Program Outline
SIT20322 Certificate II in Hospitality

RTO Information

RTO Name :	Cornzal Workforce Development	RTO Number:	31663
RTO Contact Person :	Katie Flynn Student Management Administrator	Contact Details:	☎ 07 3556 3801 ✉ rtoadmin@cornzal.edu.au

Course Program Outline

Training Package:	SIT – Tourism, Travel and Hospitality Training Package *For more information, please refer to: http://training.gov.au*
Code and Title of Qualification:	SIT20322 Certificate II in Hospitality
Qualification Overview and Employment Pathways:	At the end of the program you will gain skills and knowledge to: • Provide hospitality services • Engage in sales or operations • Engage in hospitality operations. • Use plans, policies and procedures to guide work activities Some specific skill would be to: • Show social and cultural sensitivity • Prepare rooms for guests • Clean premises and equipment • Provide visitor information • Provide housekeeping services for guests • Provide responsible service of alcohol The qualification provides a pathway to work in a diverse range of retail settings including: • Event venue • Retirement villages • Hotels • Motels • Tourist rentals
Qualification/Career Pathways:	Learners who are successful in completing this course may consider doing additional training to add to their business skills: • SIT30622 Certificate III in Hospitality • SIT40521 Certificate IV in Kitchen Management Successful completion of this course may also lead to roles such as: • Bar Attendant • Cafe Attendant • Catering Assistant • Food and Beverage Attendant • Customer Service Attendant
Entry Requirements into the Course:	There are no pre-requisites required to enter this training program for SIT20322 Certificate II in Hospitality. However, Cornzal also screens learners according to the following criteria: • Minimum entry age of 13 Years (in accordance with The Child Employment Act for Apprentices and Trainees age requirements) • Have sound language and literacy skills (at least Year 10 English, or equivalent) • Have basic computer skills • Completion of a Language, Literacy and Numeracy assessment (LL&N)*

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	• Unique Student Identifier (USI). *Refer to* http://usi.gov.au • For approved funded course must be: Australian or New Zealand Citizen or VEVO approved working visa. **Learners who fail the LL& N assessment may still be enrolled to a course if endorsed by the trainer/assessor, and corresponding additional support strategies are in place.*
Technology Skills and Learner Responsibility Requirement:	Technology Skills: Technology applications are required as part of the competency specifications of this program. Complex cognitive skills in planning, research, interpretation, analysis and synthesis form part of the competencies. If you feel you may have trouble with this level of skill, you should speak to your trainer or supervisor before starting so that an alternative Training Plan can be arranged. Your trainer will provide support to you throughout the program. Learner Responsibility Requirements: • Willingness to participant in all tasks and assessments • Notebook and Pen • Access to Computer and Internet • Appropriate Dress code to suit work placement • Black Trousers / Skirt, Long sleeved White Shirt (clean & ironed) • Covered in black shoes (not runners), non-slip • Jewellery - wedding ring only • Tattoo's – covered
Qualification Duration, Delivery and Completion:	Qualification Duration: Probation Period: 30 days* Nominal Term: 24 months Expected Duration: 18 months Delivery: Face to Face in a workplace environment with on-the-job components for assessments. Learner guides will be provided as part of the training resources. Other arrangements can be discussed to suit any specific requirements. **Probation period applies only for trainee/apprenticeships.* Completion Requirements: Successful completion of 12 units of competency made up of: • 6 Core • 6 Elective What you will receive on completion: Successful completion: A testamur (Qualification Document) Partial Completion: A Statement of Attainment for the units completed successfully.

Course Units of Competency

Core / Elective		Unit Code	Unit Title
	Core	SITWHS005	Participate in safe work practices

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	Core	BSBTWK201	Work Effectively with others
	Core	SITHIND006	Source and use information on the hospitality industry
	Core	SITHIND007	Use hospitality skills effectively
	Core	SITXCCS011	Interact with customers
	Core	SITXCOM007	Show social and cultural sensitivity
Elective	Elective	SITXFSA005	Use hygienic practices for food safety
	Elective	BSBCMM211	Apply communication skills
	Elective	BSBSUS211	Participate in sustainable work practices
	Elective	SITHACS009	Clean premises and equipment
	Elective	SITXFIN007	Process financial transactions
	Elective	SIRXSLS001	Sell to the retail customer

Assessment

Assessing and Feedback:	Cornzal assesses: -In accordance with the assessment requirements -Individually at the conclusion of each component -Through observation, questions and the documents that you will produce during the program - Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance. Feedback: - Feedback will be provided after all assessment activities to assist with further learning, irrespective of the result. - Feedback provides you with information about your strengths and weaknesses, the outcomes achieved and your performance in relation to standards.

Learning, Disability and Additional Support

LLN, Additional, Disability Support and Technology Skills:	Cornzal identifies students who require additional support: As part of the enrolment process, all prospective students must complete the pre-enrolment assessment which includes an assessment of the following: - RPL / Credit Transfer Eligibility - LLN Skills - Disabilities or chronic conditions that may affect the learner's capabilities to undertake the course under standard arrangements As needed, the trainer/assessor may also require an interview with the student to conduct further assessment of the student's knowledge, skills and experience, or of any possible additional support needs. Students who fail the LL&N assessment may still be enrolled to the course provided that enrolment has been endorsed by the trainer/assessor, and corresponding additional support strategies have been agreed upon with the student. This information is used to determine the level of support individual learners require. All additional support requirements identified in the pre-enrolment process are recorded in the student's enrolment form.

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	Please refer to Student Handbook for further information.
Reasonable Adjustment:	Students with disabilities or learning difficulties are encouraged to discuss with Cornzal, any 'reasonable adjustment' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies. Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for Cornzal, to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.
Student Rights as a Consumer:	Students have the right as a consumer to Cornzal Workforce Development's Course information before making an informed enrolment decision and application. It is important to read Cornzal's Student handbook, Program outline, Course fees and charges, of any course carefully, before applying to study. You must make an informed decision the chosen course meets your study requirements, and you fully understand your obligations as a Cornzal student.
Complaints and Appeals:	Complaints: Cornzal supports the rights of a student to lodge a grievance or complaint if a student feels they have been treated unfairly. Cornzal, will do everything possible to address grievances or complaints in an unbiased and professional manner. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs. Appeals: Cornzal, supports the rights of a student to lodge an appeal against any assessment decision and will not impair that right in any way. Cornzal, will do everything possible to address the appeal in an unbiased and professional manner. *Please refer to Student Handbook for further information*
Cancellation and Refund:	Cornzal's Fee Administration and Refund, Complaints and Appeals Policies and Procedures does not remove your rights as a student to take further action under the Australia's Consumer Protection Laws. Cornzal, has a refund period whereby refunds are allowed for any reason, including change of mind, known as the 'Refund Period'. No refunds will be issued for cancellations outside of the refund period. The 'refund period' is defined as 14 calendar days from the enrolment application date or agreement date. The first day of the refund period commences on the day of the agreement date. The 'Agreement Date' is defined as the date the terms and conditions that were agreed upon at the time the student submitted their enrolment information. *Please refer to Student Handbook for further information*

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Fees and Charges	For fees and charges on this course, please refer to Cornzal's Fee Booklet via the website: http://cornzal.edu.au Students may be eligible for funding support. Please note, future funding support may be affected for C3G funding or applying for higher level courses once completing a Certificate III. Flexible payment options are available on request. If you would like more information, please speak to one of our dedicated student support team.

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VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
05/01/2023	Document Creation	Admin Cornzal	V1.1	05/01/2023	05/01/2024

RTO INFORMATION	
Document Name	Program Outline – SIT20322 Certificate II in Hospitality
RTO/Company Name	Cornzal Workforce Development
RTO Code	31663
Manager	Quality and Compliance Manager

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