

Certificate II in Hospitality SIT20316 Term 1



Assessment project / activity / task (All codes and names must match Section 8)				
Unit 1	SITXFSA001 Use hygienic practices for food safety (elective Group A)			
Estimated duration	Term1 - 10 weeks	Unit/s for which partial or complete evidence will be gathered	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units.)	Evidence-gathering tool code
Description (summary)	This unit describes the performance, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards	SITXFSA001 Use hygienic practices for food safety https://training.gov.au/Training/Details/SITXFSA001	Observation checklist	<input checked="" type="checkbox"/> Assessment 1 -FSAOB1
			Written Test	<input checked="" type="checkbox"/> Assessment 2 -FSAWT2
			Third party report	<input checked="" type="checkbox"/> FSATPR
Unit 2	SITHFAB005 - Prepare and Serve Espresso Coffee (elective Group B)			
Estimated duration	Term 1 & 2 - 17 weeks – observations 6 weeks theory	Unit/s for which evidence will be gathered	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)	Evidence-gathering tool code
Description (summary)	This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee beverages using commercial espresso machines and grinders. It requires the ability to advise	SITHFAB005 - Prepare and Serve Espresso Coffee https://training.gov.au/Training/Details/SITHFAB005	Observation checklist	<input checked="" type="checkbox"/> Assessment 1 -COFOB1
			Multiple Choice	<input checked="" type="checkbox"/> Assessment 2 Didasko A- Multiple choice
			Short Answer	<input checked="" type="checkbox"/> Assessment 3

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	customers on coffee beverages, select and grind coffee beans, prepare and assess espresso coffee beverages and to use, maintain and clean espresso machines and grinders. Complex repairs of equipment would be referred to specialist service technicians.				Didasko B-Short Answer
			Third party report	<input type="checkbox"/>	
			Safety induction checklist	<input checked="" type="checkbox"/>	
Unit 3	Diverse Working Relationships Cluster [BSBWOR203 – Work Effectively with Others / SITXCCS003 – Interact with Customers / SITXCOM002 – Show Social and Cultural Sensitivity (core)]				
Estimated duration	Throughout the 1 year course - observations Terms 1 & 2 – 10 weeks theory	Unit/s for which evidence will be gathered	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)	Evidence-gathering tool code	
Description (summary)	BSBWOR203 - This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict. SITXCCS003 - This unit describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers. It requires the ability to greet and serve customers, and	BSBWOR203 – work effectively with others https://training.gov.au/Training/Details/BSBWOR203 SITXCCS003 – interact with customers https://training.gov.au/Training/Details/SITXCCS003 SITCOM002 – show social and cultural sensitivity https://training.gov.au/Training/Details/SITXCOM002	Observation logbook	<input checked="" type="checkbox"/>	Ongoing 003OB1
			Observation	<input checked="" type="checkbox"/>	Assessment 1 DWR01
			Product portfolio	<input checked="" type="checkbox"/>	Assessment 2 DWRP2
			Written test x 3	<input checked="" type="checkbox"/>	Assessment 3, 4, 5 DWRWT3 DWRWT4 DWRWT5

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	<p>respond to a range of basic customer service enquiries, including routine customer problems.</p> <p>SITCOM002 - This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise.</p>		Third party report	<input type="checkbox"/>	
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