CERTIFICATE II IN HOSPITALITY (SIT20212)

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.

Who Should Attend
This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Possible job titles include: bar attendant, bottle shop attendant, cafe attendant, front office assistant, gaming attendant, porter and room attendant.

Course Structure
There are a total of 11 units to complete this qualification. The course will be delivered via on-line learning. The course can be completed within an 12 month period. The anticipated hours required to complete a qualification range from 3-9 hours per week.

Prerequisites
There are no entry requirements for this qualification.

Recognition of Prior Learning (RPL)
RPL is available for each Unit of Competency based on relevant workplace experience, formal training, or other expertise. To apply for RPL, please submit documentation in portfolio form for evaluation.

Inclusions
Courses include on-line learning materials, assessments and certification. Trainer and Assessor support is provided throughout the learning via email and telephone.

“I really enjoyed the course, and I thought the presenter was terrific, and I intend to add to my qualifications with more study in 2014 through Upskilled.”

Bruce Reidy-Crofts, Customer Service Manager
SHANN AUSTRALIA

The Certificate II in Hospitality is an ideal entry level qualification for working in the Hospitality industry.

This course is delivered in partnership with RTO: 6998
Course Overview
The online e-Learning course addresses the following units of competency from the Tourism, Travel and Hospitality Training Package. All competencies must be successfully completed to attain the certificate.

Core Units

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>UNIT DESCRIPTION</th>
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<tbody>
<tr>
<td>BSBWOR203B</td>
<td>Work effectively with others</td>
</tr>
<tr>
<td>SITHIND201</td>
<td>Source and use information on the hospitality industry</td>
</tr>
<tr>
<td>SITHIND202</td>
<td>Use hospitality skills effectively</td>
</tr>
<tr>
<td>SITXCCS202</td>
<td>Interact with customers</td>
</tr>
<tr>
<td>SITXFSA101</td>
<td>Use hygienic practices for food safety</td>
</tr>
<tr>
<td>SITXWHS101</td>
<td>Participate in safe work practices</td>
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</tbody>
</table>

Elective Units

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>UNIT DESCRIPTION</th>
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<tbody>
<tr>
<td>SITHFAB206</td>
<td>Serve food and beverage</td>
</tr>
<tr>
<td>SITHKOP101</td>
<td>Clean kitchen premises and equipment</td>
</tr>
<tr>
<td>BSBCMM201A</td>
<td>Communicate in the workplace</td>
</tr>
<tr>
<td>SITXFIN201</td>
<td>Process financial transactions</td>
</tr>
<tr>
<td>SITXINV201</td>
<td>Receive and store stock</td>
</tr>
</tbody>
</table>

Course Fees and Payment Options

<table>
<thead>
<tr>
<th>PAY BY WEEKLY INSTALLMENT</th>
<th>PAY BY MONTHLY INSTALLMENT</th>
<th>PAY UPFRONT</th>
</tr>
</thead>
<tbody>
<tr>
<td>$50 per week with a $400 enrolment fee¹</td>
<td>$400 per month with a $500 enrolment fee²</td>
<td>Pay upfront $2,250, saving $250 (10% discount)</td>
</tr>
</tbody>
</table>

¹Payments made over a period of 42 consecutive weeks, totalling $2,500
²Payments made over a period of 5 consecutive months, totalling $2,500

Government Funding and Incentives
At both state and federal level, the government’s commitment to upskilling the Australian workforce has resulted in a comprehensive framework of funding schemes and incentive opportunities. As a result, many participants find that their courses are often heavily subsidized*.

How to Apply
Whether you’re inquiring as an individual, or as a manager acting on behalf of one or more employees, the easiest way to apply is to contact Upskilled:
- Select from more than 40 nationally accredited certificate and diploma courses
- Complete an application form at www.upskilled.edu.au
- Submit the form and an Upskilled Education Manager will contact you.

*Eligibility for traineeships will be determined by an Australian Apprenticeship Centre. Further information can be found at www.australianapprenticeships.gov.au; This Training is delivered by Enterprise and Training Company RTO: 6998

Hospitality is a dynamic and fast growing industry, perfect for those who enjoy plenty of variety, meeting new people, food and travel.

Other Related Qualifications
1. Certificate III in Hospitality
2. Certificate IV in Hospitality

Other Related Qualifications
1. Certificate III in Hospitality
2. Certificate IV in Hospitality

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