

COURSE OUTLINE

SIT20316 Certificate II in Hospitality



Smart City Vocational College is offering SIT20316 Certificate II in Hospitality through:

- Work-based delivery for trainees or *school-based* trainees as new entrants to the industry

This course outline provides an overview of the delivery and information about the cost of the training and any funded training opportunities. The units currently offered by Smart City Vocational College in this qualification are listed within this document.

QUALIFICATION INFORMATION

SIT20316 CERTIFICATE II IN HOSPITALITY

This qualification reflects the role of individuals who use a defined and limited range of hospitality operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision.

Job roles and titles vary across different industry sectors. Individuals with this qualification are able to perform roles such as:

- bar attendant
- bottle shop attendant
- café attendant
- catering assistant
- food and beverage attendant
- front office assistant
- gaming attendant
- porter
- room attendant

ENTRY REQUIREMENTS

There are no entry requirements for this qualification. However, you will be required to complete a Language, Literacy and Numeracy Assessment before commencing in this qualification with Smart City Vocational College.

Eligibility criteria may apply if training is subsidised through government funded programs.

Learners wishing to undertake this program through a traineeship or school-based traineeship in Queensland will be required to meet specific program entry requirements, including;

- must meet the eligibility requirements for an Australian Government's Australian Apprenticeship
- meet the eligibility for funded training through Queensland User Choice program,
- be employed or hosted within an appropriately resourced hospitality environment
- be signed into a valid and registered training contract,
- be supervised in the workplace.

Additional requirements for a school based traineeship include;

- be currently enrolled in school in Queensland,
- be in a traineeship that impacts on their school timetable through a combination of school, work and training,
- must be undertaking paid employment for a minimum of 50 days or 375 hours per twelve-month period.

Please contact your local campus to obtain information on these requirements.

PATHWAYS INTO THE QUALIFICATION

There are no entry requirements for this qualification required by the Qualification Descriptor.

PATHWAYS FROM THE QUALIFICATION

After achieving SIT20316 Certificate II in Hospitality, individuals could progress to a wide range of other qualifications in the hospitality and broader service industries.

MODE OF TRAINING DELIVERY

The delivery mode describes the way training will be delivered to support and enable learning.

Work-based	Work-based learning	School-based traineeship in QLD
Work-based	Work-based learning	Traineeship

Please note: A program using work based delivery, is restricted to learners that currently hold positions within organisations where it is agreed that the learner can gain access to resources, facilities and information necessary for their training and assessment.

All learners will also require access to:

- Internet, for research purposes
- Workplace policies and procedures manual (or similar documentation) for assistance in completing assessment activities (where required).

Learners will be required to:

- complete a minimum 12 complete work shifts to enable the successful completion of the unit SITHIND003 Use hospitality skills effectively.

DURATION

Dependent on the mode of delivery and/or program type, the timeframe for this qualification will vary.

School-based Traineeship up to 24 months, part time

Traineeship 12 months (full-time)

Although the above timeframes may differ, the required Volume of Learning shall be met.

CONTACT TIME

Our trainers will visit trainees in the workplace every 4 to 6 weeks to deliver training and assessment services as outlined in the training plan.

DELIVERY LOCATIONS

The Certificate II in Hospitality offered as a traineeship is currently offered in Queensland only, at campuses where qualified trainers are able to support this training. Refer to our website for the closest campus location.

Work-based (Traineeship and school-based)

School-based traineeship

Learners in Queensland wishing to enrol in a traineeship must be employed and signed up as a trainee by an Australian Apprenticeship Support Network. The Student Contribution Fees are a learner's contribution to the cost of tuition. However, there are no Student Contribution Fees for School-based trainees.

Should the learner convert their traineeship to part or full time *after* the completion of school to complete their studies, the student contribution fee will apply to any units of competency not yet commenced.

Traineeship

Student Contribution Fees \$1.60 per nominal hour

** Concessions apply to eligible learners (refer to Learner Handbook)*

LICENSING, LEGISLATIVE, REGULATORY OR CERTIFICATION CONSIDERATIONS

Not Applicable

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

RANGE OF ASSESSMENTS

- Methods of assessment to cover a *range* of evidence gathering, *for example*, written questions and answers, observation, verbal questioning, supplementary evidence including, evidence portfolio, referee report, photographic evidence, workbook activities, log book
- Assessment can be modified where necessary.
- Recognition of your current skills and or past experience/qualifications (RCC/RPL).

Please discuss your learning needs with us. Whilst the Elements/Performance Criteria are required to be at a consistent standard, there is scope to modify either delivery of training (reasonable adjustment) or how your competencies are assessed to ensure that you succeed with your chosen area of training.

When submitting assessment items, please ensure you have followed the guidelines as outlined in the assessment booklet, for example typing/writing your name, unit of competency code, and page number on all documents etc.

CREDIT TRANSFER/NATIONAL RECOGNITION

Credit transfer is where you may have completed Units or a course with another Registered Training Organisation and it is relevant and/or able to be used for your current and anticipated study. Please note that Smart City Vocational College is committed to applying Credit Transfer to Qualifications/Units completed at other training organisations. Please ensure you mention this to your trainer on/before enrolment.

CAMPUSES/STUDY HUBS

Smart City Vocational College's extensive network of campuses and StudyHubs across Australia allow you to have face-to-face time with a qualified SmartCity trainer, undertake study or an assignment or just escape the daily grind.

SmartCity's campuses and StudyHubs are designed and purpose built to help you achieve something great. They all feature the latest technology and a friendly, comfortable and inviting atmosphere. Many also feature barista machines and a kid's play area as well. The technology within the campuses and StudyHubs are available to you for study purposes, e.g. computers, printer, photocopier, wifi. Feel free to use our tea and coffee facilities and chill out in the lounge area.

You can call us to arrange an appointment to meet with a trainer or simply pop in anytime during trading hours and have a chat with a Student Support Officer or Campus Manager.

SUPPORT SERVICES

If you feel that you may require personal assistance and/or support, please talk to our staff. If we are unable to assist, we will put you in touch with a service that may be able to help you. We have a range of contacts with people who are skilled in dealing with difficult situations. If you feel more comfortable speaking with a female/male staff member or a person of same cultural background, please do not hesitate to ask. Any matters relating to Welfare/Guidance Services will be kept in strictest confidence – we respect your privacy on these issues.

Learners have access to learning support with Smart City Vocational College Trainers/Staff, 5 days per week between the hours of 8.00am and 4.00pm via face-to-face, telephone, email, fax, Skype, Lync or where appropriate in person. Please note that where a Learner makes contact via email, a staff member from Smart City Vocational College will endeavour to respond within 48-72 hours.

COMPLAINTS/APPEALS

Smart City Vocational College seeks to prevent complaints and/or appeals by ensuring Learners are satisfied with their training product and its outcomes. Trainers/Assessors will be fair, courteous and helpful in all dealings with Learners.

Any complaint about any assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment outcome. Please refer to Learner Handbook for further information.

USI (UNIQUE STUDENT IDENTIFIER)

All Learners who will be completing or commencing nationally recognised training with Smart City Vocational College (campus, distance or blended) will need to have a Unique Student Identifier (USI). This is a requirement of the Australian Government - Department of Industry.

A USI account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study at a new training organisation, your USI will be used to store your training records and results.

If you require assistance in creating your own USI, please contact your local campus or Smart City Service Desk on 1800 BE SMART.

YOUR RESPONSIBILITIES

As Learner enrolled with Smart City Vocational College, you are expected to:

- Participate fully as an independent and active Learner
- Be responsible for the choices you make in relation to your course of study
- Be committed to your learning and own education
- Be responsible for your own academic progress in your course
- Provide accurate and up-to-date information as required for enrolment and continuing enrolment
- Abide by the Smart City Vocational College Learner Code of Conduct
- Meet any further requirements applicable to the program or funding type of your qualification

A Learner Responsibilities statement and Learner Code of Conduct are contained in the Smart City Vocational College Learner Handbook, this can be easily accessed from our website, www.smartcitycollege.edu.au

Work-based (Traineeship and School-based traineeship)

UNIT LIST:

12 units of competency are required to complete this qualification.

6 Core unit plus 6 elective units

Unit number	Title	Elements	Nominal Hours
CORE			
BSBWOR203	Work effectively with others	Develop effective workplace relationships Contribute to workgroup activities Deal effectively with issues, problems and conflict	15
SITHIND002	Source and use information on the hospitality industry	Source and use relevant industry information Source and use compliance information in daily activities Source and use information on hospitality technology Update personal and organisational knowledge of the hospitality industry	25
SITHIND003	Use hospitality skills effectively	Prepare for service Provide service Complete operational tasks Complete end of shift duties	40
SITXCOM002	Show social and cultural sensitivity	Communicate with customers and colleagues from diverse backgrounds Address cross cultural misunderstandings	20
SITXCCS003	Interact with customers	Greet and serve customers Work with others to deliver service Provide feedback on customer service	20
SITXWHS001	Participate in safe work practices	Work safely Follow procedures for emergency situations Participate in organisational work health and safety practices	12
ELECTIVES			
SITXFSA001	Use hygienic practices for food safety	Follow hygiene procedures and identify food hazards Report any personal health issues Prevent food contamination Prevent cross contamination by washing hands	25
SITHFAB005*	Prepare and serve espresso coffee	Organise coffee workstation Select and grind coffee beans Advise customers on espresso coffee beverages Extract and monitor quality of espresso Texture milk Serve espresso coffee beverages Clean espresso equipment	30
SITXFIN001	Process financial transactions	Process customer payments Reconcile takings	20
SITXINV001	Receive and store stock	Check and take delivery of stock Store stock Rotate and maintain stock using stock control systems	10
SITHFAB203*	Prepare and serve non-alcoholic beverages	Select ingredients Select, prepare and use equipment Prepare and serve non-alcoholic drinks	15
SITXCCS201	Provide visitor information	Access and update visitor information Provide information to visitors Seek feedback on information provision	35

**These units have a pre-requisite unit (SITXFSA001 Use hygiene practices for food safety) that must be completed prior to the commencement of the unit.*

1800 BE SMART

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