Workplace Learning Record

VCE VET Hospitality

SIT20316 Certificate II in Hospitality

Student name: _____

VICTORIAN CURRICULUM AND ASSESSMENT AUTHORITY

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SWL Recognition

Structured Workplace Learning (SWL) recognition provides you with the opportunity to gain credit into your VCE or VCAL for undertaking SWL that matches your VCE VET program.

To receive recognition and credit, you will be required to reflect on your experience in the workplace and how this relates to your VET course. Your reflections are to be recorded in the three sections of this Workplace Learning Record (WLR).

About this workplace learning record

This WLR helps you gather evidence for assessment and is part of the requirement for obtaining SWL recognition.

To be eligible for one unit of credit towards your VCE or VCAL, you must:

- be enrolled in a minimum of 180 nominal hours of units of competency (UoCs) from the SIT20316 Certificate II in Hospitality
- undertake a minimum of 80 hours (equivalent to 10 days of work) in a hospitality industry placement
- reflect on a minimum of six UoCs from your program including the WHS UoC (SITXWHS001 — see page 13).

VCE VET Hospitality

SIT20316 Certificate II in Hospitality

The VCE VET Hospitality program is drawn from a national training package and offers qualifications recognised throughout Australia.

These qualifications provide students with a broad range of knowledge and skills to pursue a career or further training in the hospitality industry.

SIT20316 Certificate II in Hospitality provides students with a limited range of hospitality operational skills and basic industry knowledge, as well as a pathway into work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés and coffee shops.

This certificate includes units such as prepare/serve espresso coffee, prepare/serve non-alcoholic beverages, serve food and beverage, provide advice on food and process financial transactions.

Possible job titles include:

- bar attendant
- café attendant
- catering assistant
- food and beverage attendant
- front office assistant
- porter
- room attendant.

Workplace Learning Record

The WLR is divided into three sections.

Section 1: Learner profile

Section 2: Learning about VET UoCs in the workplace

Section 3: Post-placement reflections

Please complete the details of your workplace.

Employer/Company/Business	
Supervisor name	
Contact phone number	

Employer/Company/Business	
Supervisor name	
Contact phone number	

Employer/Company/Business	
Supervisor name	
Contact phone number	

Section 1: Learner profile

Complete the Learner profile and discuss this with your host employer on or before your first day of placement.

Name	
School	
Contact information	

Within your VCE/VCAL why did you undertake this VET course?

What VCE/VCAL subjects are you also undertaking?

Why have you chosen this overall VCE/VCAL program?

Program outline

SIT20316 Certificate II in Hospitality

UoCs included in this program are listed below. There are compulsory UoCs, along with a selection of electives. You can make a note of any UoC that relates to your experiences in the workplace. Indicate the year you are undertaking each UoC.

Unit code	Unit of Competency	Year	Page
VCE VET Units 1–2			
Compulsory			
BSBWOR203	Work effectively with others		8
SITHIND002	Source and use information on the hospitality industry		9
SITHIND003	Use hospitality skills effectively		10
SITXCCS003	Interact with customers		11
SITXCOM002	Show social and cultural sensitivity		12
SITXWHS001	Participate in safe work practices		13
SITXFSA001	Use hygienic practices for food safety		14
Electives			
SIRXSLS001	Sell to the retail customer		15
SITXCCS002	Provide visitor information		16
SITXCOM001	Source and present information		17
SITHCCC002	Prepare and present simple dishes		18
SITHCCC003	Prepare and present sandwiches		19
SITHFAB002	Provide responsible service of alcohol		20
SITHFAB003	Operate a bar		21
SITHKOP001	Clean kitchen premises and equipment		22
VCE VET Units 3–4			
Compulsory			
SITHFAB004	Prepare and serve non-alcoholic beverages		23
SITHFAB005	Prepare and serve espresso coffee		24
SITHFAB007	Serve food and beverage		25
SITHFAB016	Provide advice on food		26
SITXFIN001	Process financial transactions		27

List any other UoCs you are undertaking and include comments regarding additional UoCs on page 28.

What interests you about the industry?

What is your planned career path or future career aspiration?

Describe any workplace skills you have developed through previous work experience, SWL or part time employment?

Section 2: Learning about VET units of competency in the workplace

This WLR contains three key questions per UoC designed to draw out related experiences you may be exposed to in a hospitality workplace.

This does not cover all the elements or performance criteria within the units and is not designed as a UoC assessment tool.

You should comment on the UoCs you have experienced in the workplace, and reflect on actual observations or activities that you have been exposed to. Your observations will:

- reinforce the training you have undertaken
- identify differences in practice or equipment
- identify areas requiring further training or practical experience.

You are encouraged to take photos and/or video where appropriate to showcase learning in the workplace. Evidence you collect can include:

- observations
- descriptions of activities and tasks
- conversations with employers and other staff
- participation in meetings
- workplace documents
- research in the workplace
- photos of equipment/processes/events
- video of workplace activities.

Note: please speak to your host employer before taking photos or video. This record does not require identifying actual people or events, as this may breach confidentiality.

VCE VET units of competency

BSBWOR203 Work effectively with others

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

Respond to the following	**Comments/observations**
What was your role and responsibility within the team that you worked with?	
How was feedback communicated and received by staff?	
How did you support team members to ensure that the workplace goals were met?	

SITHIND002 Source and use information on the hospitality industry

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry.

Respond to the following	**Comments/observations**
How were new industry trends and information discussed with staff in the workplace?	
What current and emerging products or services did you observe in the workplace?	
What was the work ethic required by managers/supervisors in the workplace?	

SITHIND003 Use hospitality skills effectively

This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during service periods.

Respond to the following	**Comments/observations**
How did staff interact and respond to diverse demands during service periods (shifts) within the workplace?	
What was the requirement for working with speed and efficiency? How was this measured?	
How were problems discussed and resolved during service periods (shifts) in the workplace?	

SITXCCS003 Interact with customers

This unit describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers. It requires the ability to greet and serve customers, and respond to a range of basic customer service enquiries, including routine customer problems.

Respond to the following	**Comments/observations**
What were the customer service standards of the workplace?	
How did staff deal with problems and/or difficult customers?	
How was feedback from customers handled?	

SITXCOM002 Show social and cultural sensitivity

This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues.

Respond to the following	**Comments/observations**
Outline the communication techniques you observed in the workplace that were non-discriminatory.	
How did the workplace consider different communication styles to ensure they were meeting social and cultural conventions?	
How did staff overcome language or other barriers when communicating with customers?	

SITXWHS001 Participate in safe work practices

This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into own workplace activities.

Respond to the following	**Comments/observations**
What WHS policies and practices did you observe and who was responsible? What signage and personal protective equipment (PPE) was used in the workplace?	
What types of hazards or injuries did you observe and who would you report them to in the workplace?	
What were the emergency evacuation procedures and were you trained in these?	

SITXFSA001 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses.

Respond to the following	**Comments/observations**
How was food safety treated by staff and management?	
What safety precautions were required when handling food?	
What were the health issues likely to cause a hygiene risk in the workplace?	

SIRXSLS001 Sell to the retail customer

This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service and sell to retail customers. It requires the ability to determine customer needs, match products and services to their needs, and facilitate a sale.

Respond to the following	**Comments/observations**
How did you interact with customers and what were the types of communication that you used to initiate a sale?	
What were three techniques used by staff to close a sale or recommend certain products?	
How did the business promote customer loyalty and repeat sales?	

SITXCCS002 Provide visitor information

This unit describes the performance outcomes, skills and knowledge required to access general information on facilities, products and services available in the local area and to provide this to visitors.

Respond to the following	**Comments/observations**
How did the workplace ensure that staff were up-to-date with local facilities, products and services?	
Describe how visitors were provided with information in the workplace.	
How did the workplace gather visitor feedback? What did they do with this feedback?	

SITXCOM001 Source and present information

This unit describes the performance outcomes, skills and knowledge required to conduct basic research and present information in response to an identified need.

Respond to the following	**Comments/observations**
Outline any information that you were required to gather in the workplace.	
What was the purpose of the information that you gathered?	
How was information presented to others in the workplace? List examples and discuss if this was effective.	

SITHCCC002 Prepare and present simple dishes

This unit describes the performance outcomes, skills and knowledge required to prepare and present a limited range of simple menu items following standard recipes.

Respond to the following	**Comments/observations**
Were you able to prepare any simple dishes? If yes, what did you prepare?	
What different cookery methods did you use in the workplace?	
Did you handle prepared items? If so, what did you do?	

SITHCCC003 Prepare and present sandwiches

This unit describes the performance outcomes, skills and knowledge required to prepare and present a variety of sandwiches in a hospitality or catering organisation, such as cafés, kiosks, canteens and cafeterias, or to organisations where catering forms only a small part of the business.

Respond to the following	**Comments/observations**
How were sandwiches prepared in the workplace?	
Were you able to prepare any sandwiches? If yes, what did you do?	
How were sandwiches presented to customers? Describe the presentation styles used.	

SITHFAB002 Provide responsible service of alcohol

This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol.

Responsible practices must be undertaken wherever alcohol is sold or served, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace where alcohol is sold or served, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.

Respond to the following	**Comments/observations**
What were the responsible service of alcohol principles that the workplace followed?	
How did the workplace ensure customers only drank within appropriate limits?	
What was the process/policy for the refusal of service? Describe an example of this occurring in the workplace.	

SITHFAB003 Operate a bar

This unit describes the performance outcomes, skills and knowledge required to prepare a bar for service, take drink orders, prepare and serve alcoholic and non-alcoholic beverages and close the bar down.

Respond to the following	**Comments/observations**
Outline the procedure for ensuring the bar was prepared for service.	
How did the workplace take drink orders? Describe a situation when you took a drink order.	
Outline the equipment that you used in the workplace for bar service, and what each piece of equipment was used for.	

SITHKOP001 Clean kitchen premises and equipment

This unit describes the performance outcomes, skills and knowledge required to clean food preparation areas, storage areas, and equipment in commercial kitchens to ensure the safety of food.

Respond to the following	**Comments/observations**
How was kitchen equipment cleaned and sanitised in the workplace?	
What part of the cleaning process were you involved in? What was your role?	
What WHS requirements were taken into account when cleaning the kitchen and equipment?	

SITHFAB004 Prepare and serve non-alcoholic beverages

This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, non-espresso coffees and other non-alcoholic beverages.

Respond to the following	**Comments/observations**
How were ingredients and equipment selected and prepared when making non-alcoholic beverages in the workplace?	
Were you able to make and serve any non-alcoholic beverages? If yes, what did you do?	
What were the different types of glasses etc. used to present various beverages? Describe these.	

SITHFAB005 Prepare and serve espresso coffee

This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee beverages using commercial espresso machines and grinders.

Respond to the following	**Comments/observations**
How was the coffee workstation organised in the workplace?	
Were you trained in making espresso coffees and allowed to use the machine? What types of coffee did you make?	
What was the daily cleaning procedure for the coffee machine?	

SITHFAB007 Serve food and beverage

This unit describes the performance outcomes, skills and knowledge required to serve food and beverages to customers in a casual dining setting.

Respond to the following	**Comments/observations**
What occurred pre-service in the workplace? How were customers welcomed and orders taken?	
Were you able to serve food and clear tables? What was your role?	
What were the end of shift procedures that you observed in the workplace?	

SITHFAB016 Provide advice on food

This unit describes the performance outcomes, skills and knowledge required to provide accurate information and advice on different menu options.

Respond to the following	**Comments/observations**
How did front of house staff learn about the food they were serving?	
What information about the menu did staff discuss with customers?	
How did staff apply different sensory evaluation techniques when discussing food with customers?	

SITXFIN001 Process financial transactions

This unit describes the performance outcomes, skills and knowledge required to accept and process cash and other payments for products and services, and reconcile takings at the end of the service period or day.

Respond to the following	**Comments/observations**
What ways did the workplace take payments from customers?	
What did you observe whilst customer payments were being processed?	
How did the workplace reconcile daily takings?	

Comments/observations on any other unit(s) of competency not listed

Unit(s)	Comments/observations

Section 3: Student post-placement reflection

Employability skills are a set of eight skills we use every day in the workplace.

1. Communication
2. Team work
3. Problem solving
4. Self-management
5. Planning and organising
6. Technology
7. Learning
8. Initiative and enterprise

When you are on work placement, you will be using employability skills in many different ways.

This record will assist you when applying for jobs and in interviews. The skills you are developing may be transferred to a range of occupations. Assessment of SWL recognition is based on a discussion of each of the sections from this booklet with a school representative.

In Section 3, identify the employability skills you have used and how you have demonstrated them in the workplace. Identify how the skills you have acquired and used during your 80 hours of SWL might assist you in the future.

List of employability skills

How did you demonstrate **communication skills**? For example, by listening and understanding, speaking clearly and directly or reading and writing.

How did you demonstrate **team work**? For example, by working as part of a team or sharing ideas and resources with co-workers.

How did you demonstrate **problem solving**? For example, by identifying problems or developing solutions to workplace issues.

How did you demonstrate **self-management**? For example, by taking responsibility, managing time and tasks effectively, monitoring your own performance or having the ability to work unsupervised.

How did you demonstrate **planning and organising**? For example, by time management, setting priorities, making decisions, setting goals, collecting or analysing and organising information.

How did you demonstrate the use of **technology**? For example, by being prepared to use a range of technology systems, IT skills (typing or data entry) or being able to learn new skills from the technology used in this industry.

How did you demonstrate **learning**? For example, by being willing to learn new things, being open to new ideas or adapting to change.

How did you demonstrate **initiative and enterprise**? For example, being creative, adapting to new situations, turning ideas into actions, coming up with a variety of options.

Summary of industry learning

At the conclusion of your SWL for this VET Qualification, think about the experiences you have had in the workplace, your reflection of learning against the UoCs and the employability skills you have developed.

How will these learnings assist you in your pathway to employment or further training in this industry?

Student declaration

I confirm that I have undertaken work placement with:

Employer/Company/Business name	**Total hours of placement**
TOTAL	

I have completed the reflections and evidence submitted in this WLR and they are from my own experiences.

Signed (Student) _____

Name (Block letters) _____

Date _____