Vocational Education and Training
Student Handbook for

_Hospitality Certificate Program_

SIT20316 Certificate II in Hospitality
SIT20416 Certificate II in Kitchen Operations

2017

Timetable code: VFH and VKP
Number of QCE Points: 4 for each Certificate II = 8
Trainer Certificate II in Kitchen Operations
Mrs Collins - Staff Room C, phone 38042354
TTC, phone 38042366
_bcoll36@eq.edu.au_

Trainer Certificate II in Hospitality, HOD Food and Textile Design & VET
Mrs Silcox - Staff Room C, phone 38042357
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_jsilc4@eq.edu.au_
Congratulations for choosing ‘The Hospitality Certificate Program,’ comprising SIT20316 Certificate II in Hospitality and Certificate II in Kitchen Operations, a Vocational Education and Training (VET) qualification course offered at Windaroo Valley State High School as an ‘Options Pathway’ subject. VET qualifications at school are designed to prepare you for further study, an apprenticeship or employment after year 12.

Windaroo Valley SHS (WVSHS) is a Registered Training Organisation (RTO) and is currently able to offer Certificate II in Business, Certificate I in Hospitality, Certificate II in Hospitality, Certificate II in Kitchen Operations and Certificate II in Outdoor Recreation. Other certificate courses undertaken at WVSHS are trained and assessed by other RTOs, eg Bluedog Training oversees Certificate I in Construction, Binnacle oversees Certificate III in Sport and Recreation.

Because WVSHS is an RTO as well as a school, there are extra standards and processes that must be met. Your teacher/s have extra qualifications and have worked in the hospitality industry. They are referred to as trainers and assessors. They attend specialised professional development and industry currency activities on a regular basis to ensure they can offer you the very best training possible.
Course Outline

Students will prepare and serve food and beverage to paying customers visiting the ‘Valley View’ restaurant in the Trade Training Centre, to complete Certificate II in Hospitality and Certificate II in Kitchen Operations. Students will complete one Certificate in Year 11 and the other in Year 12. The course will be delivered in a six hour block (one day) each week. This will often be from 8.45 am to 2.45 pm but may start or finish earlier or later so that breakfasts and dinners may be served.

SIT20316 Certificate II in Hospitality

There are 12 units of competency in this qualification. They are:

BSBWOR203  Work effectively with others
SITHFA001  Clean and tidy bar areas
SITHFA002  Provide responsible service of alcohol – WVSHS has an agreement with Training Direct Australia for the delivery and assessment of this unit. Students will be awarded a Statement of Attainment by TDA.
SITHFA004  Prepare and serve non-alcoholic beverages
SITHFA005  Prepare and serve espresso coffee
SITHFA007  Serve food and beverage
SITHIND002  Source and use information on the hospitality industry
SITHIND003  Use hospitality skills effectively
SITCCS003  Interact with customers
SITXSA001  Use hygienic practices for food safety
SITWHS001  Participate in safe work practices
SITXCOM002  Show social and cultural sensitivity

SIT20416 Certificate II in Kitchen Operations

There are 13 units of competency in this qualification. They are:

BSBWOR203  Work effectively with others
SITHC001  Use food preparation equipment
SITHC003  Prepare and present sandwiches
SITHC005  Produce dishes using basic methods of cookery
SITHC006  Prepare appetisers and salads
SITHC007  Prepare stocks, sauces and soups
SITHC008  Prepare vegetables, fruit, egg and farinaceous dishes
SITHC011  Use cookery skills effectively
SITHK001  Clean kitchen premises and equipment
BSBSU201  Participate in environmentally sustainable work practices
SITXSA001  Use hygienic practices for food safety
SITXINV002  Maintain the quality of perishable items
SITXWHS001  Participate in safe work practices
Assessment

Students will need to demonstrate competency in all units. Evidence will be gathered using observation and product checklists (of practical skills) and questioning (short answer written and verbal questioning to check knowledge).

Competency Based Assessment

This type of assessment is different to assessment in Authority (OP) and Study Area Syllabus (SAS) subjects. Your work is not judged against a set of standards (or criteria or dimensions of learning). Rather, you must be able to demonstrate you have the necessary underpinning knowledge and can apply this in a practical way in a workplace setting, to industry standard.

You are judged either competency achieved (CA) or working towards competency (WTC). This means you demonstrate that you either can or can’t do something at that point in time. You will be given a number of opportunities to demonstrate that you are competent.

Results will be recorded in a spreadsheet on G drive and you will have access to your results at all times by asking your Trainer/Assessor. Evidence of competency will be collected over the duration of the course.

Completion of the Qualifications

To achieve these qualifications, you must provide sufficient evidence for all units of competency. You will then be awarded 4 QCE points for each certificate course, giving you a total of 8 QCE points. If you are unable to complete all necessary competencies by the end of a course, then you will receive a Statement of Attainment, which shows what units of competency you have completed. QCE points are awarded proportionately eg if you have completed half the units, you will be awarded 2 QCE points. To complete the qualification after school, you can approach another RTO who offers the course, and complete it there.

Prerequisites

It is beneficial but not essential that a ‘C’ level be achieved in Year 10 Food Services.
Additional Costs

All students will need to hire a ‘Valley View’ polo shirt from the school. Students in SIT20316 will also be required to complete a Responsible Service of Alcohol (RSA) – cost $45.00. Students will not be required to supply ingredients. Subject levies must be paid in full by 24 November 2016 in order to maintain enrolment in the program.

<table>
<thead>
<tr>
<th>Subject Levy Breakdown</th>
<th>SIT20316</th>
<th>SIT20416</th>
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</thead>
<tbody>
<tr>
<td>Materials</td>
<td>$60.00</td>
<td>$105.00</td>
</tr>
<tr>
<td>‘Valley View’ polo shirt hire</td>
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<td>$15.00</td>
</tr>
<tr>
<td>RSA</td>
<td>$45.00</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$120.00</strong></td>
<td><strong>$120.00</strong></td>
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Additional Equipment/Uniform

**SIT20316** students wear a ‘Valley View’ uniform shirt to wear with their own black dress pants, black socks and black, impervious leather shoes. School college style lace up school shoes (as per the school Dress Code) are suitable. Waiter aprons will be supplied at school. Formal restaurant shirts will be supplied when required.

**SIT20416** students will need to purchase their own chef uniform – check pants, double-breasted long sleeve white jacket with white buttons, black apron, black skull cap and white neckerchief. This can be purchased at any hospitality uniform supplier. Black impervious leather shoes are also required. Substantial school college style lace up school shoes (as per the school dress code) are suitable, but students may also wear a heavier work shoe. They are also required to hire a ‘Valley View’ uniform shirt. This shirt will be worn to and from school with the chef pants and students will be required to change into full chef uniform to work in the commercial kitchen.

Work Health and Safety

All students will be required to follow industry best practice procedures and remove jewellery, tie hair up, wear leather shoes as described and adhere to a strict grooming policy. Failure to do so will mean that students will not meet the requirements of either certificate as they will not be competent in **SITXFSA001 Use hygienic practices for food safety** and **SITWHS001 Participate in safe work practices**.
Recognition of Prior Learning (RPL)

If you believe you have knowledge and skills that could be considered as evidence to your competence, you can apply for RPL. Examples include work you do as paid employment, voluntary work, or other studies outside the school. If you wish to apply for RPL, your trainer will refer you to the HOD VET (Mrs Silcox). You will receive an RPL application form. It is your responsibility to provide evidence to support your application. Your trainer will make contact with the employer/supervisor/manager to help in the decision making of the RPL application. Based on evidence provided, the decision will be made by your trainer with the HOD VET, Mrs Silcox. Your records will be updated.

Pathways to Career Options

Students will have comprehensive grounding in hospitality, working both front and back of house. They may choose to continue with a higher certificate qualification, chef apprenticeship, Diploma of Hospitality Management or seek employment as a bar or café attendant, food and beverage attendant, breakfast cook, catering assistant, fast food cook and sandwich hand or take away cook.

Work Experience

We are fortunate to have the ‘Futures with Food’ Trade Training Centre and do not need to include work experience in our program. We will offer quality work experience placements as they are available. Students are also welcome to talk to the trainers and the WVSHS Industry Liaison Officer, Bel Brown to arrange work experience. Many students find work experience to be extremely valuable.

Complaints and Appeals Process

If you have a grievance concerning the manner in which the RTO (school) operates in the delivery of the qualification, then the following options are available:

Informal Complaint

You should first approach your trainer and discuss the issue. If you feel uncomfortable about doing this, or the issue is not resolved, then you should speak with the HOD of VET and Food & Textile Design, Mrs Silcox. Your next person to contact is Mrs Leamon as she is the Deputy Principal who looks after VET. In most instances, you will work out the issue with your trainer.
Formal Complaint

A formal complaint needs to be in **writing**. You can write a letter, but to make it easier for you, there is a form available at [G: Common\VET\Info for Students](#). A third party (someone else you trust eg parent or another teacher) can represent you. The complaint goes to Mrs Silcox and Mrs Leamon. It receives prompt written acknowledgement that the complaint has been received and is considered by the School VET committee within 21 days. You (or your third party) have the opportunity to present your case to the committee. The decision is communicated to you, the complainant, when resolved. There is a register of complaints and appeals kept by the school.

Your Responsibilities

Please remember that this certificate course is a **vocational** course. That means we are preparing you for the workforce. You are expected to **conduct yourself as if you are an employee** and your **trainer is your shift manager**. The HODs are like your HR Manager (looks after human resources, that is, whether or not you have a job). Mrs Leamon and the other Deputy Principals are like General Managers and Mr McKeown, the CEO (Chief Executive Officer).

If a student is referred to a HOD (HR Manager) for not having the correct equipment or uniform, not completing tasks to the best of his/her ability and on time, or for being late (**not meeting work requirements**), that really is the equivalent of a **formal warning** that unless he/she meets the job requirements, they will no longer be **employed**. In such a situation, the trainer is obviously unable to judge the student competent for employability skills and some elements of competence.

Like an employee, you are **expected to take responsibility for yourself**. Please make sure you:

- Create a **Unique Student Identifier** (USI) and email it to [vet@wvhigh.eq.edu.au](mailto:vet@wvhigh.eq.edu.au). If you have not created a USI yet, you can do so at [Australian Government USI website - create your USI](#). You will need of the of the following forms of identification: Driver’s licence, Medicare card, Australian passport, Visa (with Non-Australian Passport) for international students, Birth Certificate (Australian) — please note a Birth certificate extract is not sufficient, certificate of registration by descent, citizenship certificate or Immi Card.

- Follow all **work health and safety requirements** to ensure your safety and the safety of others and equipment. You will complete the units of competency **SITXWHS001 Participate in safe work practices** and **SITXFS001 Use hygienic practices for food safety** that includes very specific safety information.

- Have an **attendance rate of over 90%** and be **on time**. Again, this is a workplace expectation, but you need to be at school working to get through the course. Even with a medical certificate, your trainer is unable to judge you as competent if you have not been present to demonstrate your competence. In Hospitality, being absent for a training day means you are absent for the whole week. It also means that your team has to work without you. You are expected to **let your**
trainer know as soon as possible if you are going to be late or absent. Tell her before the day or call in on the day as if you are missing a work shift. Leave a voice message on the TTC office phone or email your trainer. You still have to contact the office absentee line as well.

- **Complete all tasks expected** of you in the **timeframe** given. You are a senior student. Your enrolment is dependent on you being an active student and completing assessment.

- Discuss any **medical concerns** that may affect your ability to participate in activities with your trainer.

- In Hospitality we take many **photos** of students working. These photos are used as **evidence of your competence** and for **promotion of our program** eg ‘Valley View’ brochure, our catering brochure and the promotional photo file; the school newsletters, yearbook and facebook. Please let your trainer know if there is an issue with your image being used. It is important that photography does not cause a safety issue. Sometimes they are staged, but often are taken while students are working. Try not to be distracted as safety is top priority. They are not social photos.