

Certificate II in  
**HOSPITALITY**

COURSE GUIDE



**CANTERBURY**  
TECHNICAL INSTITUTE

CRICOS Code: 02938M RTO No: 31645

## Table of Contents

Certificate II in Hospitality SIT20316	3
Course Units	4
Entry Requirements	5
Course Fees	5



# 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
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### 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

## Study Requirement:

Students enrolled in the Certificate II in Hospitality course must complete a mandatory work placement of 12 shifts. Students are required to source their own work placements.

## Course Fees

Please contact college staff for fees.



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career you want today!**

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