

## **CERTIFICATE II IN HOSPITALITY**

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.

### **ENTRY REQUIREMENTS**

There are no pre-requisites for this qualification. Individuals may enter SIT20216 Certificate II in Hospitality with limited or no vocational experience and without a relevant lower level qualification.

### **OCCUPATIONAL NAMES**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

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

### **EMPLOYMENT OPPORTUNITIES**

Individuals with this qualification are able to perform roles, such as:

- Entry level communication in the workplace
- Handling and redirecting incoming and outgoing mail
- Working in a team situation
- Producing simple processed documents
- Create and use spreadsheets
- Establish contact with customers, identify their needs and deliver a service
- Implement daily WHS requirements in the workplace
- Explore business ideas and contribute to workplace innovation.

### **CAREER PATHWAY**

After achieving SIT20216 Certificate II in Hospitality, individuals could progress to a wide range of other qualifications in the hospitality and broader service industries

### **SKILLS RECOGNITION**

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



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## COURSE OUTCOMES INTEGRATED WITH FOUNDATION SKILLS

Gain the skills required to:

Interacting with customers in a polite and friendly manner	Identify & discuss better ways to organise operations
Ask questions and actively listening to customers	Seek information on new technologies
Provide clear and accurate information to customers	Provide suggestions for better customer service provision
	Interpret verbal and written information
Participating in activities to learn new things	Collect & organise customer, product and procedural information
Seek and share information with colleagues	Plan both operational and daily activities to ensure a smooth workflow
Think about problems that relate to your role	Follow policies and procedures for legal compliance
Avoid deadline problems by planning your activities	Take responsibility for servicing the hospitality customer and knowing when to refer difficulties to supervisors
Identify and resolve routine customer or operational problems	Seek feedback and guidance from supervisors
Clarify the extent of problems and request assistance from team members and supervisors to solve operational and service issues	
Working as a team member	Supporting other team members to coordinate hospitality operational and service activities
Taking instructions from others	
Understanding your role in servicing needs of customers	Respecting the cultural diversity of team members

### Delivery arrangements

The Certificate II program is typically delivered over a 12 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 600 hours for volume of learning appropriate at Certificate II level. The qualification can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we recommend 24 hours of face-to-face group training sessions for Certificate II. In this way learners can learn from each other while being guided by the experienced facilitator.

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

**RPL:** If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 600 hours to complete the qualification in this format regardless; however, this is assuming that they are able to provide sufficient and current evidence.





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**Group sessions:** There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 12 session ideal structure for Certificate II however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

**Flexible:** It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 600 hours regardless.

**Blended Approach:** You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.

## COURSE STRUCTURE

To complete this qualification, the student is required to complete 12 Units. This comprises of 6 core units and 6 elective units. 1 elective units must be selected from Group A. 3 elective units must be chosen from the from Group B. The remaining 2 elective units may be chosen from Group A or B, or any other Certificate II or Certificate III level qualification offered by Target Training. Elective units must be relevant to work outcome, local industry requirements and the qualification level.

**NOTE: This course requires 12 complete shifts worked within a suitable hospitality environment.**

**A shift could be minimum 2 hours or 3 hours depending on employment arrangements.**

## CORE UNITS

BSBWOR203	Work effectively with others
SITHIND002	Source and use information on the hospitality industry
SITHIND003	Use hospitality skills effectively
SITXCOM002	Show social and cultural sensitivity
SITXCCS003	Interact with customers
SITXWHS001	Participate in safe work practices

## ELECTIVE UNITS

Elective Units – Group A	
SITHIND001	Use hygienic practices for hospitality service
SITXFSA001	Use hygienic practices for food safety
Elective Units – Group B	
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 *
SITHGAM001	Provide responsible gambling services
SIRXCCS002	Provide visitor information
SITXFIN001	Process financial transactions
BSBCMM201	Communicate in the workplace
BSBFIA301	Maintain financial records
BSBITU201	Produce simple work processed documents
BSBSUS201	Participate in environmentally sustainable work practices
SIRXSLS001	Sell to the retail customer
SITHKOP001	Clean kitchen premises and equipment *
SITXINV001	Receive and store stock

\* The pre-requisite for these units is to complete SITXFSA001 Use hygienic practices for food safety

# The pre-requisite for this unit is to complete SITHFAB002 Provide responsible service of alcohol

**BSBWOR203 - Work effectively with others**

1. Develop effective workplace relationships
2. Contribute to workgroup activities
3. Deal effectively with issues, problems and conflict

**SITHIND002 - Source and use information on the hospitality industry**

1. Source and use industry information.
2. Source and use compliance information in daily activities.
3. Source and use information on hospitality technology
4. Update personal and organisational knowledge of the hospitality industry

**SITHIND003 - Use hospitality skills effectively**

1. Prepare for service.
2. Provide service.
3. Complete operational tasks.
4. Complete end of shift duties.

**SITXCOM002 - Show social and cultural sensitivity**

1. Communicate with customers and colleagues from diverse backgrounds.
2. Address cross cultural misunderstandings.

**SIRXSL001 – Sell to the retail customer**

1. Establish customer needs
2. Provide advice on products and services
3. Facilitate the sale of products and services

**Elective Units Group A**

**SITHIND001 - Use hygienic practices for hospitality service**

1. Maintain personal hygiene
2. Prevent health hazards

**SITXFSA001 - Use hygienic practices for food safety**

1. Follow hygiene procedures and identify food hazards.
2. Report any personal health issues.
3. Prevent food contamination.
4. Prevent cross contamination by washing hands.



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## Elective Units Group B

### **SITHFAB001 - Clean and tidy bar areas**

1. Prepare bar for service.
2. Take drink orders.
3. Prepare and serve drinks.
4. Close down bar operations.

### **SITHFAB002 - Provide responsible service of alcohol**

1. Sell or serve alcohol responsibly.
2. Assist customers to drink within appropriate limits.
3. Assess alcohol affected customers and identify customers to whom sale or service must be refused.
4. Refuse to provide alcohol.

### **SITHFAB004 - Prepare and serve non-alcoholic beverages**

1. Select ingredients.
2. Select, prepare and use equipment.
3. Prepare and serve non-alcoholic drinks.

### **SITHFAB005 - Prepare and serve espresso coffee**

1. Organise coffee workstation.
2. Select and grind coffee beans.
3. Advise customers on espresso coffee beverages
4. Extract and monitor quality of espresso.
5. Texture milk.
6. Serve espresso coffee beverages
7. Clean espresso equipment.

### **SITHFAB003 - Operate a bar**

1. Prepare for service
2. Provide service
3. Complete operational tasks
4. Complete end of shift duties

### **SITHGAM001 - Provide responsible gambling services**

1. Implement responsible gambling practices.
2. Provide information and assistance to customers about problem gambling.

### **SITXCCS002 - Provide visitor information**

1. Access and update visitor information
2. Provide information to visitors
3. Seek feedback on information provision

### **SITXFIN001 - Process financial transactions**

1. Process customer payments
2. Reconcile takings

### **BSBCMM201 - Communicate in the workplace**

1. Gather, convey and receive information and ideas
2. Complete workplace documentation and correspondence
3. Communicate in a way that responds positively to individual differences

**BSBFIA301 - Maintain financial records**

1. Maintain daily financial records
2. Maintain general ledger
3. Monitor cash control

**BSBITU201 - Produce simple word-processed documents**

1. Prepare to produce documents
2. Produce documents
3. Finalise documents

**BSBSUS201 - Participate in environmentally sustainable work practices**

1. Identify current resource use
2. Comply with environmental regulations
3. Seek opportunities to improve resource efficiency

**SITHKOP001 - Clean kitchen premises and equipment \***

1. Clean and sanitise kitchen equipment.
2. Clean service ware and utensils.
3. Clean and sanitise kitchen premises.
4. Work safely and reduce negative environmental impacts.

**SITXINV001 - Receive and store stock**

1. Take delivery of stock.
2. Store stock.
3. Rotate and maintain stock.



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