1Education RTO 6639

Nationally Recognised Training

Skills Assure
Proud to be a Queensland Government subsidised training provider

Certificate III in Hospitality (SIT30622) – Face to Face

This intensive hands-on course will provide you with real life experience in the workplace from day 1, opening doors to numerous full-time and part-time employment options, across Australia and, if desired, abroad!

Subjects (15 units of competency to gain your qualification)

SITHIND006	Source and use information on the hospitality industry	Core
SITHIND008	Work effectively in hospitality service	Core
SITXCCS014	Provide service to customers	Core
SITXCOM007	Show social and cultural sensitivity	Core
SITXHRM007	Coach others in job skills	Core
SITXWHS005	Participate in safe work practices	Core
SITHIND005	Use hygienic practices for hospitality service	Elective A
SITXFSA005	Use hygienic practices for food safety	Elective A
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	Elective B
SITHFAB022	Clean and tidy bar areas	Elective B
SITHFAB021	Provide responsible service of alcohol	Elective B
SITHFAB023	Operate a bar	Elective B
SITHFAB030	Prepare and serve cocktails	Elective B
SITXCOM006	Source and present information	Elective B
SITHGAM022	Provide responsible gambling services	Elective B

ABOUT YOUR TRAINER

Your training will be delivered by our highly respected, hospitality industry experts who know exactly what you need to succeed in the industry. Your Trainer will have well established relationships with hospitality industry employers, to help open more doors as you seek employment following your training program.

QUALIFICATION AND ACCREDITATION OUTCOMES

On successful completion of this program you will be awarded a nationally recognised qualification 'Certificate III in Hospitality' (SIT30622), issued by 1 Education (RTO #6639).

Graduates of this program will be job ready and will be well prepared to market their skills to specific segments of the hospitality industry.

POTENTIAL JOB OUTCOMES

This qualification is designed for graduates to move into front of house hospitality roles. The competencies you gain from this program may lead to securing any of the following roles:

- Waiter / Waitress
- Espresso coffee machine operator
- Food and beverage attendant
- Function attendant
- Gaming attendant
- Restaurant host
- Senior bar attendant

COURSE FORMAT AND MODE OF DELIVERY

During this INTENSIVE STUDY program you will develop a variety of useful skills across areas such as operating a bar, serving alcohol (RSA certification), providing responsible gambling services (RSG certification), food safety and hygiene, serving customers, and working as an effective team member.

NOTE: This program includes a work placement (Vocational Placement) component where students will need to complete 36 service shifts in a live hospitality venue.

CLIENTS AND ENVIRONMENT

Students attracted to this program are typically young people aged between 18 and 25 who wish to work in a bar or other hospitality venue, in a front-of-house role.

Some students see this program as an opportunity to secure a full-time job, but many are attracted to the flexible casual hours on offer, either to slowly enter the workforce, or to complement their future university studies, or perhaps to enable them to go on a working holiday overseas.

Our NEW students are full of energy and fun, however, lack the technical skills to work in a hospitality venue. The other area of development needed by most of our students is the generic 'foundation skills' needed to acquire work and to then operate effectively with initiative and confidence as an employee. These foundation skills fall into areas of communication, problem solving and self-promotion (professionally representing themselves to get a job).

VENUE AND TRAINING ENVIRONMENT

The Certificate III in Hospitality is course is only ever taught in a fully equipped licensed hospitality training venue. Most classes are delivered at the QA Hotel in James Street, New Farm, where a full bar area is allocated for hands-on practical skills development. All students gain extensive hands-on practice of all competencies taught and they are job-ready to commence their vocational placement after the in-class sessions.

SUBJECT (UNIT) CLUSTERING

Some subjects within this qualification have been clustered or grouped together to be delivered simultaneously. The reason for this is to provide an authentic learning experience for students where they will be expected to perform these skills together as part of a workplace process.

The following table shows the sequence and clustering of subjects for this course.

Unit Code	Unit Title	Cluster / Group No.
1. RESPONSIBLE SERVICE OF ALCOHOL (RSA)		
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	1
SITHFAB021	Provide responsible service of alcohol	1
2. RESPONSIBLE GAMING SERVICES		
SITHGAM022	Provide responsible gambling services	2
3. SAFE HYGIENIC WORK PRACTICES		
SITHIND005	Use hygienic practices for hospitality service	3
SITXFSA005	Use hygienic practices for food safety	3
SITXWHS005	Participate in safe work practices	3
4. OPERATE AND MAINTAIN A BAR		
SITHFAB022	Clean and tidy bar areas	4
SITHFAB023	Operate a bar	4
5. COACHING AND COCKTAILS		
SITHFAB030	Prepare and serve cocktails	5
SITXCOM006	Source and present information	5
SITXHRM007	Coach others in job skills	5
6. CUSTOMER SERVICE		
SITXCOM007	Show social and cultural sensitivity	6
SITXCCS014	Provide service to customers	6
SITHIND006	Source and use information on the hospitality industry	6
7. INDUSTRY PLACEMENT		
SITHIND008	Work effectively in hospitality service	7

INDUSTRY CONSULTATION

It has taken some time but the industry has regained most of its pre-covid activity and is particularly strong in some areas. Opportunities exist in workplaces such as venue and event catering, nightclubs, pubs and cafes, as well as various other hospitality businesses.

1 Education has a strong focus on employment outcomes and course completions. Given that this qualification requires 36 industry shifts to be completed, we see job placement as a core part of our business as a hospitality-focused RTO.

To achieve job opportunities for our students, 1 Education has established strong relationships with a number of industry employers, including some major players.

Instead of these hospitality venues wasting much of their time and money on job providers or recruitment agencies, only to experience poor employee retention, we provide hospitality venues with free access to our students as well as access to a range of training for their existing staff members, free of charge. This includes RSA and other skills such as making cocktails.

This arrangement and the high quality of students we provide has enabled 1 Education to encourage these employers to refer unsuccessful job applicants to attend the 1 Education course in order to improve the candidates' change of success with future job applications.

We find that students who re going to be troublesome employees tend to self-identify by exhibiting such behaviors during their course, therefore, essentially filtering these students out before they are passed on the employers, thus reducing their own turnover.

COURSE DURATION

The duration of the Certificate III in Hospitality will depend on each student's ability to complete their 36 shifts in a hospitality venue. Some students will complete the course in a little over a month whereas others will complete the course in 12 months.

In terms of the training schedule, students attend an intensive 6 week program, consisting of 2 full-time-weeks of attendance at the venue followed by 4 more weeks of part-time attendance and self-paced tasks. Following the class-based activities, students are introduced to vocational placement where they develop their skills in the workplace.

Students are welcomed and encouraged to return to class at any time for up to 5 years after their studies conclude to refresh their skills in any competency areas. This builds an ongoing relationship between 1 Education and the student which delivers mutual benefit, to the student and the RTO.

STUDY PATHWAYS

Whilst some students have completed a Certificate II in Hospitality during high school, most students will not have prior formal hospitality training. Many students would have previously worked casually in the retail hospitality space, in fast food outlets such as MacDonalds and KFC.

Given that most students do not have experience in the 'pubs and clubs' part of the hospitality industry, they are at a disadvantage in terms of understanding what is appropriate in the workplace in terms of communication and problem solving, and often do not have a valid approach for seeking work.

To overcome this, 1 Education has selected a set of five subjects from the Certificate II in Skills for Work and Vocational Pathways and we offer this to selected students to improve their chances of securing employment and then keeping it.

In terms of further training options after completing the Certificate III in Hospitality, many students do go on to secure employment within our extensive employer network. In such cases 1 Education offers enrolment into the Diploma of Hospitality Management, for which students may apply for several units of competency as credit transfers from their Certificate III studies.

TRAINING AND STUDENT SUPPORT

1 Education would have one of the most heavily resourced Delivery teams for hospitality training in Queensland. At any given time there is a lead Trainer in addition to at least two, usually three additional technical support trainers. This ensures that each student receives a Personal focus including additional support wherever such needs are identified.

During the enrolment stage of each course intake, students are given an in-depth assessment to identify additional learning support needs. This includes an assessment against the ACSF As well as a general assessment of their readiness to answer the hospitality industry as an employee. This assessment is shared and discussed among the delivery team to ensure that students requiring additional support receive assistance.

ENTRY REQUIREMENTS / MINIMUM AGE:

This particular intake is designed for students who have little to no experience or studies in the hospitality industry and are prepared to undergo intensive training for placement into a live venue.

There are no specific entry requirements for this course, however you must have successfully completed year 10 (or equivalent) with a satisfactory pass in English or have relevant experience and/or qualifications that indicate your ability to complete the course.

A good command of the English language is required as you will need to demonstrate satisfactory skills in verbal and written communication. You must be at least 15 years old. If you are under 18 your enrolment form must be signed by a parent or guardian.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

All 1 Education students are provided with an opportunity to claim any advanced credit for their past studies or life experiences where that experience overlaps with the subjects contained in the course we are offering.

You will be asked to consider whether you would like to apply for any Recognition of Prior Learning (RPL) at the time of your enrolment, at which time, a self-assessment will be made available for you to complete. Please note that recognition of prior learning has no impact on course fees.

If you already hold any exact units of competency or an approved equivalent unit of competency to any of the units contained in your course, you will be given credit for that unit/s. This is called a Credit Transfer and any credit transfer issued will reduce the overall cost of your course.

LANGUAGE, LITERACY AND NUMERACY:

We understand some people require more time than others to complete reading, writing and numeracy tasks.

To ensure we have an accurate understanding of your support needs, we require you to complete an assessment during your enrolment against the Australian Core Skills Framework (ACSF). We will then discuss any additional support or course modifications that might be required, if and as needed.

1 Education may include an additional enrolment into some foundation subjects from the Certificate II in Skills for Work and Vocational Pathways (FSK20119), to assist with a smooth entry into the industry. This may relate to topics such as identifying and securing employment, workplace communication and problem solving.

Further details can be found in the 1 Education Student Handbook or contact us for more information.

COURSE FEES AND AVAILABILITY OF COURSE SUBSIDIES:

As 1 Education is a Skills Assure Supplier, this program does attract Queensland government funding assistance for eligible Queensland-based students via the Career Start program.

Eligibility criteria for each student is as follows - the candidate must:

- not hold, or be already undertaking, a Certificate III or higher level qualification; (any Certificate III level qualifications completed whilst at school will not exclude you from accessing this funding);
- be 15 years of age or older and have finished secondary school or left school;
- be a Queensland resident;
- Be an Australian citizen or permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen).

To view the Career Start Information Sheet, please view this link:

https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/aa9ffd70-ff0d-4f2c-8a26-25dde1ad0ea2/career-start-program-policy_1-july-2025.pdf?ETag=b6ef0e2657ee8d9c4648ecf256021ad6

Course fees vary between students, depending on whether any government subsidies and credit transfers are applicable. Fees are listed below:

Certificate III in Hospitality (SIT30622)

Fee for Service (Unfunded) Students: $2,432 (total)

Concessional Funded Students: $1 per subject ($15 total)

Non-Concessional Funded Students: $2.00 per subject ($30 total)

Subject Code	Subject Title	Non-Concessional Price	Concessional Price
SITHIND006	Source and use information on the hospitality industry	$2.00	$1.00
SITHIND008	Work effectively in hospitality service	$2.00	$1.00
SITXCCS014	Provide service to customers	$2.00	$1.00
SITXCOM007	Show social and cultural sensitivity	$2.00	$1.00
SITXHRM007	Coach others in job skills	$2.00	$1.00
SITXWHS005	Participate in safe work practices	$2.00	$1.00
SITHIND005	Use hygienic practices for hospitality service	$2.00	$1.00
SITXFSA005	Use hygienic practices for food safety	$2.00	$1.00
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	$2.00	$1.00
SITHFAB022	Clean and tidy bar areas	$2.00	$1.00
SITHFAB021	Provide responsible service of alcohol	$2.00	$1.00
SITHFAB023	Operate a bar	$2.00	$1.00
SITHFAB030	Prepare and serve cocktails	$2.00	$1.00
SITXCOM006	Source and present information	$2.00	$1.00
SITHGAM022	Provide responsible gambling services	$2.00	$1.00

Certificate II in Skills for Work and Vocational Pathways (FSK20119) - *if and as required*

No fees apply to this program for Skills Assure funded students.

See enrolment form for more information.

PAYMENT OPTIONS:

Students will be given the option to make payment via the following methods:

- Cash at enrolment); or
- Bank Transfer

COURSE SURVEY

All 1 Education students are required to complete a Training and Employment survey within 3 months of completing this program to enable us to improve the experience for future students. We thank you in advance for your contributions.

MORE INFORMATION

For more information relating to various student-related policies and processes please refer to the Student Handbook, available in the 1 Education website - http://www.1education.com.au/

Students are also encouraged to access the Career Start Student Fact Sheet via the 1 Education or website or the following link prior to their enrolment: https://www.qld.gov.au/education/training/funded/career-start

CONTACT DETAILS

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