

# Certificate II in Hospitality

SIT20322

 **Designer Life**  
EMPLOYMENT • TRAINING • CAREERS

**Learn what it takes to work in the hospitality industry from restaurants to hotels, motels, catering operations and cafés.**

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.

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

## TOTAL COURSE UNITS – 12

### 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

### 6 ELECTIVE UNITS

- SITXFSA005** Use hygienic practices for food safety
- BSBCMM211** Apply communication skills
- SIRXSL001** Sell to the retail customer
- SITHFAB021** Provide responsible service of alcohol
- SIRXCEG008** Manage disrespectful, aggressive or abusive customers
- BSBSUS211** Participate in sustainable work practices
- SITHFAB025** Prepare and serve espresso coffee#  
(Note: pre-requisite SITXFSA005)  
# Optional unit: can be substituted for BSBSUS211 provided assessment conditions can be met.

^ As course completion is based on the determination of competency, the total time taken to complete the course will vary based on the student's cohort and their existing skills and knowledge.



## ENTRY REQUIREMENTS

- No formal entry requirements
- Students enrolling online must have access to an internet connected computer with webcam and microphone, PDF reader, and word processing and spreadsheet software



## TRAINING DELIVERY

- Face to Face Classes, Self paced
- Complete an industry work placement



## COURSE DURATION

- Up to 6 months^



## CAREER OPPORTUNITIES

- Café attendant
- Food and beverage attendant
- Front office assistant
- Kitchen hand



**COURSE FEE**  
**\$ 1500**

PLEASE NOTE: Some courses have entry requirements, additionally not all courses are available at all Designer Life locations. Please speak with our enrolment team or check out our website for more information prior to enrolment.

**REGISTER NOW!**

