



Youth Jobs PaTH

Your path to employment

Want to work in retail or hospitality?
Together with your JobActive and HITsa,
you've got a team to get you there.*

*Pending approval from the Department of Employment

HIT sa
INDUSTRY TRAINING
RTO code 40200

About Us

HITsa is an Employability Skills Training Provider under the Federal Government's Youth Jobs PaTH scheme. Our Corporate Brochure tells you a bit about our history and demonstrates the solid experience we have in delivering training programs that lead to jobs.

About You

Our program is aimed at providing entry level training to hospitality and retail job seekers who want to work in these industries but do not yet have the right skills.

Is this Course Right for You?

A HITsa Coordinator will meet with you before you are accepted to determine whether our program is suitable for you. If we identify that you are not ready, we will refer you back to your JobActive with recommendations on what we believe you should undertake before reapplying for this program.

Once accepted, your training program will be personalised to give you the best opportunity of completing it successfully.

We will be in regular contact with your caseworker throughout the course - advising of non-attendance or issues impacting on your attendance each day if necessary.

Throughout the training, we'll explain and demonstrate, guide and advise. You'll be given opportunities to put your new knowledge into practice and we will support you in this until you can do it with confidence. You will be part of a small group of students with a common goal - to learn the skills to get a job.

You'll have trainers on your team who've worked in Pubs, Cafes and a range of retail settings - they know what's needed to get a job because they've done it. You won't be sitting at a desk reading from a book - our training rooms are set up to be just like the real thing. We'll teach you the stuff you need - customer service, what you can expect when you're working and how to impress. We'll even put you in touch with potential employers, but not before we've assisted you to prepare your resume and practice your interview style with us.

There's so many opportunities, and we'll introduce you to a few - meet previous students who are achieving, find out the various career pathways available to you, visit work sites and hear what employers really want from their staff.

Training Course Description

We anticipate running a course bi-monthly* (*subject to minimum enrolments).



Training Block 1

Hospitality and Retail are great starting points for your entry into the workforce. From this starting point, you may choose to continue your learning to gain a qualification, or you might simply enjoy being around others and earning an income. There will be endless opportunities available to you.

The training will be delivered as a combination of theory and practical to make the learning as work like as possible. Topics will be explored through scenario based learning and role play. We know that giving you opportunities to practice and refine your new skills is an excellent way to learn and grow confidence.

Training will focus on giving you practical skills in food and beverage, coffee, EFTPOS and POS (point of sale), food service and plate clearing as well as achieving your Responsible Service of Alcohol training which will allow you to apply for work within any workplace where alcohol is served.

Week One - Interact with Others (4 days, total of 25 hours)

DAY	CONTENT	UNIT OF COMPETENCY
1	Enrolment paperwork LLN assessment Introduction to course and expectations Being cooperative and positive Hygiene / Personal Presentation	SITHIND001 Use hygienic practices for hospitality service SITXFSA001 Use hygienic practices for food safety
2	Practical Training Introduction to espresso coffee	NON-ACCREDITED
3	Communicating for work Connecting and working with others	SIRXCOM001 Communicate in the workplace to support team and customer outcomes (retail) or BSBWOR203 Work effectively with others (hospitality)
4	Industry Guest Speaker Practical Training Table settings Order taking Food service - 3 plate carrying method Food service - plate clearing	NON-ACCREDITED

Week Two - Navigate the World of Work (4 days, total of 25 hours)

DAY	CONTENT	UNIT OF COMPETENCY
5	Working with roles, rights and protocols Plan and organise	SIRXIND003 Organise personal work requirements (retail) or BSBWOR202 Organise and complete daily work activities (hospitality)
6	Decision making Job search goals / planning Managing career and work life	NON-ACCREDITED
7	Work in a digital world	NON-ACCREDITED
8	Guest Speaker Practical Training POS (point of sale) and EFTPOS Polishing glassware and cutlery Tray service	NON-ACCREDITED

Week Three - Get the Work Done (4 days, total of 25 hours)

DAY	CONTENT	UNIT OF COMPETENCY
9	Recognise and utilise diverse perspectives	NON-ACCREDITED
10	Health and safety in the workplace	SIRXWHS002 Contribute to workplace health and safety (retail) or SITXWHS001 Participate in safe work practices (hospitality)
11	Identify and solve problems Create and innovate	NON-ACCREDITED
12	Practical Training Responsible Service of Alcohol	SITHFAB002 Provide responsible service of alcohol

Learning Outcomes

All accredited and non-accredited training will be recognised with a certificate of attainment (for accredited training) and a certificate of attendance (for non-accredited training).

At the end of this program, we expect that you will have achieved the following -

Block 1

Knowledge:		Understanding:	Skills:
SITHIND001	Use hygienic practices for hospitality service	Being cooperative and positive	Introduction to espresso coffee
SITXFSA001	Use hygienic practices for food safety	Communicating for work	Table settings
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	Connecting and working with others	Order taking
BSBWOR203	Work effectively with others	Working with roles, rights and protocols	Food service - 3 plate carrying method
SIRXIND003	Organise personal work requirements	Plan and organise	Food service - plate clearing
BSBWOR202	Organise and complete daily work activities	Decision making	POS (point of sale) and EFTPOS use
SIRXWHS002	Contribute to workplace health and safety	Job search goals / planning	Polishing glassware and cutlery
SITXWHS001	Participate in safe work practices	Managing career and work life	Tray service
SITHFAB002	Provide responsible service of alcohol	Work in a digital world	Responsible service of alcohol
		Recognise and utilise diverse perspectives	
		Health and safety in the workplace	
		Identify and solve problems	
		Create and innovate	

Training Block 2

Training Block 2 will focus on job search skills and strategies as well as the key requirements to prepare and present for a job interview. We will organise work-site visits and guest speakers to motivate and inspire.

This training will also open doors to work opportunities by looking at what jobs are trending and give you the skills to confidently apply for work and present for an interview.

Week One - Advanced Job Search Skills

DAY	CONTENT	UNIT OF COMPETENCY
1	Introduction and paperwork Sharper understanding of the labour market Identify growth occupations / industries in local labour market	SIRXIND004 Plan a career in the retail industry (retail) or SITHIND002 Source and use information on the hospitality industry (hospitality)
2	Identifying and pursuing sustainable employment opportunities Identifying career pathways Setting career goals Identifying entry level requirements Guest speaker	NON-ACCREDITED
3	Job Searching How to assess suitability for particular job roles Common recruitment methods Pursuing 'job leads' Practical Training Planning and organising a job search	NON-ACCREDITED
4	Resumes Writing and updating resumes Writing cover letters and addressing selection criteria Obtaining references Preparing to write resumes	NON-ACCREDITED

Week Two - Job Preparation and Interview Skills

DAY	CONTENT	UNIT OF COMPETENCY
5	Practical Training: Resume writing	BSBWRT301 Write simple documents
6	Applications Preparing applications tailored to jobs Staying positive / job search resilience Approaching employers Job search etiquette Guest speaker	NON-ACCREDITED
7	Jobs Online How to apply for jobs online Practical Training: Apply for jobs online	NON-ACCREDITED
8	Interview Skills Preparing for and practicing interviews	NON-ACCREDITED

Week Three - Career Development

DAY	CONTENT	UNIT OF COMPETENCY
9 & 10	Practical Training Mock Interviews Job Applications - ONLINE	NON-ACCREDITED
11	Career Development Preparing to start your new job Building and expanding networks Pathways for future growth / development Guest speaker	NON-ACCREDITED
12	Course conclusion / reflections / Future plans	NON-ACCREDITED

Learning Outcomes

All accredited and non-accredited training will be recognised with a certificate of attainment (for accredited training) and a certificate of attendance (for non-accredited training).

At the end of this program, we expect that you will have achieved the following -

Block 2

Knowledge:		Understanding:	Skills:
SIRXIND102	Plan a career in the retail industry	Understanding of the labour market	Job Searching and pursuing job leads
SITHIND201	Source and use information on the hospitality industry	Identify growth occupations/ industries in local labour market	Writing and updating resumes
BSBWRT301	Write simple documents	Identifying and pursuing sustainable employment opportunities	Resume Writing
		Identifying career pathways, setting career goals, Identifying entry level requirements	Applications
		How to assess suitability for specific job roles	Preparing applications tailored to jobs
		Recruitment methods	Writing cover letters and addressing selection criteria
		Obtaining references	Approaching employers
		Staying positive/job search resilience	Job search etiquette
		Interview process	How to apply for jobs online
		Preparing to start your new job	Preparing for and practicing interviews
		Building and expanding networks	Interview skills
		Pathways for future growth / development	

Assessment

We have a commitment to your success, so you will know from the beginning of the course what to expect in terms of how we will assess your ability to correctly apply the skills we are going to teach you. You'll be supplied with a training manual which will include all the materials you'll need to complete the training – activity packs, assessment examples and what you will need to be able to demonstrate to be assessed as “competent”. If our traditional assessment methods are not suitable for these objectives, we will work with you to find alternative ways to assess your competence.

We have a practical checklist for Training Block 2 that will be used to assess your learning outcomes. This is the most effective way to develop and refine the skills you will be learning throughout this training.

Employers / Industries

HITsa has strong industry links and will work with Service Skills SA and the Australian Hotels Association (SA) to promote this program and its participants. We will reach out to these networks to find work experience opportunities in the hospitality, accommodation, retail and event sectors.

Employer Engagement Days and work site tours, which are elements of Training Block 2, will encourage employers to offer work experience to those students they identify as suitable for interview consideration.

HITsa also operates a jobs board and we will use these advertised vacancies as a way to provide employment links for you.

Through the entry level training programs we have already delivered (refer to our Corporate Brochure), we know the skills and attributes employers are seeking in their new recruits.

Collaboration

So, you can see the team approach between you, HITsa and your JobActive Provider gives you an excellent opportunity for personal development and success.

Feedback & Review

HITsa will be asking for your feedback on this program. Every student will complete a survey on how well we have achieved our objectives.

We will keep in close contact with your JobActive and industry through various mechanisms including our Industry Reference Groups, to ensure we are always prepared to provide you with meaningful training that matches what employers and industry want.

Want more info?

Contact HITsa on **08 8267 3000**
or visit www.hitsa.com.au





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