Certificate II in Hospitality

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?

SIT20213 - Certificate II in Hospitality (Release 1)

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Type</th>
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</thead>
<tbody>
<tr>
<td>BSBWOR203B</td>
<td>Work effectively with others</td>
<td>Core</td>
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<tr>
<td>SITHIND201</td>
<td>Source and use information on the hospitality industry</td>
<td>Core</td>
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<tr>
<td>SITHIND202</td>
<td>Use hospitality skills effectively</td>
<td>Core</td>
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<tr>
<td>SITXCOM201</td>
<td>Show social and cultural sensitivity</td>
<td>Core</td>
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<tr>
<td>SITXCCS202</td>
<td>Interact with customers</td>
<td>Core</td>
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<tr>
<td>SITXWHS101</td>
<td>Participate in safe work practices</td>
<td>Core</td>
</tr>
<tr>
<td>SITXFSA101</td>
<td>Use hygienic practices for food safety</td>
<td>Core</td>
</tr>
<tr>
<td>SITXINV201</td>
<td>Receive and store stock</td>
<td>Elective</td>
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<tr>
<td>SITHFAB203</td>
<td>Prepare and serve non-alcoholic beverages</td>
<td>Elective</td>
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<tr>
<td>SITHFAB204</td>
<td>Prepare and serve espresso coffee</td>
<td>Elective</td>
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<tr>
<td>SITHFAB206</td>
<td>Serve food and beverage</td>
<td>Elective</td>
</tr>
<tr>
<td>SITXFIN201</td>
<td>Process financial transactions</td>
<td>Elective</td>
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</tbody>
</table>

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. Work 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