

Course Outline

SIT20207 Certificate II in Hospitality

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic operational knowledge and limited practical skills in a defined context. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision.

Job roles could include:

- undertaking mise en place prior to service
- serving food and beverage to tables
- preparing and serving drinks at a bar
- selling beverages in a retail liquor outlet
- attending gaming machines
- providing housekeeping services
- providing reception or front desk services
- providing assistance in a catering operation.

Job Titles could be:

- bar attendant
- bottle shop attendant
- catering assistant
- food and beverage attendant

Prerequisite requirements: There are no prerequisites for entry to this qualification.

Qualification rules: To achieve a Certificate II in Hospitality, 12 units must be completed:

- all 6 core units
- 6 elective units:

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome, as follows.

Core Units

SITHIND001A	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001A	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

Plus one of the following:

SITHFAB020A	Apply food and beverage skills in the workplace*
SITHIND002A	Apply hospitality skills in the workplace**

* For candidates completing a Food and Beverage specialisation, SITHFAB020A Apply food and beverage skills in the workplace must be completed.

** For candidates NOT completing a Food and Beverage specialisation, SITHIND002A Apply hospitality skills in the workplace must be completed.

Specialisations:

- a specialisation may be achieved by selecting a minimum of 4 elective units from Specialisation Group A - Food and Beverage
- the remaining units may be selected from the general elective units listed below, or from any endorsed Training Package

Specialisation Group A - Food and Beverage

Food and Beverage

SITHFAB001A	Clean and tidy bar areas
SITHFAB002A	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB006A	Operate cellar systems
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012A	Prepare and serve espresso coffee

Multi-skilling:

- a minimum of 4 elective units must be selected from the general elective units listed below
- a maximum of 2 elective units may be selected from the Commercial Cookery and Catering units below
- the remaining units may be selected from any endorsed Training Package

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification

General Elective Units

Commercial Cookery and Catering

SITHCCC001A	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003A	Receive and store kitchen supplies
SITHCCC004A	Clean and maintain kitchen premises
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet

Food and Beverage

SITHFAB001A	Clean and tidy bar areas
SITHFAB002A	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB006A	Operate cellar systems
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010A	Prepare and serve non-alcoholic beverages
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Inventory

SITXINV001A	Receive and store stock
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Client and Customer Service

SITXCCS002A	Provide quality customer service
SIRXCCS001A	Apply point-of-sale handling procedures

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Food and beverage attendant in a cafe (Multi-skilling)

SIRXCCS001A Apply point-of-sale handling procedures

SITHACS006A Clean premises and equipment

SITHCCC007A Prepare sandwiches

SITHFAB003A Serve food and beverage to customers

SITHFAB010A Prepare and serve non-alcoholic beverages

SITHFAB012A Prepare and serve espresso coffee

Waiter in a hotel restaurant (Food and Beverage specialisation)

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB012A Prepare and serve espresso coffee

SITXFIN001A Process financial transactions

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification and they include:

- Learners Kits to provide knowledge as well as activities to enable practice
- Assessment Kits to enable competence once you have gained the knowledge and skills necessary
- Classroom or Workshop style training sessions in some instances if required.
- Visits to the workplace to conduct coaching session, facilitate workplace learning and conduct assessments
- Contact via telephone, email and other forms of communication outside of workplace visits

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals

Negotiating the “Planned Outcomes” with the business and the individuals

Conducting all learning and assessment activities at dates, times and locations suitable to all involved

Enrol now online at www.workplus.com.au

or call 03 6344 3747 to talk to a

Work Plus Development + Training representative today