

Course Information 2016

SIT20213 – Certificate II in Hospitality

SIT20112—Certificate II in Tourism

The Certificate 2 in Tourism aims to provide students with the skills to perform a range of roles within the tourism and hospitality sector, such as working in:

- information centres
- tourism attractions
- resorts
- accommodation establishments
- restaurants
- cafés.

The course includes online learning, classroom learning and practical skills. Students will also engage in off-site excursions, a mix of events on Campus, and a practical work placement component which will involve working in industry.

Successful completion of the Cert 2 in Tourism will also provide students with the following certificates:

- ✓ Provide Responsible Service of Alcohol
- ✓ Provide Responsible Gambling Services
- ✓ Use Hygienic Practices for Food Safety.

Pathways

The Certificate 2 in Tourism can lead to further study in Tourism, such as Certificates 3 and 4, or similar certificates in Hospitality.

Fees 2016

Eligible for Government Funding: \$446.25 for the full course (without concession)

Eligible for Government Funding: \$89.20 concession

Materials Fee: \$130

Centrelink concession card holders will pay the concession fee only if they are eligible for Government funding. If you have any questions about the course, your enrolment, or the fees, please come and talk with us or ring us during office hours.

Office Hours: Monday to Thursday, 9 am–5 pm and Friday, 9 am–4 pm

(Answering service available after hours – 5672 3115)

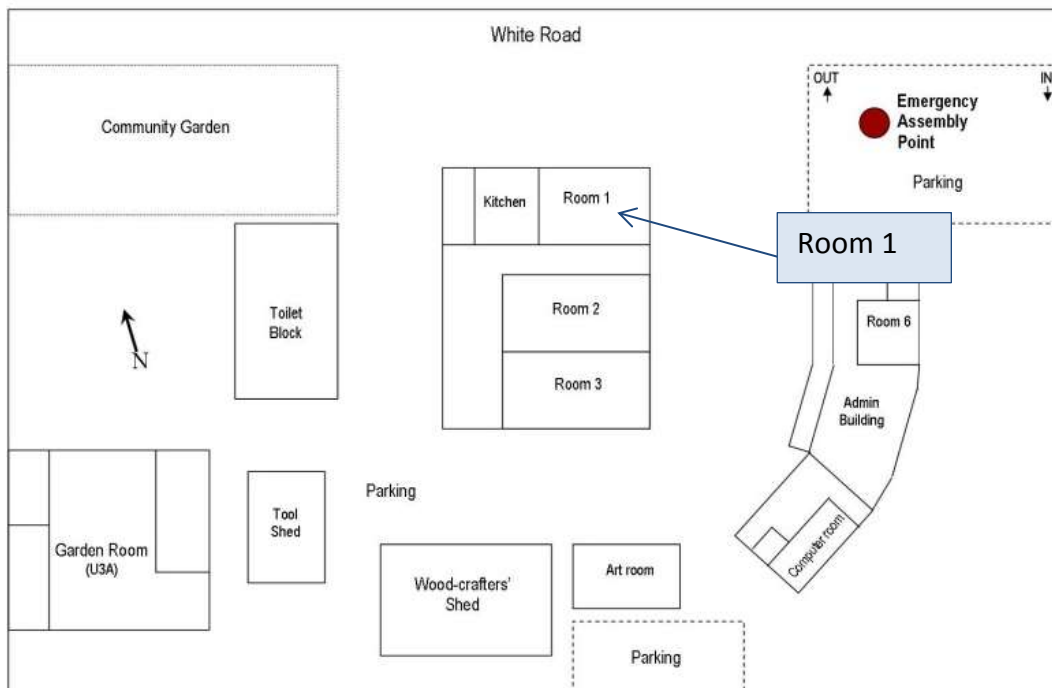
Refund Policy

- Cancellation of a course by BCAEC for any reason will mean participants receive a full refund.
- Cancellation, by the participant, within seven (7) days of the course running will result in a full refund but outside (7) days may incur an administrative fee of \$20.
- Certificates will not be awarded until fees have been fully paid.

Timetable and Location

This certificate will be delivered between 9.30–12.30 on Thursday mornings, from 14 July until 1 Dec, 2016. Classes will be held in Room 1 at the Bass Coast Adult Education Centre in Wonthaggi.

Map of Bass Coast Adult Education Centre



Course structure

Units delivered are a mix of relevant local Tourism and Hospitality units.

National Code	Unit Title	Nominal hours
SITTIND201	Source and use information on the tourism industry	25
SITHIND201	Source and use information on the tourism industry	25
SITXCCS202	Interact with customers	20
SITXCOM201	Show social and cultural sensitivity	20
SITXWHS101	Participate in safe work practices	12
SITXCCS101	Provide information and assistance	20
BSBWOR203B	Work effectively with others	15
SITXCOM101	Source and present information	10
SITXCOM202	Provide a briefing or scripted commentary	20
SITXFIN201	Process financial transactions	25
SITHFAB201	Provide responsible service of alcohol	10
SITHFAB203	Prepare and serve non-alcoholic beverages	20
SITHFAB204	Prepare and serve espresso coffee	30
SITXFSA101	Use hygienic practices for food safety	15
SITHGAM201	Provide responsible gambling services	10
SITHFAB206	Serve food and beverage	80
TOTAL		357