

## **SIT30713 Certificate III in Hospitality**

Participants must successfully complete 15 units of competency to attain this qualification.

### **Introduction**



The number of international visitors coming to Australia grew by 5.1% in 2012 – 13, with spending up 5.8% despite the strength of the dollar throughout the year, according to the latest tourism research by the peak industry body, Tourism & Transport Forum (TTF).

As the TTF National Tourism, Business Count & Employment Atlas shows, the tourism industry provides more than 500,000 direct jobs in 283,000 businesses in every part of Australia and rising demand for travel will see these numbers grow in the future.

The growth out of Asia also further confirms that Tourism Australia is right to be focusing its activities on the Asian region, with visitor numbers from China up 17.3% and spending by Chinese visitors up 19.5% for the year to \$3.4b.

To ensure you and your team are ready to take advantage of this growth, ongoing training and skill development is being made available through a Government Funded project for all eligible participants.

### **All 8 Core Units:**

- BSBWOR203B – Work effectively with others
- SITHIND201 – Source & use information on the hospitality industry
- SITXCCS303 – Provide service to customers
- SITXCOM201 – Show social & cultural sensitivity
- SITHIND101 – Use hygiene practices for hospitality service
- SITXHRM301 – Coach others in job skills
- SITXWHS101 – Participate in safe work practices
- SITHIND303 – Work effectively in hospitality services

### **Elective Units: Choose 7**

- BSBCMM201A – Communicate in the workplace
- BSBSUS201A – Participate in environmentally sustainable work practices
- BSBWOR204A - Use business technology
- SITHACS101 – Clean premises & equipment
- SITHACS201 – Provide housekeeping services to guests
- SITHACS202 – Prepare rooms for guests
- CPPCLO2035 – Maintain cleaning storage areas
- SITXCCS201 – Provide visitor information
- SITHACS303 - Provide accommodation reception services
- SITTTSL305 – Process reservations
- SITXFIN201 – Process financial transactions
- SITHFAB201 – Provide responsible service of alcohol

### **Recommended Participants**

Anyone with hospitality experience wishing to gain recognition for their skills and gain additional opportunities for employment within this vibrant industry (see our website for eligibility details).

### **Program Structure**

**Training is a blend of theory delivery and assessment as well as practical training and demonstration within an operating establishment.**

**Every student will be interviewed by the assessor and will be required to provide a range of documents/ evidence to support a competency decision.**

### **Cost:**

- Non-concessional (candidates working >25 hours per week) - \$295.00
- Non-Concessional (candidates working <25 hours per week) - \$195.00
- Concessional (conditions apply, see our website for full details) - \$95.00

Contact us on 1300 650 378 or [admin@smartskill.com.au](mailto:admin@smartskill.com.au)