



COURSE CODE:

SIT20316

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.

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QUALIFICATION

Certificate II in Hospitality

CAREER AREA

Hospitality

TRAINING PACKAGE ENTRY REQUIREMENTS:

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



NATIONALLY RECOGNISED
TRAINING

■ **Traineeship Allowed**
■ **Full Time, Part Time**
Day

CAREER
OPPORTUNITIES

Café Attendant
Catering Assistant
Bar Attendant
Porter

OVERVIEW

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.

CAMPUS	STUDY MODE	START DATE	DURATION	MAX FEE IF ELIGIBLE FOR SUBSIDY	HOURS PER WEEK
TAFE Digital	Online	Anytime	1 Year	\$1,050.00	14
TAFE Digital (Traineeship)	Online	01 Jan 2021	1 Year	\$1,050.00	19
Albury	Full Time	16 Feb 2021	16 Weeks	\$1,050.00	18

Armidale	Part Time Day	08 Feb 2021	18 Weeks	\$1,050.00	13.1
Armidale	Part Time Day	15 Feb 2021	36 Weeks	\$1,050.00	8.2
Baulkham Hills	Full Time	01 Feb 2021	18 Weeks	\$1,050.00	16.1
Bega	Full Time	01 Feb 2021	16 Weeks	\$1,050.00	18
Broken Hill	Part Time Day	08 Feb 2021	16 Weeks	\$1,050.00	17
Casino	Full Time	16 Feb 2021	14 Weeks	\$1,050.00	17.8
Cooma	Full Time	01 Feb 2021	16 Weeks	\$1,050.00	18
Dubbo, Myall Street	Part Time Day	15 Feb 2021	16 Weeks	\$1,050.00	17
Goulburn	Full Time	04 Feb 2021	18 Weeks	\$1,050.00	16
Kingscliff	Part Time Day	05 Feb 2021	36 Weeks	\$1,050.00	8.6
Mudgee	Part Time Day	08 Feb 2021	16 Weeks	\$1,050.00	17
Nepean, Kingswood	Full Time	01 Feb 2021	18 Weeks	\$1,050.00	15.9
Ourimbah	Full Time	19 Apr 2021	9 Weeks	\$1,050.00	32.3
Sutherland, Loftus	Full Time	08 Mar 2021	12 Weeks	\$1,050.00	24
Tamworth	Part Time Day	08 Feb 2021	18 Weeks	\$1,050.00	13.1
Wagga Wagga	Full Time	15 Feb 2021	16 Weeks	\$1,050.00	18
Wilcannia	Part Time Day	15 Feb 2021	16 Weeks	\$1,050.00	17
Wollongong	Full Time	02 Feb 2021	18 Weeks	\$1,050.00	16