Skype/Zoom or phone, the trainee will be provided with these contact details on course commencement.

Administrative support

The administrative team is available during business hours (9am - 5pm) Mondays to Fridays and can assist trainees with all administrative enquiries or issues, including enrolment, change of contact details, and certification. The administrative team can be contacted via email or phone. Please see contact details further below.

Plagiarism

It is essential that the work trainees are assessed on is their own. Penalties will be imposed for trainees found cheating or plagiarising in an assessment. It must be clearly acknowledged if quoting or using other people's work.

Contact

Acacia is committed to ensuring all applicants clearly understand the details and outcomes of the course they are enrolling in. Please feel free to contact our Administrative Support Team on:

P: 02 4751 2300

E: info@acaciaeducation.edu.au

W: www.acaciaeducation.edu.au

Business days: Monday to Friday

Business hours: 9:00am to 5:00pm