

TRAINING IN HOSPITALITY SERVICES

The Hospitality Services Training Package has been developed by the Service Industries Skills Council.

Major Occupations

The tourism and hospitality industry employs up to 1.2 million full-time, part-time, and casual employees, and includes major industry sectors such as caravans, hotels, motels, restaurants, registered clubs, resorts, travel and tourism. Due to the growing Industry sectors, Information Technology skills are needed increasingly both in 'back of house' and 'front of house' jobs. Mature age recruitment has increased as well as the need for more trade-specific qualifications. Some examples of hospitality occupations include:

- ★ Bar Attendant
- ★ Barista
- ★ Cook/Chef (Commercial)
- ★ Kitchen Attendant
- ★ Sommelier
- ★ Team Leader (Supervisor)
- ★ Waiter
- ★ Gaming Attendant
- ★ Fast Food Cook
- ★ Front Office Attendant

About this package

- In this Training Package the Certificate II level qualification is seen as the standard entry level.
- Prerequisite units of study generally apply to Certificate III and IV level qualifications, however they are included ('embedded') in the packaging requirements for each qualification.
- Related fields of training include the Tourism, Caravans, Retail, Health, Food Processing, Business Services and Information Technology areas.

How is the training delivered?

NovaSkill offers many of the qualifications in this training package by via **flexible work based delivery, as well as classroom and distance based learning.**

For work based delivery, we provide learning resources, orientation to the training package for both learner and supervisor and a dedicated assessor who will visit learners in the workplace to assess their progress. Each of our assessors has demonstrable experience and qualifications in their field of expertise. This means your employees will gain practical knowledge and skills during their training period.

**For more information on any of these qualifications, contact your local NovaSkill office on
1300 885 680**



novaskill workready



SIT20207 - Certificate II in Hospitality

This qualification is designed to reflect the role of hospitality employees who perform a range of activities and functions requiring basic operational knowledge and limited practical skills in a defined context. They may be multi-skilled across more than one functional area of hospitality.

- ★ Bar Attendant
- ★ Café Attendant
- ★ Gaming Attendant
- ★ Waiter
- ★ Housekeeping Attendant

SIT20307 - Certificate II in Hospitality (Kitchen Operations)

This qualification provides training in a kitchen functions and activities that require the application of a limited range of practical skills under some supervision

- ★ Fast Food Cook
- ★ Kitchen Attendant
- ★ Short Order Cook
- ★

SIT30707 - Certificate III in Hospitality

Employees perform a range of skilled operations requiring discretion and judgement. Roles may be multi-skilled across many hospitality businesses. Employment areas may include food and beverage, gaming, front office, housekeeping, commercial catering, patisserie, Asian cookery, sales and office operations

- ★ Bar Operator
- ★ Barista
- ★ Front Desk Assistant
- ★ Gaming Operator

SIT31007 - Certificate III in Hospitality (Catering Operations)

This qualification is suitable for general catering operations where trainees are expected to apply discretion and judgement. Training areas may include food and beverage, commercial cookery, patisserie, Asian cookery, customer service, sales and marketing.

- ★ Cook in a production Kitchen
- ★ Cook in an institutional Kitchen
- ★ Green Catering

SIT40307 - Certificate IV in Hospitality

This training is appropriate for team leaders or supervisors across all functional areas and sectors of the hospitality industry. Supervisory work areas may include food and beverage, gaming, front office, housekeeping, commercial catering, patisserie, Asian cookery, sales and office operations.

- ★ Food & Beverage Supervisor
- ★ Gaming Supervisor
- ★ Team Leader – Small Business

SIT50307 – Diploma of Hospitality

This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. This individual would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team. The qualification is not suitable for an Australian apprenticeship pathway.

- ★ Restaurant, Kitchen, Front Office or Gaming Manager
- ★ Motel Manager
- ★ Chef

