

## Certificate 3 Guarantee

Funded by the Queensland Government

**SIT30616 - Certificate III in Hospitality** (Release 2)

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 industries.

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

Already in industry? Training is flexible, delivery can be within your workplace at a time that suits you as one of our trainers can come to you or you can attend one of our training locations on the Gold Coast.



### Course 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.

### Benefits of Participation

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.

CTIA have formed a strategic training alliance with two major hotels on the Gold Coast. voco Hotel Gold Coast, located centrally in Surfers Paradise and Palazzo Versace, located in Main Beach.

In order to successfully complete the qualification, you must complete 36 industry shifts within a hospitality venue, this venue may be one chosen by you or one CTIA has an affiliation with.

### Your course overview

Students who decide to complete fulltime will be required to attend face to face classes which will be timetabled 3 days per week. Training will be delivered within an operating hotel, taking learning out of the classroom and locating it back into the hospitality industry so you have a hands on practical experience.

By aligning ourselves with industry, CTIA can offer you training that is real with real situations and real customers within a real hotel environment you will be able to experience everything the industry has to offer while seeing first-hand how your new skills can be put into action. No simulation! Use current industry equipment and techniques the professional use.

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. Interviews will be held with HR to determine suitability.

### Eligibility Criteria

Students wanting to enroll must:

- ✓ Attend all scheduled training days
- ✓ Be available for a flexible training roster
- ✓ Supply CTIA with a fully completed application form
- ✓ Provide eligible ID as stated on page two of this course outline
- ✓ Provide a USI – CTIA cannot issue a certificate without this

Where the above are not met, CTIA reserve the right to refuse course attendance.

**Get in Touch. Get Involved.**

Call Us: 07 5564 9044

E-mail Us: [bookings@ctia.edu.au](mailto:bookings@ctia.edu.au)

Web: [ctia.edu.au](http://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 ie. 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](https://desbt.qld.gov.au/_data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf)

By 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.

### How is the course delivered and how long will it take?

Students already in industry can complete 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 new to industry will attend class in person at one of the hotels in conjunction with self paced learning and vocational placement.

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.

### 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.

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

Students who can demonstrate that they are already completed a unit of competency below, may apply for Credit Transfer.

### 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.

As a registered training organisation (RTO) CTIA is responsible for quality training and assessment in compliance with the Standards for RTO's (2015) and issuance of AQF qualifications.

### Core units of competency

- 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

### 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 food and beverage
- SITHFAB003 – Operate a bar
- SITHGAM001 – Provide responsible gambling services

\*Elective units may change

**OUR SERVICE** includes a commitment to providing advice and support to all our clients and students. This includes the following services upon request: 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 including content and vocational outcomes; fees/charges; including refund policy and exemptions (where applicable), provision for language; literacy and numeracy assessment; client support; including any external support the RTO has arranged for clients flexible learning and assessment procedures.

For any further information please contact us or review our student handbook:

<http://www.ctia.edu.au/how-to-apply-further-information-2/>