

Certificate II in
HOSPITALITY

COURSE GUIDE



CANTERBURY
TECHNICAL INSTITUTE

CRICOS Code: 02938M RTO No: 31645

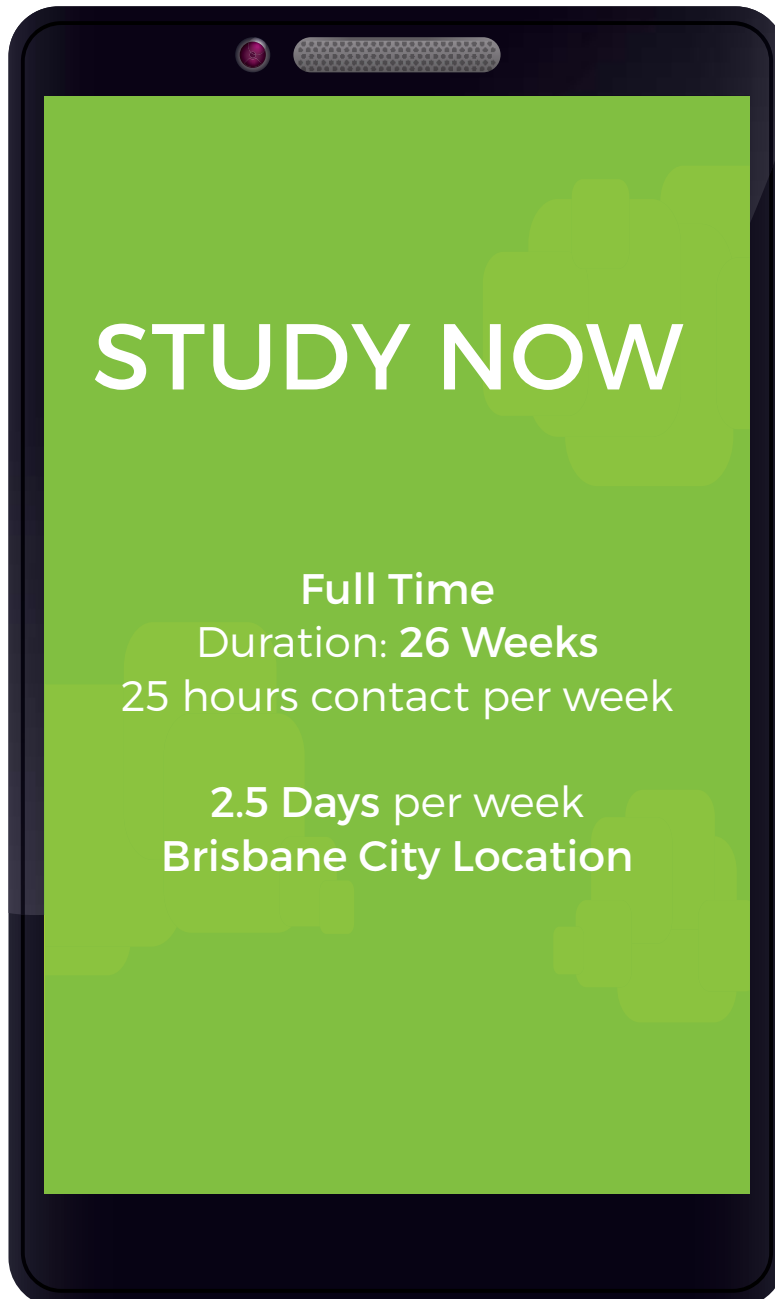
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Certificate II in Hospitality SIT20316

CRICOS Code: 090921B



The SIT20316 Certificate II in Hospitality provides students with the opportunity to learn a range of basic yet important hospitality operational skills. These practical skills are combined with solid industry knowledge and are directly transferrable to the smooth running of everyday tasks in a supervised hospitality environment.

Students successfully completing this course may enter further Business or management qualifications at CTI or progress to a wide range of other qualifications in the Hospitality and broader service industries.

The course will take 26 weeks to complete with 2.5 days of contact per week encompassing a range of core skills from administration elements to customer service, communication and work safety elements. Each graduate will have a competent understanding of all aspects involved in a supervised hospitality environment.

Course Units

The SIT20316 course includes:

Unit Cluster 1: Administration 1

BSBITU201 Produce simple word processed documents

Unit Cluster 2: Client and Customer Service Skills

BSBWOR203 Work effectively with others
 SITHIND003 Use hospitality skills effectively
 SITXFSA001 Use hygienic practices for food safety (complete before SITHFAB204)
 SITHFAB005 Prepare and serve espresso coffee
 SITXCOM002 Show social and cultural sensitivity

Unit Cluster 3: Communication

SITHIND002 Source and use information on the hospitality industry
 SITXCOM001 Source and present information
 BSBCMM201 Communicate in the workplace
 SITXCCS003 Interact with customers

Unit Cluster 4: Work Safety 2

SITHFAB002 Provide responsible service of alcohol
 SITXWHS001 Participate in safe work practices

Entry Requirements:

Australian Domestic Students:

- There are no entry requirements for Australian Domestic Students.

International Students:

- An overall IELTS band 4.5 or equivalent and above;
- 18 years and above with a High School Certificate (Year 12)
- A verified copy of qualification & transcripts is required along with the application
- Qualification & transcripts needs to be verified by CTI's approved student recruitment agent to confirm their genuine status

Course Fees

The course fee for the SIT20316 Certificate II in Hospitality is AUD \$4,000.



**Don't wait any longer
Get started toward the
career you want today!**

Call: 07 3123 4055



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