



**Australian Government**

# **SIT20316 Certificate II in Hospitality**

**Release 3**

# SIT20316 Certificate II in Hospitality

## Modification History

Release	Comments
Release 3	Release 3 Supersedes and is equivalent to SIT20316 Certificate II in Hospitality release 2. Minor change to update First Aid units of competency.
Release 2	Updated superseded SIR units

## 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**

BSBMM201 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**

HLTAID011 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 guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>