

4.3 SIT20316 Certificate II in Hospitality

(Front of House)



RTO Registration # 0386

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

- BSBCMM201- Communicate in the workplace [E]
- SITHFAB002 – Provide responsible service of alcohol [E]
- SITHIND002 – Source and use information on the hospitality industry [C]
- SITXCOM001 – Source and present information [E]
- SITXFSA001 – Use hygienic practices for food safety [Elective]
- SITXWHS001 – Participate in safe work practices [C]
- BSBWOR203 – Work effectively with others [Core]
- SITHFAB004 – Prepare and serve non-alcoholic beverages [E]
- SITHFAB005 – Prepare and serve espresso coffee [E]
- SITHIND003 – Use hospitality skills effectively [C]
- SITXCCS003 – Interact with customers [C]
- SITXCOM002 – Show social and cultural sensitivity [C]

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 HGT 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: 225

Pre-requisite: None.

More information: HGT website www.hgtwa.com.au