

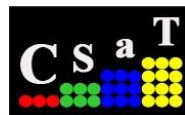


# SIT20316 CERTIFICATE II IN HOSPITALITY

Are you interested in pursuing a career in the  
Hospitality industry?  
This course is a great place to start!

- Nationally recognised qualification
- Gain the basic skills of the hospitality industry to impress potential employers
- Course includes all learning resources

The Training and Assessment for this program is being delivered by  
**2 Study Training Pty Ltd** on behalf of CSaT



## What you'll learn:

Health, safety and  
hygiene

Responsible Service of  
Alcohol (RSA)

Hygienic practices

Cleaning

Espresso coffee

Customer interaction

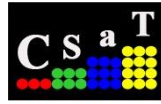
# CSaT

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 CSaT Training



# SIT20316 CERTIFICATE II IN HOSPITALITY

## COURSE CONTENT:

This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

*There are no entry requirements for this qualification.*

Before commencing in this qualification, students proficiency in language, literacy and numeracy will be assessed to determine what level of support is needed through the study program.

Duration: 11-24 months

QCE Points: 4 (based on a completed qualification)

This qualification is currently delivered via a combination of **online** and **classroom** delivery. Assessment methods will include written and observation.

The payment/funding option for this qualification is:

- Fee for Service
- **VET in Schools - VETiS (funded by the Queensland Government)**

Please refer to our full Course Information Booklet for further information on VETiS funding; OR visit the Department of Small Business and Trainings website <https://desbt.qld.gov.au/training/training-careers/incentives/vetis>. Please note that eligibility for Queensland Government funding applies.

There are 12 units of competency in the Certificate II in Hospitality qualification  
6 core (mandatory) units and 6 electives as shown below.

Credit Transfer and/or Recognition of Prior Learning (RPL) is available.

<b>CORE UNITS</b>	BSBWOR203	Work effectively with others
	SITHIND002	Source and use information on the hospitality industry
	SITHIND003	Use hospitality skills effectively
	SITXCCS003	Interact with customers
	SITXCOM002	Show social and cultural sensitivity
	SITXWHS001	Participate in safe work practices
<b>ELECTIVE UNITS</b>	SITXFSA001	Use hygienic practices for food safety
	SITHFAB002	Provide responsible service of alcohol
	SITHFAB005	Prepare and serve espresso coffee
	SITHACS001	Clean premises and equipment
	SITXFIN001	Process financial transactions
	SITHFAB001	Clean and tidy bar areas

**Please note:** elective units are subject to change

For further information on this, or any of our other courses, contact:

CSaT Training on (07) 4927 4586, [admin@csat.com.au](mailto:admin@csat.com.au), or **2 Study Training 0407 642 998**, [admin@2study.com](mailto:admin@2study.com)