

SIT20316
CERTIFICATE II IN HOSPITALITY
COURSE INFORMATION BROCHURE



Flexible Learning in a Supportive Environment

ACCREDITED COURSES AUSTRALIA-WIDE 07 3816 6930 • WWW.QMTS.EDU.AU



Course Overview

This qualification provides a pathway work in different hospitality settings, including restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.



The Course Delivery

The Certificate II in Hospitality will include face-to-face training, self-guided learning and various on-line and study activities (approximately 5 hours per week for the whole duration of the course).

The eight-day intensive training session includes theory class activity and practical/ simulated sessions.

In addition, there are 12 Shifts which will need to be completed in the workplace, as part of unit SITHIND003 Use hospitality skills effectively.

The duration of the course is six (6) months, however this may vary depending on a student's commitment to the training plan and prior experience.

COURSE CODE	SIT20316
LOCATION	QMTS Training, Brisbane Campus, Royal Queensland Yacht Squadron, 578 Royal Esplanade, Manly Qld 4179
COURSE FEES	\$2,400
DURATION	6 Months to complete the course, however this may vary pending a students' commitment to the training plan. Includes: 8 days Face to Face in class workshops with online study.
COURSE DELIVERY	Face to Face Training & Online Theory & Assessments.
COURSE COMPLETION PERIOD	6 months from date of enrolment.

Course Description

This qualification reflects the role of individuals who will be involved in mainly routine and repetitive tasks and work under direct supervision. They will have a limited range of hospitality skills and basic industry knowledge.

The industry has identified vocational outcomes and/or areas of local demand in the Hospitality sector. This qualification provides a pathway work in different hospitality settings, including restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.



Course Program

The mode of delivery for this course is identified as: blended, combining classroom theory classes and practical classes including work placement within a professional establishment. QMTS Training will source the establishment for each student.

The combination of study modes and learner workplace participation creates an environment where knowledge and skills are acquired in the classroom through both theoretical learning and practical activities such as role-plays and meeting.

The classroom learning is supported by self-paced study allowing the learner to prepare for future classroom activities and complete theoretical tasks which develops the learner's understanding of the course content.

The level of workplace engagement allows the learner to apply the acquired knowledge and skills from the course directly into the workplace. Workplace engagement reinforces learned knowledge and skills.

Course Units

Unit Code	Units of Competency
BSBWOR203	Work effectively with others
SITHIND002	Source and use information on the hospitality industry
SITHIND003	Use hospitality skills effectively
SITXCCS003	Interact with customers
SITXCOM002	Show social and cultural sensitivity
SITXWHS001	Participate in safe work practices
SITXFSA001	Use hygienic practices for food safety
SITXFIN001	Process financial transactions
SITHFAB007	Serve food and beverage
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB003	Operate a bar
SITHFAB002	Provide responsible service of alcohol

Course Outcome

SIT20316 Certificate II in Hospitality

Students may also receive:

- 4 Credit Points towards their QCE Higher Certificate, Diploma-level study & University study plus
- SITHFAB002 Provide responsible service of alcohol (RSA) Statement of Attainment.

Please note that students will be awarded any applicable QCE points/qualifications/licences listed above only on completion of the SIT20316 Certificate II in Hospitality course in its entirety.

Careers & Pathways

The following are indicative job roles for this qualification:

bar attendant | café attendant | catering assistant
food and beverage attendant | front office assistant
porter | room attendant.



Entry Requirements

There are no entry requirements for this qualification.

Admission Requirements

Technology

As some of the resources are contained in a dedicated learner portal, a student must have access to a computer (with Microsoft Office software).

Students will need to bring a laptop to class with them as they will need to be able to access their student learner portal throughout their classroom training and assessments.

Free Wi-Fi is available during training.

As students will undertake training in the use of the QMTS Training student portal they will require basic computer skills to complete the course without disadvantage.

Literacy, and Numeracy

It is a requirement of this course that all enrolling students undertake a language, numeracy and literacy assessment.

Age restrictions

QMTS Training will accept enrolments from students before their 16th birthday provided they meet all other Admission Requirements.

Enrolment Documentation

When enrolling into a QMTS Training course it is a requirement that all enrolment documentation is received before enrolment confirmation can occur. The required documents and information are listed below:

- Pre-Enrolment Form (Personal Details)
- Client Enrolment Form
- Enrolment/Induction Checklist

Students will be required to provide QMTS Training with their Unique Student Identifier (USI) before enrolment can be completed.



Assessment Procedures

Assessment for this qualification is as follows:

- Assignments | Assessments | Practical Tasks

Recognition Processes

Learners are able to have their competency from prior learning and work experience recognised in this qualification through the following arrangements:

Recognition of Prior Learning (RPL)

RPL is recognition of prior learning or skills obtained from previous study or work/life experience.

Learners, who through prior learning or experience believe they have gained competence in any of the skill areas, may be granted RPL upon substantiation of that claim.

QMTS Training offers RPL on enrolment and the trainer will work with the student to define the potential for a successful application process.

NB: RPL does not give the student a discount in course fees.

Credit Transfer

Students may also apply for a credit transfer upon enrolment.

Learners who have evidence in the form of AQF certification from any other RTO or authenticated VET transcripts issued by the Registrar or from an AQF authorised issuing authority for units of competency relevant to this qualification will be given credit upon enrolment.

For more information about QMTS Training Recognition Process please refer to the Client Handbook or Phone QMTS Training on 07 3186 6930.

Quality & Compliance

QMTS Training is the RTO responsible for the quality and compliance of the nationally recognised training being delivered and is also the RTO that will issue any qualification or statement of attainment certificate to eligible learners.

Complaints & Appeals

Should you at any time wish to lodge a complaint, you can do so by contacting your trainer or the Chief Executive Officer of QMTS Training on 07 3186 6930.

Please refer to the QMTS Training website or Student Handbook for further information on our Complaints and Appeals Processes.



Contact Us

Phone: 07 3186 6930

Email: info@qmts.edu.au

Website: www.qmts.edu.au

Postal: PO Box 5259, Manly Qld 4179

Brisbane Campus

578 Royal Esplanade

Manly Qld 4179

Sunshine Coast Classroom

Sunreef Mooloolaba

The Wharf Mooloolaba

123 Parkyn Parade, Mooloolaba Qld 4557

Connect with us Online

Facebook | Instagram | You Tube



Flexible Learning in a Supportive Environment

ACCREDITED COURSES • AUSTRALIA-WIDE

