



SIT20316 Certificate II in Hospitality

Considering a career in the vibrant and exciting hospitality industry? This course will help you gain the skills and experience you'll need to get started. You will learn real industry skills from leading hospitality professionals in the work place.

Who is the course for?

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.

Possible job titles include:

- ✓ bar attendant
- ✓ café attendant
- ✓ catering assistant
- ✓ food and beverage attendant
- ✓ front office assistant

Course Overview

- ✓ Online learning resources available 24/7
- ✓ On-the-job training under supervision of employer
- ✓ Ongoing electronic contact with a trainer i.e. zoom, phone, email
- ✓ Monthly trainer support class via zoom
- ✓ Face to face workplace visits every 4- 6 weeks for practical training & assessment activities (2-5 hrs)
- ✓ Dedicated trainer with 1-1 support (if required)
- ✓ Assessments consists of a combination:
 - ✓ Multiple choice quizzes
 - ✓ Short answer assessments
 - ✓ Observation practical assessments
 - ✓ Reports from workplace supervisor/s for on-the-job competency
 - ✓ Demonstration of task in workplace
- ✓ Delivered over 6 - 12 months

Get in touch

 **1300 659 557**
itfe.edu.au

iTAFE
INSTITUTE OF TRAINING
+ FURTHER EDUCATION

Proudly part of
intowork
Australia



Course Outline



The SIT20316 Certificate II in Hospitality includes training and assessment in the following units of competence:

Code	Title
BSBWOR203	Work effectively with others
SITHIND002	Source and use information on the hospitality industry
SITHIND003	Use hospitality skills effectively
SITXCCS003	Interact with customers
SITXCOM002	Show social and cultural sensitivity
SITXWHS001	Participate in safe work practices
SITXFSA001	Use hygienic practices for food safety
SITHFAB007	Serve food and beverage
SITHFAB005	Prepare and serve espresso coffee
SITHFAB001	Clean and tidy bar areas
SITHFAB002	Provide responsible service of alcohol
SITXFIN001	Process financial transactions

Outcomes



This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.



RTO# 6372

Get in touch

 **1300 659 557**

itfe.edu.au

iTAFE
INSTITUTE OF TRAINING
+ FURTHER EDUCATION

Proudly part of

intowork
Australia