

SIT20322 Certificate II in Hospitality



Dynamic Learning Services Pty Ltd
Suite 4, level 1/176 The Entrance Road
Erina NSW 2250

RTO No 40467

Course Brochure



SIT20316 Certificate II in Hospitality

Course Overview

This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

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

Career Opportunities

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

Modes of Delivery

- Face to face in the workplace
- Correspondence in a self-paced model (using text-based resources in a self-paced model and supported by our dedicated trainers)
- Online (supported by our dedicated trainers).
- Recognition of Prior Learning (for people who have evidence to support their current competence in the relevant units of competency which comprise the qualification).



Key Outcomes

- Work cooperatively with others and deal effectively with issues, problems and conflict.
- Source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry.
- Provide effective hospitality service to customers during service periods including integrating a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. It incorporates preparation, service and end of service tasks.
- Deliver fundamental customer service to both internal and external customers including the ability to greet and serve customers, and respond to a range of basic customer service enquiries, including routine customer problems.
- Social awareness when serving customers and working with colleagues including the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise.
- Incorporate safe work practices into own workplace activities. Ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices.
- Use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. Ability to follow predetermined organisational procedures and to identify and control food hazards.
- Handle food safely during the storage, preparation, display, service and disposal of food including following predetermined procedures as outlined in a food safety program.
- Responsibly sell, serve or supply alcohol.
- Maintain personal health and wellbeing by implementing techniques that facilitate improved workplace health and wellbeing, and work-life balance.
- Deliver quality customer service and sell to retail customers, determining customer needs, matching products and services to their needs, and facilitating a sale.
- Provide on-the-job coaching to colleagues. Ability to explain and demonstrate specific skills, knowledge and procedures and monitor the progress of colleagues until they are able to operate independently of the coach.



Pathways

Qualifications that may be considered after successful completion include:

SIT30616 Certificate III in Hospitality

Further detailed information on your course, fees and charges, relevant student policies and procedures and to view the student handbook, please visit our website at www.dynamiclearningservices.com.au or contact Dynamic Learning Services on 02 4365 0040.



There are 12 units in the SIT20316 Certificate II in Hospitality. These are divided into 6 core units and 6 electives units.

The units in the Dynamic Learning Services program are listed below:

Core Units

- BSBTWK201 Work effectively with others
- SITHIND006 Source and use information on the hospitality industry
- SITHIND007 Use hospitality skills effectively
- SITXCCS011 Interact with customers
- SITXCOM007 Show social and cultural sensitivity
- SITXWHS005 Participate in safe work practices

Elective Units

- SITXFSA005 Use hygienic practices for food safety
- SITXFSA006 Participate in safe food handling practices
- SITHFAB021 Provide responsible service of alcohol
- SIRXHWB001 Maintain personal health and wellbeing
- SIRXSLS001 Sell to the retail customer
- SITXHRM007 Coach others in job skills

Assessment

The assessment in this qualification involves a variety of workbook activities, practical tasks and project work. Participants will be supported by their trainer throughout their journey.

Entry Requirements

There are pre-requisite entry requirements for this course of study. See note above. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.

Volume of Learning

Learners should expect a duration between 6 and 12 months to meet the requirements of SIT20316 Certificate II in Hospitality, which is consistent with the AQF volume of learning indicators for a Certificate II qualification.

Decisions about the duration of this qualification take into account the candidates' likelihood of successfully achieving the learning outcomes and ensure that the integrity of the qualification's outcomes are maintained.

Smart and Skilled

This training is subsidised by the NSW Government

Further detailed information on Smart and Skilled in relation to your eligibility, fees and consumer protection visit :

<https://smartandskilled.nsw.gov.au/for-students>

or talk to one of our friendly consultants who can answer all your questions on 43650040



About Smart and Skilled

Smart and Skilled is a New South Wales (NSW) government funding incentive for those wanting to gain new skills needed to find a job or advance their careers.

As course costs are an important factor when deciding to undertake a study

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

Are you eligible for Smart and Skilled training?

Are you:

- 15 years old or over?
- No longer at school?
- Living or working in NSW?
- An Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder or New Zealand citizen?

If you answered 'Yes' to all four questions, then you may be eligible to enrol in a government-subsidised course with an approved Smart and Skilled training provider and registered training organisation, like DLS.

Fees

1st Qualification \$880

2nd Qualification \$1,050

Eligible concession card holders \$160

Traineeships are fee free <https://vet.nsw.gov.au/choosing-vet/fee-free-traineeships>

For information on other States funding initiatives, requirements and fees please visit our website www.dynamiclearningervices.com.au