

# Achieve your aspirations

SIT20316 CERTIFICATE II IN HOSPITALITY

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

## **Total Number of Units - 12**

6 core units and 6 elective units.

## **6 Core Units**

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

## **6 Elective Units**

SITXFSA001 Use hygienic practices for food safety  
SITHFAB002 Provide responsible service of alcohol  
SITHFAB001 Clean and tidy bar areas (Note pre-requisite SITXFSA001)  
SIRXSLS001 Sell to retail customer  
BSBCM201 Communicate in the workplace  
BSBSUS201 Participate in environmentally sustainable work practices  
\*SITHFAB005 Prepare and serve espresso coffee (Note pre-requisite SITXFSA001)

\*(Optional Unit: Can be substituted for BSBSUS201 provided required skills can be assessed)

**Course fee \$1500 - Funding options may apply.**

**Contact us for more information and eligibility check.**

Possible job titles include:

- Bar attendant
- Café attendant
- Catering assistant
- Food and beverage attendant
- Front office assistant
- Porter
- Room attendant

## **Mode of delivery:**

Face-to-face, self-paced

## **Entry Requirements**

No entry requirements.

Learners must complete 12 shifts (a shift is defined as a complete service period) of industry work placement to gain their qualification.

Industry Work Placement will be provided to learners.

