SIT20322 Certificate II in Hospitality

Release 1

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Modification History

Not applicable.

Qualification Description

This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

12 units must be completed:

- 6 core units
- 6 elective units, consisting of:
    - 1 unit from Group A
    - 3 units from Group B
    - 2 units from Group B, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Note: Units marked with * have one or more prerequisites. Refer to individual units for details.

Core units

BSBTWK201	Work effectively with others
SITHIND006	Source and use information on the hospitality industry

SITHIND007	Use hospitality skills effectively
SITXCCS011	Interact with customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS005	Participate in safe work practices

Elective units

Group A - Hygiene

| SITHIND005 | Use hygienic practices for hospitality service |
| SITXFSA005 | Use hygienic practices for food safety |

Group B - Hospitality

Accommodation Services – Housekeeping and Portering

CPPCLO3100	Maintain cleaning storage areas
CPPCLO3101	Clean carpeted floors
CPPCLO3102	Clean hard floors
CPPCLO3103	Clean and maintain amenities
CPPCLO3105	Clean glass surfaces
CPPCLO3112	Clean walls, ceilings and fittings
SITHACS009	Clean premises and equipment
SITHACS010	Provide housekeeping services to guests
SITHACS011	Prepare rooms for guests
SITHACS012	Launder linen and guest clothes
SITHACS013	Provide porter services

Administration

| TLIE0009 | Carry out basic workplace calculations |

Client and Customer Service, and Sales

| SIRXSLS001 | Sell to the retail customer |

SITXCCS010	Provide visitor information

Communication and Teamwork

BSBCMM211	Apply communication skills
SITXCOM006	Source and present information

Commercial Cookery and Catering, and Kitchen Operations

SITHCCC024*	Prepare and present simple dishes
SITHCCC025*	Prepare and present sandwiches
SITHCCC026*	Package prepared foodstuffs
SITHCCC028*	Prepare appetisers and salads
SITHKOP009*	Clean kitchen premises and equipment

Computer Operations and ICT Management

BSBTEC201	Use business software applications

Environmental Sustainability

BSBSUS211	Participate in sustainable work practices

Finance

BSBFIN302	Maintain financial records
SITXFIN007	Process financial transactions

First Aid

HLTAID011	Provide First Aid

Food and Beverage

SITHFAB021	Provide responsible service of alcohol
SITHFAB022*	Clean and tidy bar areas
SITHFAB023*	Operate a bar
SITHFAB024*	Prepare and serve non-alcoholic beverages
SITHFAB025*	Prepare and serve espresso coffee
SITHFAB026*	Provide room service

SITHFAB027*   Serve food and beverage

Food Safety

SITXFSA006   Participate in safe food handling practices

SITXFSA007*   Transport and store food

Gaming

SITHGAM022   Provide responsible gambling services

SITHGAM023*   Attend gaming machines

SITHGAM024*   Operate a TAB outlet

SITHGAM025*   Conduct Keno games

Inventory

SITXINV006   Receive, store and maintain stock

Languages other than English

SITXLAN007   Conduct basic oral communication in a language other than English

Qualification Mapping Information

Supersedes and is equivalent to SIT20316 Certificate II in Hospitality.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694