

Certificate II in Hospitality (Operations) Course Code: SIT20207

Certificate II in Hospitality (Operations) is a nationally recognised qualification designed to provide training for people who are either working in or who are interested in working in the Hospitality Industry.

Candidates must complete 11 Units of Competency for this qualification, comprising of six Core Units and six Elective Units. Core Units are those units which must be completed in order to achieve the qualification. These units are mandatory. Elective Units are those units that you can select to make up the required number of units for a qualification.

For Certificate II in Hospitality (Operations) at least four electives must be chosen from one of the functional areas listed:

- Food and Beverage
- Gaming Services
- Housekeeping

The remaining electives may be selected from other areas of the Hospitality Training Package or any relevant endorsed Training Package.

Within a Training Package it is possible to achieve a general or a specialist outcome by selecting either units covering a wide range of skills or units focused on a particular specialist area. The packaging maximises choice, giving individuals and enterprises the opportunity to combine competencies in ways that suit them. Candidates are also advised to be aware of any prerequisites for individual units of competency.

The prerequisites for Units of Competency provided by Challenge National are listed in the table below.

Challenge National is a Registered Training Organisation (Provider Number 31345) and makes a variety of Units of Competency available to you utilising a range of delivery methods, including facilitated training, on line and other flexible delivery arrangements.

etrainu is our web based training delivery platform that can be accessed by logging onto www.etrainu.com, you may decide that you only need to do one or a number of individual Units of Competency, or you may wish to complete Certificate II in Hospitality (Operations).

Upon achievement of Competency you will be issued with certification that is recognised nationally within the Australian Qualifications Framework.



SIT20207 Certificate II in Hospitality

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.

This qualification is suitable for an Australian apprenticeship pathway.

Vocational Outcomes

The Hospitality (Operations) qualifications are specifically designed for those seeking maximum choice and flexibility. The elective units available through Challenge National and etrainu have been chosen to provide training in a broad base of skills relevant to the majority of businesses involved in the hospitality industry.

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.

Certificate Information Sheet

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:

- We offer a specialisation which may be achieved by selecting a minimum of 4 elective units from Specialisation Group A – Food and Beverage

Multi skilling:

- a minimum of 4 elective units must be selected from the general elective units listed below
- the remaining units may be selected from any endorsed Training Package

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

SITHIND001A Develop and update hospitality industry knowledge
SITXCOM001A Work with colleagues and customers
SITXCOM002A Work in a socially diverse environment
SITXOHS001A 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.

Certificate Information Sheet

SPECIALISATION GROUP A – FOOD AND BEVERAGE

Food and Beverage

- SITHFAB001A Clean and tidy bar areas
- SITHFAB002A Operate a bar
- SITHFAB003A Serve food and beverage to customers
- SITHFAB004A Provide food and beverage service
- SITHFAB005A Provide table service of alcoholic beverages
- SITHFAB006A Operate cellar systems
- SITHFAB007A Complete retail liquor sales
- SITHFAB008A Provide room service
- SITHFAB009A Provide responsible service of alcohol
- SITHFAB010A Prepare and serve non alcoholic beverages
- SITHFAB011A Develop and update food and beverage knowledge
- SITHFAB012A Prepare and serve espresso coffee

GENERAL ELECTIVE UNITS

Finance

- SITXFIN001A Process financial transactions

Gaming

- SITHGAM006A Provide responsible gambling services

Inventory

- SITXINV001A Receive and store stock

Certificate Information Sheet

Employability skills - 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 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.

Certificate Information Sheet

Student Services

Challenge National and etrainu have a number of services available to students including advice on course outcomes and pathways, study guidance, individual tutoring, information on LLN support, disability support and welfare guidance, and learning support from qualified trainers. If you wish to take advantage of any of these services do not hesitate to contact us either by emailing hospitalitysupport@etrainu.com or phoning on 1300 etrainu.

All relevant information regarding Challenge National, your training and assessment and your role and responsibilities is contained in the Participant Handbook which can be found by logging onto www.etrainu.com.

Fees

Fees vary depending on the Units of Competency selected, the method of delivery and the number of participants who want to engage in training. Fees for individual Units of Competency available on etrainu are displayed on the website. Fees for facilitated training or other flexible delivery options are available on application. If you require further information please do not hesitate to email sales@etrainu.com or phoning on 1300 etrainu.

Challenge National looks forward to helping you to achieve your goals through training and assessment in SIT20207 Certificate II in Hospitality (Operations). We are a highly professional company and believe in assisting students to become the best that they can be. We achieve this through a focus on a high standard of training and assessment provided by quality trainers and assessors.

Please feel free to contact us with any queries that you may have regarding our services.

Email: hospitalitysupport@etrainu.com

Phone: **1300 etrainu (13 3872468)**