



Australian Government

Department of Education, Employment and Workplace Relations

SIT20207 Certificate II in Hospitality

Revision Number: 1

SIT20207 Certificate II in Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic operational knowledge and limited practical skills in a defined context. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops.

Individuals may work with some autonomy or in a team but usually under close supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

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

- undertaking mise en place prior to service
- serving food and beverage to tables
- preparing and serving drinks at a bar
- selling beverages in a retail liquor outlet
- attending gaming machines
- providing housekeeping services
- providing reception or front desk services
- providing assistance in a catering operation.

Possible job titles include:

- bar attendant
- bottle shop attendant
- catering assistant
- food and beverage attendant
- housekeeping attendant
- porter
- receptionist or front office assistant
- gaming attendant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT20207 Certificate II in Hospitality

The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and customers to assist with the coordination of customer's hospitality experience; interpreting verbal and written information on hospitality products and customer requirements; providing clear and accurate verbal and written information to customers and colleagues in a culturally appropriate manner to ensure a positive hospitality experience.
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 sales and operational 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.
Problem solving	Thinking about problems that relate to own role in hospitality sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members and supervisors in resolving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with hospitality sales and service.
Initiative and enterprise	Identifying and discussing better ways to coordinate hospitality sales and operational activities and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for efficient coordination of hospitality sales and operational activities; using appropriate predetermined policies and procedures to guide hospitality selling and

Employability skill	Industry/enterprise requirements for this qualification include:
	operational activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the hospitality customer; knowing own job role and responsibilities in hospitality sales and operational activities; seeking feedback and guidance from supervisors on success in hospitality sales and operational activities.
Learning	Knowing the structure of networks within and sources of new information on the hospitality industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services.
Technology	Understanding the operating capability of and selecting and using technology that assists in hospitality sales and operational activities; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate II in Hospitality, 12 units must be completed:

- all 6 core units
- 6 elective units:

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome, as follows.

Specialisations:

- a minimum of 4 elective units must be selected from either Elective Group A - Food and Beverage or Elective Group B -Accommodation Services.
- the remaining units may be selected from the general elective units listed below, or from this or another endorsed Training Package or accredited course

- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

Multi-skilling:

- a minimum of 4 elective units must be selected from the general elective units listed below,
- a maximum of 2 elective units may be selected from the Commercial Cookery and Catering units below
- the remaining units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITHIND001B Develop and update hospitality industry knowledge

SITXCOM001A Work with colleagues and customers

SITXCOM002A Work in a socially diverse environment

SITXOHS001B Follow health, safety and security procedures

SITXOHS002A Follow workplace hygiene procedures

Plus one of the following:

SITHFAB020A Apply food and beverage skills in the workplace*

SITHIND002A Apply hospitality skills in the workplace**

* For candidates completing a Food and Beverage specialisation, SITHFAB020A Apply food and beverage skills in the workplace must be completed.

** For candidates NOT completing a Food and Beverage specialisation, SITHIND002A Apply hospitality skills in the workplace must be completed.

ELECTIVE GROUP A - FOOD AND BEVERAGE

Food and Beverage

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB227A	Operate and monitor cellar systems

ELECTIVE GROUP B - ACCOMMODATION SERVICES**Accommodation Services**

SITHACS001B	Provide accommodation reception services
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes

Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

Tourism Sales and Operations

SITTTSL007B	Receive and process reservations
SITTTSL010B	Control reservations or operations using a computerised system

GENERAL ELECTIVE UNITS**Accommodation Services**

SITHACS001B	Provide accommodation reception services
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes

Administration

SITXADM001A	Perform office procedures
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Client and Customer Service

SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SIRXCCS001A	Apply point-of-sale handling procedures
SITXCCS004A	Provide club reception services

Commercial Cookery and Catering

SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records

Food and Beverage

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB020A	Apply food and beverage skills in the workplace
SITHFAB227A	Operate and monitor cellar systems

Food Safety

SITXFSA003A	Transport and store food in a safe and hygienic manner
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Gaming

SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM006A	Provide responsible gambling services

Inventory	
SITXINV001A	Receive and store stock
Languages other than English	
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
Tourism Sales and Operations	
SITTTSL007B	Receive and process reservations
SITTTSL010B	Control reservations or operations using a computerised system
Working in Industry - Tourism	
SITTIND001B	Develop and update tourism industry knowledge

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

Bar attendant in a club or hotel (Food and Beverage specialisation)

SITHFAB001C Clean and tidy bar areas
SITHFAB002C Operate a bar
SITHFAB227A Operate and monitor cellar systems
SITHFAB009A Provide responsible service of alcohol
SITHGAM006A Provide responsible gambling services
SITXFIN001A Process financial transactions

Retail liquor outlet attendant (Food and Beverage specialisation)

SITHFAB002C Operate a bar
SITHFAB227A Operate and monitor cellar systems
SITHFAB007A Complete retail liquor sales
SITHFAB009A Provide responsible service of alcohol
SITXFIN001A Process financial transactions
SITXINV001A Receive and store stock

Catering assistant (Multi-skilling)

SIRXCCS001A Apply point-of-sale handling procedures
SITHACS006B Clean premises and equipment
SITHCCC030A Package prepared foodstuffs
SITHFAB003A Serve food and beverage to customers
SITXFSA003A Transport and store food in a safe and hygienic manner
SITXINV001A Receive and store stock

Food and beverage attendant in a cafe (Multi-skilling)

SIRXCCS001A Apply point-of-sale handling procedures
SITHACS006B Clean premises and equipment
SITHCCC007A Prepare sandwiches
SITHFAB003A Serve food and beverage to customers
SITHFAB010C Prepare and serve non-alcoholic beverages
SITHFAB012B Prepare and serve espresso coffee

Waiter in a hotel restaurant (Food and Beverage specialisation)

SITHFAB004A Provide food and beverage service
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITHFAB011A Develop and update food and beverage knowledge
SITHFAB012B Prepare and serve espresso coffee
SITXFIN001A Process financial transactions

Housekeeping attendant (Accommodation Services specialisation)

SITHACS004B Provide housekeeping services to guests
SITHACS005B Prepare rooms for guests
SITHACS006B Clean premises and equipment
SITHACS007B Launder linen and guest clothes
SITXCCS001B Provide visitor information
SITXINV001A Receive and store stock

Porter (Multi-skilling)

SITHACS003A Provide porter services
SITTIND001B Develop and update tourism industry knowledge

SITXCCS001B Provide visitor information
SITXCCS002A Provide quality customer service
SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Receptionist in a motel (Accommodation Services specialisation)

SITHACS001B Provide accommodation reception services
SITTTSL007B Receive and process reservations
SITTTSL010B Control reservations or operations using a computerised system
SITXADM001A Perform office procedures
SITXCCS001B Provide visitor information
SITXFIN002A Maintain financial records

Gaming attendant in a club or hotel (Multi-skilling)

SITHFAB003A Serve food and beverage to customers
SITHGAM001A Attend gaming machines
SITHGAM002A Operate a TAB outlet
SITHGAM003A Conduct a Keno game
SITHGAM006A Provide responsible gambling services
SITXFIN001A Process financial transactions

Unit Grid

SIRXCCS001A Apply point-of-sale handling procedures
SITHACS001B Provide accommodation reception services
SITHACS003A Provide porter services
SITHACS004B Provide housekeeping services to guests
SITHACS005B Prepare rooms for guests
SITHACS006B Clean premises and equipment
SITHACS007B Launder linen and guest clothes
SITHCCC001B Organise and prepare food
SITHCCC002A Present food
SITHCCC003B Receive and store kitchen supplies
SITHCCC004B Clean and maintain kitchen premises
SITHCCC006A Prepare appetisers and salads
SITHCCC007A Prepare sandwiches
SITHCCC030A Package prepared foodstuffs
SITHCCC031A Operate a fast food outlet
SITHFAB001C Clean and tidy bar areas
SITHFAB002C Operate a bar
SITHFAB003A Serve food and beverage to customers
SITHFAB004A Provide food and beverage service
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB007A Complete retail liquor sales
SITHFAB008A Provide room service
SITHFAB009A Provide responsible service of alcohol
SITHFAB010C Prepare and serve non alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge
SITHFAB012B Prepare and serve espresso coffee
SITHFAB020A Apply food and beverage skills in the workplace
SITHFAB227A Operate and monitor cellar systems
SITHGAM001A Attend gaming machines
SITHGAM002A Operate a TAB outlet
SITHGAM003A Conduct a Keno game
SITHGAM006A Provide responsible gambling services
SITHIND001B Develop and update hospitality industry knowledge
SITHIND002A Apply hospitality skills in the workplace
SITTIND001B Develop and update tourism industry knowledge
SITTTSL007B Receive and process reservations
SITTTSL010B Control reservations or operations using a computerised system
SITXADM001A Perform office procedures
SITXCCS001B Provide visitor information
SITXCCS002A Provide quality customer service
SITXCCS004A Provide club reception services
SITXCOM001A Work with colleagues and customers
SITXCOM002A Work in a socially diverse environment
SITXFIN001A Process financial transactions
SITXFIN002A Maintain financial records
SITXFSA003A Transport and store food in a safe and hygienic manner
SITXINV001A Receive and store stock
SITXOHS001B Follow health, safety and security procedures
SITXOHS002A Follow workplace hygiene procedures