



SIT20322 Certificate II in Hospitality

What will I learn?

This qualification provides the basic knowledge and skills to commence a career within in the hospitality industry. You will learn about a variety of topics from working with others, working safely and hygienically, interacting with customers, serving alcohol responsibly, preparing and serving beverages and selected dishes.

This introductory level qualification is the best way to start your journey in the hospitality industry, or act as a starting point to undertake further study in hospitality or tourism sectors.

Where will it lead me?

This nationally recognised qualification is at a **Certificate II level**, which prepares you with the skills and knowledge to undertake positions in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops throughout Australia.

What is involved?

This qualification has 12 units in total (6 core and 6 electives), and there are no pre-requisites to undertake the qualification.

Course Duration

The qualification will take between 12 to 24 months to complete.

Delivery and Assessment

The qualification will be delivered through a mixture of classroom delivery (theory) and industry delivery (practical).

Materials and Resources

All workbooks, assessments, equipment, facilities and resources to complete the qualification will be supplied or provided to participants.

Cost

The cost of this qualification can be covered under VETiS funding ** or through a Fee for Service arrangement.

*** If you are a current Queensland School Student, you may be eligible to undertake a VETiS qualification funded by the VET investment budget and delivered by an RTO who is approved as a Skills Assure supplier (SAS). For more information about eligibility and funding, visit <https://desbt.qld.gov.au/training/providers/funded/vetis> and download the fact sheet.*





Example of the Units of Competency offered

Core units (Mandatory)

- 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*

Elective units

- SITXFSA005 Use hygienic practices for food safety*
- SITHKOP009* Clean kitchen premises and equipment*
- SITHFAB021 Provide responsible service of alcohol*
- SITHFAB024* Prepare and service non-alcoholic beverages*
- SITHGAM022 Provide responsible gambling services*
- BSBSUS211 Participate in sustainable work practices*

** Pre-requisite unit is SITXFSA005 Use hygienic practices for food safety*

Other elective units are available which cover hospitality areas such as Accommodation, Administration, Finance, Food and Beverage and Gaming. Please discuss your individual requirements with our team.

More information?

To enquire about this qualification, please contact Administration on 07 3239 0656 or admin@smartskill.com.au



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