SIT20316 Certificate II in Hospitality

Release 2
SIT20316 Certificate II in Hospitality

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>Release 2</td>
<td>Updated superseded SIR units</td>
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</tbody>
</table>

Qualification Description

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.

Possible job titles include:

- bar attendant
- café attendant
- catering assistant
- food and beverage attendant
- front office assistant
- porter
- room attendant.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.
Packaging Rules

12 units must be completed:

- 6 core units
- 6 elective units, consisting of:
  - 1 unit from Group A
  - 3 units from Group B
  - 2 units from Group B, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

- 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

Elective units

Group A

- SITHIND001 Use hygienic practices for hospitality service
- SITXFSA001 Use hygienic practices for food safety

Group B

Accommodation Services – Housekeeping and Porting

- CPPCLO2001A Maintain hard floor surfaces
- CPPCLO2004A Maintain carpeted floors
- CPPCLO2009A Clean glass surfaces
- CPPCLO2010A Clean ceiling surfaces and fittings
- CPPCLO2017A Clean wet areas
CPPCLO2019A  Sort and remove waste and recyclable materials
CPPCLO2035A  Maintain cleaning storage areas
SITHACS001  Clean premises and equipment
SITHACS002  Provide housekeeping services to guests
SITHACS003  Prepare rooms for guests
SITHACS004  Launder linen and guest clothes
SITHACS005  Provide porter services

**Administration**

TLIE1005  Carry out basic workplace calculations

**Client and Customer Service, and Sales**

SIRXSLS001  Sell to the retail customer
SITXCCS002  Provide visitor information

**Communication and Teamwork**

BSBCMM201  Communicate in the workplace
SITXCOM001  Source and present information

**Commercial Cookery and Catering, and Kitchen Operations**

SITHCCC002  Prepare and present simple dishes
SITHCCC003  Prepare and present sandwiches
SITHCCC004  Package prepared foodstuffs
SITHCCC006  Prepare appetisers and salads
SITHKOP001  Clean kitchen premises and equipment

**Computer Operations and ICT Management**

BSBITU201  Produce simple word processed documents
BSBITU202  Create and use spreadsheets

**Environmental Sustainability**
<table>
<thead>
<tr>
<th>Code</th>
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<tbody>
<tr>
<td>BSBSUS201</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td>Finance</td>
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<tr>
<td>BSBFIA301</td>
<td>Maintain financial records</td>
</tr>
<tr>
<td>SITXFIN001</td>
<td>Process financial transactions</td>
</tr>
<tr>
<td>First Aid</td>
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<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
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<tr>
<td>Food and Beverage</td>
<td></td>
</tr>
<tr>
<td>SITHFAB001</td>
<td>Clean and tidy bar areas</td>
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<tr>
<td>SITHFAB002</td>
<td>Provide responsible service of alcohol</td>
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<tr>
<td>SITHFAB003</td>
<td>Operate a bar</td>
</tr>
<tr>
<td>SITHFAB004</td>
<td>Prepare and serve non-alcoholic beverages</td>
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<tr>
<td>SITHFAB005</td>
<td>Prepare and serve espresso coffee</td>
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<tr>
<td>SITHFAB006</td>
<td>Provide room service</td>
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<tr>
<td>SITHFAB007</td>
<td>Serve food and beverage</td>
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<tr>
<td>Food Safety</td>
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</tr>
<tr>
<td>SITXFSA001</td>
<td>Use hygienic practices for food safety</td>
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<tr>
<td>SITXFSA002</td>
<td>Participate in safe food handling practices</td>
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<tr>
<td>SITXFSA003</td>
<td>Transport and store food</td>
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<tr>
<td>Gaming</td>
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</tr>
<tr>
<td>SITHGAM001</td>
<td>Provide responsible gambling services</td>
</tr>
<tr>
<td>SITHGAM002</td>
<td>Attend gaming machines</td>
</tr>
<tr>
<td>SITHGAM003</td>
<td>Operate a TAB outlet</td>
</tr>
<tr>
<td>SITHGAM004</td>
<td>Conduct Keno games</td>
</tr>
<tr>
<td>Inventory</td>
<td></td>
</tr>
<tr>
<td>SITXINV001</td>
<td>Receive and store stock</td>
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</table>
SITXINV002 Maintain the quality of perishable items

Languages other than English

SITXLAN001 Conduct basic oral communication in a language other than English

SITXLAN002 Conduct routine oral communication in a language other than English

Working in Industry

SITHIND001 Use hygienic practices for hospitality service

Qualification Mapping Information

SIT20213 Certificate II in Hospitality

Links