

4.3 SIT20316 - Certificate II in Hospitality

(Front of House)



RTO Registration # 0386

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

BSBCMM201 Communicate in the workplace [30 Nominal Hours-Elective]
SITHIND002 Source and use information on the hospitality industry [15-Core]
SITXFSA001 Use hygienic practices for food safety [15-E]
SITXWHS001 Participate in safe work practices [15-C]
SITXCOM001 Source and present information [10-E]
SITHFAB002 Provide responsible service of alcohol [20-E]
BSBWOR203 Work effectively with others [20-C]
SITHFAB004 Prepare and serve non-alcoholic beverages [15-E]
SITHFAB005 Prepare and serve espresso coffee [30-E]
SITHIND003 Use hospitality skills effectively [30-C]
SITXCCS003 Interact with customers [5-C]
SITXCOM002 Show social and cultural sensitivity [20-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 as a 'stand-alone' course over two years under the proposed auspices of Hospitality Group Training.

Cost: \$250 per annum enrolment fee which includes all consumables, RSA Certificate, issue of Statement of Attainment and Certificate.

Nominal Hours: 225

Pre-requisite: None.

Pathway options: Hospitality / Tourism.

More information: HGT website www.hgtwa.com.au or <https://training.gov.au/>