

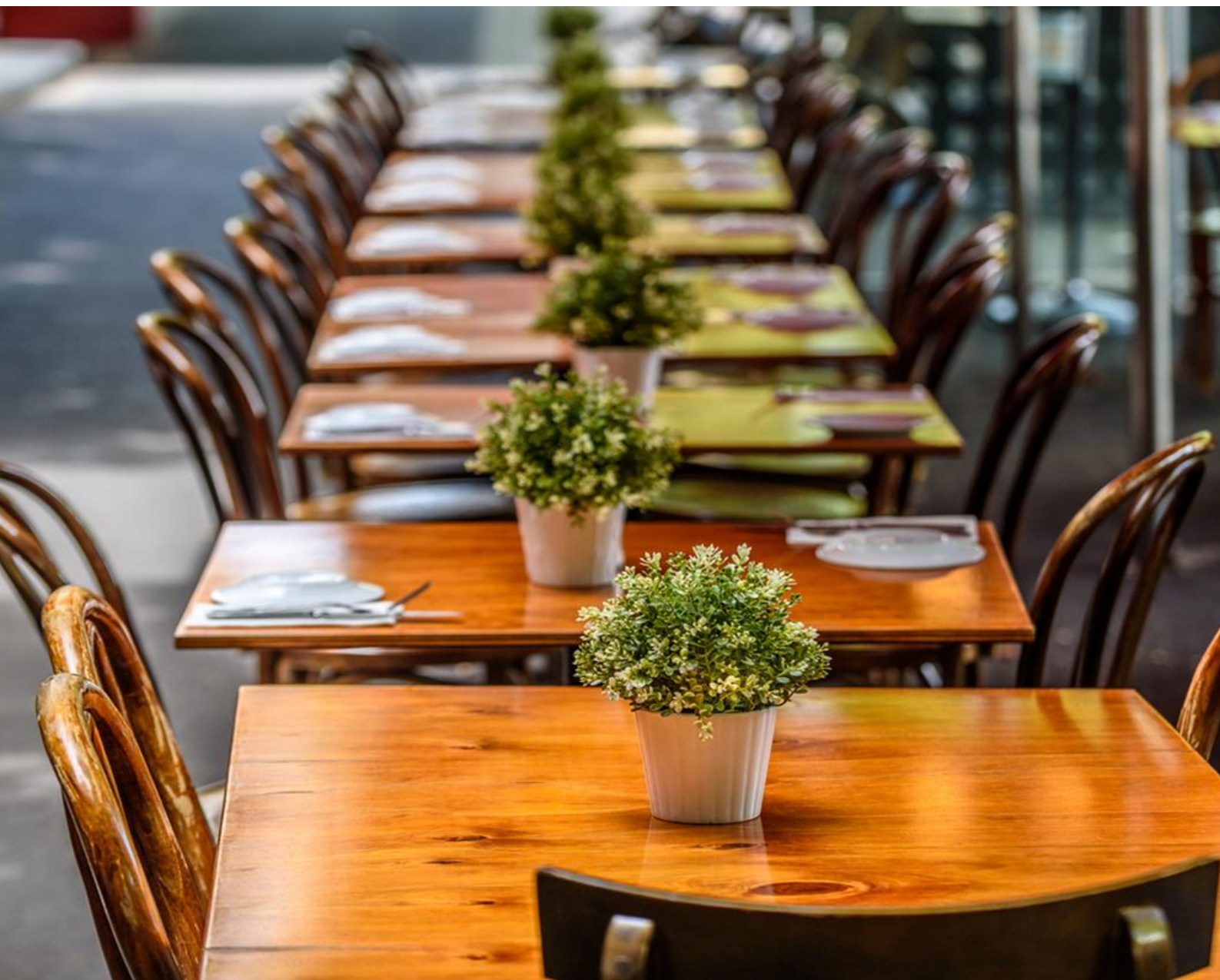


One size, doesn't fit all for workplace training & adult education.



SIT20322

Certificate II in Hospitality



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SIT20322 Certificate II in Hospitality

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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.



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.
 - Develop product and service knowledge and provide information to customers.

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CAREER OPPORTUNITIES

- Bar attendant
- Café attendant
- Catering assistant
- Food and beverage attendant
- Front office assistant
- Porter
- Room attendant.

QUALIFICATION PATHWAYS

- SIT30622 Certificate III in Hospitality

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)
- Recognition of Prior Learning (for people who have evidence to support their current competence in the relevant units of competency which comprise the qualification).
- Blended (using a combination of the modes described).

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

Entry Requirements

There are no pre-requisite entry requirements for this course of study. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.

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.

Course Fees

Your course fee includes the delivery and assessment of your qualification, your study materials (including all resources) and on-going support from our training team.

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 02 4365 0040.



Volume of Learning

Learners should expect a duration between 12 and 24 months to meet the requirements of SIT20322 Certificate II in Hospitality, which is consistent with the AQF volume of learning indicators for a Certificate II qualification. This may vary depending upon prior experience and study.

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Core Units

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

Elective Units

SITXFSA005	Use hygienic practices for food safety	Elective
SITXFSA006	Participate in safe food handling practices	Elective
SITHFAB021	Provide responsible service of alcohol	Elective
SIRXHWB001	Maintain personal health and wellbeing	Elective
SIRXSL001	Sell to the retail customer	Elective
SIRXPDK001	Advise on products and services	Elective

Why study with Dynamic Learning Services?

It's not just a nationally accredited qualification you will receive, it's a mindset for success and support to see you through to your qualification.

Here at Dynamic Learning Services, we are committed to excellence. High quality course content that is up to date with industry and business needs today, along with flexibility in how you study with us.

We value that there is strength in diversity. 'One size doesn't fit all'.

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