

Career Training Institute of Australia (CTIA) is offering SIT20316 Certificate II in Hospitality including both theory and practical delivery in a live hotel environment. Students will consolidate the practical application of the qualification in one of CTIA's hotel alliances.

The program provides all necessary criteria for the Certificate II in Hospitality in an exciting experience of a lifetime.

Study is required over 12 units of competency, disseminated into experiential learning through participating in live practical workshops at the hotel.



Palazzo Versace
GOLD COAST AUSTRALIA



Course Cost

VETiS is funded by the VET investment budget, meaning there are no costs to eligible students. This funding covers the cost of the qualification and all costs associated with the delivery of the 12 units of competency including resources and consumables.

Benefits to Participation

Participation in this program enables students the opportunity to interact within a live hospitality venue where they will be immersed in the culture of 5-star opulence. This is a great opportunity to participate in real industry situations which will call on skills and knowledge gained throughout your training while participating in the vocational placement program.

Successful completion of this qualification equates to the successful completion of 12 units of competency including participating in 12 industry shifts within a hospitality context. You will be work ready on completion as you get the chance to consolidate your new skills by putting them into practice.

Program Inclusions

Career Training Institute of Australia (CTIA) facilitates an experience specifically for students in years 10, 11 and 12 where they can integrate knowledge learnt in class with practical real-life situations experienced in the hospitality industry. See first-hand hospitality sectors in action! Observe industry experts as they interact with guests and provide advice on products and services all in a real hotel environment.

The program takes students out of the classroom and into an interactive environment, allowing students to complete both theory and practical training within a hotel context to enhance the employability skills required today.

Specifically, students will learn aspects of:

- Service of food and beverage
- Customer service standards as expected at an international Hotel
- Appropriate grooming and personal presentation standards required
- Responsible service of alcohol
- Coffee essentials (this is non-accredited study) students will receive a participation certificate as they learn the art of coffee making, taking coffee orders and use and maintenance of the coffee machine.

Eligibility Criteria

Students wanting to enroll must:

- ✓ Attend all scheduled training days, you must be available school holidays
- ✓ Complete 12 hospitality shifts
- ✓ Provide a copy of a birth certificate / extract or passport
- ✓ Supply CTIA with a fully completed application form
- ✓ Provide a LUI number – to register on student learning accounts
- ✓ Provide a USI – CTIA cannot issue certificate without this

Where the above are not met, CTIA reserve the right to refuse course attendance.

Get in Touch. Get Involved.

Call Us: 07 5564 9044

E-mail Us: bookings@ctia.edu.au

Web: ctia.edu.au

Frequently Asked Questions

Who is Eligible to participate?

All Queensland secondary school students in Years 10, 11 and 12 can access VET within any recognised qualification across a range of industries in a school environment; however VET investment funding can only be used for those qualifications identified as employment stream qualifications. Students who complete a certificate I or II level qualification at school are still eligible to access further Queensland Government subsidised training post-school such as the Certificate 3 Guarantee. Students undertaking VETiS, which is resourced by the VET investment budget, will be funded to complete one employment stream qualification at the certificate I or II level.

<https://desbt.qld.gov.au/training/training-careers/incentives/vetis>

Students will be required to complete a student training and employment survey within three months of completing or discontinuing the qualification.

How is the course delivered and how long will it take?

The Certificate II in Hospitality is delivered by participation in a vocational placement program, attending face to face training and self-directed study and projects which can be done independently. This method of learning allows greater flexibility in choosing the times it takes you to complete the course. Face to face training is required for consolidation of a number of subjects which is disseminated into experiential learning through participating in the practical placement program and classroom activities.

The Volume of Learning is 610 hours, a duration of at least 9 months, which includes both structured and non-structured learning. A combination of trainer facilitated classroom learning and independent study may take place. Negotiated individual or group study support sessions are available with a teacher depending on the needs of the participant/s. Participants with existing underpinning skills and knowledge may complete the qualification within a shorter timeframe based on their application to achieving completion of the required learning and assessments.

CTIA has formed a strategic alliance with the Palazzo Versace allowing eligible students the opportunity to complete their 12 industry shifts at the hotel. Please be aware only students who have perfect attendance, grooming and show a dedication to the industry will be granted an interview for a placement.

Each student will need a computer with internet access to complete various assessment tasks.

How will participants be assessed?

Assessment is competency based, in that the participant will be required to demonstrate competency in a range of tasks. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible and fair. Assessment strategies include a range of techniques, which include, but are not limited to the use of; direct observation, questions & answers, practical exercises, and case studies.

Students who can demonstrate that they are already competent in a unit of competency below, may apply for Credit Transfer.

What are participants awarded at completion ?

Upon successful completion of all units of competency in the course, participants will be issued with an SIT20316 - Certificate II in Hospitality. Should a participant not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

Students who successfully complete the Certificate II in Hospitality could progress to a wide range of other qualifications in the service industries. These include SIT30616 Certificate III in Hospitality SIT50416 Diploma of Hospitality Management.

CTIA is responsible for quality training and assessment in compliance with the Standards for RTO's (2015) and issuance of AQF qualifications.

Core units of competency

BSBWOR203 – Work effectively with others

SITHIND002 – Source and use information on the hospitality industry

SITHIND003 – Use Hospitality skills effectively

SITXCOM002 - Show social and cultural sensitivity

SITXCCS003 – Interact with customers

SITXWHS001 – Participate in safe work practices

Elective Units*

SITXFSA001 – Use hygienic practices for food safety

SITHFAB002 – Provide responsible service of alcohol

SITHFAB007 – Serve food and beverage

SITHGAM001 – Provide responsible gambling services

SITXCCS004 – Provide lost and found services

SITXCCS002 – Provide visitor information

*Elective units may change

* Coffee essentials is non-accredited.

OUR SERVICE includes a commitment to providing advice and support to all our clients and students. This includes the following services upon request: Welfare and guidance services; complaints & appeals procedures; disciplinary procedures; access and equity; Recognition Prior Learning (RPL) & Credit transfer arrangements; client selection; enrolment and induction/orientation procedures; course information including content and vocational outcomes; fees/charges; including refund policy and exemptions (where applicable), provision for language; literacy and numeracy assessment; client support; including any external support the RTO has arranged for clients flexible learning and assessment procedures.

For any further information please contact us or review our student handbook:

<http://www.ctia.edu.au/how-to-apply-further-information-2/>