

PERSONAL LEARNING REQUIREMENTS

SIT30821 Certificate III in Commercial Cookery

The skills and abilities required to study in this course and work in the industry include:

Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. food orders, messages)
- Listen actively (e.g. understand instructions and client feedback)
- Respond to communication in a time-efficient, accurate, and appropriate manner (e.g. verbal instructions or emails)
- Speak clearly and directly with clients, colleagues and stakeholders (e.g. taking orders, discussing menu items)
- Understand, use and respond to non-verbal communication appropriately
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

Physical Skills

- Ability to be on your feet for extended periods of times, both walking and standing, and maintaining consistent physical performance throughout your day
- Ability to undertake frequent handwashing including in chemically based substances
- Ability to work in various environments (e.g. changing conditions, hot/cold, low light, indoors/outdoors)
- Adequate vision is required (e.g. to avoid physical hazards)
- Capacity to undertake shift work and/or work on weekends
- Capacity to use and operate a range of tools, machinery and equipment (e.g. knives, blenders, dishwashing machines, wrapping and packing machines etc.)
- Capacity to use computers/smart devices
- Fine motor skills, including ability to undertake precise coordinated movements of the hands (e.g. decorative work, food presentation)
- Good hand and eye co-ordination (e.g. cutting, chopping and carrying multiple plates and drinks trays)
- Gross motor abilities and good mobility, as role involves significant physical activity and manual tasks on consistent basis (e.g. lifting, bending, twisting, reaching, pushing)
- Tolerance to working with and being in an environment with all types of food (NB if you have any food allergies you will require medical clearance to commence this course)

Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. calculating required amounts of items to be prepared for service period)
- Ability to perform basic mathematical skills (e.g. understanding of percentages and fractions required for working with quantities for food recipes such as rations and proportions)
- Ability to reflect and act on feedback, and undertake professional development if required
- Accept responsibility for accurate completion of work and seek help when required

- Anticipate problems in advance and act to avoid them
- Capacity to develop, apply and maintain cookery/hospitality industry knowledge
- Capacity to maintain focus and concentration while undertaking routine or repetitive tasks
- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry related skills and knowledge)
- Good working memory (e.g. able to recall orders, menu items and cooking methods)
- Read, understand and interpret written materials (e.g. menus, price lists, promotional materials, manufacturer's instructions, industry specific terminology and symbols, workplace safety signs, interpreting recipes)
- Understand and follow policies and procedures (e.g. legal compliance)
- Understanding of industry customer service requirements

Behavioural & Social Skills

- Ability to support others in learning (e.g. sharing/demonstrating products)
- Ability to work as part of a team and/or independently
- Ability to work under direct supervision and/or independently
- Attention to detail
- Commitment to safety (e.g. using Personal Protective Equipment)
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Enthusiasm for customer service
- Flexible (e.g. people in the hospitality industry often have unusual hours and may be required to take on different or multiple roles at any given time, work split shifts, night work, weekends, public holidays)
- Genuine interest in interacting and working with people
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Interpersonal skills (e.g. customer services skills, putting clients at ease, the ability to contribute and work as a member of a team)
- Maintain neat personal appearance, including a high level of personal hygiene
- Stress tolerance (e.g. deal calmly with stressful situations or under pressure such as during a busy service period or during practical assessment sessions)

Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software
- Use of tools and equipment in a commercial kitchen or events location

Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

Work Placement Skills

- All of the skills listed above are required during work placement
- Ability to transport self to and from work placement

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>