The hospitality industry is one of Australia’s largest and fastest growing sectors. This qualification provides the skills and knowledge for an individual to be competent in skilled operations with the need to apply discretion and judgement. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, clubs, and coffee shops.

### Delivery:
- Classroom based
- External * some in-class activity required
- Online
- Traineeship

### Duration:
Duration will vary depending on the delivery mode selected, however, as a guide the contact hours for classroom based delivery is 1-2 days per week over 6 -12 months with self-paced study required between sessions.

### Entry requirement
There are no pre-requisite requirements for this qualification.

### Future Pathways:
Bar attendant, Bottle shop attendant, Café attendant, Catering assistant, Food and Beverage attendant, Front office assistant, Gaming attendant, Porter, Room attendant.

### Completion of 7 core units and 8 Electives units are required to gain this qualification.

#### Core Units:
- BSBWOR203B Work effectively with others
- SITHIND201 Source and use information on the hospitality industry
- SITHIND301 Work effectively in hospitality service
- SITXCCS303 Provide service to customers
- SITXCOM201 Show social and cultural sensitivity
- SITXHRM301 Coach others in job skills
- SITXWHS101 Participate in safe work practices

#### Suggested Electives
A wide range of elective units are available for selection to comply with packaging rules.

For more information & to enrol contact MADEC

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