

Certificate III in Hospitality

Course Overview

The Certificate III in Hospitality is a well recognised and highly valued practical qualification which reflects the role of skilled operators who use a range of well-developed hospitality skills. The qualification is delivered through a series of face to face sessions in the workplace and is tailored to meet the needs of the general hospitality sector as well as the specific business. This program can be tailored with units that suit the needs of each specific employer.

Benefits

This course provides for pathways such as restaurants, hotels, motels, clubs, pubs, café's and coffee shops. It can be contextualized in areas such as accommodation services, food and beverage and gaming. This qualification allows an outcome for small businesses requiring multi-skilled employees.

There are 15 units to be completed to obtain the qualification

Work effectively with others – The content includes how to work cooperatively with others and deal effectively with issues, problems and conflict.

Source and use information on the hospitality industry – This unit will teach you how to source and use current and emerging information on the hospitality industry. Including industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry.

Work effectively in hospitality service – This unit describes the skills and knowledge required to work effectively in a hospitality environment and provide service to customers during service periods.

Provide service to customers – Customer service is the key in this industry. You will learn how 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.

Show social and cultural sensitivity – You will learn how to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise.

Coach others in job skills – You will gain the skills and knowledge required to provide on-the-job coaching to colleagues. It requires the ability to explain and demonstrate specific skills, knowledge and procedures and monitor the progress of colleagues until they are able to operate independently of the coach.

Participate in safe work practices – The content will guide you to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices.

Use hygienic practices for food safety – This is your basic food handlers course and will teach you what is required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

Provide responsible service of alcohol - This unit is not your RSA license, it is a requirement of the course to complete and helps you refresh your skills and knowledge on what is required to responsibly sell or serve alcohol.

Provide advice on Australian Wine – This unit will provide you with the skills and knowledge to evaluate a variety of Australian Wines and provide advice to customers.

Provide advice on food – You will gain the skills and knowledge required to provide accurate information and advice on different menu options. It requires the ability to evaluate organisational menu items, provide advice to customers on their menu selection, contribute to menu design, and continuously extend personal product knowledge of food and cuisines.

Provide advice on food and beverage matching – In this unit you will evaluate a range of beverages and their compatibility with different food items and cuisines, provide advice to customers on their selection, and continuously extend personal product knowledge to enhance customer service.

Serve food and beverage - This unit will give you the skills and knowledge to prepare for a serve period, interact with customers to take orders and serve and clear food and beverage.

Provide table service of food and beverage -

You will learn how to provide quality table service of food and beverage in à la carte setting. It covers how to prepare the restaurant for the service period, provide food and beverage advice to customers, serve and clear food and beverages, and complete end of service tasks.

Plan and monitor espresso coffee service -

This unit requires the ability to make a range of coffees, develop coffee menus, provide specialist advice to customers and staff, monitor the overall quality of espresso beverages, and maintain equipment.

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Training and Assessment Arrangements

Duration

The expected completion time for this qualification is 6 -12 months, students may complete faster if they have greater knowledge of the industry currently, have higher levels of numeracy and literacy or are given additional time release over and above the minimum required by their employer.

Organisation

The Certificate III in Hospitality will be delivered as a one on one or group based training program within the venue. Learners will be provided with workbooks for each module, as well additional employer specific materials to support the learning process. Trainers will be available via email and telephone and these details will be provided to students on commencement of training.

Assessment tasks will be provided at the commencement of each unit and any instructions; guidance and other additional support materials will be provided. Learners are to use their workplace activities to complete assessment tasks and provide evidence of competence.

Delivery modes

a) Training and Assessment Pathway

The Certificate III in Hospitality will be delivered as a face to face program, wherever feasible, students will use actual examples from their own workplace as learning experiences. Written / oral questioning will test underpinning knowledge. Work related projects and supervisor / third-party report will provide verification of workplace performance.

b) Assessment only pathway

Recognition of prior learning opportunities will be offered upon enrolment of the student.

Pathways

Upon successfully completing the Certificate III in Hospitality, students may undertake a Certificate IV in Leadership and Management.

Fees and Charges

Oz Skills Careers College will not take any fee payments from students prior to them commencing the training.

Fees for training total an amount of \$3,000 per student. This is broken up into 3 invoices over the period of training. Invoice 1 of \$1,000.00 will be issued on enrolment, invoice 2 of \$1,000.00 will be issued on commencement of unit 4 and invoice 3 of \$1,000.00 will be issued on completion. Once all invoices are paid, students will be eligible to receive their qualification.

Where an employer agrees to pay enrolment fees on behalf of a student, Oz Skills Careers College will undertake an employer agreement and issue invoices accordingly.

Student Support Services

Oz Skills Careers College aims to identify and respond to the learning needs of all students. It is our intention that all trainers are to identify, at the start of training, the learning and assessment needs of their students.