

SIT20307

Certificate II in Hospitality (Kitchen Operations)

Course information and vocational outcomes

This is an accredited course that provides the skills and knowledge 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. There are no prerequisites for entry to this qualification.

Individuals with this qualification will be able to perform tasks 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. Completion of this qualification could lead to possible jobs such as: breakfast cook; short order cook; fast food cook.

To complete this course sixteen units must be successfully undertaken. The requirements for successful completion include:

- all eleven core units
- five elective units
 - a minimum of three elective units must be selected from the electives listed below
 - the remaining two units may be selected from any endorsed Training Package
 - a maximum of one 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

Employability skills

The following is a summary of the employability skills/enterprise requirements for this qualification. It should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options:

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

Teamwork (cont.)

- 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 tourism 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.

This summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

The nominal hours allocated to complete this course are between 316 and 496 hours depending on the elective units selected.

Completion of this course carries with it a Nationally Recognised Certificate.

Course content

Core units:

- **SITHCCC001A - Organise and prepare food (20 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to organise and prepare a variety of foods for the kitchen of a hospitality or catering operation. It focuses on general food preparation techniques. The term 'organising and preparing food' is also referred to as 'mise en place' and includes basic preparation prior to serving food, which may involve cooking components of a dish but does not include the actual presentation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to hospitality and catering operations where food is prepared and served, and may include the preparation of food for Asian cuisines. Those undertaking this role work under supervision and usually as part of a team. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Prepare and use equipment
 2. Assemble and prepare ingredients for menu items
 3. Prepare dairy, dry goods, fruits and vegetables
 4. Prepare meat, seafood and poultry

- **SITHCCC002A - Present food (6 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to efficiently and professionally plate, present and serve food in a commercial kitchen or catering operation. It may include the presentation of food for Asian cuisines. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all establishments where food is prepared and served. Those undertaking this role would work under supervision and usually as part of a team. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Prepare food for service
 2. Portion and plate food
 3. Work in a team

- **SITHCCC003A - Receive and store kitchen supplies (10 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to receive and store supplies in commercial cookery or catering operations. It focuses on the general stock handling procedures required for food and kitchen related goods. Supplies refer to all perishable and non-perishable goods received from both internal and external suppliers and maintained within a stock control system. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where kitchen supplies are received and stored, such as restaurants, hotels, clubs, cafeterias and other catering operations. Those undertaking this role would work under supervision and would usually be part of a team. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Take delivery of supplies
 2. Store supplies
 3. Rotate and maintain stock

- **SITHCCC004A - Clean and maintain kitchen premises (10 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to clean and maintain kitchens, and food preparation and storage areas in commercial cookery or catering operations. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all enterprises with kitchen premises and equipment, such as restaurants, hotels, clubs, cafeterias and other catering operations. Those undertaking this role work under supervision, usually as part of a team such as kitchen attendants and cooks. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Clean, sanitise and store equipment
 2. Clean and sanitise premises
 3. Handle waste and linen

- **SITHCCC005A - Use basic methods of cookery (45 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to use a range of basic cookery methods to prepare menu items for the kitchen of a hospitality or catering operation. The unit underpins effective performance in all other cookery units. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to hospitality and catering enterprises where food is prepared and served such as restaurants, hotels, clubs, cafeterias and other catering operations. It applies to cooks who usually work as part of a team and under supervision. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A 'Present food'.)*

 1. Select and use cooking equipment and technology
 2. Prepare and cook food using basic methods of cookery

- **SITHCCC027A - Prepare, cook and serve food for food service (Holistic unit - 50 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to prepare, cook and serve food items for a food service. It incorporates aspects of preparing, cooking and serving a variety of food items for a service period in a hospitality enterprise, using a range of basic cooking methods and working as part of a team. The unit integrates key technical and organisational skills required by a short order cook or caterer. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial kitchen. This unit underpins the more advanced integrated unit SITHCCC028A Prepare, cook and serve food for menus. Food service periods may be breakfast, lunch, dinner, supper or special functions and events. Styles of menus may be classical, contemporary or ethnic and may be formal or informal according to enterprise requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to hospitality and catering operations where food is prepared and served. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A 'Present food'; SITHCCC003A 'Receive and store kitchen supplies'; SITHCCC005A 'Use basic methods of cookery'.)*

 1. Organise and prepare for food service
 2. Cook and serve menu items for food service
 3. Complete end of service requirements

- **SITHIND001A - Develop and update hospitality industry knowledge (25 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to develop and update knowledge of the hospitality industry, including the role of different industry sectors and key legal and ethical issues that must be considered by hospitality industry personnel in their day-to-day work. This knowledge underpins effective performance in the hospitality industry. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit describes a key function for all people working in the hospitality industry who require an essential and broad knowledge of the hospitality industry to support all work activities. They may work within any hospitality industry sector, in any location and for any organisation type. This unit does not require an in-depth knowledge of every feature of the hospitality industry. It focuses on the ability to collect and interpret general industry information. It covers the initial and ongoing development of a person's required knowledge base.)

 1. Seek information on the hospitality industry
 2. Source and apply information on legal and ethical issues for the hospitality industry
 3. Update hospitality industry knowledge

- **SITXCOM001A - Work with colleagues and customers (25 nominal hours)**
(This unit describes the performance outcomes, interpersonal, communication and customer service skills and knowledge required to work in the service industries. This is a core unit underpinning all other units involving interaction with colleagues and customers. Key required skills and knowledge for this role include meeting personal presentation standards, establishing rapport with customers, determining and addressing customer needs and expectations, dealing with complaints, working in teams and using appropriate communication techniques and mediums. This unit contains employability skills. This unit applies across the service industries to all job roles and levels and in particular to the full range of tourism and hospitality industry sectors and environments. It applies to those who deal directly with customers as well as back-of-house staff or those working in reception areas; in an office; and on tour or on site, such as food and beverage attendants, housekeeping attendants, porters and concierge staff, guides, front office personnel, tour coordinators, event coordinators and retail travel consultants.)

 1. Communicate with customers
 2. Maintain personal presentation standards
 3. Provide service to colleagues and customers
 4. Respond to conflicts and customer complaints
 5. Work in a team

- **SITXCOM002A - Work in a socially diverse environment (20 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to be culturally aware when serving customers and working with colleagues from diverse backgrounds. It requires the ability to communicate with people of different social and cultural backgrounds with respect and sensitivity and address cross-cultural misunderstandings. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit describes a fundamental communication skill for those working within the service industries and applies to the full range of industry sectors and environments. All personnel at all levels would apply this skill, but it does describe a basic operational level of communication of minimal complexity.)

 1. Communicate with customers and colleagues from diverse backgrounds
 2. Address cross-cultural misunderstandings

- **SITXOHS001B - Follow health, safety and security procedures (10 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to follow predetermined health, safety and security procedures. It requires the ability to incorporate safe work practices into all workplace activities and to participate in the organisation's OHS management practices. OHS legislation in all Australian states and territories imposes obligations on employees to participate in the management of their own health and safety and that of their colleagues and anyone else in the workplace. They have a duty to cooperate with their employer's initiatives to ensure safety at work. No occupational licensing or certification requirements apply to this unit at the time of endorsement. This unit is one of three hierarchical units describing varying levels of participation in OHS management practices: SITX0HS001B 'Follow health, safety and security procedures'; SITXOHS004B 'Implement and monitor workplace health, safety and security practices'; SITXOHS005A 'Establish and maintain an OHS system'. The use of correct hygiene practices is covered in SITXOHS002A 'Follow workplace hygiene procedures'. The processes necessary to control specific workplace safety risks are covered in SITXOHS003B 'Identify hazards, and assess and control safety risks'. This unit describes a fundamental workplace skill for those working within the service industries and applies to the full range of industry sectors and environments. Frontline operational personnel who work under close supervision and guidance from others are involved in applying safe work practices during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational OHS procedures. Safe working practices and following OHS procedures apply to all personnel operating at any level within the service industries. This unit contains employability skills.)

1. Follow workplace procedures for health, safety and security
2. Follow procedures for emergency situations
3. Participate in the organisation's OHS practices

- **SITXOHS002A - Follow workplace hygiene procedures (15 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to apply good hygiene practices within a range of service industry operations. It requires the ability to follow pre-determined procedures, identify and control simple hazards and take particular hygiene measures to ensure the non-contamination of food and other items that might put customers, colleagues and self at a health risk. This unit is one of three hierarchical units describing varying levels of participation in food safety processes: SITXOHS002A 'Follow workplace hygiene procedures'; SITXFSA001A 'Implement food safety procedures'; SITXFSA002A 'Develop and implement a food safety program'. Food safety is nationally legislated by the Food Standards Australia New Zealand Act 1991 which provides for the operation of a statutory authority known as Food Standards Australia New Zealand. The Australia New Zealand Food Standards Code (the Code) developed by this authority contains an individual standard for food safety practices. A large component of that standard deals with the health and hygiene of food handlers. This unit of competency complies with the legislative requirements for food safety and hygiene practices as outlined in the Code. The legislative requirement for a business to comply with the national standard for food safety practices, along with training and certification requirements, differs between state and territory governments. In some cases food handlers, especially designated food safety supervisors, may be required to formally achieve competence in hygiene practices through a registered training organisation that may use this unit as the basis for their training. This unit contains employability skills. Personal hygiene practices underpin a range of service industry activities. They are particularly important within a food safety regime, but can also apply to housekeeping activities and anywhere where poor hygiene could provide a contamination risk. Poor hygiene practices can risk the health of customers, colleagues and self. For the purposes of food safety, this unit only has application to hospitality, commercial catering and retail venues where food is stored, prepared, displayed and served. It will apply to any venue that operates a permanent or temporary kitchen or smaller food preparation area, such as restaurants, cafes, clubs, hotels, attractions, events and conference venues, fast food restaurants, retail food outlets such as sandwich shops and food court outlets. It would apply to tour operators involved in the preparation and service of food at temporary sites. Other industries will need to access industry-specific food safety units of competency. This unit applies to frontline operational personnel who work under close supervision and guidance from others during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational hygiene procedures. Personal hygiene practices apply to all personnel operating at all levels within the service industries, such as kitchen hands, cooks, chefs, catering staff, food and beverage attendants, housekeeping and, laundry staff, sandwich hands, cafe and fast food outlet cooking crew and sales people and owner-operators of small business catering operations or retail food outlets.)

1. Follow hygiene procedures and identify hygiene hazards
2. Report any personal health issues
3. Prevent food and other item contamination
4. Prevent cross-contamination by washing hands

Elective units

Client and customer service:

- **SIRXCCS001A - Apply point-of-sale handling procedures (20 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to operate point-of-sale equipment, apply store policy and procedures to a range of transactions, interact with customers and package or wrap an item for transportation. This unit contains employability skills. This unit applies to frontline service personnel. It requires the team member to demonstrate the ability to operate a range of point-of-sale equipment in order to complete sales, returns and exchange transactions according to store policies, and process a number of methods of payment. It further requires the demonstrated ability to package and arrange transportation for goods where required.)

1. Operate point-of-sale equipment
2. Use numbers in the workplace
3. Perform point-of-sale transactions
4. Complete sales
5. Wrap and pack goods

Commercial cookery and catering:

- **SITHCCC006A - Prepare appetisers and salads (25 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to prepare and present appetisers and salads in a commercial kitchen or catering operation. Appetisers are foods that normally precede a meal, or may be served as an accompaniment to drinks. They include a range of hot and cold dishes which can be either classical or modern, and vary in ethnic and cultural origins. Salads may be vegetable or fruit-based, and may also include classical or modern and varying ethnic and cultural types. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where food is prepared and served such as restaurants, hotels, clubs, cafeterias and other catering operations. It applies to cooks who usually work as part of a team and under supervision. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A 'Present food'.)*

1. Prepare and present a variety of salads and dressings
2. Prepare and present a range of hot and cold appetisers
3. Store appetisers and salads

- **SITHCCC007A - Prepare sandwiches (10 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to prepare and present a variety of sandwiches in a commercial kitchen or catering operation. Sandwiches may be classical or modern, hot or cold, of varying cultural and ethnic origins and use a variety of fillings and types of bread. Sandwiches may be pre-prepared or made on demand according to customer requests. Preparation, presentation and storage potential of sandwiches will depend on bread types and fillings. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to those working in hospitality and catering enterprises where sandwiches are prepared and served such as restaurants, cafes, cafeterias and other catering operations. Those undertaking this role usually work under supervision and as part of a team. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'.)*

1. Prepare and present a variety of sandwiches
2. Store sandwiches

- **SITHCCC008A - Prepare stocks, sauces and soups (35 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to prepare various stocks, sauces and soups in a commercial kitchen or catering operation. Stocks, sauces and soups can be classical or contemporary and be from varying ethnic and cultural origins. Soups may be served hot or cold. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where food is prepared and served such as restaurants, hotels, clubs, cafeterias and other catering operations. It applies to cooks who usually work as part of a team and under supervision. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A Present food'; SITHCCC005A Use basic methods of cookery'.)*

 1. Prepare stocks, glazes and essences required for menu items
 2. Prepare sauces required for menu items
 3. Prepare soups required for menu items
 4. Store and reconstitute stocks, sauces and soups

- **SITHCCC009A - Prepare vegetables, fruit, eggs and farinaceous dishes (45 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to prepare various vegetables, fruit, eggs and farinaceous dishes in a commercial kitchen or catering operation. Vegetables and fruit may be fresh, preserved or frozen, and selected according to seasonal availability, menu and enterprise requirements. A variety of vegetables and fruit, and vegetable and fruit dishes must be prepared and cooked. These may be classical or contemporary, from various ethnic or cultural origins, and may be offered as main dishes, appetisers or salads, or accompaniments. Potato accompaniments must include both classical and contemporary dishes. Egg dishes should, unless otherwise required, use hen eggs that may be fresh, dried, frozen or preserved. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where food is prepared and served such as restaurants, hotels, clubs, cafeterias and other catering operations. It applies to cooks who usually work as part of a team and under supervision **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A Present food'; SITHCCC005A Use basic methods of cookery'.)*

 1. Prepare vegetable and fruit dishes
 2. Prepare farinaceous dishes
 3. Prepare and cook egg-based dishes
 4. Store vegetables, eggs and farinaceous foodstuffs

- **SITHCCC010A - Select, prepare and cook poultry (25 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to select, prepare, cook, present and store poultry in a commercial kitchen or catering operation. Poultry dishes may be classical and contemporary and from a variety of ethnic and cultural origins. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where poultry is prepared and served such as restaurants, hotels and other catering operations. It applies to cooks who usually work as part of a team and under supervision. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A Present food'; SITHCCC005A Use basic methods of cookery'.)*

 1. Select and purchase poultry
 2. Handle and store poultry
 3. Prepare, cook and present poultry

- **SITHCCC011A - Select, prepare and cook seafood (30 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to select, prepare, present and store seafood in a commercial kitchen or catering operation. Menu items to be produced from seafood may include a variety of classical and contemporary dishes, of varying cultural and ethnic origins, and may involve raw or cooked fish, shellfish and seafood by-products. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where seafood is prepared and served such as restaurants, hotels and other catering operations. It applies to cooks who usually work as part of a team and under supervision. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A Present food'; SITHCCC005A Use basic methods of cookery'.)*

 1. Select and store seafood
 2. Prepare and cook fish and shellfish
 3. Present fish and shellfish

- **SITHCCC012A - Select, prepare and cook meat (60 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to select, prepare, cook and store meats in a commercial kitchen or catering operation. Meats include primary, secondary and portioned cuts of pork, lamb, beef and veal; and game, fancy meats and offal. Meats may be fresh, frozen, cryovac or preserved. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where meat is prepared and served such as restaurants, hotels and other catering operations. It applies to cooks who usually work as part of a team and under supervision. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A Present food'; SITHCCC005A Use basic methods of cookery'.)*

 1. Select meats
 2. Prepare and portion meats
 3. Cook and present meats for service
 4. Store meats

- **SITHCCC013A - Prepare hot and cold desserts (50 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to prepare a range of hot, cold and frozen desserts in a commercial kitchen or catering operation. Desserts may include foods from varying cultural origins, and may be derived from classical or contemporary recipes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all establishments where desserts are prepared and served, including restaurants, coffee shops and catering operations. It applies to cooks who usually work as part of a team and under supervision. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC002A Present food'; SITHCCC005A Use basic methods of cookery'.)*

 1. Prepare and produce desserts and sweets
 2. Decorate, portion and present desserts and sweets
 3. Prepare sweet sauces
 4. Prepare accompaniments, garnishes and decorations
 5. Store desserts and sweets

- **SITHCCC014A - Prepare pastries, cakes and yeast goods (40 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to produce a range of pastries, cakes and yeast-based foods in a commercial kitchen or catering operation. Pastries, cakes and yeast-based goods may include foods from varying cultural origins and may be derived from classical or contemporary recipes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where pastry, cakes and yeast goods are prepared and served such as restaurants, hotels, cafes and other catering operations. It applies to cooks who usually work as part of a team and under supervision. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A Present food'; SITHCCC005A Use basic methods of cookery'.)*

1. Prepare, decorate and present pastries
2. Prepare and produce cakes and yeast goods
3. Decorate pastries, pastry products, cakes and yeast goods
4. Portion and store pastries, cakes and yeast goods

- **SITHCCC015A – Plan and prepare foods for buffets (25 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to plan and prepare foods for buffet situations. There is a close relationship between this unit, which covers the planning, preparation and cooking of food items for buffets, and SITHCCC019A 'Plan, prepare and display a buffet', which is a more advanced unit and focuses on the overall planning, design and display of buffets. Buffets may be associated with functions; special occasions and celebrations; and breakfast, lunch or dinner service. Food items for buffets may be derived from classical or contemporary recipes and from varying ethnic origins. Buffet items may be selected to meet the requirements of particular cultural groups, or a particular cultural theme. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where buffets are prepared and served such as restaurants, hotels and other catering operations. It applies to cooks who usually work as part of a team and under supervision. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A Present food'; SITHCCC005A Use basic methods of cookery'.)*

1. Plan the buffet
2. Prepare, produce and present foods for buffets
3. Prepare and produce desserts for buffets
4. Store buffet items

- **SITHCCC029A - Prepare foods according to dietary and cultural needs (75 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to prepare and cook foods to meet both basic and specific dietary and cultural needs, generally under instructions from others. It covers the ability to apply basic nutritional principles as well as deal with special dietary and cultural requirements normally encountered in a variety of hospitality and catering establishments. Menu planning to meet dietary and cultural needs is found in the unit SITHCCC035A 'Develop menus to meet special dietary and cultural needs'. Basic nutritional requirements generally refer to recommendations made in the Dietary Guidelines for Australians endorsed by the Australian government and other recognised health authorities. These guidelines include recommendations made for the general public, including infants, children, adolescents, adults and older Australians in order to maintain a healthy and balanced diet. Special dietary and cultural requirements include therapeutic and contemporary eating regimes as well as customer requests and preferences, and specific cultural and religious needs. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all qualified cooks in hospitality and catering operations where food and related services are provided, such as hotels and restaurants, cafeterias, kiosks, canteens, cafes, educational institutions, health establishments, defence forces, corrective services, residential catering, in-flight and other transport catering, events catering and private catering. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Prepare and present foods to meet basic nutritional needs
 2. Prepare and present foods to meet special dietary requirements
 3. Prepare foods to satisfy specific cultural or religious needs

- **SITHCCC030A - Package prepared foodstuffs (15 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to package prepared foodstuffs for storage and transportation from one location to another. The type of packaging used will vary according to the enterprise needs and the type of food being packaged. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to catering operations where food and related services are provided and packaged for storage or transportation, such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering. Those undertaking this role usually work under supervision and as part of a team. **Pre-requisite units:** SITXFSA001A 'Implement food safety procedures'; SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Ensure food is suitable for packaging, storage and transportation
 2. Select packaging materials
 3. Package food according to needs

- **SITHCCC031A - Operate a fast food outlet (36 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to prepare and serve a limited range of food and menu items in a catering operation or small outlet in various venues in the hospitality and tourism industry. Food and menu items are limited and defined and include fast food or specific and routine meals such as breakfasts. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to those working in catering enterprises where fast food or a limited range of food items are prepared and served, such as those at attractions, theme parks, events, sporting venues, kiosks and small food outlets. It may also apply to other catering operations, such as canteens, cafeterias and institutions where food is prepared and served. Those undertaking this role work under supervision and usually are part of a team. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Prepare for service
 2. Serve customers
 3. Cook and prepare food
 4. Present food
 5. Store food
 6. Clean and maintain equipment

- **SITHCCC032A - Apply cook-chill production processes (40 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to apply the planned process of food preparation, cooking, chilling, storage and re-thermalisation of food by cook-chill. The unit applies to food production by cook-chill methods either in an enterprise workplace or in a centralised production kitchen. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all catering operations where cook-chill is used, such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering. Those undertaking this role could be working as part of a team and under limited supervision, such as cooks and catering assistants. **Pre-requisite unit:** SITXFSA001A 'Implement food safety procedures'; SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Ensure goods received conform to appropriate food hygiene and health standards
2. Prepare and cook food to safe industry standards
3. Chill cooked food
4. Store cooked food under refrigeration
5. Distribute cook-chill products
6. Re-thermalise (reheat) cook-chill food products

Communication and teamwork:

- **SITXCOM004A - Communicate on the telephone (5 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to communicate effectively on the telephone. It requires the ability to make and receive calls, to take messages on behalf of other people and to use the main features of a telephone correctly. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments. All manner of personnel are required to communicate on the telephone. For some it may be a key aspect of their job such as for those who work in an office environment and for others an occasional task, for example, for those who work in a kitchen. All personnel at all levels would apply this skill, but it does describe a basic operational function of minimal complexity.)

1. Respond to incoming telephone calls
2. Make telephone calls

Food and beverage:

- **SITHFAB003A - Serve food and beverage to customers (80 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to serve food and beverage to customers in a range of hospitality industry enterprises. The unit does not focus on the full range of product knowledge and service techniques required in a restaurant dining situation, which is addressed in SITHFAB004A Provide food and beverage service. Some States and Territories have legislative requirements in relation to service of alcohol. This unit contains employability skills. This unit reflects the role of a food and beverage attendant in hospitality settings such as restaurants, clubs, pubs, cafes, coffee shops, cafeterias and catering operations. Persons undertaking this role usually work as part of a team under supervision. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Prepare for service
2. Welcome customers
3. Take and process orders
4. Serve and clear food and drinks
5. Close down after service

- **SITHFAB010A - Prepare and serve non-alcoholic beverages (15 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, coffees and other non-alcoholic beverages in a range of industry contexts. The unit does not deal with the skills and knowledge required to extract and serve espresso coffee, including storage of coffee and care of machinery, which are covered in SITHFAB012A 'Prepare and serve espresso coffee'. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all establishments where coffee, tea and other non-alcoholic beverages are served, such as cafes, restaurants, bars, catering venues or retail outlets. Persons performing this function usually work as part of a team and operate with some autonomy and responsibility for their own work outputs. **Pre-requisite Unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Prepare and serve a range of non-alcoholic drinks.
2. Use, clean and maintain equipment and machinery for non-alcoholic drinks

- **SITHFAB012A - Prepare and serve espresso coffee (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee using a commercial espresso machine, including storage of coffee and cleaning, and care and preventative maintenance of machinery. Care and maintenance procedures may vary according to the machine manufacturer recommendations and warranty conditions. Dosage measuring may be mechanical or electronic. Dosing also refers to selecting the correct amount of ground coffee, appropriate particle grind size and prevailing conditions such as ambient humidity. An espresso coffee is the basis of most coffee based beverages. The unit does not cover general preparation of coffee using methods of coffee extraction other than espresso machines, which is covered in SITHFAB010A 'Prepare and serve non-alcoholic beverages'. The terms barista, senior barista and master barista may have different meanings to diverse individuals and groups. Some prefer to make no designation and refer to a barista as someone who is a trained and expert operator. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to hospitality and catering operations where espresso coffee is extracted and served. It reflects the role of an espresso machine operator (barista) and others who make coffee using a commercial espresso machine in a variety of hospitality settings.)

1. Organise and prepare work areas
2. Provide customer service and advise customers on espresso coffee
3. Select and grind coffee
4. Extract coffee
5. Texture milk
6. Serve and present espresso coffee
7. Clean and maintain espresso machine

Food safety:**• SITXFSA001A - Implement food safety procedures (40 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food within a range of service industry operations. It requires the ability to follow predetermined procedures as outlined in an organisation food safety program. This unit is one of three hierarchical units describing varying levels of participation in food safety processes: SITXOHS002A 'Follow workplace hygiene procedures'; SITXFSA001A 'Implement food safety procedures'; SITXFSA002A 'Develop and implement a food safety program'. Food safety is nationally legislated by the Food Standards Australia New Zealand Act 1991 which provides for the operation of a statutory authority known as Food Standards Australia New Zealand. The Australia New Zealand Food Standards Code (the Code) developed by this authority contains an individual standard for food safety practices. This unit of competency complies with the legislative requirements for food safety and safe food handling practices as outlined in the Code. The legislative requirement for a business to comply with the national standard for food safety practices, along with training and certification requirements differ between state and territory governments. In some cases food handlers and especially designated food safety supervisors, may be required to formally achieve competence in implementing safe food handling practices through a registered training organisation that must use this unit as the basis for their training. This unit contains employability skills. This unit has application to hospitality, commercial catering and retail venues where food is stored, prepared, displayed, served and disposed of. It applies to venues that operate a permanent or temporary kitchen or smaller food preparation area, including restaurants, cafes, clubs, hotels, attractions, events and conference venues, fast food restaurants, retail food outlets such as sandwich shops and food court outlets. It would apply to tour operators involved in the preparation and service of food at temporary sites. Other industries will need to access industry-specific food safety units of competency. Safe food handling practices are based on policies and procedures outlined in an organisation food safety program. The program and its procedures would normally be based on the hazard analysis and critical control points (HACCP) method but this unit can apply to other food safety systems. This unit applies to frontline operational personnel who work under supervision and guidance and operate within pre-defined organisational food safety procedures. This function is undertaken by a diverse range of people, such as cooks, chefs, catering staff and kitchen hands, food and beverage attendants, cafe and fast food outlet cooking crew and sales people, and owner-operators of small business catering operations or retail food outlets. **Pre-requisite Unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Implement procedures for food safety
2. Store food safely
3. Prepare food safely
4. Provide safe single use items
5. Maintain a clean environment
6. Dispose of food safely

- **SITXFSA003A - Transport and store food in a safe and hygienic manner (12 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to transport food from a food preparation area to another location. It also deals with holding or storage on its arrival. The unit applies to all catering operations but is particularly relevant to external catering and events. This unit does not cover the transport of food for room service which is covered in SITHFAB008A 'Provide room service'. This unit does not cover the transport of food for room service which is covered in SITHFAB008A Provide room service. It does not cover the skills required to drive a van or truck which are covered in TLIC107C 'Drive vehicle' and other units of competency in the Transport and Distribution Training Package. Transportation refers to the moving of food and food items from one location to another. For example, transporting food from a kitchen to a school or hospital or providing event catering. It does not refer to the transport of food from the kitchen to the dining room or as part of room service. The person transporting the food may or may not be driving the vehicle. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to catering operations where food is transported from the preparation area to another location and stored on arrival, such as operations associated with restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering. Pre-requisite units: SITXFSA001A 'Implement food safety procedures'; SITXOHS002A 'Follow workplace hygiene procedures'.)
 1. Identify appropriate food transportation
 2. Transport food safely and hygienically
 3. Store food safely and hygienically

Languages other than English

- **SITXLAN101A - Conduct basic workplace oral communication in a language other than English (Arabic) (120 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to understand and use a language other than English for very simple, commonly used expressions of a basic and predictable nature in tourism and hospitality workplaces. It covers activities such as welcoming and farewelling guests, providing face-to-face routine customer service and other routine workplace activities. This unit can be used for training delivery and assessment of basic oral proficiency in any language other than English. There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 1. This unit is the first in a hierarchical set of four units dealing with oral communication and cultural skills in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic and cultural ability. These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills. This unit contains employability skills. This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit. This unit may be customised for training delivery and assessment of proficiency in any language. However, for reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry. A specific code has been allocated for each of these languages, as detailed below. In addition, each language must be indicated in brackets after the unit title)
 1. Be courteous to customers and colleagues
 2. Communicate with customers and colleagues in a language other than English to support routine workplace activities
- **SITXLAN102A - Conduct basic workplace oral communication in a language other than English (Indonesian) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN103A - Conduct basic workplace oral communication in a language other than English (Cantonese) (120 nominal hours)**
See above description and elements for SITXLAN101A

- **SITXLAN104A - Conduct basic workplace oral communication in a language other than English (Dutch) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN105A - Conduct basic workplace oral communication in a language other than English (Finnish) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN106A - Conduct basic workplace oral communication in a language other than English (French) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN107A - Conduct basic workplace oral communication in a language other than English (German) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN108A - Conduct basic workplace oral communication in a language other than English (Greek) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN109A - Conduct basic workplace oral communication in a language other than English (Hindi) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN110A - Conduct basic workplace oral communication in a language other than English (Hungarian) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN111A - Conduct basic workplace oral communication in a language other than English (Italian) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN112A - Conduct basic workplace oral communication in a language other than English (Japanese) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN113A - Conduct basic workplace oral communication in a language other than English (Korean) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN114A - Conduct basic workplace oral communication in a language other than English (Malay) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN115A - Conduct basic workplace oral communication in a language other than English (Mandarin) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN116A - Conduct basic workplace oral communication in a language other than English (Polish) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN117A - Conduct basic workplace oral communication in a language other than English (Portuguese) (120 nominal hours)**
See above description and elements for SITXLAN101A

- **SITXLAN118A - Conduct basic workplace oral communication in a language other than English (Russian) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN119A - Conduct basic workplace oral communication in a language other than English (Serbian) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN120A - Conduct basic workplace oral communication in a language other than English (Spanish) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN121A - Conduct basic workplace oral communication in a language other than English (Swedish) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN122A - Conduct basic workplace oral communication in a language other than English (Swiss German) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN123A - Conduct basic workplace oral communication in a language other than English (Taiwanese) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN124A - Conduct basic workplace oral communication in a language other than English (Thai) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN125A - Conduct basic workplace oral communication in a language other than English (Turkish) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN126A - Conduct basic workplace oral communication in a language other than English (Croatian) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN127A - Conduct basic workplace oral communication in a language other than English (Bosnian) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN128A - Conduct basic workplace oral communication in a language other than English (Australian Indigenous languages) (120 nominal hours)**
See above description and elements for SITXLAN101A
- **SITXLAN129A - Conduct basic workplace oral communication in a language other than English (AUSLAN) (120 nominal hours)**
See above description and elements for SITXLAN101A

- **SITXLAN201A - Conduct routine workplace oral communication in a language other than English (Arabic) (60 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to understand and use a language for predictable routine communication in speaking and listening in a language other than English in tourism and hospitality workplaces. It covers the speaking and listening language skills required to conduct routine tasks and provide simple factual information and instructions. This unit can be used for training delivery and assessment of routine oral proficiency in any language other than English. There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 1+ to 2. This unit is the second in a hierarchical set of four units dealing with oral communication and cultural skills in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic and cultural ability. These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills. This unit contains employability skills. This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit. This unit may be customised for training delivery and assessment of proficiency in any language. However, for reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry. A specific code has been allocated for each of these languages, as detailed below. In addition, each language must be indicated in brackets after the unit title)

 1. Communicate in a language other than English with customers and colleagues to provide customer service
 2. Communicate with customers and colleagues to conduct routine transactions
 3. Give simple directions and instructions

- **SITXLAN202A - Conduct routine workplace oral communication in a language other than English (Indonesian) (60 nominal hours)**
 See above description and elements for SITXLAN201A

- **SITXLAN203A - Conduct routine workplace oral communication in a language other than English (Cantonese) (60 nominal hours)**
 See above description and elements for SITXLAN201A

- **SITXLAN204A - Conduct routine workplace oral communication in a language other than English (Dutch) (60 nominal hours)**
 See above description and elements for SITXLAN201A

- **SITXLAN205A - Conduct routine workplace oral communication in a language other than English (Finnish) (60 nominal hours)**
 See above description and elements for SITXLAN201A

- **SITXLAN206A - Conduct routine workplace oral communication in a language other than English (French) (60 nominal hours)**
 See above description and elements for SITXLAN201A

- **SITXLAN207A - Conduct routine workplace oral communication in a language other than English (German) (60 nominal hours)**
 See above description and elements for SITXLAN201A

- **SITXLAN208A - Conduct routine workplace oral communication in a language other than English (Greek) (60 nominal hours)**
 See above description and elements for SITXLAN201A

- **SITXLAN209A - Conduct routine workplace oral communication in a language other than English (Hindi) (60 nominal hours)**
 See above description and elements for SITXLAN201A

- **SITXLAN210A - Conduct routine workplace oral communication in a language other than English (Hungarian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN211A - Conduct routine workplace oral communication in a language other than English (Italian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN212A - Conduct routine workplace oral communication in a language other than English (Japanese) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN213A - Conduct routine workplace oral communication in a language other than English (Korean) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN214A - Conduct routine workplace oral communication in a language other than English (Malay) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN215A - Conduct routine workplace oral communication in a language other than English (Mandarin) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN216A - Conduct routine workplace oral communication in a language other than English (Polish) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN217A - Conduct routine workplace oral communication in a language other than English (Portuguese) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN218A - Conduct routine workplace oral communication in a language other than English (Russian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN219A - Conduct routine workplace oral communication in a language other than English (Serbian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN220A - Conduct routine workplace oral communication in a language other than English (Spanish) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN221A - Conduct routine workplace oral communication in a language other than English (Swedish) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN222A - Conduct routine workplace oral communication in a language other than English (Swiss German) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN223A - Conduct routine workplace oral communication in a language other than English (Taiwanese) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN224A - Conduct routine workplace oral communication in a language other than English (Thai) (60 nominal hours)**
See above description and elements for SITXLAN201A
- **SITXLAN225A - Conduct routine workplace oral communication in a language other than English (Turkish) (60 nominal hours)**
See above description and elements for SITXLAN201A
- **SITXLAN226A - Conduct routine workplace oral communication in a language other than English (Croatian) (60 nominal hours)**
See above description and elements for SITXLAN201A
- **SITXLAN227A - Conduct routine workplace oral communication in a language other than English (Bosnian) (60 nominal hours)**
See above description and elements for SITXLAN201A
- **SITXLAN228A - Conduct routine workplace oral communication in a language other than English (Australian Indigenous languages) (60 nominal hours)**
See above description and elements for SITXLAN201A
- **SITXLAN229A - Conduct routine workplace oral communication in a language other than English (AUSLAN) (60 nominal hours)**
See above description and elements for SITXLAN201A

Examples of elective units relevant to specific job outcomes and 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
- SITHFAB010B Prepare and serve non-alcoholic beverages