

SIT20316 Certificate II in Hospitality







About this course


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.

Our expert trainers will work with you to:

-  Workplace related product knowledge
-  Building relationships with customers
-  Food and Beverage services
-  Work effectively with team members

Overview


 **Where:** In the workplace or appropriate venue as discussed at enrolment

 **Duration:** 9 months through 2-hour training sessions once a month

 **Entry Requirements:** No Entry Requirements for this qualification

 **Intake:** Ongoing

 **Fees:** www.wts.edu.au

 **Possible Job Outcomes:** Bar attendant, café attendant, catering assistant, food and beverage attendant, front office assistant, porter room attendant.

 **Pathway** ➔ SIT30616 Certificate III in Hospitality ➔ SIT40416 Certificate IV in Hospitality
➔ SIT50416 Diploma of Hospitality Management ➔ SIT60316 Advanced Diploma of Hospitality Management

Sessions	Unit of Competency to be addressed	Brief Outline of Session Content
1		<ul style="list-style-type: none"> Program Induction & Commencement
2	SITXCOM002 Show social and cultural sensitivity (C)	<ul style="list-style-type: none"> Communicate with customers and colleagues from diverse backgrounds Address cross cultural misunderstandings
	BSBWOR203 Work effectively with others (C)	<ul style="list-style-type: none"> Develop effective workplace relationships Contribute to workgroup activities Deal effectively with issues, problems and conflict
3	▲SITXFSA001 Use hygienic practices for food safety (C)	<ul style="list-style-type: none"> Follow hygiene procedures and identify food hazards Report any personal health issues Prevent food contamination Prevent cross contamination by washing hands
	SITXWHS001 Participate in safe work practice(C)	<ul style="list-style-type: none"> Work safely Follow procedures for emergency situations Participate in organisational WHS practices
4	SITHIND003 Use hospitality skills effectively (C)	<ul style="list-style-type: none"> Prepare for service Provide service Complete operational tasks Complete end of shift duties
	SITHFAB007 Serve food and beverage (E) *	<ul style="list-style-type: none"> Prepare for food and beverage service Welcome and advise customers Take and process orders Serve food and drinks Clear food and drinks Complete end of shift duties
5	BSBCMM201 Communicate in the workplace (E)	<ul style="list-style-type: none"> Gather, convey and receive information and ideas Complete workplace documentation and correspondence Communicate in a way that responds positively to individual differences
	SITHFAB005 Prepare and serve espresso coffee (E) *	<ul style="list-style-type: none"> Organise coffee workstation Select and grind coffee beans Advise customers on espresso coffee beverages Extract and monitor quality of espresso Undertake milk texturing process Serve espresso coffee beverages Clean espresso equipment
6	SITXCCS003 Interact with customers(C)	<ul style="list-style-type: none"> Greet and service customers Work with others to deliver service Provide feedback on customer service
	SIRXPDK001 Advise on products and services (E)	<ul style="list-style-type: none"> Develop product and service knowledge Respond to customer requests Enhance information provided
7	SITHIND002 Source and use information on the hospitality industry (C)	<ul style="list-style-type: none"> Source and use relevant industry information Source and use compliance information. Source and use information on hospitality technology Update personal and organisational knowledge of the hospitality industry
	BSBITU201 Produce simple word-processed documents (E)	<ul style="list-style-type: none"> Prepare to produce documents Produce documents Finalise documents







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	BSBITU201 Produce simple word-processed documents (E)	<ul style="list-style-type: none"> Prepare to produce documents Produce documents Finalise documents
9	SITHIND003 Use hospitality skills effectively (C)	<ul style="list-style-type: none"> Prepare for service Provide service Complete operational tasks Complete end of shift duties
	SITHFAB007 Serve food and beverage (E) *	<ul style="list-style-type: none"> Prepare for food and beverage service Welcome and advise customers Take and process orders Serve food and drinks Clear food and drinks Complete end of shift duties
	SITHFAB005 Prepare and serve espresso coffee (E) *	<ul style="list-style-type: none"> Organise coffee workstation Select and grind coffee beans Advise customers on espresso coffee beverages Extract and monitor quality of espresso Undertaking milk texturing process Serve espresso coffee beverages Clean espresso equipment

(C)Indicates Core Unit (E) Indicates Elective units

* Indicates pre-requisite unit – ▲SITXFSA001 Use hygienic practices for food safety, must be completed first

To be successful in completing this certification, you must complete a total of 12 units, 6 core units and 6 electives.

Assessment methods may include:

-  Written work
-  Project/Case study
-  Supervisor/Third party
-  Practical demonstration of skills observed by a trainer/assessor and workplace supervisor
-  Role play
-  Learning activities

Our program is structured on a monthly calendar that is a combination of the following delivery methods:

- trainer guided remote training sessions
- face to face training sessions
- trainer feedback and instruction

Blended learning requires self-discipline.

You need to commit and make time to attend remote lessons and face to face sessions and complete the assigned activities as directed by your Trainer / Assessor in the set timeframes.

Victorian and Commonwealth Government Funding available to eligible participants.

For information about enrolment fees, payment schedules, cancellation fees and complaints procedures, please see our statement of fees and student information handbook on our website www.wts.edu.au

