

4.3 SIT20316 Certificate II in Hospitality

(Front of House)



RTO Registration # 52499

Twelve Units of Competency are required to achieve this qualification – five of which must be **attained in **Year 11** as they are not delivered in Year 12:**

- SITHFAB004 – Prepare and serve non-alcohol beverages [E]
- SITXWHS001 – Participate in safe work practices [C]
- SITHIND002 – Source and use information on the hospitality industry [C]
- SITXFSA001 – Use hygienic practices for food safety [Elective]
- SITHKOP001 – Clean kitchen premises and equipment [E]
- SITXCCS003 – Interact with customers [C]
- SITHIND003 – Use hospitality skills effectively [C]
- SITXCOM002 – Show social and cultural sensitivity [C]
- SITHFAB002 – Provide responsible service of alcohol [E]
- SITHFAB005 – Prepare and serve espresso coffee [E]
- SITHFAB007 – Serve food and beverage [E]
- BSBWOR203 – Work effectively with others [Core]

This qualification will enable you to gain practical skills and knowledge in:

- Hospitality industry policies and procedures
- Front of house operations (waitperson)
- Working with colleagues and customers
- Preparing and serving espresso coffee
- OHS and Workplace hygiene procedures



This qualification provides you with skills and knowledge required to work in hotels, restaurants and cafes. It will assist you in gaining access to further training.

N.B. A certificate will not be issued by the RTO until they receive all student evidence and it meets the required standard to be deemed competent.

Duration: Delivered over two years under the auspices of VCS as an integral part of the course; Food Science and Technology.

Cost: \$60 per annum enrolment fee which includes issue of Statement of Attainment and Certificate. An additional fee to cover RSA Training will also apply.

Nominal Hours: 335

Pre-requisite: None.

More information: VCS website www.vetis.net.au