Certificate II in Hospitality

SIT20316

Overview
Hospitality is an excellent choice for a first career. It is ideal to support you while you are studying, at university, travelling overseas—skills are highly transferrable internationally and Australian workers are highly sought after. Working in hospitality can also provide supplementary income. There are two main areas in the hospitality industry—licenced and non-licenced premises. To that end, we’ve designed both versions. The licenced premises version includes bar work, RSA (responsible service of alcohol) and RSG (responsible service of gaming). Note that students must be at least 18 years old to complete the licenced premises version. The non-licenced premises version includes food and beverage service, coffee making (barista) and café customer skills.

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

Job roles
• Bar attendant
• Café attendant
• Catering assistant
• Food and beverage attendant (ie waiter)
• Gaming attendant

Delivery mode
The delivery is flexible and made up of the following:
• Full Time
• Part Time
• Classroom
• RPL
• Work based
• A combination of the above

Assessment
Interskills uses a variety of flexible assessment strategies to ensure participants have the best chance of success.

Assessment strategies include:
• Written Assessment
• Oral Questions
• Project(s)
• Observation (Vocational Placement)
Course details
To achieve a full qualification, a total of 12 units must be successfully completed: 6 core units and 6 elective units.

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

Electives - Licenced Premises
- SITXFSA001 Use hygienic practices for food safety
- SITHFAB001 Clean and tidy bar areas
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB003 Operate a bar
- SITHGAM001 Provide responsible gambling services
- SITHGAM002 Attend gaming machines

Electives – cafés / restaurants
- SITXFSA001 Use hygienic practices for food safety
- SIRXSL001 Sell to the retail customer
- SITXFIR001 Process financial transactions
- SITHFAB005 Prepare and serve espresso coffee
- SITHFAB007 Serve food and beverage
- SITXINV001 Receive and store stock

Entry requirements
Upon completion of the Pre Training Assessment and identification of learner strengths and weaknesses the training content, delivery, methodologies and assessments will be tailored to suit individual learner needs which will increase learner engagement and ownership.

Other considerations
Students undertaking the Licensed Premises version of this qualification must be more than 18 years old. Depending on the jurisdiction, employment which requires the use of the RSA and RSG may also require a National Police Certificate.

Course duration
Full time study is 20 weeks, 2 days per week. Part time study is 40 weeks, 1 day per week. Vocational placement is additional.

For further information
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