

Career START - General Training

SIT20322 Certificate II in Hospitality

Course Overview

Every country in the world has a hospitality industry. This career path can lead you to experience new countries, cultures and people!

Learning about customer service, food and beverage service and the hospitality industry itself can all help you on your way. There are so many opportunities within this industry.

Mode of delivery and training arrangements

This qualification is delivered over 12 months.

Students can choose one of the following delivery options:

- **Classroom environment:** Weekly classroom sessions at our delivery locations; or
- **Online delivery:** Self-paced learning with one-on-one contact with a trainer.

Eligibility Criteria

The Career START Program has the following eligibility requirements:

- Be a permanent Queensland resident;
- Be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- Not currently be enrolled in a Qualification;
- Not have previously completed a certificate III or higher-level Qualification within the last 10 years for a general training pathway (qualifications completed as a school student, and foundation skills qualifications, do not count);
- Not exceed a maximum of two government-funded apprenticeships/traineeships within a 10-year period

Not eligible? Contact us on 1300 936 864 to discuss other options.

AT A GLANCE



Duration: 12 Months



Classroom or
Online Delivery



\$36



Gold Coast
Toowoomba
Townsville

Employability Skills

- Communication & interpersonal skills
- Digital literacy & technology proficiency
- Health, safety & sustainability awareness



For more information
scan here





Course Requirements

To achieve a SIT20322 Certificate II in Hospitality, 12 units must be completed including 6 core units and 6 elective units.

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

Prescribed Elective	
SITXFSA005**	Use hygienic practices for food safety

Electives	
SITHFAB021	Provide responsible service of alcohol
SITHFAB024*	Prepare and serve non-alcoholic beverages
SITHFAB025	Prepare and serve espresso coffee
SITXFIN007	Process financial transactions
BSBTEC201	Use business software applications
SITHKOP009	Clean kitchen premises and equipment
SITHCCC026	Package prepared foodstuffs
SIRXSL001	Sell to the retail customer
BSBPEF201	Support personal wellbeing in the workplace

1. Units marked with * requires students to demonstrate their skills at a defined minimum of service periods. Please refer to the specific PE and assessment conditions for the specific unit.

2. ** SITXFSA005 Use hygienic practices for food safety is a prerequisite for: SITHFAB024, SITHFAB025, SITHKOP009, SITHCCC026

Career START

The Career Start Program is a Queensland Government initiative designed to equip job seekers and workers with the skills and support needed to build sustainable careers in priority and emerging industries.

This program aims to improve access to affordable, high-quality vocational education by offering low-cost Certificate III qualifications and free or subsidised apprenticeships and traineeships. It also expands access to essential foundation skills—such as language, literacy, numeracy and employability capabilities—ensuring individuals are job-ready and confident. Aurora Training Institute is a Skills Assure Supplier under this program for the delivery of this qualification.

Student Co-Contributed Fee

The Student Co-Contributed Fee under the Career START (General Training) Program is \$3.00 per unit and a total cost of \$36.00 (concessional and non-concessional)

This fee represents the total cost to the student to enrol, undertake training and be awarded the qualification and will be required to pay with training.

More information on this program, including eligibility requirements, subsidy information, concessional student status and program related documents, visit <https://www.qld.gov.au/education/training/funded/career-start>

For more information about how and when Co contribution fees are charged and collected, available student support services and assessment methods, please refer to the Student Handbook which is available on our website.

https://aurora.edu.au/wp-content/uploads/2025/08/QLD_ATI-Student-Handbook-V4.pdf

