



# PACIFIC LUTHERAN COLLEGE

(provider number 31416)

## Certificate II in Hospitality

*SIT20316 - Certificate II in Hospitality (Release 2)*

There are no formal qualification entry requirements.

Entry requirements for this program include the student's agreement and ability to undertake the following:

- Demonstrate evidence of language, literacy and numeracy skills at the requisite ACSF level.
- Attend and participate in scheduled training and assessment.
- Participate in workplace tasks to employer expectations if required.
- Be able to work in a simulated industry environment and handle industry standard equipment.
- Comply with the RTO code of conduct requirements, directions on work, and health and safety matters.

### **What careers can lead from this course?**

- Bar attendant
- Bottle shop attendant
- Café attendant
- Catering assistant
- and many, many more occupations.
- Food and beverage attendant
- Front office assistant
- Room attendant
- Gaming attendant

## What units do I study?

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BSBWOR203	Work effectively with others	Core
SITHIND002	Source and use information on the hospitality industry	Core
SITHIND003	Use hospitality skills effectively	Core
SITXCCS003	Interact with customers	Core
SITXCOM002	Show social and cultural sensitivity	Core
SITXWHS001	Participate in safe work practices	Core
SITXFSA001	Use hygienic practices for food safety	Elective
SITHCCC002	Prepare and present simple dishes*	Elective
SITHFAB004	Prepare and serve non-alcoholic beverages*	Elective
SITHFAB005	Prepare and serve espresso coffee*	Elective
SITHFAB007	Serve food and beverage*	Elective
SITXINV001	Receive and store stock	Elective

**The training and assessment, and related educational and support services that Pacific Lutheran College will provide to the learner include:**

- i. The estimated duration of the course is one (2) year with 110 nominal hours per semester
- ii. The expected location at which training and assessment will be provided will be at Pacific Lutheran College in a simulated learning environment
- iii. The expected modes of delivery will be through practical projects, observation and written tasks
- iv. There will be no third party that will provide training and/or assessment, and related educational and support services to the learner on the Pacific Lutheran College's behalf
- v. Training placement arrangements will be twelve service periods
- vi. All costs and student obligations relating to material for this certification are included as part as college enrolment fees
- vii. Pacific Lutheran College is responsible for the training and/or assessment and for issuing a qualification or statement of attainment.
- viii. A USI is a pre-requisite for entry into this course.
- ix. In the event that the RTO loses suitably qualified trainers and assessors and is unable to deliver this program:
  - students will be issued with a statement of attainment for any successfully completed units of competency
  - any fees paid toward the program will be refunded on a pro rata basis.
- X. All students have a right to the complaints/appeal process and this can be accessed through the student handbook

## What advantages are there in taking this course?

- QCE**
- Four (4) credit points are given towards the Queensland Certificate of Education on the successful completion of this subject