

# VETiS - Certificate II in Hospitality – SIT20316

## Funded by the Queensland Government

**Career Training Institute of Australia (CTIA)** is offering a Certificate II in Hospitality program through VETiS funding.

CTIA are able to manage all your Hospitality programs delivered at school through a blended delivery model including on-line, face to face and industry placement with various hospitality venues on the Gold Coast.

Based on a minimum of 20 students, the program includes a 'live in' component where students experience the industry first hand during a 1 night / 2 day stay at a leading hotel on the Gold Coast.

This program is designed to be delivered over 12 months, flexible arrangements can be made to meet your schools specific needs as far as contact visits, industry consolidation visits and monitoring visits to ensure your students remain on track to successfully complete.

No industry partners to complete the practical training? Use ours? CTIA have been working together with various industry leaders for over 12 years to provide students with the opportunity to consolidate their skills within the various departments.

CTIA will deliver this at your school at a time that is suitable for all parties. CTIA has a minimum contact hour for the course which must be adhered to. This includes 60 hours face to face, 36 hours delivered over the hotel 'live in' program and a minimum of 36 hours of self-directed study.

### COURSE COST

VETiS is funded by the VET investment budget, this means fee free training for eligible students. This funding covers the cost of the qualification and all costs associated with the training including resources and consumables and the 'live in' program.

The school will have to cover the cost of transport associated with attending the practical workshops as part of the practical consolidation.

### "LIVE IN" PROGRAM INCLUSIONS

Designed to provide students with the opportunity to experience the hospitality industry first hand, students participate in a 2 day/1 night live in program.

Hospitality students will expect to be involved in various practical workshops during the day to consolidate their training. These include Coffee essentials, Food & Beverage operations and non-alcoholic beverage class.

All students will be provided with Breakfast, lunch and dinner at the hotel to build on their knowledge of customer service processes and provide an understanding of the dining experience within an industry context.

This part of the program is only available where CTIA delivers the full qualification to 20 or more students from the one school. As students will be required to be supervised at all times by a teacher representative, at least 1 teacher must accompany the students on the "Live in" experience.



For enquires / bookings:

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# Frequently Asked Questions...

## WHAT ARE THE BENEFITS OF UNDERTAKING THIS QUALIFICATION?

When you complete the Certificate II in Hospitality graduates will be qualified to apply for various positions including, food & beverage, catering operations, café attendant in restaurants bars, hotels, resorts, clubs, casinos & many hospitality related businesses.

Students who complete their Certificate II can gain 4 credits points towards their QCE.

## WHO IS ELIGIBLE TO PARTICIPATE?

All Queensland secondary school students in Years 10, 11 and 12 can access VET within any recognised qualification across a range of industries in a school environment; however VET investment funding can only be used for those qualifications identified as employment stream qualifications. Students who complete a certificate I or II level qualification at school are still eligible to access further Queensland Government subsidised training post-school such as Year 12 fee-free training and the Certificate 3 Guarantee. Students undertaking VETIS, which is resourced by the VET investment budget, will be funded to complete one employment stream qualification at the certificate I or II level. Students will be required to complete a training and employment survey within three months of completing or discontinuing the qualification.

Students are only eligible for one funded course under the VET investment budget.

## WHAT ARE PARTICIPANTS AWARDED AT COMPLETION?

Upon successful completion of all units of competencies in the course, participants will be issued with a Certificate II in Hospitality SIT20316. Should a participant not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

Students have the option to progress to certificate III level qualification for a minimal cost.

CTIA is responsible for quality training and assessment in compliance with the Standards for RTO (2015) and issuance of AQF qualifications.

## HOW WILL PARTICIPANTS BE ASSESSED?

Assessment is competency based, in that the participant will be required to demonstrate competency in a range of tasks. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible and fair. Assessment strategies include a range of techniques, which include, but are not limited to the use of; direct observation, questions & answers, practical exercises, and case studies. Participants who can demonstrate that they are already competent in the knowledge and skills of a unit of competency may apply for Credit Transfer.

The school must have the necessary resources to be able to deliver the applicable units.

## WHAT UNITS OF COMPETENCY MAKE UP THE CERTIFICATE II IN HOSPITALITY?

### CORE UNITS:

SITHIND002 Source & use information on the hospitality industry  
BSBWOR203 Work effectively with others  
SITHIND003 Use hospitality skills effectively  
SITXCOM002 Show social and cultural sensitivity  
SITXCCS003 Interact with customers  
SITXWHS001 Participate in safe work practices

### ELECTIVE UNITS:

SITXFSA001 Use hygienic practices for food safety  
SITHFAB007 Serve food and beverage  
SITHFAB005 Prepare and serve espresso coffee  
SITHFAB004 Prepare and serve non-alcoholic beverages  
SITHFAB002 Provide responsible service of alcohol  
SITXCCS004 Provide lost & found services

**\* Elective units can be changed in consultation with CTIA**

## HOW IS THE COURSE DELIVERED AND HOW LONG WILL IT TAKE?

The above program can be totally tailored to your school's delivery requirements. Dependent on RPL/Credit Transfers and the completion of 12 Industry service periods where required (coordinated by CTIA) CTIA endeavours to deliver the course within 12 months. Participants study via a combination of face-to-face tutorials; on line theory and consolidation within the hotel "Live in" program.

Where students are unable to complete their 12 shifts CTIA can assist with vocational placement, additional training time may be needed to meet this requirement where the students become involved in school events or service their own events at the school. This may include however is not limited to: Catered staff meetings, mother's day or father's day breakfast, school career expo, P&C events.

CTIA can work with you to ensure the requirement of 12 industry shifts is being met.

The Volume of Learning is 6 months to 1 year / 600 to 1200 hours. A combination of trainer facilitated class room learning and independent study either online or classroom based. Negotiated individual or group study support sessions are available with a teacher depending on the needs of the participant/s.

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

Further information is provided in the student handbook located at <http://www.ctia.edu.au/how-to-apply-further-information-2/>

## WHO DO I TALK TO IF I HAVE QUESTIONS?

Further information on the program please contact us on 07 5564 9044 or e-mail [mabs@ctia.edu.au](mailto:mabs@ctia.edu.au)