Certificate II in Hospitality

Course Outline: SIT20316
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
- SITXFSA001 Use hygienic practices for food safety *(complete before SITHFAB005)*
- 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
- SITHFAB002 Provide responsible service of alcohol
- SITXWHS001 Participate in safe work practices

Course Pathway:
Students successfully completing this course may enter the Certificate III with 5 units of credit into Certificate III or Diploma of Hospitality Management 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 including Diploma of Business, Advanced Diploma of Business, Diploma and Advanced of Leadership and Management, Diploma of Digital and Interactive Games and Diploma of software development.

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.

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