



SIT20322 Certificate II in Hospitality

Course	12 Months Full Time	12 Units must be	6 core (mandatory) units
Duration:	24 months Part Time	completed:	6 elective units

This qualification is ideal for Learners starting their career in Hospitality. It builds essential practical skills and foundational industry knowledge, preparing Learners for entry-level roles. Learners gain hands-on experience performing routine hospitality tasks while working confidently under supervision in a real-world environment.

It offers pathways to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

Completion of this qualification does not guarantee employment or any specific employment outcome.

While Careers Training Centre may assist Learners in identifying suitable workplace opportunities for practical training, Learners are responsible for securing access to a workplace to meet the course requirements.

How the Course Is Delivered

Training is delivered via a blended learning model, incorporating workplace-based learning supported by a combination of face-to-face training and online learning sessions delivered by a qualified Trainer/Assessor.

This approach enables Learners to gain practical, on-the-job skills supported by underpinning knowledge delivered through structured training sessions.

Assessment is conducted when the Learner is deemed ready and confident, and may include a combination of the following methods:

- Written questions and projects
- Demonstrations and observations
- Third-party reports completed by workplace supervisors

All assessment activities are designed to reflect real workplace expectations within the hospitality industry and are conducted in accordance with the requirements of SIT20322 Certificate II in Hospitality and the relevant national training package.

Student Support and Services

Learners enrolled with Careers Training Centre have access to a range of support services to assist them throughout their studies. These includes access to trainer support, learning resources, and Language, Literacy, Numeracy and Digital (LLND) assistance where required.

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Learners are also supported through established policies and procedures, including complaints and appeals processes to ensure fair and transparent outcomes.

Further information regarding student support services, policies, and procedures is available in the Student Handbook, which is provided to all students prior to enrolment.

Learner's data is collected in accordance with NCVET requirements. Please refer to our Privacy Policy.

Entry Requirements

There are no formal entry requirements for this qualification. However:

- Learners must have access to a suitable workplace environment
- A qualified workplace supervisor must be available
- Learners should have **basic Language, Literacy, Numeracy and Digital (LLND) skills** to participate in training and assessment

Workplace / Industry Requirements

Learners must be currently engaged in work—whether voluntary, employed, or as a trainee—and have access to a qualified supervisor willing to complete third-party observation reports.

Learners must complete a minimum of **12 hospitality service periods** (shifts) as part of this qualification.

This requirement supports successful completion of the **core unit SITHIND007 – Use hospitality skills effectively**, which requires students to demonstrate their ability to:

- Interact with customers across multiple service periods
- Efficiently manage tasks under supervision
- Identify problems and refer to supervisors when appropriate
- Work with limited responsibility as part of a team for service processes and outcomes

Trainers/Assessors

Careers Training Centre employs qualified Trainers/Assessors with extensive industry experience. They enjoy supporting others in gaining a nationally recognised Qualification.

Recognition of Prior Learning and Credit Transfers

Learners who can demonstrate they are already competent in the knowledge and skills required for 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 contact Careers Training Centre.

Certificate information

Upon successful completion of all units of competency and general requirements as dictated under the Australian Qualifications Framework (AQF), the student will be issued with a Certificate II in Hospitality SIT20322. Should a student not complete the entire course then a Statement of Attainment will be issued for the units successfully completed.

Current CTC Course Content

Six (6) 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
Select one (1) Elective from Group A	
SITHIND005 Use hygienic practices for hospitality service SITXFSA005 Use hygienic practices for food safety	
Choose five (5) Group B electives from the list currently offered	
SITHACS009 Clean premises and equipment SITXCCS010 Provide visitor information BSBCMM211 Apply communication skills SITXCOM006 Source and present information BSBSUS211 Participate in sustainable work practices	SITXFIN007 Process financial transactions SITHFAB021 Provide responsible service of alcohol SITHFAB027 Serve food and beverage SITXFSA006 Participate in safe food handling practices

Enrolment Options

1. Career Start Traineeship	Learner is employed full time or part time (they are not a school student) Training is partially funded by the Queensland Government	Cost to the Learner: Co-contribution: Between \$600 and \$900, depending on elective units chosen. * Concessions may be applicable and CTC offers a payment plan.	
2. Career Start General Training Pathway	Learner does not have to be employed (they must not be a school student) CTC may support Learners in identifying suitable volunteer work placement opportunities; however, placement is not guaranteed. Training is partially funded by the Queensland Government	Cost to the Learner: Co-contribution CTC offers a payment plan. *	
		No Concession	Approved Concession
		\$1210.00	\$660.00
3. Fee for Service	Learner is not employed and does not qualify for General Training Pathway funding support. CTC may support Learners in identifying suitable volunteer work placement opportunities; however, placement is not guaranteed. Qualification is fully funded by the Learner	Full Cost to the Learner: \$3,190.00	
		Deposit	3 x Instalments
		\$490.00	\$900.00

*Under funding rules Careers Training Centre **must** collect a co-payment from the Learner. This is set by the Queensland Government.

For further information on payment terms, conditions, and applicable refunds, please refer to the Student Handbook and Fees and Refund Policy.