Certificate II in

Hospitality

About the course

SIT20322 Certificate II in Hospitality 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.

Entry requirements

There are no formal entry requirements for this course, however students are expected to have written and spoken English skills to the certificate level of the course, as well as access to the internet and a computer in order to enrol in this course. To allow our trainers to support your learning, you will need to complete a student profile, including language, literacy and numeracy indicator before your enrolment application is accepted.

Delivery method and course duration

Self-Paced Online:

- › **Full-time is 8 months**
- › **Part-time is 16 months**

Including a mandatory requirement to complete 12 complete service periods (shifts) of vocational placement.

Full Time students will be expected to commit to a minimum of 20-30 hours self-paced study/activity per week (full time) to complete the qualification. Students undertaking the qualification part-time will be expected to commit a minimum of 10-15 hours of self-paced study/activity per week.

Funding available

Students may be eligible for funding for this qualification via various State-based initiatives. Contact us to find out more about what may be available in your State.

Course structure

6 core units and 6 elective units.
12 units required in total.

Core units:

- › **BSBTWK201**
  Work effectively with others
- › **SITHIND006**
  Source and use information on the hospitality industry
- › **SITXCOM007**
  Show social and cultural sensitivity
- › **SITXCCS011**
  Interact with customers
- › **SITXWHS005**
  Participate in safe work practices
- › **SITHIND007***
  Use hospitality skills effectively*

Elective units:

- › **BSBTEC201**
  Use business software applications
- › **SITHIND005**
  Use hygienic practices for hospitality service
- › **BSBPEF201**
  Support personal wellbeing in the workplace
- › **SITXCCS010**
  Provide visitor information
- › **BSBCMM211**
  Apply communication skills
- › **SITXFSA005**
  Use hygienic practices for food safety

* this unit requires a minimum of 12 complete service periods

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Hospitality

Additional pathways

Students who successfully complete the qualification may be eligible to continue in higher level certificate courses, with any registered training organisation who holds the higher-level qualification on its scope of registration.

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

Recognition of Prior Learning (RPL) and Credit Transfer

RPL is a process that assesses your competency—acquired through formal and informal learning—to determine if you meet the requirements for a unit of study. Students with previous skills, knowledge or experience are entitled to apply for RPL for a full qualification or individual units of competency. Students will be required to produce evidence and undertake assessment as part of the RPL process.

If you have previously completed a unit/s of competency and can provide valid evidence of AQF certification (issued by an RTO), you are eligible to apply for a Credit Transfer and would not be required to undertake further study for the unit.
You can learn more about RPL and Credit Transfer processes at: **www.maxsolutions.com.au/training**

AQF Certification outcome

Only students who successfully complete all required units of competency will be issued with an AQF certificate II qualification. Students who complete one or more units, but do not complete the whole qualification will be issued with a statement of attainment for the completed units only.

Unique Student Identifier (USI)

It is mandatory for all students undertaking Nationally Recognised Training in Australia to have a USI.

Students will need their USI to apply to enrol for training.

Visit **www.usi.gov.au** for more information.

More information

For upcoming course dates, delivery locations, student handbook information (including relevant policies and procedures such as our privacy, access and equity, complaints and appeals and refund policies) please visit our website or contact our team.

Contact us

Phone
1800 021 560

Email
info@maxsolutions.edu.au

Web
maxsolutions.com.au/training

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