



Australian Government

SIT20316 Certificate II in Hospitality

Release 1

SIT20316 Certificate II in Hospitality

Modification History

Not applicable.

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
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Client and Customer Service, and Sales

SIRXSL201	Sell products and services
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

BSBSUS201 Participate in environmentally sustainable work practices

Finance

BSBFIA301 Maintain financial records

SITXFIN001 Process financial transactions

First Aid

HLTAID003 Provide first aid

Food and Beverage

SITHFAB001 Clean and tidy bar areas

SITHFAB002 Provide responsible service of alcohol

SITHFAB003 Operate a bar

SITHFAB004 Prepare and serve non-alcoholic beverages

SITHFAB005 Prepare and serve espresso coffee

SITHFAB006 Provide room service

SITHFAB007 Serve food and beverage

Food Safety

SITXFSA001 Use hygienic practices for food safety

SITXFSA002 Participate in safe food handling practices

SITXFSA003 Transport and store food

Gaming

SITHGAM001 Provide responsible gambling services

SITHGAM002 Attend gaming machines

SITHGAM003 Operate a TAB outlet

SITHGAM004 Conduct Keno games

Inventory

SITXINV001 Receive and store stock

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

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>