

# Course Outline

## SIT20307 Certificate II in Hospitality (Kitchen Operations)

This qualification provides the skills and knowledge for an individual to be competent in a range of kitchen functions and activities that require the application of a limited range of practical skills in a defined context. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision.

### Job roles could include:

- preparing breakfast items
- preparing a range of fast food items
- preparing a range of non-alcoholic drinks
- preparing sandwiches
- preparing appetisers and salads
- preparing hot and cold desserts.

### Job Titles could be:

- breakfast cook
- short order cook
- fast food cook.

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

**Qualification rules:** To achieve a Certificate II in Hospitality (Kitchen Operations), 16 units must be completed:

- all 11 core units
- 5 elective units:
  - a minimum of 3 elective units must be selected from the electives listed below
  - the remaining 2 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

## CORE UNITS

SITHCCC001A	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003A	Receive and store kitchen supplies
SITHCCC004A	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC027A	Prepare, cook and serve food for food service
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

## ELECTIVE UNITS

### Client and Customer Service

SIRXCCS001A	Apply point-of-sale handling procedures
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### Commercial Cookery and Catering

SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat
SITHCCC013A	Prepare hot and cold desserts
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC015A	Plan and prepare food for buffets
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet

### Communication and Teamwork

SITXCOM004A	Communicate on the telephone
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### Food and Beverage

SITHFAB003A	Serve food and beverage to customers
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITHFAB012A	Prepare and serve espresso coffee

### Food Safety

SITXFSA001A	Implement food safety procedures
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Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

**Breakfast cook**

- SIRXCCS001A Apply point-of-sale handling procedures
- SITHCCC007A Prepare sandwiches
- SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes
- SITHCCC031A Operate a fast food outlet
- SITHFAB012A Prepare and serve espresso coffee

**Short order cook in a cafe or small restaurant**

- SITHCCC006A Prepare appetisers and salads
- SITHCCC007A Prepare sandwiches
- SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes
- SITHCCC013A Prepare hot and cold desserts
- SITXCOM004A Communicate on the telephone

**Cook in a fast food outlet**

- SIRXCCS001A Apply point-of-sale handling procedures
- SITHCCC007A Prepare sandwiches
- SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes
- SITHCCC031A Operate a fast food outlet
- SITHFAB010A Prepare and serve non-alcoholic beverages

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

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or call 03 6344 3747 to talk to a  
Work Plus Development + Training representative today**