

Certificate II in Hospitality

SIT20316

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.

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.



TRAINING REQUIREMENTS

To achieve the SIT20316 Certificate II in Hospitality, 12 units must be completed. This is made up of all 6 Core units, plus a total of 6 Elective units. For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome. These elective units can be chosen when consulting one of the Brisbane Business & Hospitality staff who can offer you guidance and assistance to choose the right stream for you.

LOCATION

Brisbane Business & Hospitality Training can deliver this training throughout Metropolitan and Regional Queensland.

COURSE DURATION

This course is structured through competency based training and assessment. Course duration is based on individual training requirements.

ENTRY REQUIREMENTS

Students who wish to enrol in Brisbane Business & Hospitality Training programs are required to obtain a copy of the Student Handbook before making a final decision on training. **There are no prerequisites for entry to this qualification.**

DELIVERY MODES

This course may be delivered through a combination of class, workplace, self-paced and distance learning.

COURSE FEES

Please phone Brisbane Business & Hospitality Training to discuss fee details for this course.

ENROLMENTS

Brisbane Business & Hospitality Training has a rolling intake. Continuous enrolments allow students to commence training at any time. Enrolments for traineeships involve a consultant visiting your workplace to complete paperwork and answer questions. **Call Brisbane Business & Hospitality Training on 07 3117 9722 or 0409 890 298 or email info@bbht.com.au for details.**

MANDATORY 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

PLUS 6 ELECTIVE UNITS

MUST COMPLETE 1 HYGIENE UNIT:

- SITHIND001 Use hygienic practices for hospitality service
- SITXFSA001 Use hygienic practices for food safety

PLUS 5 JOB SPECIFIC UNITS:

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

BAR ATTENDANT IN A CLUB OR HOTEL

- SITHFAB001 Clean and tidy bar areas
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB003 Operate a bar
- SITXFIN001 Process financial transactions
- SITXINV001 Receive and store stock

CATERING ASSISTANT

- SITHCCC004 Package prepared foodstuffs
- SITHFAB007 Serve food and beverage
- SITHKOP001 Clean kitchen premises and equipment
- SITXINV001 Receive and store stock
- SITXINV002 Maintain the quality of perishable items

FOOD AND BEVERAGE ATTENDANT IN A CAFE

- SITHFAB004 Prepare and serve non-alcoholic beverages
- SITHFAB005 Prepare and serve espresso coffee
- SITHFAB007 Serve food and beverage
- SITXFIN001 Process financial transactions
- SIRXSL201 Sell products and services

GAMING ATTENDANT IN A CLUB OR HOTEL

- BSBWOR204 Use business technology
- SITHGAM001 Provide responsible gambling services
- SITHGAM002 Attend gaming machines
- SITHGAM004 Conduct Keno games
- SITXFIN001 Process financial transactions

HOUSEKEEPING ATTENDANT

- BSBSUS201 Participate in environmentally sustainable work practices
- SITHACS001 Clean premises and equipment
- SITHACS002 Provide housekeeping services to guests
- SITHACS003 Prepare rooms for guests
- SITXINV001 Receive and store stock

PORTER

- BSBSUS201 Participate in environmentally sustainable work practices
- BSBWOR204 Use business technology
- SITHACS005 Provide porter services
- SITXCCS002 Provide visitor information
- SITXLAN001 Conduct basic oral communication in a language other than English



Other Quality Training Programs Offered by BBHT

Certificate II in Hospitality | Certificate III in Hospitality | Certificate IV in Hospitality | Diploma of Hospitality
Certificate II in Retail | Certificate III in Retail | Certificate IV in Retail
Certificate IV in Training and Assessment

Short Courses Programs on Offer include

Responsible Service of Alcohol | Responsible Gambling Services | Responsible Management of Licensed Venues
Customer Liaison Officer Training Program | Food Safety | Food Safety Supervisor | Coffee Making (Barista)
Introduction to Bar Operations | Introduction to Gaming Operations
Introduction to Accommodation Housekeeping | Custom Made Programs | First Aid Course