

## SIT20316 - Certificate II in Hospitality

### Qualification 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.

Refer to [training.gov.au](http://training.gov.au) for specific information about the qualification.

### Entry requirements

There are no entry requirements for this qualification.

### Duration and location

This is a one-year course delivered in Years 11 or 12 on site at Kirwan State High School.

### Course units

To attain a SIT20316 Certificate II in Hospitality, 12 units of competency must be achieved:

Unit code	Title
SITHIND002	Source and use information on the hospitality industry
SITHIND003	Use hospitality skills effectively
BSBWOR203	Work effectively with others
SITXCCS003	Interact with customers
SITXCOM002	Show social and cultural sensitivity
SITXWHS001	Participate in safe work practices
SITHFAB002	Provide responsible service of alcohol
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITHCCC002	Prepare and present simple dishes
SITHFAB007	Serve food and beverage
SITXFSA001	Use hygienic practices for food safety

### RTO obligation

The RTO guarantees that the student will be provided with every opportunity to complete the qualification. We do not guarantee employment upon completion of this qualification.

Students who are deemed competent in all 12 units of competency will be awarded a Qualification and a Record of Results.

Students who achieve at least one unit of competency (but not the full qualification) will receive a Statement of Attainment.

### Delivery modes

A range of delivery modes will be used during the teaching and learning of this qualification. These include:

- face-to-face instruction
- guided learning
- online training.

### Fees

All fees are published on Kirwan State High Schools VET subject selection form

### Assessment

Assessment is competency based and completed in a simulated hospitality environment.

Units of competency are clustered and assessed in this way to replicate what occurs in a hospitality business as closely as possible.

Assessment techniques include:

- observations
- folios of work
- questioning
- projects
- written and practical tasks.

### Work placement

Students are required to complete 12 service periods in a simulated or workplace environment: Students are provided with the opportunity to complete structured workplace learning, where they will work in a simulated café environment.

### Pathways

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

Possible job titles include:

- bar attendant
- café attendant
- catering assistant
- food and beverage attendant
- front office assistant
- porter
- room attendant

See other qualifications at [training.gov.au](http://training.gov.au).