

VETIS FUNDED



2024 School holiday program

SIT20322 Certificate II in Hospitality

Learn in opulence at the Sheraton Grand Mirage Resort,
Main Beach.

Classes are held over the April, June/July & September
school holidays.

Subjects include:

- RSA
- Espresso coffee making
- Customer service

Limited places available
Applications close
March 28th 2024

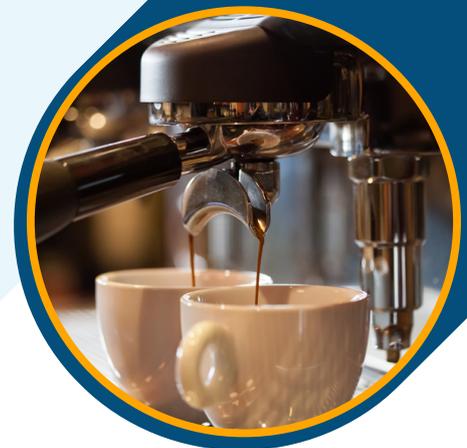
07 55649044

E: training@ctia.edu.au

W: www.ctia.edu.au

Enrol now

**START
APRIL 3RD, 2024**



Career Training Institute of Australia (CTIA) is offering SIT20322 Certificate II in Hospitality including both theory and practical delivery in a live hotel environment. Students will consolidate the practical application of the qualification in one of CTIA's industry alliances.

The program provides all necessary criteria for the Certificate II in Hospitality in an exciting experience of a lifetime.

Study is required over 12 units of competency, disseminated into experiential learning through participating in live practical workshops at the Sheraton Grand Mirage resort.



Course Cost

VETiS is funded by the VET investment budget, meaning there are no costs to eligible students. This funding covers the cost of the qualification and all costs associated with the delivery of the 12 units of competency including resources and consumables.

Benefits to Participation

Participation in this program enables students the opportunity to interact within a live hotel where they will be immersed in the culture of 5 star opulence. This is a great opportunity to participate in real industry situations which will call on skills and knowledge gained throughout your training while participating in the vocational placement program.

Completion of this qualification equates to the successful completion of 12 units of competency including participating in 12 industry shifts within a hospitality context. You will be work ready on completion as you get the chance to consolidate your new skills by putting them into practice.

Program Inclusions

Career Training Institute of Australia (CTIA) facilitates an experience specifically for students in years 10, 11 and 12 where they can integrate knowledge learnt in class with practical real-life situations experienced in the hospitality industry. See first-hand hospitality sectors in action! Observe industry experts as they interact with guests and provide advice on products and services all in a real hospitality environment.

The program takes students out of the classroom and into an interactive environment, allowing students to complete both theory and practical training within a hotel context to enhance the employability skills required today.

Specifically, students will learn aspects of:

- Service of food and beverage
- Customer service standards as expected at an international Hotel
- Appropriate grooming and personal presentation standards required
- Responsible service of alcohol
- Coffee essentials (this is non-accredited study) students will receive a participation certificate as they learn the art of coffee making, taking coffee orders and use and maintenance of the coffee machine.

Eligibility Criteria

Students wanting to enroll must:

- ✓ Attend all scheduled training days, you must be available school holidays
- ✓ Complete 12 hospitality shifts
- ✓ Provide a copy of a birth certificate / extract or passport
- ✓ Supply CTIA with a fully completed application form
- ✓ Provide a LUI number – to register on student learning accounts
- ✓ Provide a USI – CTIA cannot issue certificate without this

Where the above are not met, CTIA reserve the right to refuse course attendance.

Get in Touch. Get Involved.

Call Us: 07 5564 9044

E-mail Us: bookings@ctia.edu.au

Web: ctia.edu.au RTO Code 6517

THE BENEFIT of completing a SIT20322 Certificate II in Hospitality qualifies successful graduates to apply for positions at various businesses including: restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops.

Only enrolling with CTIA can provide you with the added benefit of completing your training at a leading Gold Coast hotel.

Frequently Asked Questions

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 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.

<https://desbt.qld.gov.au/training/training-careers/incentives/vetis>

Students will be required to complete a student training and employment survey within three months of completing or discontinuing the qualification.

How is the course delivered and how long will it take?

The Certificate II in Hospitality is delivered by participation in a vocational placement program, attending face to face training and self-directed study and projects which can be done independently. This method of learning allows greater flexibility in choosing the times it takes you to complete the course. Face to face training is required for consolidation of a number of subjects which is disseminated into experiential learning through participating in the practical placement program and classroom activities.

The Volume of Learning is 692 hours, a duration of at least 9 months, which includes both structured and non-structured learning. A combination of trainer facilitated classroom learning and independent study may take place. Negotiated individual or group study support sessions are available with a teacher depending on the needs of the participant/s. Participants with existing underpinning skills and knowledge may complete the qualification within a shorter timeframe based on their application to achieving completion of the required learning and assessments.

CTIA has formed a strategic alliance with Sheraton Grand Mirage Resort allowing eligible students the opportunity to complete their 12 industry shifts at the resort. Please be aware only students who have perfect attendance, grooming and show a dedication to the industry will be granted an interview for a placement. All other students will be placed with other CTIA partners.

Each student will need access to technical equipment not limited to: A computer with Microsoft Office, internet connection, an email address and printer/scanner to complete various assessment tasks.

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.

Students who can demonstrate that they are already competent in a unit of competency below, may apply for Credit Transfer.

What are participants awarded at completion ?

Upon successful completion of all units of competency in the course, participants will be issued with an SIT20322 - Certificate II in Hospitality. Should a participant not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

Students who successfully complete the Certificate II in Hospitality could progress to a wide range of other qualifications in the service industries. These include SIT30622 Certificate III in Hospitality SIT50422 Diploma of Hospitality Management.

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

Core units of competency

- BSBTWK201 – Work effectively with others
- SITHIND006 – Source and use information on the hospitality industry
- SITHIND007 – Use Hospitality skills effectively
- SITXCCS011 – Interact with customers
- SITXCOM007 - Show social and cultural sensitivity
- SITXWHS005 – Participate in safe work practices

Elective Units*

- SITXFSA005 – Use hygienic practices for food safety
- SITHFAB021 – Provide responsible service of alcohol
- SITHFAB027 – Serve food and beverage
- SITHGAM022 – Provide responsible gambling services
- SITXCCS012 – Provide lost and found services
- SITXCCS010 – Provide visitor information

*Elective units may change

* Coffee essentials is non-accredited.

OUR SERVICE includes a commitment to providing advice and support to all our clients and students. This includes 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.

For any further information please contact us or review our student handbook:
<http://www.ctia.edu.au/how-to-apply-further-information-2/>

Enrolment Fact sheet

How to apply:

Email training@ctia.edu.au

Checklist:

- * A resume and cover letter stating why you would like to work in the hospitality industry.
- * Fully completed application form with school support
- * Required ID as stated below.

It is a requirement that participants provide CTIA with the following with this application:

- * A valid Unique student identifier (USI) you can create one here [Get a USI | Unique Student Identifier <https://www.usi.gov.au/students/get-a-usi>](https://www.usi.gov.au/students/get-a-usi)
- * Learner unique identifier (LUI)
- * Australian Citizenship – Green Medicare Card (colour copy) or Australian/ New Zealand Passport (copy) or Australian or New Zealand Birth Certificate (Commemorative Certificates are not official) or Australian Citizenship Certificate (copy)

Students are required to attend all training days.

12 industry shifts will be rostered separately, these are a mandatory requirement to successfully complete the qualification. CTIA will arrange the shifts with our industry partners for students who demonstrate they can meet the industry standards throughout the course, positive attitude, punctuality, presentation.

Theory dates are subject to change.

April 2024

Wednesday 3rd, Thursday 4th, Friday 5th

Monday 8th, Tuesday 9th, Wednesday 10th

June

Tuesday 25th, Wednesday 26th, Thursday 27th July, Tuesday 2nd, Wednesday 3rd, Thursday 4th

September

Monday 16th, Tuesday 17th, Wednesday 18th, Thursday 19th

Training to take place at Sheraton Grand Mirage Gold Coast
71 Sea world drive, Main Beach

Please print clearly in block letters and complete all items.

Personal Details - please	
Title: Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other <input type="checkbox"/>	Surname: _____
	Given Name(s): _____
Previous name: _____	
Address: _____	Suburb: _____ State: _____ Post Code: _____
School email: _____	Alternative email: _____ Telephone number: _____
Date of Birth: _____	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>
Study Reason:	To get a job <input type="checkbox"/> To develop my existing business <input type="checkbox"/> To start my own business <input type="checkbox"/> To get skills for community/voluntary work <input type="checkbox"/> To try for a different career <input type="checkbox"/> To get a better job or promotion <input type="checkbox"/> It was a requirement of my job <input type="checkbox"/> Other reasons <input type="checkbox"/> I wanted extra skills for my job <input type="checkbox"/> To get into another course of study <input type="checkbox"/> For personal interest/self-development <input type="checkbox"/>
Employment Details	
Employment:	Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Self Employed – not employing <input type="checkbox"/> Unemployed seeking F/T <input type="checkbox"/> or P/T <input type="checkbox"/> Not employed not seeking <input type="checkbox"/> Self Employed – employing others <input type="checkbox"/> Employed – unpaid worker in family business <input type="checkbox"/>
Language & Cultural Diversity	
In which country were you born?	Australia <input type="checkbox"/> Other <input type="checkbox"/> please specify
Citizenship:	Australian Citizen <input type="checkbox"/> Permanent Australian Resident <input type="checkbox"/> Temporary Australian Resident <input type="checkbox"/>
Do you speak a language other than English at home?	No <input type="checkbox"/> Yes <input type="checkbox"/> if yes please specify
Are you of Aboriginal or Torres Strait Islander Origin?	No <input type="checkbox"/> Aboriginal <input type="checkbox"/> TSI <input type="checkbox"/> Both Aboriginal/TSI <input type="checkbox"/>
Schooling & Further Education (prior learning)	
What is your highest COMPLETED level of schooling?	Year 12 <input type="checkbox"/> Year 11 <input type="checkbox"/> Year 10 <input type="checkbox"/> Year 9 <input type="checkbox"/> Year 8 or below <input type="checkbox"/> Never attended school <input type="checkbox"/>
Are you still attending school?	No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, your LUI number:
Are you currently enrolled in any course/program of study:	No <input type="checkbox"/> Yes <input type="checkbox"/> if yes please specify
Are you currently enrolled or have you previously completed a VETiS Funded course?	No <input type="checkbox"/> Yes <input type="checkbox"/> if yes please specify
Previous qualifications achieved: Have you SUCCESSFULLY completed any of the following: If YES, then tick the appropriate:	COMPLETED Bachelor Degree or Higher <input type="checkbox"/>
	Advanced Diploma or Associate Degree <input type="checkbox"/>
	Diploma (or Associate Diploma) <input type="checkbox"/>
	Certificate IV (or Advance Certificate) <input type="checkbox"/>
	COMPLETED Certificate III (or Trade Certificate) <input type="checkbox"/>
	Certificate II <input type="checkbox"/>
	Certificate I <input type="checkbox"/>
	Other education (not listed above) <input type="checkbox"/>
From 1 January 2015, CTIA can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it at http://www.usi.gov.au/create-your-USI/	
Unique Student Identifier (USI):	
Qualification applied for (Course)	Certificate II in Tourism <input type="checkbox"/> Certificate II in Hospitality <input type="checkbox"/>
How did you hear about this course:	CTIA web page <input type="checkbox"/> Newspaper <input type="checkbox"/> Internet other <input type="checkbox"/> Other:
Disabilities/Special Needs	
Do you consider yourself to have a disability, impairment or long-term condition? No <input type="checkbox"/> Yes <input type="checkbox"/>	
If yes, please tick any of the following that apply to you: Hearing/Deaf <input type="checkbox"/> Physical <input type="checkbox"/> Vision <input type="checkbox"/> Intellectual <input type="checkbox"/> Mental health condition <input type="checkbox"/> Medical Condition <input type="checkbox"/> Learning <input type="checkbox"/> Acquired Brain Impairment <input type="checkbox"/> Other <input type="checkbox"/> _____	
Do you have any special needs? No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, please provide further details: Allergies <input type="checkbox"/> _____ Other <input type="checkbox"/> _____	

Terms & Conditions of Enrolment

Please read the following terms & conditions carefully: It is a requirement that participants provide CTIA the following with this application:

- ✚ A valid USI;
- ✚ Medicare Card (colour copy) Australian or New Zealand Passport (copy) Australian or New Zealand Birth Certificate (copy) to confirm **Australian Citizenship**;
- ✚ I have read the Student Handbook available at <http://www.ctia.edu.au/how-to-apply-further-information-2/>

Additional terms & conditions apply under Queensland Government funded programs (VET Investment Plan) as outlined in the individual course outlines and below:

- ✚ **Certificate 3 Guarantee** - <https://desbt.qld.gov.au/training/providers/funded/certificate3>
- ✚ **Vocational Education & Training in Schools (VETiS)** - <https://training.qld.gov.au/site/providers/Documents/funded/vetis-factsheet.pdf>

Please note: Students who complete a certificate II level qualification at school are still eligible to access further Queensland Government subsidised training post-school such as Free tafe for year 12 graduates and the Certificate 3 Guarantee. Students undertaking VETiS, which is resourced by the VET investment budget, will be funded to complete only one employment stream qualification at the certificate I or II level.

CHECKLIST: Have you provided the following current information.

- Australian Citizenship – Green Medicare Card (colour copy) or Australian/ New Zealand Passport (copy) or Australian or New Zealand Birth Certificate (Commemorative Certificates are **not** official) or Australian Citizenship Certificate (copy)
- Unique Student Identifier (USI) (I confirm I give CTIA permission to retrieve my USI number when required)
- Learner Unique Identifier (LUI)
- Online students must provide photo ID for authentication purposes – School ID, drivers licence or passport.

You **MUST** ensure the above are provided with this **FULLY** completed application form to enable you to commence your course.

Privacy Notice:

Under the *Data Provision Requirements 2012*, CTIA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form) may be used or disclosed by CTIA for statistical, administrative, regulatory and research purposes. CTIA may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Please see student handbook for full privacy policy and details.

Student Acknowledgement:

I declare that the information I have provided to the best of my knowledge is true and correct and that you have read and understood the terms & conditions of enrolment and agree to abide by individual course requirements as set out in each course outline.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

I understand I may be surveyed by the Department of Youth Justice, Employment, Small Business & Training seeking information on my training experience.

Participant Signature: _____ **Date:** _____

Parent/Guardian Signature: _____ **Date:** _____

*Parental/guardian consent is required for all students under the age of 18.

SCHOOL VERIFICATION: To be completed by an authorised officer of the school confirming the following eligibility criteria has been met by the student: Name, DOB, Australian/NZ citizenship, Qld residency and that the student is currently an enrolled student in year 10, 11 or 12.

Name: _____ **Position:** _____

Signature: _____ **Date:** _____

School Name: _____

SCHOOL STAMP:

