

## 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 [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:** **Currently under review** - enrolment fee which includes all consumables, RSA Certificate, issue of Statement of Attainment and Certificate (Was \$250 per annum in 2019-20)

**Nominal Hours:** 225

**Pre-requisite:** None.

**Pathway options:** Hospitality / Tourism.

**More information:** HGT website [www.hgtwa.com.au](http://www.hgtwa.com.au) or <https://training.gov.au/>