

# SIT30622 CERTIFICATE III IN HOSPITALITY

## Front Office

NITA's hospitality traineeship is aimed at young Aboriginal and Torres Strait Islander people who have a desire to work in the Australian hospitality industry. Throughout this traineeship, students will develop a wide range of industry skills and knowledge that will help to progress their hospitality career. It includes learning about hospitality service overall, a sound knowledge of general industry operations, front office service and an in-depth knowledge of hospitality operations across Ayers Rock Resort (ARR).

This qualification targets those eligible for a traineeship and who are currently employed as an entry level worker by Voyages, with a demonstrated interest in an ongoing career within the hospitality sector. This qualification is also the base for the graduating trainees to transition into a number of career paths and other sectors of the industry, which will, for most occupations require further accredited training, such as: tourism and tour guiding, food and beverage, food and beverage and administration.

Be sure to also read our Traineeship Information Booklet for more information about this exciting opportunity.

We welcome you to Ayers Rock Resort!

*Entrants into this NITA course, designed specifically for Voyages' ARR, are typically:*

- Those with an interest and basic knowledge of working in the hospitality sector.
- Newly employed persons by Voyages, who are eligible to undertake a contracted traineeship.
- From an Aboriginal and Torres Strait Islander background.
- Young people aged between 18-30 years old.
- Those for whom English is not necessarily their first language.

To support the appointment of each person into the traineeship, and in accordance with NITA's Application and Enrolment Policy and Procedure, NITA's Recruitment Team assesses each applicant's suitability against the following. The applicant must possess:

- Basic core skills inclusive of language, literacy, numeracy and digital (LLND).
- Have an understanding of working within the hospitality sector (ascertained at pre-enrolment screening and interview and verified through the orientation program).
- A level of independence and maturity to successfully live and work in a remote location away from their families and networks, and
- A minimal/basic level of computer navigation and research skills.



## Course highlights

Gain hospitality skills and knowledge to enhance your career prospects whilst you earn

Learn on the job in a world class hospitality resort setting - test-drive your future career!

All-round support from mentors, trainers, managers, supervisors and employees who have completed the traineeship

The trainee tuition costs are as published however are subject to change given individual circumstances. This nationally recognised qualification is delivered by the National Indigenous Training Academy (RTO Code 45993), which is responsible for the delivery and quality of all training services. This qualification provides the skills and knowledge to the industry standard but does not guarantee a job post the traineeship. We encourage young people from an Aboriginal and Torres Strait Islander background to apply, including those with a disability.

## At a glance

### Duration

This program is delivered over a period of 12 months, within a 12-month full-time traineeship

### Delivery and Locations

Classroom based and workplace based learning. All training services are delivered at Yulara

### Assessments

Range of knowledge questions, practical observations, projects, industry research, third party reports and completion of shift logbooks

### Trainee Tuition Cost (Fees & Charges)

There is no tuition cost for this course for applicants who meet NITA's Essential Entry Requirements

### Qualification

SIT30622 Certificate III in Hospitality subject to satisfactory course participation and completion of all activities and requirements, including provision of a USI

### Tuition Equipment and Materials

Student must supply black bottoms (skirt, shorts, pants) and black, non-slip, comfortable shoes. All other equipment and materials are supplied by NITA

## Why learn with us?

- |                                      |  |
|--------------------------------------|--|
| <b>Industry relevant</b>             | This training program has been developed in consultation with Ayers Rock Resort and other key local hospitality and tourism companies  |
| <b>Expert trainers and assessors</b> | We are proud of our team, who have current on-the-job experiences and qualifications, as well as skills which promote a culturally safe environment  |
| <b>Experienced support team</b>      | We offer in-house support through our designated NITA staff, including our Learning Support Co-ordinator, our Residential and Wellbeing Teams and will also make referrals to external experts to ensure that you are fully supported to succeed |



**NATIONAL  
INDIGENOUS  
TRAINING  
ACADEMY**  
RTO: 45993

## SIT30622 Certificate III in Hospitality

### COURSE UNITS

The units of competency listed below are an example of the units that would typically be included in this qualification, SIT30622 Certificate III in Hospitality (Front Office). The programs we deliver will be customised and contextualised to suit your learning needs and objectives.

Unit Code	Unit Title	Type
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	Group A Elective
SITXCCS010	Provide visitor information	Group B Elective
SITXCCS012	Provide lost and found services	Group B Elective
SITHFAB021	Provide responsible service of alcohol	Group B Elective
SITHACS010	Provide housekeeping services for guests	Group B Elective
SITHACS016	Provide accommodation reception services	Group B Elective
SIRXPDK001	Advise on products and services	Group B Elective
BSBCMM211	Apply communication skills	Group B Elective
SITXFIN007	Process financial transactions	Group C Elective



If you believe you have previously completed one or more of the above units, please ask about our Credit Transfer service.

If you believe you have a range of work and/or life experiences that relate to one or more of these units, please ask about our Recognition of Prior Learning (RPL) service. If eligible, you will not be required to undertake these units again at NITA.

On successful completion of this course, participants will be issued a Certificate by NITA that acknowledges their attainment of a nationally recognised qualification.