



Career Training Institute of Australia (CTIA) is offering SIT20322 Certificate II in Hospitality including both theory and practical delivery. Students will participate in various practical workshops providing them opportunity to put into practice their new skills.

The program provides students with the skills and knowledge to work effectively in a café, restaurant or club setting.

Study is required over 12 units of competency, disseminated into experiential learning through participating in the practical Gold Coast stay.



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 visit a number of our industry partners where you can personally meet the teams behind brands such as Sheraton Grand Mirage Resort where you are immersed in the culture of 5-star opulence.

See live hospitality venues as part of the practical experience, such as Q1 and the Gold Coast convention center.

Successful completion of this qualification equates to the successful completion of 12 units of competency including participating in 12 industry shifts within a suitable 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 who would like to start a career in the vibrant hospitality industry or are looking for part time work while furthering study after school.

According to Jobs Queensland, Hospitality is experiencing a 25% increase in job growth, so study a course that gets you job ready! We will come to school and deliver face to face training over the course of 12 months.

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 (needed for all hospitality venues serving alcohol)
- Responsible gambling service (needed to work in clubs)
- Espresso coffee - learn the art of coffee making, taking coffee orders and use and maintenance of a commercial espresso machine.

Eligibility Criteria

Students wanting to enroll must:

- ✓ Attend all scheduled training days
- ✓ Complete 12 hospitality shifts
- ✓ Provide a copy of an Australian / NZ 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 a certificate without this

Where the above are not met, CTIA reserve the right to refuse course attendance. Schools must have a minimum of 15 eligible students for CTIA to deliver face to face.

Get in Touch. Get Involved.

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THE BENEFIT of completing a SIT20322 Certificate II in Hospitality qualifies successful graduates to apply for positions at various businesses including: restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops.

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 691 hours, a duration of approximately 11 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.

Each student will need access to technical equipment not limited to: A computer with Microsoft Office, internet connection, an email address and printer/scanner to complete various assessment tasks.

Students who are not eligible for or who have already accessed their VETiS funding can apply to complete the course through fee for service arrangements, speak to your course consultant for more information.

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 SIT20322 - 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 SIT30622 Certificate III in Hospitality SIT50422 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

- BSBTWK201 – Work effectively with others
 - SITHIND006 – Source and use information on the hospitality industry
 - SITHIND007 – Use Hospitality skills effectively
 - SITXCCS011 – Interact with customers
 - SITXCOM007 - Show social and cultural sensitivity
 - SITXWHS005 – Participate in safe work practices
- ### Elective Units*
- SITXFSA005 – Use hygienic practices for food safety
 - SITHFAB021 – Provide responsible service of alcohol
 - SITHFAB025 – Prepare and serve espresso coffee
 - SITHFAB027 – Serve food and beverage
 - SITXCCS012 – Provide lost and found services
 - SITXCCS010 – Provide visitor information

*Elective units may change

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/>