

SIT20307 Certificate II in Hospitality (Kitchen Operations)

Descriptor

This qualification provides the skills and knowledge for an individual to be competent in a range of kitchen functions and activities that require the application of a limited range of practical skills in a defined context. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

Individuals with this qualification are able to perform roles such as:

- preparing breakfast items
- preparing a range of fast food items
- preparing a range of non-alcoholic drinks
- preparing sandwiches
- preparing appetisers and salads
- preparing hot and cold desserts.

Possible job titles include:

- breakfast cook
- short order cook
- fast food cook.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

QUALIFICATION RULES

To achieve a Certificate II in Hospitality (Kitchen Operations), 16 units must be completed:

- all 11 core units
- 5 elective units:
 - a minimum of 3 elective units must be selected from the electives listed below
 - the remaining 2 units may be selected from any endorsed Training Package
 - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITHCCC001A	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003A	Receive and store kitchen supplies
SITHCCC004A	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC027A	Prepare, cook and serve food for food service
SITHIND001A	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001A	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS	
Client and Customer Service	
SIRXCCS001A	Apply point-of-sale handling procedures
Commercial Cookery and Catering	
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat
SITHCCC013A	Prepare hot and cold desserts
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC015A	Plan and prepare food for buffets
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
Food and Beverage	
SITHFAB003A	Serve food and beverage to customers
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITHFAB012A	Prepare and serve espresso coffee
Food Safety	
SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner
Languages other than English	
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Breakfast cook

SIRXCCS001A Apply point-of-sale handling procedures
 SITHCCC007A Prepare sandwiches
 SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes
 SITHCCC031A Operate a fast food outlet
 SITHFAB012A Prepare and serve espresso coffee

Short order cook in a cafe or small restaurant

SITHCCC006A Prepare appetisers and salads

SITHCCC007A Prepare sandwiches

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

SITHCCC013A Prepare hot and cold desserts

SITXCOM004A Communicate on the telephone

Cook in a fast food outlet

SIRXCCS001A Apply point-of-sale handling procedures

SITHCCC007A Prepare sandwiches

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

SITHCCC031A Operate a fast food outlet

SITHFAB010A Prepare and serve non-alcoholic beverages

EMPLOYABILITY SKILLS SUMMARY

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The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues to assist with the coordination of customer's dining experience; interpreting verbal and written information on products and customer requirements; providing clear and accurate verbal and written information to colleagues in a culturally appropriate manner to ensure a positive outcome.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing customer needs; supporting other team members to achieve quality service delivery of the product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
Problem solving	Thinking about problems that relate to own role in kitchen operations; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to operational problems in the kitchen.
Initiative and enterprise	Identifying and discussing better ways to undertake operational activities in the kitchen and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for safe and efficient kitchen operations; using appropriate predetermined policies and procedures to guide such activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing own job role and responsibilities in kitchen operations; seeking feedback and guidance from supervisors on success in kitchen operations.
Learning	Knowing the structure of networks within and sources of new information on the hospitality industry, in particular kitchen operations, to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services affecting kitchen operations.
Technology	Understanding the operating capability of and selecting and using technology that assists in kitchen operations; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.