

# Certificate II in Hospitality

SIT20207

## Overview

Training for Work's Certificate II in Hospitality is designed for students who work in front of house hospitality roles. The qualification provides training in serving food and beverage to customers, clean and tidy bar areas, working with colleagues and customers and following health, safety and security procedures.

The Certificate II in Hospitality is delivered one-on-one over a period of 12 to 24 months with up to 10 x 1 hour training and assessment visits at the student's workplace by a qualified and experienced Industry Training Consultant.

## Entry Criteria

To enrol in Training for Work's Certificate II in Hospitality, students must be:

- an Australian citizen or permanent resident; and
- currently employed in the hospitality sector as a waiter, junior bar attendant or equivalent.

People with disabilities are encouraged to enrol.

## Programme Structure

Students are required to complete all units listed below.

SITHFAB001C

Clean and tidy bar areas

SITHFAB003A

Serve food and beverage to customers

SITHFAB004A

Provide food and beverage service

SITHFAB009A

Provide responsible service of alcohol

SITHFAB011A

Develop and update food and beverage knowledge

SITHFAB012B

Prepare and serve espresso coffee

SITHFAB020A

Apply food and beverage skills in the workplace

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

*Please note: The units of competency are in alphabetical/numerical order based on code.*

*A summary of the employability skills students will develop through this qualification can be downloaded from <http://employabilityskills.training.com.au/>*

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## Recognition of Prior Learning (RPL)

Training for Work will offer all students RPL. Students may be eligible to receive recognition of prior learning for units based on their work experience and training they have previously undertaken.

## Credit Transfer

Training For Work will offer all students Credit Transfer. Students may be eligible for credit transfer when they have previously completed the identical unit or a unit deemed equivalent by the training package author / developer.

## Assessment

Students will be assessed in each unit using a combination of assessment tasks. The combination of assessment tasks will include:

- written assessment activities;
- written or oral questions;
- a final assessment/project; and
- a manager/peer review.

For some units, students may also be required to complete a log book which documents work experience in addition to the above combination.

Students are required to satisfactorily complete all assessment tasks for each unit.

For each unit students will receive an outcome of satisfactory (i.e. competent) or unsatisfactory (i.e. not yet competent). Students who do not satisfactorily complete a unit will be provided feedback and the opportunity to review and resubmit assessment tasks. No additional fees are charged for students who resubmit assessment tasks.

## Support Services

Students may contact their allocated Industry Training Consultant at any time via telephone or email to request

support. Support may include, but is not limited to, assistance with assessment tasks and language, literacy and numeracy.

## Pathways

Students who successfully complete Training for Work's Certificate II in Hospitality have the opportunity to further their studies and undertake higher qualifications.



## Fee Agreement

### For students located in New South Wales

This training is funded by the NSW Government in partnership with the Commonwealth Government.

### For students located in all other Australian States / Territories

Dependent on individual student circumstances, Training for Work in conjunction with the relevant State / Territory and the Commonwealth Government may be able to access a subsidy or incentive to cover the cost of training.



**Government funded  
places available**

Call 1300 885 720  
for further information