



LEARN THE SKILLS TO
BECOME JOB READY

SIT20316 CERTIFICATE II IN HOSPITALITY

Funded by the Queensland government.

WHAT IS THE USER CHOICE PROGRAM?

The User Choice program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees.

ELIGIBILITY

To be eligible for a government contribution towards the costs of training, an apprentice or trainee must have entered into a training contract for a qualification that is funded by DET and be registered in DET's registration system DELTA.

The government contribution for a User Choice funding contribution is detailed in the apprentice or trainee's letter of registration from DET.

Apprentices and trainees can only receive one government contribution for a User Choice funded qualification at any single point in time, i.e. a student is not funded to undertake two apprenticeships or traineeships at the same time.

In addition, apprentices and trainees can only receive a maximum of two government funding contributions under the current User Choice Program.

CO-CONTRIBUTION FEES

Students are required to pay a co-contribution fee currently \$1.60 per nominal hour of training to determine the cost of your course. Please contact Australian Academy for more details. An invoice is raised and presented at the first visit by the trainer and payment plans are agreed at that time.

COURSE OVERVIEW

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

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

JOB OPPORTUNITIES

Job roles that may be available to you after successful completion of the course include:

- Bar attendant
- Café attendant
- Catering assistant
- Food and beverage attendant
- Front office assistant
- Porter
- Room attendant

ENTRY REQUIREMENTS

1. Students must be 15 years of age or over.
2. Students are required to successfully complete the Language Literacy and Numeracy test and achieve Australian Core Skills Framework level 3 across reading, writing, learning, oral communication and numeracy skill. Prospective students who have completed Year 12 or provide an AQF Certificate III or above in any discipline will be deemed as meeting the LLN entry requirements.
3. Satisfactorily complete a pre-training review interview to determine student's suitability for the chosen course.

COURSE MODE OF DELIVERY AND DURATION

The course is provided through face-to-face delivery or distance; however blended learning is an option with block delivery. This course will be delivered and assessed in 6 months.

RECOGNITION OF PRIOR LEARNING

Many of our students already have a high level of skills, knowledge and expertise that can be recognised through a Recognition of Prior Learning (RPL) process. Students seeking recognition can apply for RPL on enrolment into a qualification or throughout the duration of their study.

CREDIT TRANSFER

If you have completed previous study that is the same as your intended qualification with another organisation you may be able to apply for a credit transfer or exemption. A copy of the original transcript must be provided when applying for a credit transfer.

WORLD-CLASS TRAINING

WORLD-CLASS LEADERS



COURSE OUTLINE (UNITS OF COMPETENCY)

TOTAL NUMBER OF UNITS = 12

- 6 core units
- 6 elective units

CORE UNITS	
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
ELECTIVE UNITS	
SITHIND001	Use hygienic practices for hospitality service
CPPCLO2009A	Clean glass surfaces
SITHACS001	Clean premises and equipment
SITHACS002	Provide housekeeping services to guests
HLTAID003	Provide first aid
BSBCMM201	Communicate in the workplace

ASSESSMENTS

To be assessed as competent, learners need to provide satisfactory evidence to all the assessment requirements relating to their knowledge and skills relevant to the unit of competence. Assessment methods may include:

- Written activities
- Case studies
- Projects
- Role plays / observations

HOW TO ENROL

Applying to Australian Academy is easy. You can submit your enrolment application any time by email to info@australianacademy.edu.au or call **1300 656 693**. You will be contacted by AA to arrange a follow up appointment for a pre-training review.

Once we receive your enrolment form, we will send you a Letter of Offer including all the enrolment conditions. When you accept it and return a signed copy along with payment, we will secure your place.

Enrol now



Gold Coast (QLD)

10 Scarborough Street
Southport, Gold Coast
QLD 4215
P 1300 656 693

Brisbane (QLD)

Level 3, 12 Mount Gravatt
Capalaba Road, Upper
Mount Gravatt QLD 4122
P (07) 3343 3776

Sunshine Coast (QLD)

Sunshine Coast Stadium
31 Sportsmans Parade
Bokarina QLD 4575
P 1300 656 693