Certificate II in Hospitality

The hospitality industry is one of Australia’s largest and fastest growing sectors. This qualification reflects the role of individuals who use a defined and limited range of hospitality operational skills who are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They would generally work under direct supervision.

Delivery:
- Classroom based
- External *some in-class activity required
- Online
- Traineeship

Duration:
Duration will vary depending on Delivery mode selected, however, as a guide the contact hours for classroom based delivery is 1-2 days per week over 3 - 6 months with self-paced study required between sessions.

Entry requirement:
There are no pre-requisite requirements for this qualification.

Future Pathways:
Bar attendant, Bottle shop attendant, Café attendant, Catering assistant, Food and Beverage attendant, Front office assistant, Gaming attendant, Porter, Room attendant.

Completion of 6 core units and 6 Elective units are required to gain this qualification.

Core Units:
- BSBWOR203 Work effectively with others
- SITHIND002 Source and use information on the hospitality Industry
- SITHIND003 Use hospitality skills effectively
- SITXCOM002 Show social and cultural sensitivity
- SITXCCS003 Interact with customers
- SITXWHS001 Participate in safe work practices

Suggested Electives (Choose from):
- SITHIND001 Use hygienic practices for hospitality service
- SITXFSA001 Use hygienic practices for food safety
- SITHFAB001 Clean and tidy bar areas
- SITHFAB003 Operate a bar
- SITHFAB007 Serve food and beverage
- SITHFAB014 Provide table service of food and beverage
- SITHFAB002 Provide responsible service of alcohol
- SITXCCS006 Provide service to customers
- SITXCOM002 Show social and cultural sensitivity
- SITXFIN001 Process financial transactions