Overview

Hospitality is an excellent choice for a first career. It is ideal to support you while you are studying, at university, travelling overseas – skills are highly transferrable internationally and Australian workers are highly sought after. Working in hospitality can also provide supplementary income. We have designed two versions of this qualification – one which suits hotels and clubs which includes bar work, RSA (responsible service of alcohol) and RSG (responsible service of gaming). The other version is suitable for cafes and restaurants (which don’t have gaming services) and includes barista training and increased emphasis on customer relations.

Note that students must be at least 18 years old to complete this qualification.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops.

Job roles

• Bar attendant
• Café attendant / barista
• Restaurant host
• Food and beverage attendant (ie waiter)
• Gaming attendant

Delivery mode

The delivery is flexible and made up of the following:
• Full Time
• Part Time
• Classroom
• RPL
• Work based
• A combination of the above

Assessment

Interskills uses a variety of flexible assessment strategies to ensure participants have the best chance of success.

Assessment strategies include:
• Written Assessment
• Oral Questions
• Project(s)
• Observation (Vocational Placement)
Course details
To achieve a full qualification, a total of 15 units must be successfully completed: 7 core units and 8 elective units.

Core Units
- 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

Common Electives
- SITXFSA001 Use hygienic practices for food safety
- SITXFIN001 Process financial transactions
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB014 Provide table service of food and beverage

Electives – hotel/club version
- SITXINV001 Receive and store stock
- SITHFAB003 Operate a bar
- SITHGAM001 Provide responsible gambling services
- SITHGAM002 Attend gaming machines

Electives – cafés / restaurants
- SITHFAB004 Prepare and serve non-alcoholic beverages
- SITHFAB005 Prepare and serve espresso coffee
- SIRXSL5001 Sell to the retail customer
- BSBCCM201 Communicate in the workplace

Entry requirements
Upon completion of the Pre Training Assessment and identification of learner strengths and weaknesses the training content, delivery, methodologies and assessments will be tailored to suit individual learner needs which will increase learner engagement and ownership.

Other considerations
Students must be over 18 years old. Depending on the jurisdiction, employment which requires the use of the RSA and RSG may also require a National Police Certificate. Note that the RSA is state-specific – depending on which state you are in, if you move states you may be required to upskill your RSA.

Course duration
The full time classroom version of this course is 20w duration, plus vocational placement consisting of at least 12 service periods. The part time version is up to 1 year.

For further information
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