



Need new skills to get a job?

# Now's the time to get skills ready with **fee-free\*** training!

Youth, concession students and displaced workers pay nothing - that's no course or resource fees - for the WA Government's new **FREE** job ready skill sets. **Get skills ready – enrol now!**

## HOSPITALITY SERVICE SKILL SET

State ID AD141 | State ID AE153 (Fee Free)

### Overview

WA has a large and vibrant hospitality industry, from bars and cafes through to world class restaurants and venues, hotels and resorts. Hospitality offers a range of both entry level jobs and career progression opportunities. If you're keen to get back into the hospitality service industry or just get started, this skill set is for you.

You will learn responsible service of alcohol (RSA), barista skills using commercial machines, how to communicate effectively and provide quality service to customers including establishing rapport, determining and addressing their needs, and responding and managing complaints. You'll also learn how to process cash and other payments using business technology and reconcile takings at the end of the service period or day. The skill set also includes infection control and prevention procedures and food safety.

This skill set will prepare you with the skills for a role as a barista, front of house food and beverage attendant, or back of house kitchen attendant.



### Further study options

The units in this skill set may lead to the qualifications listed below and other qualifications that allow selection of these units.

#### Half price courses<sup>†</sup>:

- » Certificate III in Hospitality
- » Certificate II in Kitchen Operations

#### Other courses:

- » Certificate II in Hospitality
- » Certificate III in Hospitality (General Front of House)
- » Certificate III in Hospitality Operations
- » Certificate III in Hospitality (Food and Beverage)

**LOWER FEES  
LOCAL SKILLS**

<sup>†</sup>Eligibility requirements apply. Talk to your training provider or local Jobs and Skills Centre.

### How to enrol

Visit [jobsandskills.wa.gov.au/skillsready](http://jobsandskills.wa.gov.au/skillsready) for a list of training providers approved to deliver this skill set, or alternatively visit your local Jobs and Skills Centre or contact them on 13 64 64.

### For more information

Check out the Frequently Asked Questions under the 'Skills Ready' section of the Jobs and Skills WA website.

<sup>†</sup>Eligibility requirements apply.



Call your local Jobs and Skills Centre on **13 64 64** for more information or visit [jobsandskills.wa.gov.au/skillsready](http://jobsandskills.wa.gov.au/skillsready)

## Units of competency

Unit code	Unit title
SITHFAB002	Provide responsible service of alcohol
SITHFAB005	Prepare and serve espresso coffee
SITHFAB007	Serve food and beverage
SITXCCS006	Provide service to customers
SITXFIN001	Process financial transactions
SITXFSA001	Use hygiene practices for food safety
HLTINFCOV001	Comply with infection prevention and control policies and procedures

### Eligibility criteria

Students who meet one or more of the following eligibility requirements will be eligible for fee free (course and resource fee) training.

Eligibility requirements	Evidence of eligibility
Persons aged 15–24 years at the time of enrolment (excluding school students).	» Present current driver's license, birth certificate or similar.
Secondary school-aged persons who are not enrolled at school.	
Persons receiving the JobSeeker or JobKeeper payment.	» Evidence or advice from Centrelink that they are in receipt of Jobseeker payments or equivalent.
Persons and dependents of persons receiving the Youth Allowance, AUSTUDY or ABSTUDY.	» Notification or advice from their employer that their employer is eligible for and receiving the JobKeeper payment.
Persons and dependents of persons holding: » a Pensioner Concession Card or Health Care Card; or » a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.	» Present valid card.
Dependents of persons who are inmates of a custodial institution.	» Present evidence to show that the student is the dependent of an inmate and identify the relationship between the two.

Students who do not meet one or more of the criteria listed above are able to enrol in the skill sets and pay the applicable course and resource fees in accordance with the Department of Training and Workforce Development's current Fees and Charges Policy, available at [dtwd.wa.gov.au](http://dtwd.wa.gov.au).

Current at 14 August 2020