



Hospitality

SIT20322 CERTIFICATE II IN HOSPITALITY

What it is

If you love talking to people and want them to enjoy your hospitality venue, then this full day program may be for you.

Students learn a range of hospitality skills and basic knowledge to get started in the hospitality sector, such as coffee making, preparing alcoholic and non alcoholic drinks. They also provide advice on food options and serve food and drinks to customers.

Students learn how to start conversations with customers, and interact whilst showing social and cultural sensitivity. Learning how to process customer payments (financial transaction), is also taught in this program.

What you learn

You learn from the following subjects (Units of Competency):

FIRST YEAR

- ✓ Use hygienic practices for food safety SITXFSA005
- ✓ Work effectively with others BSBTWK201
- ✓ Participate in safe work practices SITXWHS005
- ✓ Prepare and serve espresso coffee SITHFAB025
- ✓ Source and use information on the hospitality industry SITHIND006
- ✓ Interact with customers SITXCCS011
- ✓ Prepare and serve non-alcoholic beverages SITHFAB024
- ✓ Provide responsible service of alcohol SITHFAB021

SECOND YEAR

- ✓ Use hospitality skills effectively SITHIND007
- ✓ Serve food and beverage SITHFAB027
- ✓ Apply communication skills BSBCMM211
- ✓ Show social and cultural sensitivity SITXCOM007
- ✓ Provide advice on food SITHFAB027
- ✓ Process financial transactions SITXFIN007

Who you learn from

YOUR INDUSTRY EXPERT

Federation University Australia
RTO Code 4909

WHERE YOU LEARN

Federation TAFE
SMB Campus, Grant Street, Ballarat
Prospects Restaurant

WHEN

1st Year

Thursday 9.00am to 2.00pm
Possibly several full days required

Class size: 12 to 20 students

2nd Year

Tuesday 9.00am to 2.00pm
6am – 10.30am Breakfast (two service period)

8.30am – 2.30pm Lunch
(six service periods)

2.30pm – 9.30pm Dinner
(four service periods)



‘The best way to find yourself is to lose yourself in the service of others’

MAHATMA GANDHI

What you get

Upon successful completion of the program, students are eligible to obtain:

School recognition

Credit/Unit eligibility towards your relevant Senior Secondary Certificate. Check with your school for more details.

Workplace recognition

1. Certificate II in Hospitality (once all units satisfactorily completed)
2. Statement of Attainment
(List of the Units of Competency which have been successfully completed)

Your possible career/pathway

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

Learn more

Certificate III in Hospitality SIT30622

Certificate III in Commercial Cookery SIT30821

Certificate III in Patisserie SIT31021

Diploma of Hospitality Management SIT50422

Employment

Possible job titles include: hospitality traineeship, bar attendant, café attendant, catering assistant, food and beverage attendant, front office assistant.

What the program looks/sounds like

Watch a **Get VET** video of a student explaining the program, by accessing

<https://bit.ly/318hr91>



Note: 2025 program commencement subject to student enrolment numbers. Check with your school VET Coordinator if this program is suitable for you. Students are expected to enrol in both years of program (if applicable). Units of Competency are subject to change. Students are expected to make their own way to and from the venue. Check with your school re costs.

