

SIT30622

## Certificate III Hospitality – Pub

### Who is the course for?

This qualification provides a pathway to work in pubs, where there is an emphasis on pub operations. This qualification allows for multiskilling and for specialisation in service of alcoholic and non-alcoholic beverages.

### Possible job titles include:

- Food & beverage attendant
- espresso coffee machine operator
- senior bar attendant
- bar attendant
- function attendant or host
- waiter

### Course Overview

- Online learning resources available 24/7
- On-the-job training under supervision of employer
- Ongoing electronic contact with a trainer i.e. zoom, phone, email
- Monthly trainer support class via zoom
- Face to face/ virtual workplace visits every 4-6 weeks for practical training & assessment activities (2-5 hrs)
- Dedicated trainer with 1-1 support (if required)
- Assessments consists of a combination:
  - Multiple choice quizzes
  - Short answer assessments
  - Observation practical assessments
  - Reports from workplace supervisor/s for on-the-job competency
  - Demonstration of task in workplace
- Delivered over 12 months



## Course Outline

The SIT30622 Certificate III Hospitality – Pub includes training and assessment in the following units of competence:

Code	Title	Subject/Cluster
SITHFAB021	Provide responsible service of alcohol	RSA
SITXWHS005	Participate in safe work practices	Work Health and Safety
SITXFSA005	Use hygienic practices for food safety	Food Safety
SITXFSA006	Participate in safe food handling practices	Food Safety
SITXCCS014	Provide service to customers	Customer service and teamwork
SITHIND008	Work effectively in hospitality service	Customer service and teamwork
SITXCOM007	Show social and cultural sensitivity	Customer service and teamwork
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	Conflict
SITHFAB022	Clean and tidy bar areas	Bar Operations
SITHFAB023	Operate a bar	Bar Operations
SITHFAB024	Prepare and serve non-alcoholic beverages	Bar Operations
SITHFAB005	Prepare and serve espresso coffee	Coffee
SITHFAB027	Serve food and beverage	Food and Beverage service
SITHIND006	Source and use information on the hospitality industry	Industry
SITXHRM007	Coach others in job skills	Coaching Skills



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