



Australian Government

SIT20212 Certificate II in Hospitality

Release 1

SIT20212 Certificate II 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	E Replaces and is equivalent to SIT20207 Certificate II in Hospitality. Intent of the qualification remains unchanged. Total number of units reduced by 1. Elective units reduced from 6 to 5 units.

Description

This qualification reflects the role of individuals who use a defined and limited range of hospitality operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision.

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 attendant
- bottle shop attendant
- café attendant
- catering assistant
- food and beverage attendant
- front office assistant
- gaming attendant
- porter
- room attendant.

Pathways Information

This qualification is suitable for VET in Schools (VETiS) delivery and for an Australian Apprenticeship pathway.

Pathways into the qualification

Individuals may enter SIT20212 Certificate II in Hospitality with limited or no vocational experience and without a relevant lower level qualification.

Pathways from the qualification

After achieving SIT20212 Certificate II 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	Interacting with customers in a polite and friendly manner, asking questions and actively listening to customers to determine their needs; providing clear and accurate information to customers and colleagues to ensure a positive hospitality experience; interpreting verbal and written information on hospitality products, services and operational procedures; discussing operational and service difficulties with colleagues and supervisors.
Initiative and enterprise	Identifying and discussing with supervisors better ways to organise hospitality operational and service activities; seeking information on new technologies and suggesting their use to supervisors, providing suggestions for better customer service provision.
Learning	Participating in activities to learn new things about the hospitality industry, new operational tasks and better ways of providing hospitality service; seeking and sharing information with colleagues on new hospitality products and services.
Planning and organising	Collecting and organising customer, product and procedural information to efficiently coordinate hospitality operational and service activities; planning both operational and daily activities to ensure a smooth workflow which delivers a positive service outcome for hospitality customers.
Problem-solving	Thinking about problems that relate to own role in hospitality operational and service activities; avoiding deadline problems by planning own day-to-day operational activities; identifying and resolving routine customer or operational problems using predetermined policies and procedures to guide solutions; clarifying the extent of problems and requesting assistance from team members and supervisors to solve operational and service issues.
Self-management	Following policies and procedures for legal compliance; taking responsibility for servicing the hospitality customer and knowing when to refer difficulties to supervisors; seeking feedback and guidance from supervisors on success in hospitality operational and service activities.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the hospitality

	customer; supporting other team members to coordinate hospitality operational and service activities to achieve quality service delivery of the hospitality product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
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

11 units must be completed:

- 6 core units
- 5 elective units, consisting of:
 - 3 units from the list below
 - 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

SITHIND201 Source and use information on the hospitality industry

SITHIND202 Use hospitality skills effectively

SITXCCS202 Interact with customers

SITXFSA101 Use hygienic practices for food safety

SITXWHS101 Participate in safe work practices

Elective units

Accommodation Services

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

SITHACS101 Clean premises and equipment

SITHACS201 Provide housekeeping services to guests

SITHACS202 Prepare rooms for guests

SITHACS203 Launder linen and guest clothes

SITHACS204 Provide porter services

Administration

TLIE1005A Carry out basic workplace calculations

Client and Customer Service

SITXCCS201 Provide visitor information

Communication and Teamwork

BSBCMM201A Communicate in the workplace

SITXCOM101 Source and present information

Commercial Cookery and Catering

SITHCCC102 Prepare simple dishes *

SITHCCC103 Prepare sandwiches *

SITHCCC104 Package prepared foodstuffs *

SITHCCC202 Produce appetisers and salads *

*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Computer Operations and ICT Management

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBWOR204A Use business technology

Environmental Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Finance

BSBFIA301A Maintain financial records

SITXFIN201 Process financial transactions

First Aid

HLTFA311A Apply first aid

Food and Beverage

SITHFAB101 Clean and tidy bar areas *

SITHFAB201 Provide responsible service of alcohol

SITHFAB202 Operate a bar *^

SITHFAB203 Prepare and serve non-alcoholic beverages *

SITHFAB204 Prepare and serve espresso coffee *

SITHFAB205 Provide room service *

SITHFAB206 Serve food and beverage *

*Prerequisite is SITXFSA101 Use hygienic practices for food safety

^Prerequisite is SITHFAB201 Provide responsible service of alcohol

Food Safety

SITXFSA201 Participate in safe food handling practices

SITXFSA202 Transport and store food

Gaming

SITHGAM201 Provide responsible gambling services

SITHGAM202 Attend gaming machines ›

SITHGAM203 Operate a TAB outlet ›

SITHGAM204 Conduct Keno games ›

›Prerequisite is SITHGAM201 Provide responsible gambling services

Inventory

SITXINV201 Receive and store stock

SITXINV202 Maintain the quality of perishable supplies *

*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

Languages other than English

SITXLAN21__ Conduct basic oral communication in a language other than English

SITXLAN22__ Conduct routine oral communication in a language other than English

Sales

SIRRRPK006A Recommend liquor products

SIRXSLS201 Sell products and services

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

Bar attendant in a club or hotel

SITHFAB101 Clean and tidy bar areas
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar
SITXFIN201 Process financial transactions
SITXINV201 Receive and store stock

Catering assistant

SITHCCC104 Package prepared foodstuffs
SITHFAB206 Serve food and beverage
SITHKOP101 Clean kitchen premises and equipment
SITXINV201 Receive and store stock
SITXINV202 Maintain the quality of perishable supplies

Food and beverage attendant in a cafe

SITHFAB203 Prepare and serve non-alcoholic beverages
SITHFAB204 Prepare and serve espresso coffee
SITHFAB206 Serve food and beverage
SITXFIN201 Process financial transactions
SIRXSLS201 Sell products and services

Gaming attendant in a club or hotel

BSBWOR204A Use business technology
SITHGAM201 Provide responsible gambling services
SITHGAM202 Attend gaming machines
SITHGAM204 Conduct Keno games
SITXFIN201 Process financial transactions

Housekeeping attendant

BSBSUS201A Participate in environmentally sustainable work practices
SITHACS101 Clean premises and equipment
SITHACS201 Provide housekeeping services to guests
SITHACS202 Prepare rooms for guests
SITXINV201 Receive and store stock

Porter

BSBSUS201A Participate in environmentally sustainable work practices
BSBWOR204A Use business technology
SITHACS204 Provide porter services
SITXCCS201 Provide visitor information
SITXLAN21__ Conduct basic oral communication in a language other than English