

Put yourself  
...at the heart of the action

## with a Certificate II in Hospitality

**Course Duration:** 26 weeks

**Class Schedule:**

\*25 hours 2.5 days per week

**Entry Requirements:**

No entry requirements for Australian Students.

**Preferred Pathways**

- Completed Year 12 (HSC or equivalent)

OR

2. Individuals may enter with limited or no vocational experience and without a relevant lower level qualification.

**International Students:**

- Must be 18 years of age or over
- Minimum 4.5 IELTS score or equivalent

\* Students may be required to complete additional hours beyond class times to complete the course.

**Course Outline: SIT20316** (CRICOS 090921B)

This qualification reflects the role of individuals who use a basic yet important range of hospitality operational skills. The practical skills gained combined with solid industry foundation knowledge allows participants to help ensure the smooth running of everyday tasks in a supervised hospitality environment.

**Unit Cluster 1: Administration**

BSBITU201 Produce simple word processed documents

**Unit Cluster 2: Client and Customer Service Skills**

BSBWOR203 Work effectively with others

SITHIND003 Use hospitality skills effectively

SITXFSA101 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

SITXCOS003 Interact with customers

**Unit Cluster 4: Work Safety**

SITHFAB002 Provide responsible service of alcohol

SITXWHS001 Participate in safe work practices

**Course Pathway:**

Students successfully completing this course may enter the Certificate III or IV qualifications or business and IT at CTI or progress to a wide range of other qualifications in the Hospitality and broader service industries. Other study opportunities with CTI include Diploma of Business, Advanced Diploma of Business, Diploma of Leadership and Management, Diploma of Digital and Interactive Games and Diploma of software development.

**CALL US on +61 7 3123 4055**

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