Choose a career that takes you places!

Do you want to develop some front office and reception knowledge so you can work in a hotel or resort? Then this program is for you, either for newcomers to the hospitality industry or existing workers looking to diversify their skills. You will develop a broad set of skills to prepare you for work in a front office and reception environment. This program will teach you the required skills to work in reservations, front office, concierge, tour desk and housekeeping for various accommodation establishments including hotels, motels, islands and ski resorts.

...more online

LOCATION/S
Cairns, Townsville (Pimlico)

DURATION
Part time: 6 months / 3 days per week

Course delivery options
WORKLOAD LOCATION DELIVERY
Part time 3 days per week Cairns, Townsville (Pimlico) Classroom

Entry requirements
There are no formal entry requirements, however TAFE Queensland requires the following
...more online

Resources required
Stationery:
- Pens
- Folder
- Exercise pad
...more online

Key dates
For key start dates for each location visit the online brochure for this course (under the course details tab).
tafenorth.edu.au/course/16045

What are my payment options?

No matter what your circumstances, TAFE Queensland North has a payment option to suit you. If you are unsure of what's right for you, call us on 1300 656 959. We're here to help.

Prices are subject to change.
...more online

FULL FEE | $3,685
This is the total cost of the course.
Got a question?
Enquire about your full fee study options

SUBSIDISED | $1,305
The Queensland Government will offset the cost of study for eligible students. You will still need to pay for a portion of your study costs. The amount above is what you will need to pay.

CONCESSION | $1,005
You are eligible for the concession price of a course if you are eligible for subsidised training, and are listed on an Australian Government Low Income Health Care Card or Pensioner Concession Card, if you are Aboriginal or Torres Strait Islander, you hold a Department of Veterans' Affairs Pensioner Concession Card, or if you have a disability. Further information about concessions.
University pathways

If you want to go on to further study at university, TAFE Queensland has a pathway option to get you there. In many cases, completing one of our diplomas will give you a full year of credit towards a degree with one of our partner universities. That means cutting down the amount of time you need to complete your degree, or even enrolling straight into the second year of your university course.

More info:
Learn more about University Pathways

Our pathway partners include:

- Hospitality Worker
- Housekeeping Attendant
- Porter
- Concierge
- Reservations Clerk
- Receptionist
- Hotel/Motel Front Office Clerk

Outcome

SIT30616 Certificate III in Hospitality (Accommodation Services).

Possible job outcomes include: Hospitality Worker, Porter, Concierge, Reservation Clerk, Receptionist, Hotel Tour Desk, Night Audit and Housekeeping Attendant.

Job prospects

- Hospitality Worker
- Housekeeping Attendant
- Porter
- Concierge
- Reservations Clerk
- Receptionist
- Hotel/Motel Front Office Clerk

Units

To successfully complete the Certificate III in Hospitality (Accommodation Services), students are required to complete 15 units (7 core and 8 elective units):

**SITTTSL007** Process reservations  
(Selective)

**SITTTSL010** Use a computerised reservations or operations system  
(Selective)

**SITHACS008** Provide accommodation reception services  
(Selective)

**SITXFIN001** Process financial transactions  
(Selective)

**SITHACS005** Provide porter services  
(Selective)

**SITXFA001** Use hygienic practices for food safety  
(Selective)

**SITHACS003** Prepare rooms for guests  
(Selective)

**SITXCCS006** Work effectively in hospitality service  
(Core)

**VPC** Vocational placement  
(Vocational Placement Scheme)

**SITXCOM002** Show social and cultural sensitivity  
(Core)

**SITHIND201** Source and use information on the hospitality industry  
(Core)

**SITXWHS001** Participate in safe work practices  
(Core)

**BSBWOR203** Work effectively with others  
(Core)

**SITXHRM001** Coach others in job skills  
(Core)

Disclaimer

Not all electives available at all campuses

ARE YOU READY TO TAKE THE NEXT STEP ON YOUR PATH TO GREAT?

Enrol today to secure your spot in this course.

HOW TO ENROL

Enrol now

You're ready if you have:

- checked your important dates (under the course details tab)
- checked you meet the entry requirements (under the course details tab)
- checked your course costs and know which payment option is right for you (under the costs tab)
- Read the student rules and refund policy
- Created your Unique Student Identifier and can provide this code to TAFE Queensland
- If you are applying for a subsidised cost, please ensure you have all the relevant documents at time of enrolment

All done? Then head to the link below to complete your enrolment:


Enrolment options

By telephone: 1300 656 959. In person: at any TAFE Queensland North location.

Recognition of prior learning

Fast-track your way to a formal qualification by earning credit for the things you already know. Getting recognition for the skills you’ve gained from the workplace or previous learning means less study time for you, and getting the paper to prove you’re qualified a whole lot sooner.

More info:


Make your future happen

Connect with TAFE on Facebook

Accurate as at 5 March 2018. For the latest information see:

[tafenorth.edu.au/course/16045](tafenorth.edu.au/course/16045)