

*Put yourself
...at the heart of the action*



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.

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

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.



CANTERBURY
TECHNICAL INSTITUTE



Access more
information on line

CALL US +61 7 3123 4055
www.cti.qld.edu.au



NATIONALLY RECOGNISED
TRAINING

