SIT20316 Certificate II in Hospitality

What will I learn?
This qualification provides the basic knowledge and skills required to start a career within in the hospitality industry. The qualification will cover areas such as food and beverage, gaming, front office, housekeeping, front office and being safe and hygienic within the workplace. This introductory level qualification is the best way to start your career in hospitality or help you on your way to further study in hospitality and tourism.

Where will it lead me?
This qualification is a **Certificate II,** which 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

This qualification has 12 units in total (6 core and 6 electives). The electives can cover a number of disciplines, from housekeeping, portering, administration, customer services, sales, cookery, kitchen operations, IT, finance, food and beverage and gaming. There are no pre-requisites for this qualification.

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

Delivery and Assessment
Depending on the units of competency chosen, there will be a mixture of classroom delivery (theory) and venue/ industry delivery (practical).

Example

Food and Beverage / Gaming / Front Office/ Housekeeping	- Theory sessions - Practical sessions held at an industry venue and/or work placement

Materials and Resources
All workbooks, assessments, equipment, facilities and resources required to complete this qualification will be supplied to participants.

Units of Competency available

The 6 core units are mandatory, and the remaining units chosen must have 1 unit from Group A, 3 units from Group B, and either 2 units from Group B or anywhere in the SIT Training Package or any other current Training Package or accredited course.

Core units (Mandatory)	Elective Units – Administration, Front Office, Customer Service (Group B)
BSBWOR203 – Work effectively with others	SIRXSLS001 - Sell to the retail customer
SITHIND002 – Source and use information on the hospitality industry	SIRXPDK001 - Advise on products and services
SITHIND003 – Use hospitality skills effectively	SITXCCS002 - Provide visitor information
SITXCCS003 – Interact with customers	BSBCMM201 - Communicate in the workplace
SITXCOM002 – Show social and cultural sensitivity	SITHCOM201 – Source and present information
SITXWHS001- Participate in safe work practices	BSBITU211 - Produce digital text documents
Elective units (Group A)	Elective Units – Cookery and Kitchen Operation (Group B)
SITHIND001 - Use hygienic practices for hospitality service	SITHCCC002 - Prepare and present simple dishes
SITXFSA001 – Use hygienic practices for food safety	SITHCCC003 - Prepare and present sandwiches
Elective Units - Food and Beverage (Group B)	SITHCCC004 - Package prepared foodstuffs
SITHFAB001 – Clean and tidy bar areas	SITHCCC006 - Prepare appetisers and salads
SITHFAB002 – Provide responsible service of alcohol	SITHKOP001 - Clean kitchen premises and equipment
SITHFAB003 – Operate a bar	SITXFSA002 - Participate in safe food handling practices
SITHFAB004 - Prepare and serve non-alcoholic beverages	SITXFSA003 - Transport and store food
SITHFAB005 – Prepare and serve espresso coffee	SITXINV001 - Receive and store stock
SITHFAB007 – Serve food and beverage	
SITXFIN001 – Process financial transactions	
SITHGAM001 – Provide responsible gambling services	
Elective Units – Housekeeping (Group B)	
CPPCLO3004 - Maintain carpeted floors	
CPPCLO3009 - Clean glass surfaces	
CPPCLO3017 - Clean wet areas	
CPPCLO3035 - Maintain cleaning storage areas	
SITHACS001 - Clean premises and equipment	
SITHACS002 - Provide housekeeping services to guests	
SITHACS003 - Prepare rooms for guests	
BSBSUS201 - Participate in environmentally sustainable work practices	

Cost
Fee for Service **$2580.00**

If you are a current Qld School Student, you may be able to undertake this course through Vocational Education and Training in Schools. Eligibility criteria applies. For more information visit https://desbt.qld.gov.au/training/providers/funded/vetis and download the fact sheet.

How to apply?
To enrol in this qualification, please contact **Admin** on **07 5665 9874** or **admin@smartskill.com.au** and request an enrolment pack.

What is Skills Assure?
The Skills Assure supplier (SAS) system provides a central register of pre-approved registered Training organisations (RTOs) who have met the department's entry requirements to deliver training and assessment services subsidised by the department. This gives vocational education and training (VET) students, parents and employers confidence that the training delivered by these RTOs will develop skills that are valued by industry and will lead to employment.

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