

## CERTIFICATE II IN HOSPITALITY – SIT20322

This course is approved for Centrelink Student Payments. Please contact Centrelink for any assistance.

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic operational knowledge and limited practical skills in a defined context. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision. This qualification reflects the role of individuals who use a defined and limited range of hospitality operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision.

### **CAREER PROSPECTS**

When you complete the Certificate II in Hospitality graduates will be qualified to apply for various positions such as; bar attendant, bottle shop attendant, café attendant, catering assistant, food and beverage attendant, front office assistant, gaming attendant, porter, room attendant.

### **ARTICULATION**

Students who successfully complete the Certificate II in Hospitality can gain credits for subjects included in the Certificate III & IV in Hospitality and the Diploma of Hospitality if they decide to continue their studies. Under the Australian Qualifications Framework (AQF) Certificate II is AQF Level II.

AQF1	Certificate I	AQF2	Certificate II	AQF3	Certificate III
AQF4	Certificate IV	AQF5	Diploma	AQF6	Advance Diploma

### **AWARD**

Upon successful completion of all units of competencies in the course, students will be issued with a Certificate II in Hospitality. Should a student not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

### **ENTRY REQUIREMENTS**

There is no age limit but applicants should have successfully completed year 10. Mature age and students with prior learning and experience should also apply.

### **DELIVERY OF THE COURSE**

The Certificate II in Hospitality is delivered by on-the-job training, off-the-job training and by the 'self paced' method of learning which allows you greater flexibility in choosing the times you study and the time it takes you to complete the course.

### **ASSESSMENT STRATEGY**

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. The assessment coding which will apply is either C or NYC, where C is Competent and NYC is Not Yet Competent. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair and cost effective. Assessment strategies encompass a range of techniques, which include, but are not limited to the use of:

- Direct observation of performance
- Oral questioning
- Projects/assignments
- Simulations of workplace activities
- Practical exercises
- Work portfolios

### **RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER**

Students who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course with another Institution, may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information please refer to the Student handbook.

### **NOMINAL DURATION**

217 - 427 Nominal Hours dependant on electives chosen  
 6 months Full-time or 12 months Part-time with approx 90 hours vocational placement.

### **AUSTRALIAN APPRENTICESHIPS**

Funding is made available by the Department of Education, Training and Employment

### **SERVICES**

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request:

- ✓ welfare and guidance services
- ✓ client selection, enrolment and induction/orientation procedures
- ✓ appeals and complaints procedures
- ✓ course information including content and vocational outcomes
- ✓ disciplinary procedures
- ✓ fees/charges, including refund policy and exemptions (where applicable)
- ✓ staff responsibilities for access and equity
- ✓ provision for language, literacy and numeracy assessment
- ✓ Recognition Prior Learning (RPL) & Credit transfer arrangements
- ✓ client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures

Further details of any of the above services may be obtained from your student handbook, pre-course introduction session or contacting any of our staff for a friendly chat.

## QUALIFICATION RULES

To achieve a Certificate II in Hospitality 12 units must be completed:

- 6 core units
- 6 elective units, consisting of:
  - 1 unit from the 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.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

<b>CORE UNITS:</b>			
<b>UNIT CODE</b>	<b>UNIT NAME</b>	<b>PRE REQUISITES</b>	<b>NOMINAL HOURS</b>
BSBTWK201	Work effectively with others	Nil	40
SITHIND006	Source and use information on the hospitality industry	Nil	25
SITHIND007	Use hospitality skills effectively	Nil	40
SITXCCS011	Interact with customers	Nil	20
SITXCOM007	Show social and cultural sensitivity	Nil	20
SITXWHS005	Participate in safe work practices	Nil	12
<b>GROUP A:</b>			
<b>UNIT CODE</b>	<b>UNIT NAME</b>	<b>PRE REQUISITES</b>	<b>NOMINAL HOURS</b>
SITHIND005	Use hygienic practice for hospitality service	Nil	10
SITXFSA005	Use hygienic practices for food safety	Nil	25
<b>GROUP B:</b>			
<b>UNIT CODE</b>	<b>UNIT NAME</b>	<b>Pre REQUISITES</b>	<b>Nominal Hours</b>
SITHACS009	Clean premises and equipment	Nil	45
SITXCCS010	Provide visitor information	Nil	35
SITXCCS012	Provide lost and found services	Nil	10
BSBCMM211	Apply communication skills	Nil	40
SITXCOM006	Source and present information	Nil	10
BSBSUS211	Participate in sustainable work practices	Nil	20
SITXFIN007	Process financial transactions	Nil	20
HLTAID011	Provide first aid	Nil	18
SITHFAB022	Clean and tidy bar areas	SITXFSA005*	10
SITHFAB021	Provide responsible service of alcohol	Nil	10
SITHFAB023	Operate a bar	SITXFSA005* & SITHFAB021*	30
SITHFAB024	Prepare and serve non-alcoholic beverages	SITXFSA005*	15
SITHFAB025	Prepare & serve espresso coffee	SITXFSA005*	30
SITHFAB027	Serve food and beverage	SITXFSA005*	80
SITXFSA005	Use hygienic practices for food safety	Nil	25
SITXFSA006	Participate in safe food handling practices	Nil	40
SITXINV006	Receive, store and maintain stock	Nil	10
SITHIND005	Use hygienic practices for hospitality service	Nil	10

\*All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.