

CERTIFICATE II IN HOSPITALITY

Vocational Education & Training CODE: VHY

THIS COURSE IS BEING DELIVERED IN PARTNERSHIP WITH EAST COAST TAFE, RTO 0275

UPON COMPLETION OF THIS COURSE, CERTIFICATION WILL BE ISSUED BY SUNSHINE COAST TAFE

QUALIFICATION: SIT10316 CERTIFICATE II IN HOSPITALITY

COURSE OVERVIEW

This qualification will be delivered in partnership with the Sunshine Coast Institute of TAFE. An asterisk (*) indicates which units will be delivered by TAFE. This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic operational knowledge and limited practical skills in a defined context. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision.

DURATION

One year

COURSE UNITS

To attain a Certificate II in Hospitality, 12 units of competency must be completed.

UNIT CODE	UNIT NAME
BSBWOR203	Work effectively with others
SITHIND201	Source and use information on the hospitality industry
SITXCCS003	Interact with customers
SITXCOM002	Show social and cultural sensitivity
SITXWHS001	Participate in safe work practices
SITHIND003	Use hospitality skills effectively* (with our industry partner)
SITHGAM001	Provide responsible gambling services
TLIE1005	Carry out basic workplace calculations
SITHFAB002	Provide responsible service of alcohol*
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITHIND001	Use hygienic practices for food safety

ASSESSMENT TECHNIQUES

Assessment will include practical demonstrations, team tasks, observation checklists, knowledge tests, internet research, oral presentations, work place simulations, work experience and café work.

SPECIAL REQUIREMENTS

All units of competency must be achieved to receive the full certificate. This certificate will require students to participate in Structured Work Placement and this may involve attending a industry related work site out of normal school hours. Split shifts may be required as part of this Structured Work Placement. Transport to and from work site may incur additional costs.

CAREER OPPORTUNITIES & PATHWAYS

Possible career opportunities include:

Bar attendant	Housekeeping attendant
Bottle shop attendant	Porter
Catering assistant	Receptionist or front office assistant
Food and beverage attendant	Gaming attendant

Successful completion of this Certificate will allow articulation into a range of other Certificate III level qualifications in this Vocational Training Area.

Subject fees for students who undertake a VET Certificate in partnership with an external provider will not be refunded once the transfer of funds has occurred from the College to the external provider, and are subject to each organisation's refund policy and procedure.

Disclaimer: "The College must have certain teachers and equipment to run this course. If the school loses access to these resources, the school will attempt to provide students with alternative opportunities to complete the course and the related qualifications. The school retains the right to cancel the vocational component of the course if it is unable to meet requirements."