

Certificate 3 Guarantee

Funded by the Queensland Government - eligible students from \$45*

SIT30616 - Certificate III in Hospitality (Release 2)



Proud to be a Queensland Government subsidised training provider



Career Training Institute of Australia (CTIA) is offering hands on practical training which will provide you with the skills and knowledge required to work within the hospitality, tourism or events industry.

A participant can be working on a full-time, part-time or casual basis or currently seeking employment.

Training is flexible, delivery can be within your workplace at a time that suits you or you can attend one of our training locations on the Gold Coast.

Speak to our course consultant for further information.

Certificate 3 Guarantee is funded by the Queensland Government.

This program is designed to be delivered by flexible arrangements to meet your specific needs as far as contact visits, industry consolidation visits and monitoring visits to ensure you remain on track to successfully complete your qualification. This may result in completing the qualification in less than the allocated time/hours.

HOW MUCH WILL IT COST

Student Contribution Fee: \$45 (Concessional \$3 per unit) \$60 (Non-Concessional \$4 per unit), see over for details on concessional and non-concessional criteria, please note co-contribution fees will be charged at the commencement of the course or on a per unit basis.

Students have 10 business days to change their mind and cancel the course, during this cooling off period CTIA will not commence training or accept payment. Cancellation can be made verbally or in writing.

YOUR COURSE - GOLD COAST

SIT30616 - Certificate III in Hospitality

This qualification provides the skills & knowledge to work in a variety of hospitality settings. This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion & judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

This course provides a pathway to work in restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. It is a requirement of this course that participants complete 36 industry shifts.

CTIA have formed a strategic training alliance with voco Hotel Gold Coast, located centrally in Surfers Paradise.

By aligning ourselves with industry, CTIA can offer you training within a real hotel environment that enables you to use current industry equipment and see first-hand how your new skills can be put into action.

For eligible students, CTIA may be able to assist with placing you in one of these hotels to complete your 36 industry shifts which is a mandatory component of the course. Students who show consistency in punctuality, application of learning, grooming and attitude may be able to be placed.

Students are required to complete a student training and employment survey within 3 months of completing or discontinuing the qualification.

REAL SKILLS, REAL SITUATIONS, REAL HOTEL

For enquires / bookings:

P: 07 5564 9044

E: bookings@ctia.edu.au

www.ctia.edu.au



Frequently Asked Questions...

WHO IS ELIGIBLE TO PARTICIPATE?

To be eligible for the Certificate 3 Guarantee Program a participant must:

- be 15 years of age or older.
- have finished secondary school or no longer at school.
- be a Queensland resident i.e. Australian citizen or Australian permanent resident residing in Queensland or a New Zealand citizen permanently residing in Queensland. **(proof of eligibility will be required)**
- not hold, or currently be undertaking a Certificate III or higher qualification, not including qualifications completed at school and foundations skills training. https://desbt.qld.gov.au/data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf

Participating in this subsidised training & completing the Certificate III qualification students will not be eligible for any other subsidised training programs at a certificate III level.

CONCESSIONAL PARTICIPANTS:

The definition of a Concessional Participant below only applies when the Participant or Participant's family or guardian is responsible for the payment of any Student Contribution Fee. Under this Policy, Concessional Participants are defined as follows:

- (a) the Participant holds a Health Care concession card or Pensioner concession card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care concession card or Pensioner concession card, and is named on the card; or
- (b) the Participant issues the SAS with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a Health Care or Pensioner concession card; or
- (c) the Participant is an Aboriginal and Torres Strait Islander person.

WHAT ARE PARTICIPANTS AWARDED AT COMPLETION?

Upon successful completion of all units of competency in the course, participants will be issued with a qualification at Certificate III level. Should a participant not complete the entire course then a Statement of Attainment will be given for the units successfully completed. Students have the option to progress to certificate IV or Diploma level in the same or other qualifications.

HOW WILL PARTICIPANTS BE ASSESSED?

Assessment is competency based, in that the participant will be required to demonstrate competency in a range of tasks. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible and fair. Assessment strategies include a range of techniques, which include, but are not limited to the use of; direct observation, questions & answers, practical exercises, and case studies. Participants who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course, may apply for Recognition of Prior Learning (RPL) or Credit Transfer.

Students will require a computer with internet access to be able to complete various assessment tasks.

WHAT UNITS OF COMPETENCY MAKE UP THE CERTIFICATE?

SIT30616 - Certificate III in Hospitality

CORE UNITS:

- BSBWOR203 - Work effectively with others
- SITHIND002 - Source & use information on the hosp. 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

ELECTIVE UNITS:

- SITXFSA001 - Use hygienic practices for food safety
 - SITXCCS002 - Provide visitor information
 - SITXCCS004 - Provide lost and found services
 - SITHFAB002 - Provide responsible service of alcohol
 - SITHFAB005 - Prepare and serve espresso coffee
 - SITHFAB007 - Serve of food and beverage
 - SITHFAB003 - Operate a bar
 - SITHGAM001 - Provide responsible gambling services
- *Elective units may be changed.

HOW IS THE COURSE DELIVERED AND HOW LONG WILL IT TAKE?

The Certificate III is delivered by on-the-job training, off-the-job training and by the 'self-paced' method of learning which allows you greater flexibility in choosing the times you study and the time it takes you to complete the course. The volume of learning is 988 hours (6-12 months depending on individual circumstances) which includes both structured and non-structured learning.

Students also need to complete 36 industry shifts, this can be completed in conjunction with your studies or on completion of the theory, this will impact the time it takes you to complete the qualification.

SERVICES

We provide to all our learners the following, outlined in our student handbook: Welfare and guidance services, complaints & appeals procedures, disciplinary procedures, access and equity, Recognition Prior Learning (RPL) & Credit Transfer arrangements, client selection, enrolment and induction/orientation procedures, course information, fees/charges, including refund policy and exemptions, provision for language, literacy and numeracy assessment, client support, including any external support, flexible learning & assessment procedures.

OUR OBLIGATIONS TO YOU

As a Registered Training Organisation (RTO) CTIA has obligations including our responsibility for the quality of the training and Assessment in compliance with the Standards for RTO's 2015 and for the issuance of Australian Qualifications Framework (AQF) certification.

Further information is provided in the student handbook located at <http://www.ctia.edu.au/how-to-apply-further-information-2/>

WHO DO I TALK TO IF I HAVE QUESTIONS?

Further information on the program please contact us on 07 5564 9044 or e-mail bookings@ctia.edu.au