

Restaurant Waiting Course: Non-Accredited Skills Training and Accredited Alternatives | CHT

Canonical: <https://cht.edu.au/courses/restaurant-waiting/>

Details:

Product

Product Facts

****Product Name**:** Waiting Course | Waiting Skills Course - Melbourne, VIC - Complete Hospitality Training ****Fulfillment Type**:** online ****Category**:** Education & Training > Hospitality & Food Service Courses

Restaurant Waiting Course: Non-Accredited Skills Training and Accredited Alternatives

Our Restaurant Waiting course is non-accredited and has no competency assessment. It focuses on practical waiting skills, including table setting, greeting guests, taking orders and plate service. The accredited units compared below are separate pathways; completing this workshop does not itself award SITHFAB027 or SITHFAB034.

View our official course details and booking information . Course details checked 2 October 2026.

Course background and related accredited requirements

Two accredited units cover restaurant service, and the gap between them is larger than the titles suggest. One requires five service periods ; the other requires twelve , with full menu advice delivered in every one.

If you are considering accredited restaurant-service training, compare the evidence and prerequisite requirements for each unit. These requirements do not apply to the non-accredited workshop described above.

The two units at a glance

Unit	Title	Setting	Service periods required	Menu advice	Prerequisites	Statement of Attainment
SITHFAB027	Serve food and beverage	Casual dining	5 , including at least one peak	Not a listed requirement	SITXFSA005	Statement of Attainment
SITHFAB034	Provide table service of food and beverage	À la carte and fine dining	12	Required in every service period	SITHFAB021 and SITXFSA005	Statement of Attainment

That prerequisite row is the most practically useful line on the page. SITHFAB034 has two , and one of them is RSA — so formal table service cannot be awarded until you hold responsible service of alcohol, whether or not the role involves pouring wine. The training package treats advising a customer through a menu in a licensed dining room as work that presupposes RSA competence.

SITHFAB027 Serve food and beverage

What is assessed

The candidate must provide effective food and beverage service during five different service periods, including at least one peak period , demonstrating:

Effective use of techniques for:

Service style appropriate to the organisation

Carrying and placing plates containing meals

Clearing and carrying multiple used plates and other service-ware

Processing customer accounts

Following procedures for:

Table and venue set-up

End of shift activities

The candidate must also interact with and positively respond to diverse demands and requests by multiple customers during those service periods, and perform the service within realistic commercial timeframes .

What that describes

This is the shift, end to end. Set the room, carry plates without incident, clear a table properly, take payment, handle whatever the room throws at you, and close down at the end. The peak period requirement means at least one of the five must be genuinely busy — competence at a quiet lunch does not establish competence at a full Friday night.

Note that processing customer accounts sits inside the service unit rather than in a separate cash handling unit. Payment is treated as part of service, not an adjunct to it.

SITHFAB034 Provide table service of food and beverage

What is assessed

The candidate must prepare for and provide table service of food and beverage over a minimum of twelve service periods , and provide full explanations and advice on food and beverage menu options during each of those service periods .

During those periods the candidate must interact with and respond to customers professionally, covering:

Information on beverages and food

Location of customer facilities

Menu choices and availability

Recommendations for food and beverage

Specials

And across those service periods, the candidate must:

Work with speed and efficiency

Deal with numerous service and operational tasks simultaneously

Work cooperatively as part of the service team to maximise work flow and service efficiency

The knowledge evidence requires comprehensive product knowledge of the food and beverage items offered , and covers the features and uses of different types of glassware for different beverages.

What that describes

Twelve service periods is a substantial commitment, and it is the clearest signal of what this unit is for. You cannot fake product knowledge across twelve shifts. The unit is not testing whether you can carry a plate; it assumes that, and tests whether you can advise — explain the menu, make recommendations, describe specials, answer questions about the food and the wine list, and do it at pace while managing several tables.

This is the difference between waiting tables and providing table service in the formal sense. The training package language reflects it: SITHFAB034 is described as covering higher-order service techniques required by senior food and beverage attendants, while SITHFAB027 covers fundamental technical skills for casual dining.

Planning around the prerequisites

This is where a badly sequenced program loses a term.

| To be awarded | You must first hold | | --- | --- | | SITHFAB027 | SITXFSA005 Use hygienic practices for food safety | | SITHFAB034 | SITHFAB021 Provide responsible service of alcohol and SITXFSA005 |

Three consequences worth planning around.

SITXFSA005 is the gateway unit for the whole food and beverage stream. It is a formal prerequisite to nine units in the current stream: SITHFAB022 Clean and tidy bar areas, SITHFAB023 Operate a bar, SITHFAB024 non-alcoholic beverages, SITHFAB025 espresso coffee, SITHFAB026 Provide room service, SITHFAB027 Serve food and beverage, SITHFAB030 Prepare and serve cocktails, SITHFAB034 Provide table service and SITHFAB035 Provide silver service. Clearing it once opens nine units. Read that figure as scoped to food and beverage: across the wider SIT package SITXFSA005 also gates cookery, patisserie, Asian cookery and kitchen units, so a total for the whole package would be a different number about a different set. See food handling or virtual food handling .

RSA is not just a licensing matter here — it is an academic prerequisite. Someone planning to reach SITHFAB034 needs SITHFAB021 in the program regardless of the venue's licence status. It is also a much larger gate than its reputation suggests: SITHFAB021 is a prerequisite to nine units in this stream — SITHFAB023 , 029 , 030 , 031 , 032 , 033 , 034 , 037 and 039 — exactly as many as the food safety unit, which is not something a course page usually says. An RSA Statement of Attainment is a national training record, but permission to serve alcohol depends on the destination's rules. NSW permits eligible temporary interstate workers; permanent movers and security or RSA marshal roles must meet NSW training and competency-card requirements, using bridging where eligible. Victoria offers bridging to eligible interstate holders. SA applies approved-provider rules to training from 1 November 2020, with earlier training not required to be repeated solely for that change. QLD and WA require suitable national RSA evidence. Tasmania distinguishes staff from licence holders; the ACT and NT have local currency and refresher requirements. Check the regulator before your first shift. See RSA recognition by jurisdiction , NSW's rules and SA's rules .

Four units in the stream carry two or more prerequisites. SITHFAB023 Operate a bar and SITHFAB034 carry two each; SITHFAB030 Prepare and serve cocktails carries three — SITHFAB021 , SITHFAB023 and SITXFSA005 — and so does SITHFAB039 Manage the sale or service of wine, which needs SITHFAB021 , SITHFAB032 and SITHFAB033 . RSA is one of them in every case, which is why it belongs early in any restaurant programme.

The shortcut worth knowing: SIT30722 Certificate III in Hospitality (Restaurant Front of House) carries both SITHFAB021 and SITXFSA005 as core units. Both prerequisites are included in the course, but

enrolment alone does not satisfy them; competency must still be established.

That point is worth stating carefully, because it is structural rather than promotional, and it is narrower than it first looks. SITXFSA005 and SITHFAB021 are the two prerequisites that do most of the work in this stream — nine units each — and both are core in SIT30722 . Completing both core units covers the listed prerequisites for the food and beverage units discussed here except two : SITHFAB030 cocktails, which also requires SITHFAB023 Operate a bar, and SITHFAB039 wine management, which also requires SITHFAB032 Provide advice on Australian wines and SITHFAB033 Provide advice on imported wines. Those three — SITHFAB023 , SITHFAB032 and SITHFAB033 — are the other prerequisite units in the stream, and all three are electives rather than core, so a student heading for cocktails or wine management still has an order to respect. For SITHFAB034 , and for the rest of the stream, SIT30722 includes the needed core units, but their delivery and assessment still need to be sequenced appropriately. In SIT30622 hygiene is a Group A elective choice rather than core, so not even that much is automatic there.

Planning assessment across service units

Each service unit specifies evidence that must be met. Integrated assessment may cover more than one unit when all requirements are met:

| Unit | Service periods | | --- | --- | | SITHFAB024 Non-alcoholic beverages | 3 , one peak | | SITHFAB030 Prepare and serve cocktails | 3 , plus 2 cocktails by each of six methods | | SITHFAB027 Serve food and beverage | 5 , one peak | | SITHFAB034 Provide table service | 12 , full menu advice in each |

We need an assessment plan and suitable service opportunities that meet every selected unit. Ask how the evidence will be mapped across units before relying on a proposed timetable.

Why the service periods exist at all

The counts are not arbitrary, and they are not a provider's preference. They are the training package implementing one of the four Principles of Assessment .

Validity requires that assessment include practical application components — that the student demonstrate the skill in a practical setting, not merely describe it. A written test on carrying plates and advising on a wine list would not be a valid assessment of either unit, so the package specifies a minimum number of real service periods instead. The other three principles sit alongside it: fairness , which carries reasonable adjustment and reassessment where necessary; flexibility , which requires the assessment to suit the context and the student and to assess skills regardless of how or where they were acquired — the principle recognition of prior learning rests on; and reliability , which requires the evidence to be interpreted consistently so outcomes are comparable irrespective of who assesses them.

This is why the twelve-period requirement for SITHFAB034 cannot be traded for extra coursework, and why a course offering to "fast-track" it is describing something that would not be a valid assessment. Reasonable adjustment is a real entitlement and you should raise any disability or access need at enrolment and at any point afterwards — but an adjustment must not compromise the integrity of the training product or the industry standard , and the service periods are that standard.

The next unit after table service

If SITHFAB034 is the senior table-service unit, the obvious step past it is SITHFAB035 Provide silver service . It sits in the elective lists of both SIT30622 Certificate III in Hospitality and SIT30722 Certificate III in Hospitality (Restaurant Front of House) , so it can be taken inside either qualification as well as standalone.

Its prerequisite is SITXFSA005 and nothing else, so anyone who has already reached SITHFAB034 holds what it needs. It is the unit to ask about if the direction of travel is formal fine dining rather than more of the same floor. Units marked with an asterisk in the training package carry one or more prerequisites, and those are set unit by unit, so check the current record for any unit before assuming it slots straight in.

Which one do you need?

SITHFAB027 suits general food and beverage service: cafes, bistros, pubs, function service, and most casual dining. It establishes that you can run a shift competently.

SITHFAB034 suits formal restaurant service where the server is expected to know the menu in depth and guide the customer through it. If the role involves describing dishes, recommending pairings and fielding detailed questions, this is the unit that matches.

They are not alternatives so much as different levels of the same craft. Many restaurant workers hold both, and the natural sequence is SITXFSA005 → SITHFAB027 → SITHFAB021 → SITHFAB034 .

If beverage advice is the direction, we also hold the SITSS00075 Beverage Advice and SITSS00094 Sommelier skill sets on scope — nationally recognised groups of units, smaller than a qualification, recorded against your USI in the same way. That is also where the deepest chain in the stream sits: SITHFAB021 → SITHFAB032 and SITHFAB033 wine advice → SITHFAB039 Manage the sale or service of wine, a sommelier path four units deep. Most of our 81 current skill sets are not advertised as courses, so name the code when you enquire. See all courses .

Accredited or not: how to tell

A nationally recognised outcome produces a Statement of Attainment naming the unit code, issued by a registered training organisation, appearing on your national training transcript against your Unique Student Identifier. It does not expire.

A "waiter training" or "restaurant service" course that produces a certificate of attendance is not nationally recognised, however well delivered.

The check: look for the unit code and the RTO number — and check the code , not the brand, since an RTO may trade under several registered names. Verify on training.gov.au .

A plausibility check is unusually easy on these two units. Twelve service periods with full menu advice in each cannot happen in a weekend. If a course claims SITHFAB034 and a two-day duration, one of those is wrong.

What the document itself must show

This matters particularly if you are taking one or two service units rather than a full qualification, because the statement of attainment is then the only credential you hold and it has to carry its own weight. Its content is prescribed. It must show:

the name, registration code and logo of the issuing RTO

the full title and national code of every unit you completed — so SITHFAB034 Provide table service of food and beverage , not "restaurant service"

the Nationally Recognised Training logo

the signature of an authorised individual, and a seal, corporate identifier or unique watermark

the statement that a VET statement of attainment is issued when an individual has completed one or more accredited units or modules

identification of the larger qualification the units form part of

a language notation, where applicable

That unit-level naming is what makes the document portable. Any Australian RTO can read the code off it and credit-transfer the unit without reassessment. A document that names a course rather than a unit gives a later provider nothing to match against. We verify evidence of equivalent prior completion, check the training-product requirements and any licensing or regulatory restrictions, and document the decision before granting credit. See ASQA's credit-transfer guidance .

Two things it must not show: your USI must not be printed on it , and the Nationally Recognised Training logo must not be used on any other testamur or transcript of results. Separately, the RTO must ask the Registrar to verify that an identifier belongs to you before using it for any purpose .

On timing: an RTO must not issue certification documentation unless you have been assessed as meeting the requirements — and once you have been, it must issue within 30 calendar days of completion of the assessment , provided you completed the units, or the units you subsequently withdrew from, and paid all agreed fees. Records of certification documentation are retained for thirty years , so a replacement remains obtainable long afterwards.

What it is worth for pay

A single unit does not move your award classification. A completed Certificate III , relevant to your classification and used at work, sets a minimum classification of Level 4 under three of the four awards covering hospitality premises — MA000009 (cl 18.1), MA000119 (cl 18.1) and MA000058 (cl 18.3). The fast food award, MA000003 , has no equivalent provision .

For restaurant floor work that lands precisely: under MA000119 , the award that covers standalone restaurants and cafes, Schedule A defines the Level 4 classification as Food and beverage attendant grade 4 (tradesperson) , and the award's own "standard rate" is the Level 4 rate . The ladder continues to Food and beverage supervisor at Level 5.

So a relevant Certificate III, used at work, is an explicit route to a grade the award itself labels "(tradesperson)" — without serving an apprenticeship. Which award applies is decided by the premises, not the job title : a restaurant inside a hotel or pub is MA000009, not MA000119; a registered not-for-profit club is MA000058, because MA000009 clause 4.4(d)(i) expressly excludes registered clubs; and a night club is MA000119, being commercial.

Two caveats: the qualification must be relevant to your classification and you must make use of the skills, so it is not automatic on completion. No pay rates are published here — award rates re-set every 1 July, so use the Fair Work Ombudsman's Pay and Conditions Tool with your award code.

Where these units fit in a qualification

Both are elective units rather than core units.

SITHFAB027 and SITHFAB034 appear in the elective banks of SIT30722 Certificate III in Hospitality (Restaurant Front of House) , SIT30622 and SIT40422 Certificate IV in Hospitality . So does SITHFAB035 Provide silver service, in both Certificate III qualifications.

Completing either unit standalone produces a Statement of Attainment which credit-transfers into a full qualification later under Standard 1.7 of the Outcome Standards — no reassessment, your Statement of Attainment is the evidence. Raise it at the pre-training review , required under Standard 2.2 of the Outcome Standards for RTOs . We verify evidence of equivalent prior completion, check the training-product requirements and any licensing or regulatory restrictions, and document the decision before granting credit. See ASQA's credit-transfer guidance .

For the restaurant front of house pathway more broadly, SIT30722 is the qualification that carries responsible service of alcohol, food safety hygiene and cash handling as core units — the three things

a restaurant floor role needs regardless of which service unit you take.

For nationally recognised training, a USI is generally required before a qualification or Statement of Attainment can be issued, unless an applicable exemption has been granted. This requirement does not apply to the non-accredited workshop described at the top of this page. See the official USI exemption guidance.

Related pages

Coffee appreciation and the accredited alternative covers SITHFAB024 and SITHFAB025 for beverage service. Bartending covers SITHFAB030 and the bar operations units. Hospitality package explains how these units are commonly bundled.

About us

We are Complete Hospitality Training, RTO 3722, CRICOS 04242E, Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact melbourne@cht.edu.au or +61 3 9654 1554. See about us and all courses.

SITHFAB027 and SITHFAB034 are on our scope of registration as deliver and assess. Completing either produces a nationally recognised Statement of Attainment.

We link to the relevant course and regulatory sources in this guide. Check those sources for current requirements, and confirm course availability, delivery, fees and entry requirements with us before enrolling. Assessment wording reviewed on 2 October 2026: being enrolled is not evidence of prerequisite completion, and each selected unit still needs its required evidence. See the unit record and training-package assessment guidance. SITHFAB034 unit record; SIT implementation guide, section 6.3.

What is the difference between SITHFAB027 and SITHFAB034?

Service periods, setting and emphasis. SITHFAB027 requires five service periods including one peak in a casual dining setting, and focuses on service mechanics and accounts. SITHFAB034 requires twelve service periods with full menu explanations and advice in each, in à la carte or fine dining, and focuses on product knowledge and advising customers.

How many shifts do I need for SITHFAB034?

A minimum of twelve service periods, and you must provide full explanations and advice on menu options during every one of them.

Why are the service periods compulsory? Can they be replaced with coursework?

No. They exist because validity, one of the four Principles of Assessment, requires assessment to include practical application components — demonstration in a practical setting rather than description of it. The minimum counts are how the training package implements that for these units, which is why a "fast-track" offer on SITHFAB034 is describing something that would not be a valid assessment.

I have a disability or an access need. Can the requirements be adjusted?

Reasonable adjustment is a real entitlement under the fairness principle, and you should raise it at enrolment and at any point afterwards. The limit is that an adjustment must not compromise the integrity of the training product or the industry standard — so the form of evidence can change, but the service periods themselves are the standard.

Does SITHFAB027 require a busy shift?

Yes. At least one of the five service periods must be a peak period.

Does SITHFAB027 cover taking payment?

Yes. Processing customer accounts is part of the assessed techniques, alongside carrying and placing plates, clearing service-ware, and following table and venue set-up and end of shift procedures.

Do these units have prerequisites?

Yes, and they differ. SITHFAB027 requires SITXFSA005. SITHFAB034 requires two — SITHFAB021 responsible service of alcohol and SITXFSA005. Across the stream, four units carry two or more: SITHFAB023 and SITHFAB034 carry two, and SITHFAB030 and SITHFAB039 carry three.

Why does table service require RSA?

Because the training package treats advising customers through a menu in a licensed dining room as work that presupposes responsible service of alcohol competence. It is an academic prerequisite for the unit, separate from any state licensing requirement.

What is the best order to take them in?

SITXFSA005 first, then SITHFAB027, then SITHFAB021, then SITHFAB034. Or enrol in SIT30722, which carries both prerequisites as core units.

Does SIT30722 really clear every prerequisite?

Almost. SITXFSA005 and SITHFAB021 are both core in SIT30722, and each of them gates nine units in the stream, but students still need to complete the prerequisites; enrolment does not remove sequencing requirements. Two exceptions remain: SITHFAB030 cocktails also requires SITHFAB023 Operate a bar, and SITHFAB039 Manage the sale or service of wine also requires SITHFAB032 and SITHFAB033. All three of those additional prerequisite units are electives rather than core. In SIT30622 hygiene is a Group A elective choice rather than core, so not even the main pair is guaranteed there.

What comes after SITHFAB034?

SITHFAB035 Provide silver service, which sits in the elective lists of both SIT30622 and SIT30722. Its only prerequisite is SITXFSA005, which anyone holding SITHFAB034 already has. It is the unit to ask about if the direction is formal fine dining.

Do these units cover glassware?

SITHFAB034 does. Its knowledge evidence includes the features and uses of different types of glassware for different beverages.

Are these units accredited?

Yes, both are units of competency from the SIT training package, and completing either produces a nationally recognised Statement of Attainment that does not expire.

What exactly has to be on my Statement of Attainment?

The RTO's name, registration code and logo; the full title and national code of every unit you completed; the Nationally Recognised Training logo; an authorised signature; a seal, corporate identifier or watermark; the statement that a VET statement of attainment is issued for one or more completed accredited units; and identification of the larger qualification the units form part of. Your USI must not be printed on it. The unit codes are what make it portable.

How long should it take to arrive?

Within 30 calendar days of completion of the assessment, provided you have been assessed as meeting the requirements and all agreed fees are paid. Certification records are kept for thirty years, so a replacement remains obtainable long afterwards.

Are they core units in a qualification?

No, both are electives. The restaurant front of house qualification SIT30722 carries RSA, food safety and cash handling as core, with service units available as electives.

Can I do them without working in a restaurant?

The service period requirements have to be met in a real or simulated commercial environment that meets the unit's assessment conditions. Twelve service periods in particular is difficult to achieve without regular access to a working service environment.

Will they increase my pay?

Not on their own — a single unit does not move your classification. A completed Certificate III, used at work, sets a Level 4 minimum under MA000009, MA000119 and MA000058, and under MA000119 Level 4 is the Food and beverage attendant grade 4 (tradesperson) classification.

I work in a restaurant inside a hotel. Which award covers me?

MA000009, not MA000119. Clause 4.2 of MA000009 covers restaurants operating in or in connection with premises it otherwise covers.

Is there something smaller than a full qualification?

Yes. We hold 81 skill sets, including SITSS00075 Beverage Advice and SITSS00094 Sommelier, most of them unadvertised. Their units credit-transfer into the qualification later.

Do I need a USI for this non-accredited workshop?

No USI is required for the non-accredited workshop described above. If you choose a nationally recognised unit instead, a USI is generally required unless an applicable exemption has been granted. Ask us about the requirements for the course you intend to book.