STEPS

What's your next STEP?



Certificate II in Hospitality

SIT20322 Certificate II in Hospitality

Kick-start your career in hospitality with nationally recognised training designed to get you job-ready. This course provides the essential skills and confidence to work across a range of hospitality settings.

What you'll learn

- Develop knowledge and practical skills for working in the hospitality industry
- Build confidence working as part of a team in real hospitality environments
- Learn how to interact professionally with customers in culturally diverse workplaces
- Understand sustainable and ethical work practices within the hospitality industry
- Learn food safety, hygiene standards, and the correct use of Personal Protective Equipment (PPE)
- Prepare and serve non alcoholic beverages in line with industry expectations

Why study with STEPS?

- Free course for eligible participants
- Engaging, practical, and hands-on interactive learning
- Designed to provide job-ready training, knowledge, and skills
- Offers a realistic overview of the hospitality industry
- Flexible commencement options to suit your schedule

Delivery mode

This course is offered face-to-face.

Fees

Eligible participants can access this course for free through the Skills for Education and Employment (SEE) Program. Visit our website to view the eligibility requirements.

Course duration and locations

Please visit our website for more information on the locations where STEPS offers this course and the delivery days and times.

Apply today

1300 131 965

customercare@stepsgroup.com.au

stepsgroup.com.au/hospitality

Scan for more information, course dates, eligibility, and to apply →

The Skills for Education and Employment (SEE) Program is funded by the Australian Government Department of Employment and Workplace Relations. RTO 1847.

Australian Qualifications Framework

Nationally Recognised Training

see skills for education and employment

An Australian Government Initiative

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Core Units

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

Elective Units

SITXFSA005	Use hygienic practices for food safety
BSBCMM211	Apply Communication Skills
BSBSUS211	Participate in sustainable work practices
SITHFAB021	Provide responsible service of alcohol
SITHFAB024	Prepare and serve non alcoholic beverages
SITHFAB027	Serve food and beverages

https://training.gov.au/training/details/SIT20322/qualdetails

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STEPS Group Australia Limited