



## COURSE OUTLINE

### CERTIFICATE II HOSPITALITY YEAR 11: 2021



The Certificate II in Hospitality will run over two years. Student results will not be available until they have completed the full certificate and results are verified.

Term	Week	Topic and key teaching points	Syllabus content	Assessment
1	1	Skill Hire Induction, enrolment, USI, Expectations LLN assessment		LLN Assessment
1-2	Wk2-3	Cluster: <b>Introduction to Hygiene</b> <u>SITXFSA001 -Use Hygienic Practices for Food Safety</u> <ul style="list-style-type: none"> <li>1. Follow hygiene procedures and identify food hazards.</li> <li>2. Report any personal health issues.</li> <li>3. Prevent food contamination.</li> </ul>	Elements <ol style="list-style-type: none"> <li>1.1. Follow organisational hygiene procedures.</li> <li>1.2. Report unsafe practices that breach hygiene procedures promptly.</li> <li>1.3. Identify food hazards that may affect the health and safety of customers, colleagues and self.</li> <li>1.4. Remove or minimise the hygiene hazard and report as appropriate for follow-up.</li> </ol> <ol style="list-style-type: none"> <li>2.1. Report personal health issues likely to cause a hygiene risk.</li> <li>2.2. Report incidents of food contamination resulting from personal health issues.</li> <li>2.3. Cease participation in food handling activities where own health issue may cause food contamination.</li> </ol> <ol style="list-style-type: none"> <li>3.1. Maintain clean clothes, wear required personal protective clothing, and only use organisation-approved bandages and dressings.</li> <li>3.2. Prevent food contamination from clothing and other items worn.</li> <li>3.3. Prevent unnecessary direct contact with ready to eat food.</li> <li>3.4. Ensure hygienic personal contact with food and food contact surfaces.</li> </ol>	Oral/written responses  Observation/demonstration



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		<ul style="list-style-type: none"> <li>• 4. Prevent cross-contamination by washing hands.</li> </ul> <p><u>SITHIND001- Use Hygienic Practices for Hospitality Service</u></p> <ul style="list-style-type: none"> <li>• 1. Maintain personal hygiene.</li> <li>• 2. Prevent health hazards in the workplace.</li> </ul>	<p>3.5. Use hygienic cleaning practices that prevent food-borne illnesses.</p> <p>4.1. Wash hands at appropriate times and follow hand washing procedures consistently.</p> <p>4.2. Wash hands using appropriate facilities.</p> <p>1.1 Develop a routine of personal cleanliness practices in preparation for work and to maintain customer confidence in organisational service.</p> <p>1.2 Check and adjust personal cleanliness during service periods to maintain health of self and others.</p> <p>1.3 Check cleanliness of uniform and personal protective equipment for contamination during service periods and adjust to maintain health of self and others.</p> <p>2.1 Follow organisational procedures to ensure hygienic personal contact in the course of work duties.</p> <p>2.2 Prevent the spread of micro-organisms by washing hands at appropriate times.</p> <p>2.3 Identify and address workplace hygiene hazards within the scope of own role, and unresolved hazards that may affect the health of self and others.</p>	

1-4	T1 Wk 2 - T3 Wk 10	<p><b>Cluster: Basic Cookery</b></p> <p><u>SITHCCC002- Prepare and Present Simple Dishes</u></p> <ul style="list-style-type: none"> <li>• 1. Prepare for service</li>   <li>• 2. Prepare food</li>   <li>• 3. Present and store food in clean work area.</li> </ul>	<p>Elements</p> <ol style="list-style-type: none"> <li>1.1. Review menu or product list and recipes to determine preparation requirements for <b>simple dishes</b>.</li> <li>1.2. Check quantities and quality of food items and restock where necessary.</li> <li>1.3. Complete food preparation prior to service.</li> <li>2.1. Select and use equipment safely and hygienically according to manufacturer instructions.</li> <li>2.2. Use appropriate cookery methods for dishes.</li> <li>2.3. Re-heat pre-prepared foods at correct temperature for required length of time.</li> <li>2.4. Prepare dishes with appropriate speed and timing.</li> <li>2.5. Use portion control to maximise profitability and minimise waste.</li> <li>3.1. Present food according to organisational guidelines.</li> <li>3.2. Display food in appropriate <b>environmental conditions</b>.</li> <li>3.3. Clean work area, and dispose of or store surplus and re-usable by-products according to organisational procedures, environmental considerations, and cost-reduction initiatives.</li> </ol>	<p>Cluster: Basic Cookery will be run over two years. Teacher delivering the course will decide if they do all the theory for this cluster in first year of delivery. Practical will concentrate on the Simple dishes section.</p> <p>Prepare and Present Sandwiches practical will be delivered in the second year of course.</p> <p>Oral/written responses</p> <p>Observation/demonstration</p>
3	Wk1- Wk10	<p><u>SITXWHS001- Participate in Safe Work Practices</u></p> <ul style="list-style-type: none"> <li>• 1. Work safely.</li> </ul>	<p>Elements</p> <ol style="list-style-type: none"> <li>1.1. Follow organisational health and safety procedures.</li> <li>1.2. Incorporate safe work practices into own workplace activities.</li> <li>1.3. Follow safety directions of supervisors, managers and workplace safety warning signs.</li> <li>1.4. Use personal protective equipment and clothing or designated uniform.</li> <li>1.5. Promptly report unsafe work practices, issues and breaches of health, safety and security procedures.</li> </ol>	<p>Oral/written responses</p> <p>Observation/demonstration</p>



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		<ul style="list-style-type: none"> <li>• 2. Follow procedures for emergency situations.</li>   <li>• 3. Participate in organisational WHS practices.</li> </ul>	<p>1.6. Identify and remove hazards from immediate workplace area and report all workplace hazards as they arise.</p> <p>2.1. Recognise emergency and potential emergency situations.</p> <p>2.2. Follow organisational security and emergency procedures.</p> <p>2.3. Seek assistance from colleagues or authorities during emergency situations.</p> <p>2.4. Complete emergency incident reports accurately, following organisational procedures.</p> <p>3.1. Participate in WHS management practices developed by the organisation to ensure a safe workplace.</p> <p>3.2. Actively participate in the WHS consultation processes.</p> <p>3.3. Report WHS issues and concerns as they arise.</p>	
4	1-3	<p>SITHFAB002- Provide Responsible Service of Alcohol</p> <ul style="list-style-type: none"> <li>• 1. Sell or serve alcohol responsibly.</li>   <li>• 2. Assist customers to drink within appropriate limits.</li> </ul>	<p>Elements</p> <p>1.1. Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles.</p> <p>1.2. Where appropriate, request and obtain acceptable proof of age prior to sale or service.</p> <p>1.3. Provide accurate information to customers on alcoholic beverages according to organisation or house policy and government legislation.</p> <p>1.4. Assist customers with information on the range of non-alcoholic beverages available for purchase.</p> <p>1.5. Identify issues related to the sale or service of alcohol to different types of customers, especially those at risk, and incorporate them into sales or service.</p>	<p>Delivery through on-line RTO 'Clear to Work'.</p>



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	<ul style="list-style-type: none"><li>• 3. Assess alcohol affected customers and identify those to whom sale or service must be refused.</li> <li>• 4. Refuse to provide alcohol.</li></ul>	<ol style="list-style-type: none"><li>2.1.Prepare and serve standard drinks or samples according to industry requirements and professional standards.</li><li>2.2.Use a professional manner to encourage customers to drink within appropriate limits.</li><li>2.3.Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action.</li><li>2.4.Monitor emotional and physical state of customers for signs of intoxication and effects of illicit or other drug use.</li><li>2.5.Where appropriate, offer food and non-alcoholic beverages.</li><li>2.6.Decline requests for alcohol to be dispensed in a manner that is irresponsible and advise customers of the reasons for the refusal.</li></ol> <ol style="list-style-type: none"><li>3.1.Assess intoxication levels of customers using appropriate methods.</li><li>3.2.When assessing intoxication, take into account factors that may affect individual responses to alcohol.</li><li>3.3.Identify customers to whom sale or service must be refused according to state and territory legislation.</li></ol> <ol style="list-style-type: none"><li>4.1.Refuse sale or service in a professional manner, state reasons for the refusal, and where appropriate point out signage.</li><li>4.2.Provide appropriate assistance to customers when refusing service.</li><li>4.3.Where appropriate, give customers a verbal warning and ask them to leave the premises according to organisational or house requirements, the specific situation, and provisions of state or territory legislation and regulations.</li><li>4.4.Use appropriate communication and conflict resolution skills to handle difficult situations.</li></ol>	
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			<p>4.5.Refer difficult situations beyond the scope of own responsibility to the appropriate person.</p> <p>4.6.Promptly identify situations that pose a threat to the safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to organisational policy.</p>	
4	3-6	<p><u>SITHFAB005-Prepare and Serve Espresso coffee</u></p> <ul style="list-style-type: none"> <li>• 1. Organise coffee workstation.</li>   <li>• 2. Select and grind coffee beans.</li>   <li>• 3. Advise customers and take espresso coffee orders.</li> </ul>	<p>Elements</p> <p>1.1.Complete mise en place for coffee service to enable efficient work flow and easy access to ingredients, equipment, and service-ware.</p> <p>1.2.Place ingredients in correct containers and conditions to maintain freshness.</p> <p>1.3.Prepare espresso machine and grinder for service according to manufacturer instructions.</p> <p>2.1.Select coffee beans and grind to appropriate particle size according to relevant factors.</p> <p>2.2.Complete test extractions before service to ensure correct particle size of grind, and assess and adjust according to relevant factors.</p> <p>2.3.Adjust grind regularly throughout the service period according to relevant factors.</p> <p>2.4.Monitor efficiency of grinder for correct dose and grind during use, and resolve or report issues.</p> <p>2.5.Clean grinder as required during or after the service period.</p> <p>3.1.Provide information and recommendations about types of coffee beverages and accompaniments.</p> <p>3.2.Identify customer preferences and take orders.</p>	



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	<ul style="list-style-type: none"><li>• 4. Extract and monitor quality of espresso.</li> <li>• 5. Undertake milk texturing process.</li> <li>• 6. Serve espresso coffee beverages.</li></ul>	<ul style="list-style-type: none"><li>4.1. Select and prepare appropriate service-ware.</li><li>4.2. Select correct filter basket and clean, dry and dose it with required amount of ground coffee.</li><li>4.3. Tamp ground coffee to make even and level cake.</li><li>4.4. Flush group head before attaching group handle to extract espresso.</li><li>4.5. Monitor quality of extraction during service period and make adjustments.</li><li>4.6. Monitor efficiency of espresso machine during service, and resolve or report issues.</li> <li>5.1. Select cold milk and appropriate milk foaming jug to fulfil customer orders.</li><li>5.2. Purge the steam wand every time before texturing.</li><li>5.3. Texture milk according to type of milk and coffee beverage.</li><li>5.4. Visually and aurally monitor and adjust the texture and temperature.</li><li>5.5. Clean the steam wand on the outside and purge every time after texturing.</li><li>5.6. Combine foam and milk through swirling, ensuring even consistency.</li><li>5.7. Pour milk immediately after swirling, according to the coffee beverage.</li> <li>6.1. Present coffee beverages attractively and without drips and spills.</li><li>6.2. Serve coffee beverages promptly at the required temperature and with appropriate accompaniments.</li><li>6.3. Minimise waste to maximise profitability of beverages produced.</li></ul>	
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		7. Clean espresso equipment.	7.1.Clean espresso machine and equipment thoroughly and safely according to organisational procedures and manufacturer instructions. 7.2.Maintain water filtration system according to organisational procedures. 7.3.Refer faults and maintenance issues requiring technical specialists to supervisor. 7.4.Use energy and water resources efficiently when preparing coffee beverages and cleaning to reduce negative environmental impacts.	
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