

COURSE CODE

SIT20316

COURSE

**Certificate II in Hospitality**

**ENROL TODAY**

**TAFENSW.EDU.AU or 131 601**

### WHY CHOOSE TAFE NSW?



**Opens career doors.** Our industry relationships lead many students directly into work with a range of employers including agencies, studios, galleries and fashion houses.



**Global prospects.** TAFE NSW graduates possess the technical knowledge, creative-thinking and specialised skills that are highly sought after by employers around the world.



**State-of-the-art facilities.** Purpose-built creative studios and industry standard software mean you will master the same tools of the trade as leading professionals.



**Industry exposure.** TAFE NSW partners with industry to provide you with hands-on experience through networking, sponsor programs, competitions, talks, lectures and other creative industry events.



**Recognised and respected.** TAFE NSW has built its reputation on delivering trusted, industry aligned and nationally recognised training for over 130 years.

# Certificate II in Hospitality

National Course Code: SIT20316 | TAFE NSW Code: SIT20316-01V02-20CMA-031

Qualification Level	Certificate II
Study Type	Part Time Day
Course Start Date	Enquire Now
Hours Per Week	20
Duration	16 Weeks
Delivery Locations	Cooma
Course Fees	<p><b>Subsidised Prices</b>            First Qualification: \$880.00            Subsequent Qualification: \$1,050.00            Traineeship: \$870.00            You may be eligible for the NSW Smart &amp; Skilled <b>Fee Free</b> Traineeship which will be verified at enrolment.            Concession: \$160.00</p> <p><b>Non-subsidised Prices</b>            Full Fee: \$3,030.00</p>
Course Features	Nationally Recognised Training Traineeship Allowed This training is subsidised by the NSW Government

## Course Description

The nationally accredited Certificate II in Hospitality is designed for aspiring food and beverage attendants who want to build an exciting career in the growing hospitality industry. This entry level qualification will teach you the essential hands-on skills to deliver great customer service in a variety of hospitality settings such as restaurants and cafes.

### LEARN NEW SKILLS

Through theoretical and practical course work, you will learn to:

- Work effectively in a service team
- Interact with a variety of diverse customers
- Identify and create solutions for issues and problems
- Take responsibility for service outcomes
- Provide a great customer experience

### DEVELOP YOUR TALENT

Develop the attributes to get ahead in this field:

- Ability to work under pressure

- Effective communication skills
- The ability to collaborate and work in a team
- A positive can-do attitude

## ACHIEVE YOUR GOALS

The Certificate II in Hospitality will equip you with:

- A nationally recognised qualification
- The skills to work in a variety of industry settings such as cafes, restaurants and more
- Strong pathways into future study

**Career outcomes and job roles can include:**

- Cafe attendant
- Food and beverage attendant

## GROW YOUR CAREER

Take your career further with the hospitality study pathway:

- Certificate III in Hospitality
- Certificate IV in Hospitality
- Diploma of Hospitality Management
- Advanced Diploma of Hospitality Management

## INDUSTRY DEMAND

The hospitality industry is currently booming. Employment in the hospitality industry is expected to increase significantly in the next five years, with around 91,000 additional jobs. This course prepares you with practical and customer-focused skills to meet evolving industry demands.

# Entry Requirements

When you study with TAFE NSW, we want you to succeed. Entry requirements allow us to make sure that you have the right pre-existing knowledge and skills to achieve your chosen qualification. You will need to provide evidence that you meet the requirements listed in this section.

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification. You can enrol in this course now.

## COURSE SUCCESS REQUIREMENTS

During your study, you will need to meet specific requirements that are necessary for you to complete your course work and be successful.

Liquor and Gaming NSW regulations require you to be 18 years of age or older to undertake units that involve the service of alcohol and/or gaming operations.

Electives which are used for licensing purposes include:

- SITHFAB002 Provide responsible service of alcohol (RSA)
- SITHGAM001 Provide responsible gambling services (RCG)

## WORK PLACEMENT

At TAFE NSW we provide training that includes hands-on, practical experience. Work placement ensures you have the job-ready skills to achieve competency in this course.

You will be required to complete a minimum of 12 service periods (shifts).

You can complete these service periods in a TAFE NSW simulated workplace, through a work placement which TAFE NSW will organise in conjunction with you, through paid work or a combination of all three.

You will practice:

- Interacting positively with multiple customers, providing quality customer service
- Working with speed and efficiency to meet the operational needs of contemporary hospitality businesses
- Identifying issues and problems and participating in their resolution
- Working cooperatively as part of a team, and taking responsibility for service outcomes

## IS THIS COURSE RIGHT FOR YOU?

To be prepared for this course, it is recommended that you have:

- An interest in hospitality and working in a fast-paced, shift environment
- The ability to work in a team
- Basic communication skills

If you need support in preparation for study, contact us about your options.

## LICENSING REQUIREMENTS

Liquor and Gaming NSW regulations require you to be 18 years of age or older to obtain a competency card that allows you to work in the industry and serve or supply alcohol and/or work with gaming machines.

## ADDITIONAL REQUIREMENTS

With 130 locations across the state, TAFE NSW tailors qualifications to meet the needs of the local community and specific student groups (like apprentices, fast-tracked and online students). To make sure this course is the right fit for you, we will need you to demonstrate that you can meet the additional requirements below.

To successfully complete this course, you will need:

- a black long sleeved collared shirt, black dress pants, a black bib apron and closed in leather shoes for all practical service classes.

# Information Sessions and more about the course

## STUDY COMMITMENT

This is a part time face to face course. You will need to attend approximately 20 hours of class, over 2 days a week, for 16 weeks.

You may also be required to complete approximately 18 hours of additional study each week outside of class hours, including TAFE Service periods, work experience and private study.

## IS THIS COURSE RIGHT FOR YOU?

This course offering is designed for:

students under the age of 18 and does not include any alcohol or gambling related units. This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming while providing a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops.

We offer student services and study support to ensure you can achieve your goals. Learn about TAFE NSW [Student Services](#)

As a TAFE NSW student in this course, you will have access to:

- LinkedIn Learning (formerly Lynda.com)
- Studiosity - online access to a real life tutor
- Easy computing online short courses
- Access to local TAFE libraries
- Accessibility and Disability Support Services
- Access to Read&Write learning support software at TAFE and at home

## Attendance

To keep you safe while studying, some of our face to face classes may be replaced with online or connected learning. We have also modified our face to face classes to meet physical distancing requirements and increased cleaning on campus. As restrictions ease, the way you attend your class may change again. If work placement and the demonstration of practical skills are requirements of your course, due to the impacts of COVID 19 there may be a delay or modification in being able to undertake these aspects of your course in the planned timeframe. Be assured, we'll keep you informed every step of the way.

This course is currently scheduled on Monday from 9:00am to 3:30pm and Friday from 9:00am to 4:30pm. This timetable may change and will be confirmed by your teacher.

## Fee Details

### SMART AND SKILLED FEES

This course is government-subsidised, meaning you pay a portion of the full course fee to TAFE NSW and the NSW Government will pay the balance. However, you must meet certain eligibility criteria for this to apply.

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process. Payment plans are available through TAFE NSW for Smart and Skilled eligible

qualifications.

For further information about eligibility and explanations of the different fee categories, visit [Are You Eligible?](#)

## READ BEFORE YOU ENROL

Learn about TAFE NSW [Fees](#)

Learn about TAFE NSW [Payment/Funding](#)

## RECOGNITION

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required, reduce your course fees and allow you to achieve your qualification faster.

Learn about Recognition at TAFE NSW [Recognition](#)

# How to Enrol

Enrolments for this course have now closed.

[Enquire now](#) and we will contact you when enrolments open. Visit our [Online Courses](#) to view our range of study options that you can start anytime.

# Units

SITXCCS003	Interact with customers
SITXWHS001	Participate in safe work practices
SITXCOM002	Show social and cultural sensitivity
SITHIND002	Source and use information on the hospitality industry
SITHIND003	Use hospitality skills effectively
BSBWOR203	Work effectively with others
SITHFAB001	Clean and tidy bar areas
SITHFAB005	Prepare and serve espresso coffee
SITHFAB004	Prepare and serve non-alcoholic beverages
SITXFIN001	Process financial transactions
SITHFAB007	Serve food and beverage
SITXFSA001	Use hygienic practices for food safety
SITHIND004	Work effectively in hospitality service

# Career Opportunities

Caf Attendant

Catering Assistant  
Bar Attendant  
Porter