SIT20213 Certificate II in Hospitality

Release 1
SIT20213 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.

<table>
<thead>
<tr>
<th>Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Replaces and is equivalent to SIT20212 Certificate II in Hospitality. Intent of the qualification remains unchanged. SITXCOM201 Show social and cultural sensitivity replaces a core unit. SITHIND101 Use hygienic practices for hospitality service added to Group A Elective group. SITXFSA101 Use hygienic practices for food safety moved to Group A Elective group. Total number of units increased by 1. Elective units increased from 5 to 6 units.</td>
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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.

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

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

Pathways into the qualification

Individuals may enter SIT20213 Certificate II in Hospitality with limited or no vocational experience and without a relevant lower level qualification.

Pathways from the qualification

After achieving SIT20213 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**

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
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<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>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.</td>
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<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>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.</td>
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<tr>
<td><strong>Learning</strong></td>
<td>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.</td>
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<tr>
<td><strong>Planning and organising</strong></td>
<td>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.</td>
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<tr>
<td><strong>Problem-solving</strong></td>
<td>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.</td>
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<tr>
<td><strong>Self-management</strong></td>
<td>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.</td>
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<tr>
<td><strong>Teamwork</strong></td>
<td>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.</td>
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<tr>
<td>Technology</td>
<td>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.</td>
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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 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
SITXCOM201 Show social and cultural sensitivity
SITXCCS202 Interact with customers
SITXWHS101 Participate in safe work practices

Elective units

Group A
SITHIND101 Use hygienic practices for hospitality service
SITXFSA101 Use hygienic practices for food safety

Group B
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**
HLTAID003 Provide 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**
SITXFSA101 Use hygienic practices for 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 items *
*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**
SIRRPPK006A Recommend liquor products
SIRXSLS201 Sell products and services

**Working in Industry**
SITHIND101 Use hygienic practices for hospitality service

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
- SITXFSA101 Use hygienic practices for food safety
- SITXINV201 Receive and store stock

**Catering assistant**
- SITHCCC104 Package prepared foodstuffs
- SITHFAB206 Serve food and beverage
- SITHKOP101 Clean kitchen premises and equipment
- SITXFSA101 Use hygienic practices for food safety
- SITXINV201 Receive and store stock
- SITXINV202 Maintain the quality of perishable items

**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
- SITXFSA101 Use hygienic practices for food safety
- 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
- SITHIND101 Use hygienic practices for hospitality service
- 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
- SITHIND101 Use hygienic practices for hospitality service
- SITXINV201 Receive and store stock

**Porter**
- BSBSUS201A Participate in environmentally sustainable work practices
- BSBWOR204A Use business technology
SITHACS204 Provide porter services
SITHIND101 Use hygienic practices for hospitality service
SITXCCS201 Provide visitor information
SITXLAN21__ Conduct basic oral communication in a language other than English