



*Train them... Don't blame them!*®

**SIT20322**

# CERTIFICATE II IN HOSPITALITY



Australian  
Qualifications  
Framework



This course may be funded by the Queensland Government. Please contact Work Skills for further information.

## Work Skills

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## Work Skills Hospitality Courses

Our Hospitality courses provide practical and industry current qualifications to launch or support an exciting and fulfilling career in the hospitality industry.

The SIT20322 Certificate II in Hospitality provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes, and coffee shops.

### What Is the Qualification About?

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.

### How Do I Do It?

SIT20322 Certificate II in Hospitality is delivered through blended learning, based on face-to-face and one-on-one training with a Work Skills trainer. This may also include utilising digital learning guides, videos, the internet and the Work Skills Online Learning and Assessment System (WOLAS). The learning may comprise of all or some of these methods. It will depend on location, the pace at which the student wants to learn and employer's requirements. This is negotiated at the Initial Checkpoint Meeting.

WOLAS is more than just e-learning. It is an industry leading platform that manages a student's progression through each unit of competency through to completion of a qualification.

### Course Duration

Workplace based	12 months – Full time 24 months – Part time
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### Qualification Entry Requirements

There are no entry requirements for this qualification.

### Work Skills Entry Requirements

- Work Skills requires the student to complete an LLN&D assessment to determine suitability for a level II qualification. There is no need to be discouraged about this as the LLN&D is a great tool to allow us to identify any extra support that the student may require.

### What Needs to Be Completed?

12 units of competency are required to complete this qualification within the specific requirements as set out below:

- 6 core units
- 6 elective units , consisting of:
  - 1 unit from Group A
  - 3 units from Group B
  - 2 units from Group B, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

*Electives can be chosen according to the requirements of the enrolling students. Please discuss this with the Work Skills team during the enrolment process.*

Students can choose any **ONE** stream from the streams mentioned below.

<b>Core Units - Mandatory</b>
SITXWHS005 Participate in safe work practices
BSBTWK201 Work effectively with others
SITXCCS011 Interact with customers
SITXCOM007 Show social and cultural sensitivity
SITHIND006 Source and use information on the hospitality industry
SITHIND007 Use hospitality skills effectively
<b>Elective Unit - Mandatory</b>
SITXFSA005 Use hygienic practices for food safety
<b>Front of House Elective Units</b>
SITXINV006 Receive, store and maintain stock*
SITHFAB027 Serve food and beverage*
SITHFAB024 Prepare and serve non-alcoholic beverages*
SITHFAB025 Prepare and serve espresso coffee*
SITXFIN007 Process financial transactions
<b>Front of House Licensed Elective Units</b>
SITHFAB024 Prepare and serve non-alcoholic beverages*
SITHFAB025 Prepare and serve espresso coffee*
SITHFAB021 Provide responsible service of alcohol
SITHFAB022 Clean and tidy bar areas*
SITHFAB023 Operate a bar*
<b>Back of House Elective Units</b>
SITXINV006 Receive, store and maintain stock*
SITHKOP009 Clean kitchen premises and equipment*
SITHCCC025 Prepare and present sandwiches*
SITHCCC024 Prepare and present simple dishes*
SITHCCC028 Prepare appetisers and salads*

\* Please note, these units have pre-requisite requirements

For units where pre-requisite conditions apply, please contact Work Skills for further information

## **Delivery and Assessment**

1. **Face to Face**
2. **Workplace based sessions**
3. **Workplace training**

Training and Assessment will be conducted through a combination of blended learning environments. The student will have to successfully complete both knowledge and practical assessments for each unit of competency to achieve their certificate of completion.

## **Delivery Locations**

This program will be delivered at the student's nominated workplace.

## **Vocational Placement Requirement**

The student will have to attend Vocational Placement and provide hospitality service to customers for a minimum of 12 complete service periods. For Workplace based students, the actual shifts attended at the workplace will count towards the mandatory work requirement as specified in the unit of competency.

## **Fee and Charges**

For Fee details – refer to Fee and Charges Brochure

## **Recognition of Prior Learning (RPL)**

If you are currently working, or have previously worked in a relevant industry, you may be eligible for Recognition of Prior Learning (RPL). RPL applies where you have workplace experience/competency that can be formally assessed against the units of competency in this course. If you wish to undertake an RPL process, please discuss with the Work Skills team.

## **Certificate Issuance**

A certificate is issued where all 12 units have been deemed competent. A statement of attainment is issued when only some units are deemed competent and the course is not completed in full. Issuing of certificate and or statement of attainment occurs within 30 days of the last unit being deemed competent. However, this may be delayed in the event that the student has not provided a valid Unique Student Identifier (USI) or has an outstanding fee. *(Fee clause is not applicable for students enrolled under Apprenticeship/Traineeship Pathway)*

## Pathways to Further Study

Upon successful completion of SIT20322 Certificate II in Hospitality, the student may wish to explore further study options in the hospitality sector such as but not limited to:

- SIT30821 Certificate III in Commercial Cookery
- SIT30921 Certificate III in Catering
- SIT31021 Certificate III in Patisserie\*

\*Please note Work Skills does not offer this qualification

## Potential Job Pathways

- Bar Attendant
- Café Attendant
- Catering Assistant
- Food and Beverage Attendant

## Additional Links:

\*Work Skills will not collect more than \$1500 as pre-paid fee from the students (Fee for Service students)

\*Successful Completion of the course may result in loss of entitlement (government subsidy) in the future.

\*Additional information (Career Start: General Training Pathway): Work Skills a SAS cannot request or demand more than 30% of the total Co-contribution fee cost upfront.

\*[Career Start Program Policy 2025-2028](#)

\*Refund Policy and other related policies can be accessed at <https://workskills.com.au/resources-information/>

\*<https://training.gov.au/Training/Details/SIT20322>

