



Version date: August 2018

(For NSW Smart & Skilled apprenticeship)

National Course Code: SIT20316

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.

Course fees:

For Australian Apprenticeship

This training is funded by the NSW Government in partnership with the Australian Government.

More details please refer to

<https://www.training.nsw.gov.au/> and <https://smartandskilled.nsw.gov.au/>

Course- specific materials fees:

\$100 (including Textbooks, Course materials)

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 titles include:

- bar attendant
- bottle shop attendant
- café attendant
- catering assistant
- food and beverage attendant
- front office assistant
- gaming attendant
- porter
- room attendant.

Qualification 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 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.

Entry Requirement

Applicants must:

Over 18 years old

Currently working in hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops (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

BSBWOR203	Work effectively with others
SITHIND002	Source and use information on the hospitality industry
SITHIND003	Use hospitality skills effectively
SITXCCS003	Interact with customers
SITXCOM002	Show social and cultural sensitivity
SITXWHS001	Participate in safe work practices

Sample Electives

SITXINV002	Maintain the quality of perishable items
SITHCCC003	Prepare and present sandwiches
SITXFSA001	Use hygienic practices for food safety
SITXFSA002	Participate in safe food handling practices
SITXINV001	Receive and store stock
BSBCMM201	Communicate in the workplace

Notes for Students

1. LEARNER SUPPORT

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

2. SELECTION OF ELECTIVES

Talk to EWTS training manager 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 NSW Traineeship/Apprenticeship: 1 year

This course will be delivered over 317 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

Contact Details:

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