

## **SIT20322 Certificate II in Hospitality**

**National Course Code:** SIT20322

**Course qualification and name:** Certificate II in Hospitality

### **Course 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.

### **Job roles**

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

#### Possible job title includes:

- Bar attendant
- Bottle shop attendant
- Café attendant
- Catering assistant
- Food and beverage attendant
- Front office assistant
- Gaming attendant
- Room attendant.

### **Qualification Rules**

12 units must be completed:

- 6 core units
- 6 elective units

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 an \*asterisk have one or more prerequisites. Refer to individual units for details.*

## **Entry Requirement**

Applicants must:

- Over 18 years old
- Currently working in a commercial kitchen (training will be delivered on the workplace)
- Have satisfactorily completed a minimum of year 10 or equivalent;
- Be sufficiently proficient in English to be able to work successfully in a highly communicative and regulated environment;

## **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

## **Sample Electives**

SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITXFSA007*	Transport and store food
CPPCLO3100	Maintain cleaning storage areas
BSBSUS211	Participate in sustainable work practices
SITXINV006	Receive, store and maintain stock

## **Notes for Students**

### 1. LEARNER SUPPORT

Students who require support to meet their learning goals may talk to EWTS training manger or your trainer if you think you may require learner support.

### 2. SELECTION OF ELECTIVES

Talk to EWTS training manger or your trainer to ensure that your combination of electives provides you with a suitable vocational outcome.

### 3. RECOGNITION

If you have completed other relevant training you may be eligible to have units of competency from previous training counted towards completion for this course. Talk to EWTS Training Manager or workplace trainer if you think you may be eligible for recognition for units previously completed.

### 4. PREREQUISITE UNITS

Some units in this course may have prerequisites that must be completed in a lower level qualification or selected as part of this course. Refer to the Training Package or consult your teacher for information about prerequisites to elective units.

### **Recognition:**

EAST WEST TRAINING SOLUTIONS recognises the skills and knowledge you have gained through previous studies, work and life experiences. We call this RECOGNITION. If you are given recognition for a unit/module you do not need to do it. In some cases recognition may allow you to complete your course faster. If you want to apply for recognition for any unit/module in your course you should obtain a copy of the Recognition Guide for that unit/module and discuss it with EWTS Training Manager or your trainer.

### **East west training solutions obligations:**

EWTS is responsible for:

- a) The quality of the training and assessment in compliance with the VET Quality Framework
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the EWTS web site.
- d) Advising students about their rights via the Code of Practice published on the EWTS web site
- e) Advising students about the complaints and appeals procedure published on the EWTS web site
- f) Advising students if the EWTS, or a third party delivering services on behalf of the EWTS, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the EWTS web site.
- g) Advising students about any changes to services. This will be done by an announcement on the EWTS web site.

### **Location of Delivery**

Workplace

### **Duration**

Estimated duration for fees for serviced student: 1 year

This course will be delivered over 1232 hours of Scheduled Classes and Work Based Learning, Off-the-job training, workplace reinforcement and practice.

### **Delivery mode for fees for serviced student**

The course will be delivered on Workplace and be supported by student work books



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