

CHP School of Hospitality



Course Handbook

JANUARY 2015



CANTERBURY • HURLSTONE PARK
RSL CLUB



ABOUT US

CHP School of Hospitality is a Sydney based Registered Training Organisation (RTO) which was developed by Canterbury-Hurlstone Park RSL Club in 1999 to provide a relevant resource to the community in hospitality training.

As an (RTO) accredited by the Australian Skills Quality Authority, we are able to deliver nationally recognised training for those looking to enter the industry, or to develop their careers.

For over 13 years we have enjoyed an excellent reputation as an innovative centre for quality hospitality and business training outcomes.

OUR FACILITIES

Our classroom workshops are held inside Canterbury-Hurlstone Park RSL Club. In October 2014 we opened our contemporary purpose built training room, fully equipped with a full service bar, espresso machines and plasma screen. A comfortable and ambient environment for a fun & hands on way to learn job ready skills in true to life environment.

WHAT WE OFFER

In addition to our workshops, short courses and full-length qualification and traineeship training, online training, distance education (paper-based), CHP School of Hospitality also offers - customised training and recognition services for the registered clubs industry. We also have a proud history of providing subsidised training to local school students in Cert II in Hospitality, Cafe, RSA and RCG courses.

OUR CREDENTIALS

Accredited by the Australian Skills Quality Authority to deliver Nationally Recognised Training. We are also recognised by NSW OLGR and NSW Food Authority as approved providers of mandatory training for the Clubs industry. RTO National Code 6871.

PROGRAM BENEFITS

- Can be customised to suit the needs of individual hospitality organisations
- Are designed to allow flexible delivery option
- Have realistic class sizes to maximise the quality of the learning provided
- Are competitively priced
- Are delivered by professional trainers with extensive experience in the industry.

LOCATION

Workshops are held at our purpose-built training facility situated on the lower level of Canterbury-Hurlstone Park RSL Club, 20-26 Canterbury Rd Hurlstone Park

COURSE SCHEDULE

We are constantly reviewing our course offering and scheduling, please check the website for current course options and dates.

For course schedule and bookings please refer to our website. Please contact us directly for further information.

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For course schedule and bookings please refer to our website. Please contact us directly for further information.



COURSE DESCRIPTIONS

- Online courses – the cheapest way to gain your qualification. Study in your own home or workplace at your own speed and pay as you go!
- Workshops are customised and delivered at an industry or business location or at one of our venues: Canterbury-Hurlstone Park RSL Club.
- Recognition courses are available for existing workers in the hospitality or business industries and allow you to claim credits for what you already know.
- Govt funded courses are offered at various times throughout the year to unemployed local adults on Centrelink benefits. Full details of these are posted on the CHP website or contact us to be placed on the waiting list.
- Traineeships training is for new workers seeking to gain Testamurs to be awarded on the job. Your employer may be able to access incentives if you qualify..
- School based training in RSA, RCG, Café and Barista - structured and customised to suit the needs of school students and teachers.

COURSE CATEGORIES

CORPORATE PROGRAMS

Professional Development Courses

FULL QUALIFICATIONS

Certificate and Diploma Courses

SHORT COURSES

Course units offered individually for job ready qualifications

HOSPITALITY PACKAGES

Selections of short courses for job ready qualifications

For course schedule and bookings please refer to our website. Please contact us directly for further information.

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CORPORATE PROGRAMS

CHP's Professional Development Courses are customised to meet the needs and ethos of the business/organisation, including embedding your policies and procedures to achieve the most optimum outcome.

Certification

On successful completion of the course a certificate of attendance will be issued

Location

On site at our purpose-built training facility at Canterbury-Hurlstone Park RSL Club
OR at a location to suit the client

Cost

Price on application

Workplace Communication

This action packed one day workshop is designed to provide you the tools to understand your personal behavioural style, become a more confident communicator and build better workplace relationships.

Effective interpersonal relationships with colleagues, managers, customers and clients managed through positive communication have a prevailing impact on organisational success. Good communication is essential to creating a positive work culture where trust and engagement result when people feel heard and valued.

No matter what industry you are in our sessions will help you focus and clarify your message both received and sent and essentially communicate with confidence in the workplace.

Customer Service Excellence

Our one day interactive workshop will give you the skills to deliver exceptional customer service in any area of your business both internally and externally.

Equip your staff with the tools to be able to believe, inspire and excel in effective customer service and attitude.

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Difficult Conversations

This one day engaging workshop will empower you to take your leadership skills to the next level. We all have to have difficult conversations with employees and employers.

Learn the skills to handle these conversations with skill and empathy.

Handling Stress in the Workplace

Our one day life changing workshop will give you the skills to create success under stress. Learn how to ACT RATHER THAN REACT. Be proactive with your emotional awareness and handle your day efficiently.

Emotional intelligence at work

This one day workshop goes way beyond people skills to break down the essential emotional intelligence into language anyone can understand. You will gain practical skills and motivation to improve relationships among fellow employees, reduce stress and increase productivity.

Working effectively with all the different and difficult types of people in the workplace—from co-workers to customers to suppliers to higher-ups isn't easy. Success hinges on the ability of your employees to manage their emotions and the emotions of others to avoid miscommunications, resolve conflicts, reach consensus, build a cohesive work environment and get things done.



FULL QUALIFICATIONS

Simply choose the column heading for your desired qualification at Cert II, III, IV or Diploma level and the corresponding units will form a full qualification and are easily attainable in the workplace. You can build your qualification and pay as you go (only \$150 per unit).

NB: You will require a USI to commence the following qualifications. Please refer to the USEFUL INFORMATION section for instructions and guidelines

SIT20213 Certificate II in Hospitality – Entry level or school-leaver

6 Core and *6 electives chosen for any new entrant worker, also suitable for school based trainees.

SIT30713 Certificate III in Hospitality – Frontline staff and Traineeships

7 Core and *8 electives. This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes, coffee shops. It provides options for specialisation in areas such as accommodation services, food and beverage and gaming. This qualification allows an outcome for small business requiring multi-skilled employees.

*Substitute electives - you may substitute any of these units in place of the ones listed
– you must complete ALL Core units.

SIT40313 Certificate IV in Hospitality – Team leader or supervisor in hospitality organisations.

9 Core and 12 Electives relating to the role of a team leader or supervisor in hospitality organisations such as restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

SIT40812 Certificate IV in Frontline Management

4 Core and 6 Electives relating to role of Coordinator, Floor Manager, Supervisor, Team Leader and Duty Manager.

This **business** qualification will develop you for the role of supervision and middle management and is a stepping stone into Senior Management in any industry.

BSB51107 Diploma of Management

8 Electives – all chosen with the Senior Manager and CEO in mind. Senior Manager training which can gain you credit towards a variety of Degree courses. Units have been chosen specifically to develop your financial and strategic planning awareness and skills.

This qualification can gain you credit towards a Degree in Business Management, Commerce or similar.

| Unit Code | Unit Name | Cert II | Cert III | Cert IV |
|----------------------|---|----------|----------|----------|
| BSBWOR203B | Work effectively with others | Core | Core | |
| SIRXSL5002A | Advise on products and service | | Elective | Elective |
| SITHFAB202 | Operate a bar | Elective | Elective | Elective |
| SITHFAB101 | Clean and tidy bar areas | Elective | Elective | Elective |
| SITHFAB204 | Prepare and serve espresso coffee | Elective | Elective | Elective |
| SITHFAB307 | Provide table service of food and beverage | | Elective | Elective |
| SITHIND201 | Source and use information on hospitality industry | Core | Core | Elective |
| SITHIND301 | Work effectively in hospitality service | | Core | Core |
| SITXCCS202 | Interact with customers | Core | | |
| SITXCCS303 | Provide service to customers | | Core | |
| SITXCCS401 | Enhance the customer service experience | | | Core |
| SITXCOM201 | Show social cultural sensitivity | Core | Core | |
| SITXFIN201 | Process financial transactions | Elective | Elective | Elective |
| SITXFSA101 | Use hygienic practices for food safety | Elective | Elective | Elective |
| SITXHRM301 | Coach others in job skills | | Core | Core |
| SITXWHS101 | Participate in safe work practices | Core | Core | |
| SITHFAB203 | Prepare and serve non-alcoholic beverages | Elective | Elective | Elective |
| SITHIND202 | Use hospitality skills effectively | Core | | |
| BSBDIV501A | Manage diversity in the workplace | | | Core |
| SITXCOM401 | Manage conflict | | | Core |
| SITXFIN402 | Manage finances within a budget | | | Core |
| SITXHRM402 | Lead and manage people | | | Core |
| SITXMGT401 | Monitor work operations | | | Core |
| SITXWHS401 | Implement and monitor work health and safety practices | | | Core |
| SITHGAM202 | Attend gaming machines | | | Elective |
| SITHFAB401 | Plan and monitor espresso coffee service | | | Elective |
| SITHKOP404 | Plan catering for events or functions | | | Elective |
| Substitute Electives | Unit/s on this list may be substituted for any Elective/s above | | | |
| SITHFAB201 | Provide responsible service of alcohol | | | |
| SITHGAM201 | Provide responsible gambling services | | | |

For course schedule and bookings please refer to our website. Please contact us directly for further information.

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| Unit Code | Unit Name | Cert IV Frontline Management | Diploma of Management |
|-------------|--|------------------------------|-----------------------|
| BSBMGT401A | Show leadership in the Workplace | *Elective | |
| BSBMGT402A | Implement operational plan | *Elective | Elective |
| BSBWHS401A | Implement and monitor WHS policies, procedures and programs to meet legislative requirements | *Elective | Elective |
| BSBWOR402A | Promote team effectiveness | *Elective | Elective |
| BSBLED401A | Develop teams and individuals | *Elective | Elective |
| BSBRSK401A | Identify risk and apply risk management processes | *Elective | Elective |
| BSBCUS402B | Address customer needs | *Elective | Elective |
| BSBCUS403B | Implement customer service standards | *Elective | Core |
| BSBHRM405A | Support the recruitment, selection and induction of staff | *Elective | |
| SITXHRM001A | Coach others in job skills | *Elective | |
| BSBWOR401A | Establish effective workplace relationships | *Elective | Core |
| BSBHRM512A | Develop and manage performance- management processes | Elective | |
| BSBFIA402A | Report on financial activity | Elective | Elective |
| BSBFIM501A | Manage budgets and financial plans | Elective | Elective |
| BSBMGT515A | Manage operational plan | Elective | Core |
| BSBWOR501B | Manage personal work priorities and professional development | Elective | |
| BSBWHS501A | Ensure a safe workplace | Elective | Elective |
| BSBRSK501B | Manage risk | Elective | |
| BSBWOR502B | Ensure team effectiveness | Elective | Core |
| BSBMGT401A | Show leadership in the Workplace | *Elective | Core |
| BSBMGT402A | Implement operational plan | *Elective | Core |
| BSBWHS401A | Implement and monitor WHS policies, procedures and programs to meet legislative requirements | *Elective | Core |
| BSBWOR402A | Promote team effectiveness | *Elective | Core |
| BSBLED401A | Develop teams and individuals | *Elective | Core |
| BSBRSK401A | Identify risk and apply risk management processes | *Elective | Elective |
| BSBCUS402B | Address customer needs | *Elective | Elective |
| BSBCUS403B | Implement customer service standards | *Elective | Elective |
| BSBHRM405A | Support the recruitment, selection and induction of staff | *Elective | |

* Cert IV Units – choose only 1 for Diploma

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BSB51107 DIPLOMA OF MANAGEMENT

This management qualification is widely recognised by all industries as the minimum requirement for senior management. You can complete this course online, through workbooks or RPL in the comfort of your own home or workplace to gain the qualification in the way most suited to you. In all cases you will be assigned a trainer who will work closely with you every step of the way.

Testamurs to be awarded

On successful completion of the entire course you will be awarded a nationally recognized BSB51107 Diploma of Management testamur with an academy transcript. On successful completion of some units but not the full course, you will be awarded an academy transcript listing the units completed. You can use this qualification to gain credit towards many Degree courses.

Learning options

- Online or paper-based using a customised workbook (distance learning)
- Recognition of prior learning (RPL) through a portfolio of evidence
- On the job combined with workplace assessing

Duration: Up to 12 months

Cost: \$150 per unit

BSB51107 Diploma of Management Packaging Rules

Total number of units = 8

5 units must be selected from the Group A units listed below.

3 elective units may be selected from Group A units or Group B units listed below, from this Training Package or from any current accredited course or endorsed Training Package at this qualification level. One unit may be selected from either a Certificate IV or Advanced Diploma qualification.

BSB51107 DIPLOMA OF MANAGEMENT

Elective units

GROUP A

Customer service

BSBCUS501C Manage quality customer service

Financial management

BSBFIM501A Manage budgets and financial plans

Information management

BSBINM501A Manage an information or knowledge management system

Learning and development

BSBLED501A Develop a workplace learning environment

Management

BSBMGT406A Plan and monitor continuous improvement

BSBMGT502B Manage people performance

BSBMGT515A Manage operational plan

BSBMGT516C Facilitate continuous improvement

Work health and safety

BSBWH501A Ensure a safe workplace

Project management

BSBPMG522A Undertake project work

Risk management

BSBR501B Manage risk

Workplace effectiveness

BSBWOR501B Manage personal work priorities and professional development

BSBWOR502B Ensure team effectiveness

GROUP B

Compliance

BSBCOM503B Develop processes for the management of breaches in compliance requirements

Diversity

BSBDIV501A Manage diversity in the workplace

Franchising

BSBFRA502B Manage a franchise operation

Human resource management

BSBHRM405A Support the recruitment, selection and induction of staff

BSBHRM512A Develop and manage performance-management processes

BSBHRM513A Manage workforce planning

Innovation

BSBINN501A Establish systems that support innovation

BSBINN502A Build and sustain an innovative work environment

Intellectual property

BSBIPR501A Manage intellectual property to protect and grow business

Management

BSBHRM511A Manage expatriate staff

Sustainability

BSBSUS501A Develop workplace policy and procedures for sustainability

Workplace relations

BSBWRK510A Manage employee relations

BSB40812 CERTIFICATE IV IN FRONTLINE MANAGEMENT (FLM)

This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager. At this level Frontline Managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its' work outcomes. This course is approved for Traineeship funding.

Job Roles - Coordinator, Leading Hand, Supervisor, Team Leader, Duty Manager

Testamurs to be Awarded

On successful completion of the entire course you will be awarded a nationally recognized BSB40812 Certificate IV in Frontline Management testamur with an academy transcript. On successful completion of some units but not the full course, you will be awarded an academy transcript listing the units completed.

Duration: Up to 12 months

Learning options

- Online or paper-based using a customised workbook (distance learning)
- Recognition of prior (RPL) learning through a portfolio of evidence
- On the job combined with workplace assessing

Cost: \$150 per unit

BSB40812 Certificate IV in Frontline Management Packaging Rules

Total number of units = 10 4 core units plus

6 elective units

At least 3 of the elective units must be selected from the elective units listed below.

The remaining 3 elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification.

BSB40812 CERTIFICATE IV IN FRONTLINE MANAGEMENT (FLM)

| | |
|--|---|
| CORE UNITS | <p>BSBMGT401A Show leadership in the workplace</p> <p>BSBMGT402A Implement operational plan</p> <p>BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements</p> <p>BSBWOR402A Promote team effectiveness</p> |
| ELECTIVE UNITS | |
| Customer Service | <p>BSBCUS401B Coordinate implementation of customer service strategies</p> <p>BSBCUS402B Address customer needs</p> <p>BSBCUS403B Implement customer service standards</p> |
| Financial Administration | BSBFIA402A Report on financial activity |
| Frontline Management | <p>BSBFLM313A Apply language, literacy and numeracy to support others in the workplace</p> <p>BSBFLM314A Mentor others in the workplace to support their language, literacy and numeracy skill development</p> |
| General Administration | BSBADM409A Coordinate business resources |
| Information Management | BSBINM401A Implement workplace information system |
| Innovation | BSBINN301A Promote innovation in a team environment |
| Interpersonal Communication | BSBCMM401A Make a presentation |
| IT Support | BSBITS401B Maintain business technology |
| Learning and Development Management | <p>BSBLED401A Develop teams and individuals</p> <p>BSBMGT403A Implement continuous improvement</p> <p>BSBMGT404A Lead and facilitate off site staff</p> |
| Marketing | BSBMKG413A Promote products and services |
| Project Management | BSBPMG522A Undertake project work |
| Relationship Management | <p>BSBREL401A Establish networks</p> <p>BSBREL402A Build client relationships and business networks</p> |
| Research | BSBRES401A Analyse and present research information |
| Risk Management | BSBRSK401A Identify risk and apply risk management processes |
| Sustainability | BSBSUS301A Implement and monitor environmentally sustainable work practices |
| Workplace Effectiveness | <p>BSBWOR401A Establish effective workplace relationships</p> <p>BSBWOR404B Develop work priorities</p> |
| Writing | BSBWRT401A Write complex documents |

For course schedule and bookings please refer to our website. Please contact us directly for further information.

SIT40313 CERTIFICATE IV IN HOSPITALITY

This qualification provides a pathway to work as a team leader or supervisor in hospitality organization such as restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops. You can study some units (either online or short course) and obtain a partial qualification and then complete the remainder of the qualification in workplace or online via work and study. You can also gain credit from your Certificate III in Hospitality units towards this qualification. This course is approved for Traineeship funding.

Testamurs to be Awarded

On successful completion of the entire course you will be awarded a nationally recognised SIT40313 Certificate IV in Hospitality testamur with an academic transcript. On successful completion of some units but not the full course, you will be awarded a Statement of Attainment listing the units completed.

Course Duration: Up to 36 months.

Learning options

- Online or paper-based using a customised workbook (distance learning)
- Recognition of prior (RPL) learning through a portfolio of evidence
- On the job combined with workplace assessing

Cost: \$150 per unit

SIT40313 Certificate IV in Hospitality Packaging Rules

21 units must be completed:

9 core units

12 elective units, consisting of:

1 unit from Group A

7 units from Group B

4 units from Group B, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course.

SIT40313 CERTIFICATE IV IN HOSPITALITY

CORE UNITS

BSBDIV501A Manage diversity in the workplace
SITHIND301 Work effectively in hospitality service
SITXCCS401 Enhance the customer service experience
SITXCOM401 Manage conflict
SITXFIN402 Manage finances within a budget
SITXHRM301 Coach others in job skills
SITXHRM402 Lead and manage people
SITXMGT401 Monitor work operations
SITXWHS401 Implement and monitor work health and safety practices

ELECTIVE UNITS

GROUP A

SITHIND101 Use hygienic practices for hospitality service
SITXFSA101 Use hygienic practices for food safety

GROUP B

Accommodation Services

CPPCLO2001A Maintain hard floor surfaces
CPPCLO2004A Maintain carpeted floors
CPPCLO2009A Clean glass surfaces
CPPCLO2010A Clean ceiling surfaces and fittings
CPPCLO2017A Clean wet areas
CPPCLO2019A Sort and remove waste and recyclable materials
CPPCLO2035A Maintain cleaning storage areas
CPPCLO3013A Clean window coverings
CPPCLO3016A Wash furniture and fittings
SITHACS101 Clean premises and equipment
SITHACS201 Provide housekeeping services to guests
SITHACS202 Prepare rooms for guests
SITHACS203 Launder linen and guests clothes
SITHACS204 Provide porter services
SITHACS301 Provide valet service
SITHACS302 Conduct night audit
SITHACS303 Provide accommodation reception services

SIT40313 CERTIFICATE IV IN HOSPITALITY

GROUP B continued...

| | |
|---|---|
| Administration | BSBRES401A Analyse and present research information BSBWRT401A Write complex documents |
| Client and Customer Service | SITXCCS201 Provide visitor information SITXCCS301 Provide lost and found services SITXCCS302 Provide club reception services |
| Communication and Teamwork | BSBCMM401A Make a presentation SITXCOM301 Address protocol requirements |
| Computer Operations and ICT Management | BSBITA401A Design databases BSBITU201A Produce simple word processed documents BSBITU202A Create and use spreadsheets BSBITU301A Create and use databases BSBITU302B Create electronic presentations BSBITU306A Design and produce business documents BSBITU309A Produce desktop published documents BSBITU402A Develop and use complex spreadsheets SITXICT401 Build and launch a small business website |
| Crisis Management | SITXCRI401 Respond to a customer in crisis |
| E-Business | BSBEBU401A Review and maintain a website BSBMKG412A Conduct e-marketing communications |
| Environmental Sustainability | BSBSUS301A Implement and monitor environmentally sustainable work practices |
| Events | SITXEVT301 Access information on event operations SITXEVT302 Process and monitor event registrations SITXEVT303 Coordinate on-site event registrations SITXEVT304 Provide event staging support SITXEVT401 Plan in-house events or functions |

SIT40313 CERTIFICATE IV IN HOSPITALITY

GROUP B continued...

| | |
|--------------------------|--|
| Finance | BSBFIA301A Maintain financial records BSBFIA302A Process payroll BSBFIA401A Prepare financial reports SITXFIN401 Interpret financial information |
| First Aid | HLTAID003 Provide first aid |
| Food and Beverage | SITHFAB101 Clean and tidy bar areas SITHFAB201 Provide responsible service of alcohol SITHFAB202 Operate a bar*^ SITHFAB203 Prepare and serve non-alcoholic beverages * SITHFAB204 Prepare and serve espresso coffee * SITHFAB205 Provide room service * SITHFAB301 Operate and monitor cellar systems SITHFAB302 Conduct a product tasting for alcoholic beverages ^ SITHFAB303 Prepare and serve cocktails *^ SITHFAB304 Provide advice on beers, spirits and liqueurs ^ SITHFAB305 Provide advice on Australian wines ^ SITHFAB306 Provide advice on imported wines ^ SITHFAB307 Provide table service of food and beverage *^ SITHFAB308 Provide silver service * SITHFAB309 Provide advice on food SITHFAB310 Provide advice on food and beverage matching ^ SITHFAB311 Provide gueridon service * SITHFAB401 Plan and monitor espresso coffee service |

*Prerequisite for each unit is SITXFSA101 Use hygienic practices for food safety

^Prerequisite for each unit is SITHFAB201 Provide responsible service of alcohol

| | |
|--------------------|--|
| Food Safety | SITXFSA101 Use hygienic practices for food safety SITXFSA201 Participate in safe food handling practices SITXFSA202 Transport and store food |
|--------------------|--|

SIT40313 CERTIFICATE IV IN HOSPITALITY

GROUP B continued...

| | |
|---|--|
| Gaming | SITHGAM201 Provide responsible gambling services SITHGAM202 Attend gaming machines › SITHGAM203 Operate a TAB outlet › SITHGAM204 Conduct Keno games › SITHGAM301 Analyse and report on gaming machine data› SITHGAM302 Operate table games › SITHGAM303 Deal Baccarat games › SITHGAM304 Conduct Big Wheel games › SITHGAM305 Deal Blackjack games › SITHGAM306 Deal Poker games › SITHGAM307 Deal Pontoon games › SITHGAM308 Conduct Rapid Roulette games › SITHGAM309 Conduct Roulette games › SITHGAM310 Conduct Sic Bo games › |
| ›Prerequisite is SITHGAM201 Provide responsible gambling services | |
| Human Resource Management | SITXHRM401 Roster staff TAEDEL404A Mentor in the workplace |
| Inventory | SITXINV301 Purchase goods SITXINV401 Control stock |
| Kitchen Operations | SITHKOP404 Plan catering for events or functions |
| Languages other than English | SITXLAN31__ Conduct oral communication in a language other than English SITXLAN32__ Conduct complex oral communication in a language other than English SITXLAN33__ Read and write information in a language other than English SITXLAN34__ Read and write documents in a language other than English |
| Management and Leadership | BSBHRM403B Support performance management process BSBMGT405A Provide personal leadership |
| Marketing and Public Relations | BSBMKG401B Profile the market SITXMPR401 Coordinate production of brochures and marketing materials SITXMPR402 Create a promotional display or stand SITXMPR403 Plan and implement sales activities SITXMPR404 Coordinate marketing activities SITXMPR405 Participate in cooperative online marketing initiatives |

SIT40313 CERTIFICATE IV IN HOSPITALITY

GROUP B continued...

| | |
|-------------------------------------|--|
| Merchandising | SIRXMER201 Merchandise products |
| Quality and Innovation | BSBCRT301A Develop and extend critical and creative thinking skills BSBINN201A Contribute to workplace innovation BSBINN301A Promote innovation in a team environment |
| Risk Management and Security | CPPSEC2012A Monitor and control individual and crowd behaviour CPPSEC3018A Provide for the safety of persons at risk SIRXRSK201 Minimise loss |
| Sales | SIRXSL201 Sell products and services SIRXSL002A Advise on products and services |
| Small Business Management | BSBSMB401A Establish legal and risk management requirements of small business BSBSMB403A Market the small business BSBSMB404A Undertake small business planning |
| Tourism Sales and Operations | SITTTSL202 Access and interpret product information SITTTSL303 Sell tourism products and services SITTTSL304 Prepare quotations SITTTSL305 Process reservations SITTTSL306 Book supplier services SITTTSL307 Process travel related documentation SITTTSL308 Use a computerised reservations or operations system SITTTSL401 Maintain a product inventory |
| Work Health and Safety | SITXWHS301 Identify hazards, assess and control safety risks |
| Working in Industry | SITHIND101 Use hygienic practices for hospitality service SITHIND201 Source and use information on the hospitality industry SITTIND201 Source and use information on the tourism and travel industry |

SIT40313 CERTIFICATE IV IN HOSPITALITY

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Concierge

- BSBITU201A Process simple word processed documents
- SITHACS204 Provide porter services
- SITHACS301 Provide valet service
- SITHIND101 Use hygienic practices for hospitality service
- SITTIND201 Source and use information on the tourism and travel industry
- SITTTSL202 Access and interpret product information
- SITTTSL306 Book supplier services
- SITTTSL307 Process travel related documentation
- SITXCCS201 Provide visitor information
- SITXCCS301 Provide lost and found services
- SITXCRI401 Respond to a customer in crisis
- SITXLAN31__ Conduct oral communication in a language other than English

Food and beverage supervisor

- SITHFAB201 Provide responsible service of alcohol
- SITHFAB304 Provide advice on beers, spirits and liqueurs
- SITHFAB305 Provide advice on Australian wines
- SITHFAB306 Provide advice on imported wines
- SITHFAB307 Provide table service of food and beverage
- SITHFAB309 Provide advice on food
- SITHFAB310 Provide advice on food and beverage matching
- SITXCOM301 Address protocol requirements
- SITXFSA101 Use hygienic practices for food safety
- SITXHRM401 Roster staff
- SITXINV301 Purchase goods
- SITXWHS301 Identify hazards, assess and control safety risks

Front office supervisor

- BSBFIA301A Maintain financial records
- BSBITU306A Design and produce business documents
- SITHACS303 Provide accommodation reception services
- SITHIND101 Use hygienic practices for hospitality service
- SITTTSL305 Process reservations
- SITTTSL308 Use a computerised reservations or operations system
- SITXCCS201 Provide visitor information
- SITXCOM301 Address protocol requirements
- SITXCRI401 Respond to a customer in crisis
- SITXFIN201 Process financial transactions
- SITXHRM401 Roster staff
- SITXLAN31__ Conduct oral communication in a language other than English

Gaming supervisor in a club, hotel or casino

- BSBITU306A Design and produce business documents
- SITHFAB201 Provide responsible service of alcohol
- SITHFAB202 Operate a bar
- SITHGAM201 Provide responsible gambling services
- SITHGAM202 Attend gaming machines
- SITHGAM203 Operate a TAB outlet
- SITHGAM204 Conduct Keno games
- SITHGAM301 Analyse and report on gaming machine data
- SITXFSA101 Use hygienic practices for food safety
- SITXHRM401 Roster staff
- SITXINV301 Purchase goods
- SITXWHS301 Identify hazards, assess and control safety risks

For course schedule and bookings please refer to our website. Please contact us directly for further information.

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SIT30713 CERTIFICATE III IN HOSPITALITY

This is the desired minimum qualification for staff in Club, Pubs, Restaurants, Cafes and Hotels. You can study some units (either online or in a short course) and obtain a partial qualification and then complete the remainder of the qualification in the workplace or online via work and study. You can also gain credit from your Cert II in Hospitality units towards this qualification. This course is approved for Traineeship funding.

Testamurs to be awarded

On successful completion of the entire course you will be awarded a nationally recognised SIT30713 Certificate III in Hospitality testamur with an academic transcript listing the units completed. You can use this qualification to gain credit for the majority of the Certificate IV in Hospitality.

Duration: up to 24 months

Learning options

- Online or paper-based using a customised workbook
- Recognition of prior learning (RPL) through a portfolio of evidence
- On the job combined with workplace assessing

Cost: \$150 per unit

NOTE: 10% discount to members of CHP RSL Club and current Centrelink concession card holders. Please provide evidence on enrolment

SIT30712 Certificate III in Hospitality Packaging Rules

15 units must be completed:

7 core units

8 elective units, consisting of:

1 unit from Group A

5 units from Group B

2 units from Group B, Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited courses.

SIT30713 CERTIFICATE III IN HOSPITALITY

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

Elective units

GROUP A

SITHIND101 Use hygienic practices for hospitality service
SITXFSA101 Use hygienic practices for food safety

Group B

Accommodation Services

CPPCLO2001A Maintain hard floor surfaces
CPPCLO2004A Maintain carpeted floors
CPPCLO2009A Clean glass surfaces
CPPCLO2010A Clean ceiling surfaces and fittings
CPPCLO2017A Clean wet areas
CPPCLO2019A Sort and remove waste and recyclable materials
CPPCLO2035A Maintain cleaning storage areas
CPPCLO3013A Clean window coverings
CPPCLO3016A Wash furniture and fittings
SITHACS101 Clean premises and equipment
SITHACS201 Provide housekeeping services to guests
SITHACS202 Prepare rooms for guests
SITHACS203 Launder linen and guest clothes
SITHACS204 Provide porter services
SITHACS301 Provide valet service
SITHACS302 Conduct night audit
SITHACS303 Provide accommodation reception services

Client and Customer Service

SITXCCS201 Provide visitor information
SITXCCS301 Provide lost and found services
SITXCCS302 Provide club reception services

Commercial Cookery and Catering

SITHCCC102 Prepare simple dishes*
SITHCCC103 Prepare sandwiches*
SITHCCC104 Package prepared foodstuffs*
SITHCCC202 Produce appetisers and salads*

* Prerequisite is SITXFSA101 Use hygiene practices for food safety

For course schedule and bookings please refer to our website. Please contact us directly for further information.

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SIT30713 CERTIFICATE III IN HOSPITALITY

GROUP B continued...

Computer Operations and ICT Management

BSBITU306A Design and produce business documents
BSBWOR204A Use business technology

Finance

BSBFIA301A Maintain financial records
SITXFIN201 Process financial transactions

Food and Beverage

SIRRRPK006A Recommend liquor products
SITHFAB101 Clean and tidy bar areas *
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar *^
SITHFAB203 Prepare and serve non-alcoholic beverages *
SITHFAB204 Prepare and serve espresso coffee *
SITHFAB205 Provide room service *
SITHFAB301 Operate and monitor cellar systems
SITHFAB302 Conduct a product tasting for alcoholic beverages ^
SITHFAB303 Prepare and serve cocktails *^
SITHFAB304 Provide advice on beers, spirits and liqueurs ^
SITHFAB305 Provide advice on Australian wines ^
SITHFAB306 Provide advice on imported wines ^
SITHFAB307 Provide table service of food and beverage *^
SITHFAB308 Provide silver service *
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching ^
SITHFAB311 Provide gueridon service *

*Prerequisite is SITXFSA101 Use hygienic practices for food safety

^Prerequisite is SITHFAB201 Provide responsible service of alcohol

Food Safety

SITXFSA101 Use hygienic practices for food safety
SITXFSA201 Participate in safe food handling practices
SITXFSA202 Transport and store food

SIT30713 CERTIFICATE III IN HOSPITALITY

GROUP B continued...

Gaming

SITHGAM201 Provide responsible gambling services
 SITHGAM202 Attend gaming machines ›
 SITHGAM203 Operate a TAB outlet ›
 SITHGAM204 Conduct Keno games ›
 SITHGAM301 Analyse and report on gaming machine data ›
 SITHGAM302 Operate table games ›
 SITHGAM303 Deal Baccarat games ›
 SITHGAM304 Conduct Big Wheel games ›
 SITHGAM305 Deal Blackjack games ›
 SITHGAM306 Deal Poker games ›
 SITHGAM307 Deal Pontoon games ›
 SITHGAM308 Conduct Rapid Roulette games ›
 SITHGAM309 Conduct Roulette games ›
 SITHGAM310 Conduct Sic Bo games ›

›Prerequisite is SITHGAM201 Provide responsible gambling services

Tourism Sales and Operations

SITTTSL305 Process reservations
 SITTTSL308 Use a computerised reservations or operations system

Working in industry

SITHIND101 Use hygienic practices for hospitality service

GROUP C

Administration

BSBMM201A Communicate in the workplace
 TLIE1005A Carry out basic workplace calculations

Communication and Teamwork

SITXCOM101 Source and present information
 SITXCOM301 Address protocol requirements

Computer Operations and ICT Management

BSBITU102A Develop keyboard skills
 BSBITU201A Produce simple word processed documents
 BSBITU301A Create and use databases
 BSBITU306A Design and produce business documents
 BSBITU309A Produce desktop published documents
 BSBWOR204A Use business technology

Environmental Sustainability

BSBSUS201A Participate in environmentally sustainable work practices
 BSBSUS301A Implement and monitor environmentally sustainable work practices

SIT30713 CERTIFICATE III IN HOSPITALITY

GROUP C continued...

| | |
|--|--|
| Events | SITXEVT301 Access information on event operations SITXEVT302 Process and monitor event registrations SITXEVT303 Coordinate on-site event registrations SITXEVT304 Provide event staging support |
| First Aid | HLTAID003 Provide first aid |
| Finance | BSBFIA303A Process accounts payable and receivable |
| Inventory | SITXINV201 Receive and store stock SITXINV202 Maintain the quality of perishable items * SITXINV301 Purchase goods |
| *Prerequisite is SITXFSA101 Use hygienic practices for food safety | |
| Kitchen Operations | SITHKOP101 Clean kitchen premises and equipment * |
| *Prerequisite is SITXFSA101 Use hygienic practices for food safety | |
| Languages other than English | SITXLAN21__ Conduct basic oral communication in a language other than English SITXLAN22__ Conduct routine oral communication in a language other than English SITXLAN31__ Conduct oral communication in a language other than English SITXLAN33__ Read and write information in a language other than English |
| Quality and Innovation | BSBINN201A Contribute to workplace innovation |
| Risk Management and Security | CPPSEC2012A Monitor and control individual and crowd behaviour CPPSEC3018A Provide for the safety of persons at risk SIRXRSK201 Minimise loss |
| Sales | SIRXSL201 Sell products and services SIRXSL002A Advise on products and services |
| Work Health and Safety | SITXWHS301 Identify hazards, assess and control safety risks |

SIT30713 CERTIFICATE III IN HOSPITALITY

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

| | |
|--|--|
| Bar attendant in a hotel or club | SITHFAB101 Clean and tidy bar areas SITHFAB201 Provide responsible service of alcohol SITHFAB202 Operate a bar SITHFAB304 Provide advice on beers, spirits and liqueurs SITXFIN201 Process financial transactions SITXFSA101 Use hygienic practices for food safety SITXINV201 Receive and store stock SITXINV301 Purchase goods |
| Front desk receptionist in a hotel | BSBCMM201A Communicate in the workplace BSBITU306A Design and produce business documents SITHACS303 Provide accommodation reception services SITHIND101 Use hygienic practices for hospitality service SITTTSL305 Process reservations SITTTSL308 Use a computerised reservations or operations system SITXCCS201 Provide visitor information SITXFIN201 Process financial transactions |
| Gaming attendant in club, hotel or casino | SITHFAB201 Provide responsible service of alcohol SITHGAM201 Provide responsible gambling services SITHGAM202 Attend gaming machines SITHGAM203 Operate a TAB outlet SITHGAM204 Conduct Keno games SITHGAM301 Analyse and report on gaming machine data SITHIND101 Use hygienic practices for hospitality service SITXFIN201 Process financial transactions |
| Waiter in a restaurant | BSBSUS201A Participate in environmentally sustainable work practices SITHFAB201 Provide responsible service of alcohol SITHFAB304 Provide advice on beers, spirits and liqueurs SITHFAB305 Provide advice on Australian wines SITHFAB307 Provide table service of food and beverage SITHFAB309 Provide advice on food SITHFAB310 Provide advice on food and beverage matching SITXFSA101 Use hygienic practices for food safety |

For course schedule and bookings please refer to our website. Please contact us directly for further information.

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SIT20213 CERTIFICATE II IN HOSPITALITY

This is the entry level qualification for working in a hospitality setting, such as restaurant, hotel, motel, club, pub, cafe and coffee shop. You can study some units (either online or in a short course) and obtain a partial qualification and then complete the remainder of the qualification in the workplace or online via work and study to gain the qualification in the way most suited to you. In all cases you will be assigned a trainer who will work closely with you every step of the way.

Testamurs to be awarded

On successful completion of the entire course you will be awarded a nationally recognized SIT20213 Certificate II in Hospitality testamur with an academy transcript. On successful completion of some units but not the full course, you will be awarded an academy transcript listing the units completed. You can use this qualification to gain credit for part of Certificate III and IV in Hospitality or a range of other qualifications at Cert III or IV levels.

Duration: Up to 12 months

Learning options

- Online or paper-based using a customised workbook (distance learning)
- Recognition of prior learning (RPL) through a portfolio of evidence
- On the job combined with workplace assessing

Cost: \$150 per unit

NOTE: 10% discount to members of CHP RSL Club and current Centrelink concession card holders. Please provide evidence on enrolment

SIT20213 Certificate II in Hospitality Packaging Rules

12 units must be completed:

6 core units

6 elective units, consisting of:

1 unit from Group A

3 units from Group B

2 units from Group B, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

For course schedule and bookings please refer to our website. Please contact us directly for further information.

SIT20213 CERTIFICATE II IN HOSPITALITY

| | |
|-------------------|---|
| CORE UNITS | BSBWOR203B Work effectively with others SITHIND201 Source and use information on the hospitality industry SITHIND202 Use hospitality skills effectively SITXCOM201 Show social and cultural sensitivity SITXCCS202 Interact with customers SITXWHS101 Participate in safe work practices |
|-------------------|---|

Elective units

| | |
|----------------|--|
| GROUP A | SITHIND101 Use hygienic practices for hospitality service SITXFSA101 Use hygienic practices for food safety |
|----------------|--|

GROUP B

| | |
|-------------------------------|---|
| Accommodation Services | CPPCLO2001A Maintain hard floor surfaces CPPCLO2004A Maintain carpeted floors CPPCLO2009A Clean glass surfaces CPPCLO2010A Clean ceiling surfaces and fittings CPPCLO2017A Clean wet areas CPPCLO2019A Sort and remove waste and recyclable materials CPPCLO2035A Maintain cleaning storage areas SITHACS101 Clean premises and equipment SITHACS201 Provide housekeeping services to guests SITHACS202 Prepare rooms for guests SITHACS203 Launder linen and guest clothes SITHACS204 Provide porter services |
|-------------------------------|---|

| | |
|-----------------------|--|
| Administration | TLIE1005A Carry out basic workplace calculations |
|-----------------------|--|

| | |
|------------------------------------|--|
| Client and Customer Service | SITXCCS201 Provide visitor information |
|------------------------------------|--|

| | |
|-----------------------------------|--|
| Communication and Teamwork | BSBCMM201A Communicate in the workplace SITXCOM101 Source and present information |
|-----------------------------------|--|

| | |
|--|---|
| Commercial Cookery and Catering | SITHCCC102 Prepare simple dishes * SITHCCC103 Prepare sandwiches * SITHCCC104 Package prepared foodstuffs * SITHCCC202 Produce appetisers and salads * |
|--|---|

*Prerequisite is SITXFSA101 Use hygienic practices for food safety

SIT20213 CERTIFICATE II IN HOSPITALITY

GROUP B continued...

Computer Operations and ICT Management

BSBITU201A Produce simple word processed documents
BSBITU202A Create and use spreadsheets
BSBWOR204A Use business technology

Environmental Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Finance

BSBFIA301A Maintain financial records
SITXFIN201 Process financial transactions

First Aid

HLTAID003 Provide first aid

Food and Beverage

SITHFAB101 Clean and tidy bar areas *
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar *^
SITHFAB203 Prepare and serve non-alcoholic beverages *
SITHFAB204 Prepare and serve espresso coffee *
SITHFAB205 Provide room service *
SITHFAB206 Serve food and beverage *

*Prerequisite is SITXFSA101 Use hygienic practices for food safety

^Prerequisite is SITHFAB201 Provide responsible service of alcohol

Food Safety

SITXFSA101 Use hygienic practices for food safety
SITXFSA201 Participate in safe food handling practices
SITXFSA202 Transport and store food

Gaming

SITHGAM201 Provide responsible gambling services
SITHGAM202 Attend gaming machines ›
SITHGAM203 Operate a TAB outlet ›
SITHGAM204 Conduct Keno games ›

›Prerequisite is SITHGAM201 Provide responsible gambling services

Inventory

SITXINV201 Receive and store stock
SITXINV202 Maintain the quality of perishable items *

*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Kitchen Operations

SITHKOP101 Clean kitchen premises and equipment *

*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Languages other than English

SITXLAN21__ Conduct basic oral communication in a language other than English
SITXLAN22__ Conduct routine oral communication in a language other than English

Sales

SIRRRPK006A Recommend liquor products
SIRXSL201 Sell products and services

Working in Industry

SITHIND101 Use hygienic practices for hospitality service

For course schedule and bookings please refer to our website. Please contact us directly for further information.

SIT20213 CERTIFICATE II IN HOSPITALITY

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

| | |
|--|--|
| Bar attendant in a club or hotel | SITHFAB101 Clean and tidy bar areas SITHFAB201 Provide responsible service of alcohol SITHFAB202 Operate a bar SITXFIN201 Process financial transactions SITXFSA101 Use hygienic practices for food safety SITXINV201 Receive and store stock |
| Catering assistant | SITHCCC104 Package prepared foodstuffs SITHFAB206 Serve food and beverage SITHKOP101 Clean kitchen premises and equipment SITXFSA101 Use hygienic practices for food safety SITXINV201 Receive and store stock SITXINV202 Maintain the quality of perishable items |
| Food and beverage attendant in a cafe | SITHFAB203 Prepare and serve non-alcoholic beverages SITHFAB204 Prepare and serve espresso coffee SITHFAB206 Serve food and beverage SITXFIN201 Process financial transactions SITXFSA101 Use hygienic practices for food safety SIRXSL201 Sell products and services |
| Gaming attendant in a club or hotel | BSBWOR204A Use business technology SITHGAM201 Provide responsible gambling services SITHGAM202 Attend gaming machines SITHGAM204 Conduct Keno games SITHIND101 Use hygienic practices for hospitality service SITXFIN201 Process financial transactions |
| Housekeeping attendant | BSBSUS201A Participate in environmentally sustainable work practices SITHACS101 Clean premises and equipment SITHACS201 Provide housekeeping services to guests SITHACS202 Prepare rooms for guests SITHIND101 Use hygienic practices for hospitality service SITXINV201 Receive and store stock |
| Porter | BSBSUS201A Participate in environmentally sustainable work practices BSBWOR204A Use business technology SITHACS204 Provide porter services SITHIND101 Use hygienic practices for hospitality service SITXCCS201 Provide visitor information SITXLAN21__ Conduct basic oral communication in a language other than English |

For course schedule and bookings please refer to our website. Please contact us directly for further information.

SHORT COURSES

BAR AND COCKTAILS

This half day course gives you the basic skills you need to work in a bar. Learn how to pour a perfect beer, mix drinks, pour shots, prepare garnishes and open/present wine. Cocktail: Become a 'master of mixology'. You will learn the latest techniques and be able to make a range of cocktails. You will learn how to blend, build, muddle & shake!

Testamurs to be awarded

On successful completion of the course you will be issued a certificate of attendance

Duration

Half day workshop at our purpose-built training facility, lower level
Canterbury-Hurlstone Park RSL Club

Cost: \$150

BARISTA

This exciting half day course gives you the skills to work as a Barista.

A fun practical course run in small groups in our new purpose-built training facility. Get the necessary skills to prepare and serve espresso coffee and impress your customers with latte art in restaurants, bars and cafes using commercial espresso machines.

Testamurs to be awarded

On successful completion of the course you will be issued a Certificate of Attendance

Duration

Half day workshop 10am-2pm at our purpose-built training facility, lower level
Canterbury-Hurlstone Park RSL Club

Cost: \$100

DIRECTOR TRAINING

Specially designed to provide an interactive learning experience for the Club Board and CEO / Club Secretary and to meet the current "requirements for mandatory training for Club Directors" as published on www.olgr.nsw.gov.au

Testamurs to be awarded

On successful completion you will be awarded a partial qualification in:
BSB40907 Certificate IV in Governance

Units covered

BSBGOV401A Implement Board member responsibilities BSBGOV402A Work within organisational structure BSBGOV403A Analyse financial reports and budgets

Learning options

- Online or paper-based (self-paced workbook) via correspondence
- 1 day workshop at Canterbury-Hurlstone Park RSL Club or on site at your venue
- Recognition of prior learning (RPL) – submission of a portfolio of evidence

Cost: \$390 pp
\$3,000 per Club (up to 15 participants) – 1 day Group Workshop; or
\$150 per course – recognition, online or distance education (paper based)

FINANCES FOR CLUB MANAGERS

This finance unit is the suggested minimum requirement for any manager who has to account for financial budgets. This course prepares you to undertake financial management within a work team in an organisation. This includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes in line with the financial objectives of the work team and the organisation. You will be encouraged to prepare a portfolio of evidence of knowledge and skills from workplace documents.

Diploma of Management partial qualification in:
BSBFIM501A Manage budgets and financial plans

Learning options

- Online or paper-based (self-paced workbook)
- 1 day workshop
- Recognition – submission of a portfolio of evidence

Cost: \$150

For course schedule and bookings please refer to our website. Please contact us directly for further information.

FOOD AND BEVERAGE

This half day course will give you all the skills required for working in any cafe, restaurant, bistro or function venue. Learn about everything from tray service, serving tables and menu taking to pouring and presenting wine.

On successful completion of the course you will be issued a certificate of attendance

Duration

Half day workshop at our purpose-built training facility, lower level
Canterbury-Hurlstone Park RSL Club

Cost: \$100

FSS - SITSS00017 FOOD SAFETY SUPERVISION

This one day course meets the compliance requirements of the NSW legislation that applies to the mandatory Food Safety Supervisor position.

The course creates awareness of personal and workplace hygiene requirements, safe practices of storage, cooking and serving of food, and putting food safety policies and plans into effect in the workplace.

Course Aim

To provide training to Food Safety Supervisors in safe food handling practices that can be implemented in businesses. The aim is to reduce the incidence of food borne illness attributed to food handling errors in the hospitality industry and increase consumer confidence in food served in NSW.

Who should attend this course?

Any business that serves food that is ready to eat, potentially hazardous and not sold and served in its package must appoint and train at least one Food Safety Supervisor who must attend this course. This includes businesses such as restaurants, cafes, takeaway shops, bakeries, caterers, hotels, clubs, pubs, food markets, mobile food vendors and supermarket hot food sales.

Testamurs to be awarded

On successful completion of this course you will be awarded a nationally recognised certificate in SITSS00017 Food Safety Supervision, including the units:

SITXFSA101 Use Hygiene Practices for Food Safety

SITXFSA201 Participate in Safe Food Handling Practices

And the NSW FOOD Authority – Food Safety Supervisor Certificate

Duration

1- day workshop at our purpose-built training facility, lower level

Canterbury-Hurlstone Park RSL Club

Course start time is 9:00am

Assessment: both practical and written.

Cost: \$150

For course schedule and bookings please refer to our website. Please contact us directly for further information.

HYGIENE – SITSS00016 Food Handling

This half day course meets the current requirements under the NSW Food Act 2003 in relation to the skills and knowledge that a person involved in the preparation, packaging or service of food is required to have in NSW and meets the requirements of Food Standard 3.2.2.

Course Aim

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

Who should attend this course?

This unit applies to all tourism, hospitality and catering organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas.

This includes restaurants, cafes, clubs, hotels, bars, tour operators, attractions, function, event, exhibition and conference caterers, educational institutions, aged care facilities, correctional centres, hospitals, defence forces, cafeterias, kiosks, canteens, fast food outlets, residential caterers, in flight and other transport caterers.

It applies to food handlers which can be any person who directly handles food or food contact surfaces food such as cutlery, plates and bowls. People at many levels use this skill in the workplace during the course of their daily activities, including cooks, chefs, caterers, kitchen stewards, kitchen hands, bar and food and beverage attendants and sometimes room attendants and front office staff.

Testamurs to be awarded

On successful completion of this course nationally recognised certificate in SITSS00016 Food Handling, including the unit:

SITXFSA101 Use Hygiene Practices for Food Safety

NOTE: Students also have the option of continuing on for the day for an additional \$90.00 and gaining a Food Safety Supervisor certificate.

Duration

Half day workshop at our purpose-built training facility, lower level

Canterbury-Hurlstone Park RSL Club

from 9:00am to 1:00pm

Assessment: both written and practical.

Cost: \$60

For course schedule and bookings please refer to our website. Please contact us directly for further information.

RCG - SITHGAM201 PROVIDE RESPONSIBLE GAMBLING SERVICES

This one day course is a mandatory requirement under the Gaming Machine Act and Registered Clubs Act for those seeking employment in a licensed premise or Registered Club where there are gaming machines.

Course Aim

The program provides:

The necessary knowledge and understanding of the current NSW gaming legislation
Rights and responsibilities of individuals under that legislation to support harm minimisation and responsible gaming initiatives.

Objectives

Participants will learn about: Provide responsible service of gambling
Provide information and assistance to customers about problem gambling.

Testamurs to be awarded

On successful completion of this course you will be awarded on a Statement of Attainment in the nationally recognised unit: SITHGAM201. Provide Responsible Gambling Services and the NSW OLGR RCG interim certificate.

Duration

1 Day - 6 hour Workshop at our purpose-built training facility, lower level
Canterbury-Hurlstone Park RSL Club

Assessment: both practical and written.

Cost: \$110 (includes the cost of the OLGR Competency Card)

RSA - SITSS00024 RESPONSIBLE SERVICE OF ALCOHOL

This one day course is a mandatory requirement under the Liquor Act and Registered Clubs Act for those seeking employment in a licensed premise or Registered Club.

Course Aim

The program deals with the rights and responsibilities involved in the sale, service or supply of alcohol in NSW.

Objectives

Participants will learn about: Sell or serve alcohol responsibly.
Assist customers to drink within appropriate limits.
Assess alcohol affected customers and identify customers to whom sale or service must be refused.
Refuse to provide alcohol.

Testamurs to be awarded

On successful completion of this course you will be awarded a nationally recognised certificate
SITSS00024 Responsible Service of Alcohol including the unit:
SITHFAB201 Provide Responsible Service of Alcohol and the NSW OLGR RSA interim certificate.

Duration

1 Day 6 hour Workshop at our purpose-built training facility, lower level Canterbury-Hurlstone Park RSL Club

Assessment: both practical and written.

Cost: \$110 (includes the cost of the OLGR Competency Card)

For course schedule and bookings please refer to our website. Please contact us directly for further information.

HOSPITALITY PACKAGES

5 START

INCLUDES: RSA, RCG, BARISTA, HYGIENE, BAR & COCKTAILS, FOOD & BEVERAGE

Get all the skills required to work in bars, restaurants, cafes, night clubs and gaming venues.
Includes OLGR Testamurs to be awarded & Food Safety Supervisor Certificate

Testamurs to be awarded

On successful completion of this course you will be awarded a nationally recognised certificate in:
SITS00024 Responsible Service of Alcohol including: Nationally accredited competency SITHFAB201
Provide Responsible Service of Alcohol

SITSS00016 Food Handling including: Nationally accredited competency SITXFSA101 Use Hygienic
Practices for Food Safety

SITHGAM201 Provide Responsible Gambling – Nationally recognised unit on a Statement of Attainment

PLUS Bar & Cocktails (Certificate of Attendance)
Food & Beverage Skills (Certificate of Attendance)
Barista (Certificate of Attendance)

Duration

4 1/2 Days in total held at our purpose-built training facility, lower level Canterbury-Hurlstone Park RSL Club

Assessment: both practical and written.

Cost: \$540 (includes the cost of the OLGR Competency Card)

BAR START

INCLUDES: RSA, RCG, BAR SKILLS & COCKTAILS

This course will enable you to be employed as a bar attendant in any hotel, club restaurant or cocktail bar. A fun & hands on way to learn job ready skills in true to life environment. Learn basic bar skills and techniques to prepare the latest hottest cocktails.

Testamurs to be awarded

On successful completion of this course you will be awarded a nationally recognised certificate in:
SITS00024 Responsible Service of Alcohol including: Nationally accredited competency SITHFAB201
Provide Responsible Service of Alcohol

SITHGAM201 Provide Responsible Gambling – Nationally recognised unit on a Statement of Attainment

PLUS Bar Skills (Certificate of Attendance)
Cocktails (Certificate of Attendance)

Duration

3 Days in total held our purpose-built training facility, lower level Canterbury-Hurlstone Park RSL Club

Assessment: both practical and written

Cost: \$340 (includes the cost of the OLGR Competency Card)

For course schedule and bookings please refer to our website. Please contact us directly for further information.

CAFÉ

INCLUDES: RSA, HYGIENE, BARISTA

This exciting course gives you the skills to work as a Barista. Get the necessary skills to prepare and serve espresso coffee and impress your customers with latte art in restaurants, bars and cafes using commercial espresso machines. You will also learn the importance of hygiene and undertake Responsible Service of Alcohol training.

Testamurs to be awarded

On successful completion of this course you will be awarded a nationally recognised certificate in:
SITS00024 Responsible Service of Alcohol including: Nationally accredited competency SITHFAB201 Provide Responsible Service of Alcohol

SITSS00016 Food Handling including: Nationally accredited competency SITXFSA101 Use Hygienic Practices for Food Safety

PLUS Barista (Certificate of Attendance)

Duration

2 Days in total held our purpose-built training facility, lower level Canterbury-Hurlstone Park RSL Club

Assessment: both practical and written.

Cost: \$210 (includes the cost of the OLGR Competency Card)

COMPLIANCE HIGHWAY - SITSS00018 HOSPITALITY COMPLIANCE

INCLUDES: RSA, RCG & FSS

This course equips you with the legislative requirements to work in bars, restaurants, cafes, night clubs and gaming venues.

Testamurs to be awarded

On successful completion of this course you will be awarded a nationally recognised certificate in:
SITS00024 Responsible Service of Alcohol including: Nationally accredited competency SITHFAB201 Provide Responsible Service of Alcohol

SITSS00017 Food Safety Supervision including: Nationally accredited competency SITXFSA101 Use Hygienic Practices for Food Safety and SITXFSA201 Participate in Safe Food Handling Practices

SITHGAM201 Provide Responsible Gambling – Nationally recognised unit on a Statement of Attainment

Duration

3 Days in total held our purpose-built training facility, lower level Canterbury-Hurlstone Park RSL Club

Assessment: both practical and written.

Cost: \$360 (includes the cost of the OLGR Competency Card and FSS Certificate)

For course schedule and bookings please refer to our website. Please contact us directly for further information.

RESTAURANT

INCLUDES: RSA, HYGIENE, FOOD & BEVERAGE, BARISTA

This course will give you the skills to work in any restaurant cafe , bar or general hospitality area. You will also learn the importance of hygiene and undertake Responsible Service of Alcohol training.

Testamurs to be awarded

On successful completion of this course you will be awarded a nationally recognised certificate in:

SITS00024 Responsible Service of Alcohol including: Nationally accredited competency SITHFAB201 Provide Responsible Service of Alcohol

SITSS00016 Food Handling including: Nationally accredited competency SITXFSA101 Use Hygienic Practices for Food Safety

PLUS Food & Beverage Skills (Certificate of Attendance)
Barista (Certificate of Attendance)

Duration

3 Days in total our purpose-built training facility, lower level Canterbury-Hurlstone Park RSL Club

Assessment: both practical and written.

Cost: \$310 (includes the cost of the OLGR Competency Card)

RSA AND RCG COMBO

INCLUDES: RESPONSIBLE SERVICE OF ALCOHOL & PROVIDE RESPONSIBLE GAMBLING SERVICES.

These courses are a mandatory legislative requirement to work in any bar or gaming venue.

Includes OLGR Testamurs to be awarded

Testamurs to be awarded

On successful completion of this course you will be awarded a nationally recognised certificate in:

SITS00024 Responsible Service of alcohol including: Nationally accredited competency SITHFAB201 Provide Responsible Service of Alcohol

PLUS SITHGAM201 Provide Responsible Gambling – Nationally recognised unit on a Statement of Attainment

Duration

2 Days in total our purpose-built training facility, lower level Canterbury-Hurlstone Park RSL Club

Assessment: both practical and written.

Cost: \$220 (includes the cost of the OLGR Competency Card)

For course schedule and bookings please refer to our website. Please contact us directly for further information.

USEFUL INFORMATION

PAYMENT METHODS

Accepted methods of payment are Cash, EFTPOS, debit card, major credit cards or cheque made payable to 'CHP School of Hospitality'

Fees may be paid in person at Club Reception (Cash and Card) or over the phone by debit and credit card. To secure your place the enrolment fee should be paid at least 2 weeks prior to course start date.

All course fees include everything you need to complete the course and a trainer – assessor to work with you throughout the course either in person (workshops), email and/or phone.

REFUNDS POLICY FOR COURSE FEES PAID

- No cancellation after course start date
- Cancellation 10 working days prior to course – full refund
- No other refunds will be granted

Note: Refunds will not be granted for failure to complete assessments owing to poor LLN or IT skills.

CHP School of Hospitality reserves the right to withhold issue of qualifications if any fees are unpaid at the end of your course.

CANCELLATIONS BY CHP SCHOOL OF HOSPITALITY

In the unlikely event that CHP School of Hospitality cancels a course prior to the publicised start date, a full refund will be made within 10 working days of that cancellation. Enrollees in cancelled courses will not be entitled to compensation over and above fees actually paid to date. CHP School of Hospitality reserves the right to cancel workshop courses at any time if insufficient numbers are enrolled.

GROUP WORKSHOPS (CLASSROOM) CALENDAR

Please contact the Training Coordinator on 02 9559 0025, email rto@chprsl.com.au or check the website www.chpsoh.com.au to get a copy of Course Calendar for the upcoming semester.

TRAINEESHIPS LEADING TO QUALIFICATIONS

Work-based programs may start at any time to suit you – allow six weeks from initial application to course start date. CHP School of Hospitality will work with your employer to create your training plan and monitor your progress in the course, your trainer and assessor will mentor through the program.

RECOGNITION OF CURRENT COMPETENCE (RCC)

Recognition (RCC) is offered for most courses either through an RPL process (entire course) or at unit level if you wish to complete the assessment only. You can do the assessment online or in writing and submit it for recognition. CHP School of Hospitality will recognise all qualifications and statements of attainment issued by Australian Registered Training Organisations. Please contact us to obtain a copy of the recognition kit for all full courses leading to qualification i.e. - Diploma, Cert IV, Cert III or Cert II.

SELF-STUDY

You will be provided with all resources including nationally endorsed Learner Guides (LG), Assessment Tools or online Login and your assigned Trainer will work closely with you every step of the way.

You will also receive a customised training plan to help you reach your targets on time.

Assessments must be completed and submitted by post to the Assessor in line with the Training Plan schedule or submitted via the online learning portal.

Your Trainer/Assessor will then contact you with feedback and to go over the requirements of the next unit with you or assist you in working through any areas requiring improvement.

WORK BASED TRAINING

Are you currently employed in a hospitality venue such as a pub, hotel or Club? If so, this could be the best option for you as you can gain recognition for current competencies.

You will work closely with your nominated Workplace Coach/Supervisor and our Trainer to complete the practical elements of the course on the job whilst studying the theory online or by completing the workbooks and submitting the assessments.

COMMON PRE-REQUISITES - LLN AND IT

All courses require a good standard of English language, literacy and numeracy (LLN) and, for Cert IV and Diploma level courses, Information Technology (IT) skills. You need to have a minimum Year 10 standard of English or IELTS 5.5 (if educated outside of Australia). If you fail to complete the first unit assessment because of insufficient LLN or IT skills your Trainer may advise you to discontinue this training and undertake training in these pre-requisite skills.

ASSESSMENTS

Assessments are conducted on each unit. You will be given the Assessment Tool prior to starting each unit and your Training Plan will set out the due dates for assessments. Please read the Enrolment Form and Trainee Handbook carefully for further information on extensions. If employed you will be able to submit a portfolio of workplace evidence for assessment.

TRAINING PLAN

On acceptance of your enrolment you will be provided with a Training Plan outlining the start and end dates for each unit and showing when your assessments will be due. This will keep you on track to help you complete the course in your own timeframe.

ACCESS AND EQUITY

CHP School of Hospitality Staff and Contractors will adhere to the principles and practices of Equity in Education and Training. CHP School of Hospitality CEO is responsible for ensuring Access and Equity Principles and Practices apply within the organisation.

PRIVACY STATEMENT

CHP School of Hospitality will only use your information for the following purposes:

- day-to-day administration
- looking after trainees' educational, social and medical well-being
- to satisfy the RTO legal obligations and allow the RTO to discharge its duty of care
- in the case of FSS and RSA/RCG to report back to NSW authorities including the NSW Food Authority and the Office of Liquor, Gaming and Racing.
- to provide progress reports to your employer (funded traineeships only)

We will never release your personal or contact details to any other party without your written consent.

For course schedule and bookings please refer to our website. Please contact us directly for further information.

ENROLMENT

To enrol in any course please request an enrolment form via email to rto@chprsl.com.au or come into the Club and fill one in. You must pay the enrolment fee at the time of submitting the Enrolment Form for your application to be processed. You can also download an Enrolment Form from www.chpsoh.com.au and submit by email or post along with debit/credit card details – or phone the office to pay over the phone.

You will be required to gain a USI prior to your enrolment and put this on the enrolment form in the space provided.

NB: You will not be able to attend any accredited training without a USI number. See information below.

We will contact you at least seven (7) days prior to start date to confirm your enrolment in a Workshop. All other courses please allow 2 weeks for enrolment confirmation and you may start the course at any time. Please feel free to call us at any time between the hours of 9am and 5pm and ask to speak with the Training Coordinator.

COURSE ENQUIRY

If we don't currently have a scheduled course to suit you please let us know, and when there is sufficient demand we will endeavor to provide the training you need. You can also be placed on our email distribution list to receive advance notice of all upcoming training courses. Simply email us at rto@chprsl.com.au and request to be added to the distribution list.

USI - UNIQUE STUDENT IDENTIFIER

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this:

3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course; school student completing nationally recognised training; or student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit usi.gov.au for more information.

How to get a USI

It is free and easy for you to create your own USI online.

While you may create your own USI, training organisations are also able to create a USI for you. Training organisations should do this as part of the enrolment process when you begin studying. Where this service is provided, training organisations will let you know.

USI – UNIQUE STUDENT IDENTIFIER continued...

Steps to create your USI – go to www.usi.gov.au and follow the steps

The following steps show how you can create a USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

Step 2 Have your personal contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: usi.gov.au.

Step 4 Select the 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 7 You should then write down the USI and keep it somewhere handy and safe.