

BAR & SERVICE CAREER STARTER

Nationally Recognised Training



NATIONALLY RECOGNISED
TRAINING

COURSE OVERVIEW

This nationally accredited set of skills aims to equip individuals with the skills and knowledge required to work in a variety of roles within a hospitality environment.

To achieve the accredited part qualification, the candidate must complete four (4) unit of competency; refer to unit list on page 2.

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

COURSE OUTCOME

This training applies to frontline hospitality service personnel whose jobs involve food handling, the sale and service of alcohol, and the provision of gaming services; and who must comply with laws of particular relevance to these job functions.

ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

- Applicants will be required to undertake a Language, Literacy & Numeracy assessment.
- Applicants will be required to complete a Pre-Training Review.
- Applicants must be able to attend all practical assessments on the assigned dates where required.



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JOB OUTCOMES

This course will develop a range of skills that may be required for roles in the following areas:

- ✓ **Cafe/Bar Worker**
- ✓ **Cafe/Bar Supervisor**
- ✓ **Function & Event Staff**
- ✓ **Waiter/Waitress**
- ✓ **Food & Beverage Attendant**

COURSE DELIVERY



COURSE DURATION

Students may have up to six (6) months to complete the course. However, if you are utilising NSW Government funding, these dates may vary.

Students will need to follow the training plan provided to them at commencement of training to ensure they complete the course in the required timeframe. Approximately fifteen (15) hours of study should be allocated for each unit.

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ESSENTIAL SKILLS FOR THE WORKPLACE



UNITS OF COMPETENCY

Below are the units of competency required for this course.

UNIT CODE	UNIT DESCRIPTION
SITHFAB002	Provide responsible service of alcohol
SITHGAM001	Provide responsible gambling services
SITXFSA001	Use hygienic practices for food safety
SITXCCS006	Provide service to customers

UNIT OVERVIEW

SITHFAB002 - Provide responsible service of alcohol

This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol. This unit applies to all levels of sales personnel involved in the sale, service and promotional service of alcohol in licensed premises.

Knowledge Evidence examples: Knowledge of state and territory legislation relating to the responsible service of alcohol; particular types of customers who are at a heightened risk; ways of assessing intoxication.

Practical Evidence example: Students will be required to demonstrate procedure to refuse sale or service of alcohol and assist various groups of intoxicated customers.

SITHGAM001 - Provide responsible gambling services

This unit describes the performance outcomes, skills and knowledge required to provide responsible gambling services, and to assist those customers who have issues with problem gambling.

Knowledge Evidence examples: Knowledge of current legislation in relation to responsible provision of gambling services; indicators of gambling problems; key requirements of responsible gambling services.

Practical Evidence example: Students will be required to identify appropriate organisational processes in response to a number of gambling related situations.

Unit list continued overleaf.



APPROVED
TRAINING
PROVIDER
RSA and/or RCG
courses in NSW
2021/22

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ESSENTIAL SKILLS FOR THE WORKPLACE

RTO No 91469



UNIT OVERVIEW

SITXFSA001 - Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illness.

Knowledge Evidence examples: *Knowledge of basic food safety laws, standards and codes; health issues likely to cause a hygiene risk relevant to food safety; hand washing practices.*

Practical Evidence example: *Students will be required to demonstrate use of safe food handling practices in food handling work functions in line with organisational hygiene procedures on at least 3 occasions.*

SITXCCS006 - Provide service to customers

This unit describes the performance outcomes, skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations, and respond to complaints.

Knowledge Evidence examples: *Knowledge of the principles of quality customer service and positive communication; body language and voice tone and volume; methods for enhancing service delivery in response to staff and customer service.*

Practical Evidence example: *Students will be required to demonstrate procedures to respond to and resolve 3 different customer complaints according to organisational policies and procedures.*

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COURSE DELIVERY

This course can be delivered in a flexible program of mixed mode; theory assessments via **Online or Correspondence plus Classroom*** based practical assessments.

Theory: Students may complete their assessments at their own pace. Support from a designated trainer is available via email, phone, SMS and video call.

Practical: All practical assessments will be carried out in the classroom with the designated trainer present.

**Classroom may be arranged on a case-by-case basis. Minimum numbers may apply. Ask us for more information.*

CERTIFICATE

On successful completion of all assessments each participant will receive a Statement of Attainment containing the nationally recognised units of competency:

- SITHFAB002
- SITXFSA001
- SITHGAM001
- SITXCCS006

The successfully completed units provide credit towards a range of qualifications within the SIT Tourism, Travel and Hospitality Training Package.

On successful completion of training, students will be issued with an interim RSA & RCG certificate through Acacia Education & Training, once they have received this they may then apply through Service NSW for a photo competency card to be issued. For further information visit <https://www.service.nsw.gov.au/transaction/apply-rsa-or-rcg-competency-card>

COURSE FEES - \$400

Subsidised Training: Participants may be eligible to receive subsidised training or a fee reduction through the NSW Government Smart & Skilled program. Contact Acacia for further information on determining your eligibility or visit <https://smartandskilled.nsw.gov.au/are-you-eligible>.

This training is subsidised by the NSW Government.

ELIGIBILITY

To be eligible to receive Smart and Skilled funding, applicants must meet the following criteria:

- living or working in NSW
- 15 years old or older and no longer at school
- an Australian citizen, Australian permanent resident, humanitarian Visa holder or New Zealand citizen.

STUDENT SUPPORT

Academic support

Students have access to trainer support throughout the duration of their course, whether they are learning via correspondence, online, or in class. Our experienced trainers are available to answer any questions students may have regarding the learning materials and assessments. The appointed trainer can be contacted via email, phone or video call, students 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 students with all administrative enquiries or issues, including enrolment, change of contact details, class schedules, online learning and certification. The administrative team can be contacted using details further below.

APPLICATION TO ENROL

Acacia is committed to ensuring all applicants clearly understand the details and outcomes of the course they are enrolling in. For information on the enrolment process and to apply please speak with your workplace coordinator, job service provider, contact us directly or use the online link on our website.

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