

SIT20322 - 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 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 SIT20322 Certificate II in Hospitality, 12 units of competency must be achieved:

Unit code	Title
SITHIND006	Source and use information on the hospitality industry
SITHIND007	Use hospitality skills effectively
BSBTWK201	Work effectively with others
SITXCCS011	Interact with customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS005	Participate in safe work practices
SITHFAB021	Provide responsible service of alcohol
SITHFAB024	Prepare and serve non-alcoholic beverages
SITHFAB025	Prepare and serve espresso coffee
SITHFAB022	Clean and tidy bar areas
BSBSUS211	Participate in sustainable work practices
SITXFSA005	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
- direct 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.