



Australian Government

SIT10212 Certificate I in Hospitality

Release 1

SIT10212 Certificate I in Hospitality

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Version	Comments
1.0	<p>E</p> <p>Replaces and is equivalent to SIT10207 Certificate I in Hospitality.</p> <p>Overall intent of the qualification remains unchanged, though qualification is now broader, covering outcomes of previous qualification SIT10307 Certificate I in Hospitality (Kitchen Operations).</p> <p>Total number of units reduced by 1. Core units reduced from 5 to 4 units. Content changed to more accurately reflect the limited hospitality job outcomes at Certificate I level.</p>

Description

This qualification reflects the role of individuals who participate in a range of routine and predictable hospitality work activities. They work under close supervision and are given clear directions to complete tasks.

This preparatory qualification provides individuals with knowledge and skills for initial work, community involvement and further learning.

Job roles

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

Possible job titles include:

- bar useful
- food runner
- glass runner
- housekeeping assistant
- kitchen steward
- kitchen useful.

Pathways Information

This qualification is suitable for VET in Schools (VETiS) delivery.

Pathways into the qualification

Individuals may enter SIT10212 Certificate I in Hospitality with limited or no vocational experience and without a relevant lower level qualification.

Pathways from the qualification

After achieving SIT10212 Certificate I in Hospitality, individuals could progress to a wide range of other qualifications in the hospitality and broader service industries.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and customers to identify their needs; speaking clearly and directly to customers to ensure a positive hospitality experience.
Initiative and enterprise	Thinking about better ways of completing operational activities and suggesting these to supervisors; seeking feedback on hospitality services from customers and providing information and suggestions to supervisors.
Learning	Being open to opportunities that are presented to learn new things about the hospitality industry, new operational tasks and better ways of providing hospitality service.
Planning and organising	Collecting and organising workplace procedures to guide operational activities; planning operational activities to ensure a smooth workflow which delivers a positive service outcome for hospitality customers.
Problem-solving	Identifying operational and customer service problems and requesting assistance from team members and supervisors to solve issues.
Self-management	Following policies and procedures for legal compliance, operational and service activities; knowing own job role in hospitality operational activities and safe working practices.
Teamwork	Taking instructions from others and understanding own role in servicing the needs of the hospitality customer; supporting other team members with operational activities to achieve quality service delivery of the hospitality product.
Technology	Understanding the operating capability of tools and equipment and selecting and safely using them; selecting and using the right personal protective equipment to manage personal safety in the workplace.

Packaging Rules

6 units must be completed:

- 4 core units
- 2 elective units, consisting of:
 - 2 units from the list below, elsewhere in SIT12 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

BSBWOR203B Work effectively with others
SITXCCS101 Provide information and assistance
SITXFSA101 Use hygienic practices for food safety
SITXWHS101 Participate in safe work practices

Elective units

Accommodation Services

CPPCLO1040A Prepare for work in the cleaning industry
SITHACS101 Clean premises and equipment

Administration

BSBWOR202A Organise and complete daily work activities
TLIE1005A Carry out basic workplace calculations

Commercial Cookery and Catering

SITHCCC101 Use food preparation equipment *
SITHCCC102 Prepare simple dishes *
SITHCCC103 Prepare sandwiches *
SITHCCC104 Package prepared foodstuffs *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Communication and Teamwork

SITXCOM101 Source and present information

Food and Beverage

SITHFAB101 Clean and tidy bar areas *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Kitchen Operations

SITHKOP101 Clean kitchen premises and equipment *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Bar useful

BSBWOR202A Organise and complete daily work activities
SITHFAB101 Clean and tidy bar areas

Catering Assistant

SITHCCC101 Use food preparation equipment
SITHCCC102 Prepare simple dishes

Housekeeping assistant

CPPCLO1040A Prepare for work in the cleaning industry
SITHACS101 Clean premises and equipment