

SIT20316 Certificate II in Hospitality

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.

QUALIFICATION RULES

To achieve a SIT20316 Certificate II in Hospitality, 12 units must be completed:

- all 6 core units
- 6 elective units

**Suggested Elective units. Please contact us on 1300 722 878 if you would like to discuss further.*

Course outline:

Qualifications are delivered online although conditions apply for the following units:

SITHFAB002 Provide Responsible Service of Alcohol – This particular unit cannot be delivered online in NSW, VIC and ACT. Participant is required to coordinate and attend the course at Restaurant & Catering Industry Association of Australia (**TOID 6868**) Please note the cost of this unit is not included in the course cost, if it is completed at another training provider.

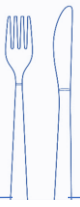
Units:

Core Competency Units (Compulsory)

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

Elective Competency Units

- **SITXFSA001** Use hygienic practices for food safety
- **SITHFAB002** Provide responsible service of alcohol
- **SITHFAB004** Prepare and serve non-alcoholic beverages*
- **SITHFAB005** Prepare and serve espresso coffee*
- **SITHFAB007** Serve food and beverage*
- **SITXINV001** Receive and store stock



SIT20316 Certificate II in Hospitality

Please Note: *Pre-requisite is **SITXFSA001 Use Hygienic practices for food safety**

Prerequisite requirements

Student must be currently working in the industry and have access to a commercial kitchen and bar.

Assessments

Additional assessments will be used including third party report, observation report, case studies, projects, assignments, role plays, evidence gathering portfolios, verbal questioning. These assessments may be conducted in the workplace. A trainer/assessor will conduct monitoring, training and assessment visits as part of this qualification.

Options of Training:

Online

- **Course Duration** - expected duration is 12 months
- **Course Fees** - \$1,270.00 (for members) or \$1,905.00 (for non-members)
 - Payment plans are available. For further information contact the association on 1300 722 878.

Identification and requirements for online course

You will be required to provide a photocopy of a photo ID certified by a JP.

Pathways

From the Qualification After achieving SIT20316 Certificate II in Hospitality, individuals could progress to a wide range of other qualifications in the hospitality and broader service industries.

Recognition of Prior Learning (RPL)

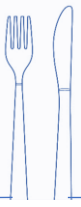
A formal process for recognising skills and knowledge, RPL takes into account previous studies you may have completed as well as life and work experiences. You may be granted credits or exemptions for some units in this course.

BEFORE YOU BEGIN:

Required documents for enrolment:

Online

- Course Registration Form
- Language, Literacy and Numeracy Test (LLN)
- Enrolment Form



SIT20316 Certificate II in Hospitality

- You will be required to provide a photocopy of a photo ID certified by a JP.
- SIT20316 Certificate II in Hospitality Unit List

Job roles and outcomes

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

Possible job titles include:

- Bar attendant
- Bottle shop attendant
- Food and beverage attendant

Employability Skills

- **Communication**

Interacting with customers in a polite and friendly manner, asking questions and actively listening to customers to determine their needs; providing clear and accurate information to customers and colleagues to ensure a positive hospitality experience; interpreting verbal and written information on hospitality products, services and operational procedures; discussing operational and service difficulties with colleagues and supervisors.

- **Teamwork**

Working as a team member, taking instructions from others and understanding own role in servicing the needs of the hospitality customer; supporting other team members to coordinate hospitality operational and service activities to achieve quality service delivery of the hospitality product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.

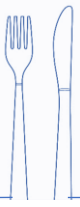
- **Problem solving**

Thinking about problems that relate to own role in hospitality operational and service activities; avoiding deadline problems by planning own day-to-day operational activities; identifying and resolving routine customer or operational problems using predetermined policies and procedures to guide solutions; clarifying the extent of problems and requesting assistance from team members and supervisors to solve operational and service issues.

- **Initiative and enterprise**

Identifying and discussing with supervisors better ways to organise hospitality operational and service activities; seeking information on new technologies and suggesting their use to supervisors, providing suggestions for better customer service provision.

- **Planning and organising**



SIT20316 Certificate II in Hospitality

Collecting and organising customer, product and procedural information to efficiently coordinate hospitality operational and service activities; planning both operational and daily activities to ensure a smooth workflow which delivers a positive service outcome for hospitality customers.

- **Self-management**

Following policies and procedures for legal compliance; taking responsibility for servicing the hospitality customer and knowing when to refer difficulties to supervisors; seeking feedback and guidance from supervisors on success in hospitality operational and service activities.

- **Learning**

Participating in activities to learn new things about the hospitality industry, new operational tasks and better ways of providing hospitality service; seeking and sharing information with colleagues on new hospitality products and services.

- **Technology**

Understanding the operating capability of tools and equipment and selecting and safely using them; selecting and using the right personal protective equipment to manage personal safety in the workplace.

For Further Information:

For more information, contact the Association on 1300 722 878 or visit www.rca.asn.au/training

Training Policies and Procedures

Please refer to the Student Handbook in regards to the following policies and procedures:

- Legislation Policy
- Privacy Policy
- Fair Treatment and Equal Opportunities Policy
- Learning Support Services Policy
- Academic Grievance Policy and Procedure
- Qualification Issuance Policy
- Continuous Improvement Policy
- Fees & Refund Policy
- Incidents Policy and Procedure

Any complaints

Complaints can be submitted by completing the *Complaints & Appeals Form* and returning to the association by fax at 1300 722 396.