



## CERTIFICATE II IN HOSPITALITY (OPERATIONS) THH21802

**Nationally Recognised Training, CRICOS Course Code: 049671A & Austudy approved**

The Certificate II in Hospitality (Operations) is designed to reflect the role of employees who perform a range of tasks in hospitality establishments. They may be multi skilled across more than one functional area of hospitality. The Certificate II in Hospitality (Operations) teaches you operative skills in the Hospitality Industry. You will learn about the tourism and hospitality environment, workplace administration, communication and specific food & beverage, front office and/or housekeeping operations in the Hospitality Industry.

### **CAREER PROSPECTS**

When you complete the Certificate II in Hospitality (Operations) you can apply for operational positions such as a porter, reservations clerk, receptionist, room attendant, food waiter, drink waiter and function service staff in hotels, motels, resorts, clubs, guest houses, institutions and many hospitality related small businesses.

### **ARTICULATION**

Students who successfully complete the Certificate II in Hospitality (Operations) can gain credits for subjects included in the Certificate III & IV in Hospitality and the Diploma of Hospitality Management if they decide to continue their studies. Under the Australian Qualifications Framework (AQF) Certificate II is AQF Level II.

AQF1	Certificate I	AQF2	Certificate II	AQF3	Certificate III
AQF4	Certificate IV	AQF5	Diploma	AQF6	Advance Diploma

### **AWARD**

Upon successful completion of all units of competencies in the course, students will be issued with a Certificate II in Hospitality (Operations). Should a student not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

### **ENTRY REQUIREMENTS**

There is no age limit but applicants should have successfully completed year 10. Mature age and students with prior learning and experience should also apply.

### **DELIVERY OF THE COURSE**

The Certificate II in Hospitality (Operations) is delivered by on-the-job training, off-the-job training and by the 'self paced' method of learning which allows you greater flexibility in choosing the times you study and the time it takes you to complete the course.

### **ASSESSMENT STRATEGY**

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. The assessment coding which will apply is either C or NYC, where C is Competent and NYC is Not Yet Competent. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair and cost effective. Assessment strategies encompass a range of techniques, which include, but are not limited to the use of:

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|--|------------------------------|-------------------------------|
| ➤ <i>Direct observation of performance</i>   | ➤ <i>Oral questioning</i>    | ➤ <i>Projects/assignments</i> |
| ➤ <i>Simulations of workplace activities</i> | ➤ <i>Practical exercises</i> | ➤ <i>Work portfolios</i>      |

### **OVERSEAS STUDENTS**

The Career Training Institute of Australia is registered to accept overseas students. CRICOS Registration 01861B.

### **RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER**

Students who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course with another Institution may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information please refer to the Student handbook.

**NOMINAL DURATION**    123 Nominal Hours            12 Months Full-time or 24 months Part-time

**AUSTRALIAN APPRENTICESHIPS**    Funding is made available by the Department of Education, Training & the Arts

### **SERVICES**

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request:

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| ✓ welfare and guidance services                                   | ✓ client selection, enrolment and induction/orientation procedures  |
| ✓ appeals and complaints procedures                               | ✓ course information including content and vocational outcomes  |
| ✓ disciplinary procedures   | ✓ fees/charges, including refund policy and exemptions (where applicable)   |
| ✓ staff responsibilities for access and equity                    | ✓ provision for language, literacy and numeracy assessment  |
| ✓ Recognition Prior Learning (RPL) & Credit transfer arrangements | ✓ client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures |

Further details of any of the above services may be obtained from your student handbook, pre-course introduction session or contacting any of our staff on 07 5564 9044 for a friendly chat.

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## Core units:

THHCOR01B	Work with colleagues and customers	20 hrs
THHCOR02B	Work in a socially diverse environment	20 hrs
THHCOR03B	Follow health, safety and security procedures	08 hrs
THHCO01B	Develop and update hospitality industry knowledge	30 hrs
THHGHS01B	Follow workplace hygiene procedures	15 hrs

**Elective units:** A minimum of SIX units, with at least FOUR from Hospitality functional areas:

## **HOSPITALITY FUNCTIONAL AREAS**

### **FOOD & BEVERAGE**

THHBFB00B	Clean and tidy bar areas	10 hrs
THHBFB01B	Operate a bar	35 hrs
THHBFB02B	Provide a link between kitchen & service areas	10 hrs
THHBFB03B	Provide food & beverage service	120 hrs
THHBFB04B	Provide table service of alcoholic beverages	55 hrs
THHBFB08B	Provide room service	18 hrs
THHBFB09B	Provide responsible service of alcohol	12 hrs
THHBFB10B	Prepare and serve non-alcoholic beverages	15 hrs
THHBFB11B	Develop and update food and beverage knowledge	50 hrs
THHBFB12B	Prepare and serve espresso coffee	30 hrs
THHADFB01B	Provide specialist advice on food	50 hrs
THHADFB02B	Provide specialist advice on wine	40 hrs
THHADFB03B	Prepare and serve cocktails	20 hrs

### **FRONT OFFICE**

THTSOP06B	Receive and process reservations	30 hrs
THTSOP08B	Operate a computerised reservations system	120 hrs
THHBFO02B	Provide accommodation reception services	30 hrs
THHBFO08B	Conduct night audit	20 hrs
THHBFO10B	Provide porter services	10 hrs

### **HOUSEKEEPING**

THHBH01B	Provide housekeeping services to guests	10 hrs
THHBH03B	Prepare rooms for guests	25 hrs

\* For Housekeeping job outcome, relevant units from Hygiene, Health, Safety & Security, Computer Technology & General Administration may be considered as functional areas.

## **GENERAL AREAS**

### **CUSTOMER SERVICE, SALES & MARKETING**

THHGCS01B	Develop and update local knowledge	12 hrs
THHGCS02B	Promote products and services to customers	45 hrs
THHGCS03B	Deal with conflict situations	20 hrs
THHGCS04B	Make presentations	30 hrs

### **HYGIENE, HEALTH, SAFETY AND SECURITY**

THHGHS02B	Clean premises and equipment	12 hrs
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### **GENERAL ADMINISTRATION**

THHGGA01B	Communicate on the telephone	10 hrs
THHGGA02B	Perform office procedures	20 hrs
THHGGA03B	Source and present information	10 hrs
THHGGA04B	Prepare business documents	25 hrs
THHGGA05B	Plan and manage meetings	20 hrs
THHGGA06B	Receive and store stock	15 hrs
THHGGA07B	Control and order stock	25 hrs

### **FINANCIAL ADMINISTRATION**

THHGFA01B	Process financial transactions	25 hrs
THHGFA02B	Maintain financial records	60 hrs

### **COMPUTER TECHNOLOGY**

BSBCM205A	Use business technology	15 hrs
BSBCM213A	Produce simple wordprocessed documents	30 hrs
BSBADM304A	Design and develop text documents	40 hrs
BSBCM214A	Create and use simple spreadsheets	20 hrs