

Noosa

Community Training Centre



Learners Handbook



Jobs Australia
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Learners Handbook

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Welcome from the Manager

The Manager and Staff of Noosa Community Training Centre Inc welcomes you to our Centre. We hope that the service which you receive will meet with your needs and expectations. If you have any queries or problems, please do not hesitate to ask one of our helpful staff.

*Arthur Hartley
Manager*



Policy Statement

Quality Policy

The Noosa Community Training Centre Inc. aims to be a leading provider of Training, Labour Support and Service for Industry in our area.

All staff are committed to the provision of quality programs and excellent service to meet our clients' needs and expectations.

The Noosa Community Training Centre Inc. will provide a safe and healthy work environment which supports staff professional and personal development.

Our aim is to consistently provide a high level of measurable quality service that attracts customers to us and enables us to meet their needs and provide customer satisfaction. To this Noosa Community Training Centre Inc. is committed to the principles and practices entailed in the AS/NZS ISO 9001:2008 Quality System requirements and the National VET Regulator (NVR) Standards for Registered Training Organisations. Involvement of all staff in the implementation of our quality management system will ensure we have a systematic and consistent approach in conducting our services.

Noosa Community Training Centre Inc. participates in external monitoring and audit processes conducted by Australian Skills Quality Authority (ASQA). The Manager has delegated authority responsible for providing timely information to the registering body of changes to operations or ownership and ensures such changes are effected with minimal disruption to student enrolments or training participation.

We recognise that by using our AS/NZS ISO 9001:2008 and NVR quality management system and continually trying to improve our services, this will help us provide quality services to our customers and achieve our quality objectives.



About us

Noosa Community Training Centre Inc (NCTC Inc) is a not for profit community based organisation and Registered Training Organisation providing Industry Training, Employment Assistance and other labour market programs for the purpose of community growth and well-being.

NCTC Inc. has delivered programs to the Noosa area since 1988, including: Certificate 3 Guarantee funded training (current), Skilling Queenslanders for Work, Work Placement, Get Set for Work, Productivity Places Program, Job Search Training, Job Network Services - Job Matching (Employment Agency) and, New Work Opportunities, Work For The Dole, Disadvantaged Youth Program, Disability Services, CEAP, CJP, Queenslanders Working Together and of course SkillShare.

Efficient management, specialist expertise of casual and core staff, diverse Board of Management experience and effective working relationships with community, government and business, ensure that contract expectations are consistently exceeded.

NCTC Inc. operates from leased premises in Noosaville. Facilities include fully equipped training rooms and computer training laboratory. Off-site delivery occurs at the 'J' (the Noosa Youth and Community Centre). NCTC Inc is open to the public from 8am to 4pm, Monday to Friday, offers a free-call service and a website. (www.nctc.com.au)

NCTC Inc. has consistently exceeded contract expectations in relation to attracting participants and achieving outcomes for Commonwealth and State government Labour Market Programs, including:

- Skilling Queenslanders for Work
- Get Set for Work program
- Case Management

We believe that the implementation of our quality system, based on the AS/NZS ISO 9001:20015 International Standard and the National VET Regulator Standards, enables us to provide consistently high training and assessment services and meet our customer's needs.



Current Programs

Certificate III in Business Administration – BSB30415

(Funded by the Queensland Government under the Certificate 3 Guarantee initiative)

Eligibility

To be eligible for Certificate 3 Guarantee a student must:

- Not hold or be already undertaking a Certificate III or higher level qualification
- Be 15 years of age or older
- Have finished secondary school or left school
- Be a Queensland Resident, an Australian citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland.

Concession

Concessions may be available to participants if:

- The participant holds a health care concession card or pensioner card; or
- The participant holds an official form under Commonwealth law confirming that they are entitled to concessions under a health care concession card or pensioner concession card
- The participant is an Aboriginal or Torres Strait Islander person.

Description

This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgement. They may provide technical advice and support to a team.

Career Outcomes

- Accounts Receivable Clerk
- Clerk
- Junior Personal Assistant
- Office Administration Assistant
- Word Processing Operator
- Accounts Payable Clerk
- Data Entry Operator
- Receptionist
- Office Administrator

Delivery Mode

Class Room based

Course Dates and Times

The program operates throughout the calendar year. The duration of each course is 9 weeks. Each course operates for four days each week, Monday to Thursday, 8:45am – 2:45pm each day.

Courses commence:

Brochures are available from reception.



Certificate III in Hospitality – SIT30616

(Funded by the Queensland Government under the Certificate 3 Guarantee initiative)

Eligibility

To be eligible for Certificate 3 Guarantee a student must:

- Not hold or be already undertaking a Certificate III or higher level qualification
- Be 15 years of age or older
- Have finished secondary school or left school
- Be a Queensland Resident, an Australian citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland.

Concession

Concessions may be available to participants if:

- The participant holds a health care concession card or pensioner card; or
- The participant holds an official form under Commonwealth law confirming that they are entitled to concessions under a health care concession card or pensioner concession card
- The participant is an Aboriginal or Torres Strait Islander person.

Description

This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

Career Outcomes

- Espresso coffee machine operator
- Food and beverage attendant
- Function attendant
- Function host
- Senior bar attendant
- Waiter in a restaurant

Delivery Mode

Class Room based

Course Dates and Times

The program operates throughout the calendar year. The duration of each course is 11 weeks. Each course operates for four days each week, Tuesday to Friday, 8:45am – 2:45pm each day.

Courses commence:

Brochures are available from reception.



NCTC Policy

Code of Practice

As a registered training organisation, Noosa Community Training Centre Inc (NCTC) has agreed to operate within the standards of the National VET Regulator (NVR).

Access and Equity Policy

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines.

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions which affect their lives.

This will be achieved by:

- Ensuring the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups.
- Ensuring access and equity issues are considered during curriculum development.
- Providing access to staff development to assist trainers/teachers who deliver courses to under-represented groups.

Support Services

Referrals to appropriate counseling services and literacy and numeracy assistance will be available to you during your program if required.

Fees Policy

No fees or charges are applicable to participants in training programs wholly funded by the Queensland or Commonwealth Governments. Fees will apply to Certificate 3 Guarantee programs funded by the Queensland Government.



Fees Payment

Fee amounts, terms and conditions will be provided in information available by contacting our organisation and enquiring about course availability, delivery and relevant fees. This information will be provided prior to enrolment.

Fees payable must be paid by individual participants in full, at course commencement. Participants may make application on the grounds of financial hardship to pay by installments. Applications will be considered depending on individual circumstance. Payment may be made by cash or cheque on commencement of training.

Invoices for bulk enrolments by organisations will be issued after commencement and payment must be made within seven (7) days from the date of invoice, or as per supplier agreement.

Payment of all fees is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured in a safe location.

Repeating Units and Reassessment

Two (2) attempts at an assessment are included in the fees, participants deemed not yet competent after two attempts will require re-enrolment and full fees will be payable.

Certificates / Statements of Attainment

A qualification or statement of attainment will be issued after completion of the course. No charge will be levied for reissue of these documents.

Recognition of Prior Learning (RPL)/Recognition of Current Competencies (RCC) Fees

Fees will be negotiated with students prior to the application being made depending on the number of units the application is for. Noosa Community Training Centre Inc. will enter into a written agreement with the participant prior to the commencement of the RPL process. Fees are payable at the time of submission.

Credit Transfer

No charge



Refund Policy

Should Noosa Community Training Centre Inc. cancel any course after commencement and for which fees have already been paid, participants are entitled to a full refund or transfer of funds to a future course.

In the event of illness, death of a family member or unforeseen circumstances, participants may withdraw from courses (once verification has been obtained) and re-enter the next available course. A refund does not apply.

Noosa Community Training Centre Inc. agrees that, once enrolment for a particular course is accepted, we will complete delivery of the course, or arrange for the participant to complete the training with another nearby RTO with minimal disruption to the participant.



Education Information

Enrolments

NCTC endeavors to guide potential participants to enrol in programs in which they have a capacity to benefit. This can be demonstrated by a genuine interest in the career path that the program provides and appropriate motivation and verified skills to complete the program.

Where state or federal funding is available, participants are selected for enrollment based on meeting and agreeing to the conditions of the funding. Where there are limited government funded places the criteria for selection will be clearly communicated and applications will be assessed accordingly.

Eligibility criteria are applied to government funded training. This is assessed prior to enrollment.

Language, Literacy and Numeracy Assessments

Prior to commencement of training a learner's language, literacy and numeracy skills will be assessed to ensure that the planned learning and assessment strategies are appropriate for the learners LLN skills. Learning and assessment tasks can be adapted to suit the learner's individual needs.

Training staff can refer learners to support services which are appropriate to their needs.

Attendance/Absence

You should attend class on time and participate in accordance with course timetables. It is your responsibility to advise NCTC of any absence/s.

Discipline Policy

In the case of inappropriate behaviour of any person undertaking training, including discriminatory remarks, abuse, rudeness or disrespect such learner will be asked to leave the learning area and may be excluded from the program.



Issuing Results and Qualifications

Subject to successful completion of your training program and meeting all the requirements of the qualification, NCTC will issue learners with appropriate certification and results in line with the Australian Qualification Frameworks Implementation Handbook.

RPL & Credit Transfer

Credit is the principal overarching term for recognising learning. Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications which reduces the amount of learning required to achieve a qualification.

Credit transfer - is the process that provides learners with agreed and consistent credit outcomes based on equivalence in content in learning outcomes between matched qualifications. If you have completed a similar unit of competency your trainer may assess the unit as a credit transfer.

Recognition of Prior Learning – is the process that involves assessment of the individuals relevant prior learning to determine the credit outcomes of an individual's application for credit. An applicant can gain formal recognition of skills and knowledge acquired outside the formal education and training system. These skills and knowledge may have been gained through a combination of the following;

- Previous study
- work experience
- life experience

As a result the individual may gain;

- A nationally recognised qualification without having to attend the entire training program
- Formal recognition of their experience, increasing the chance of career progression

If you believe you might be eligible for RPL, you will be required to complete an RPL application provided by your trainer.

Mutual Recognition Policy

Mutual recognition is the process that recognises qualifications under the Australian Qualifications Framework (AQF) and Statements of attainment issued by other Registered Training organisations (RTO's) enabling individuals to receive national recognition of their achievements.



We acknowledge and support Mutual recognition as one of the most important features of the National VET Framework.

To this end we will accept the credentials, after verification, issued by any other registered training organisation based in any State/Territory of Australia.

Complaints Procedure

If at any stage you have concerns about any aspect of your training and/or assessment, please discuss this with your trainer or the training manager. If you wish NCTC will document your complaint by using an official letter or Quality Form *QF7.5.18 Complaints Report*. NCTC will endeavour to ensure a satisfactory solution within an agreed timeframe. You will be notified in writing of the outcome.

Appeals against Results

Learners can appeal against assessment outcomes. If you wish to appeal against any of your results, you must complete and lodge an “Appeal against Results” (*QF7.5.8a*) application form within 10 days of completion of your training program. Forms are available from your Tutor or the office. The training manager will review the appeal and contact you to discuss and arrange a re-assessment if appropriate.

Accessing your Records and Monitoring your Progress

Records of your progress are available by contacting our office or your trainer directly.

Avetmiss (Data from Enrolment Process)

Data gathered from your enrolment and ongoing training and assessment is provided to conform to the Australian Vocational Education and Training Management Information and Statistical Standard (AVETMISS).

AVETMISS ensures accurate and consistent vocational education and training (VET) measurements by providing a common language for the collection of data on training delivery. It enables comparison and analysis at all levels of the training system, nationally and within each state and territory. AVETMISS data must be submitted annually.



Feedback and Quality Indicators

During the course of training, learners will be provided with a survey relating to the provision of training and assessment. Please do take the time to complete this so we can improve ourselves.

Learner and employer surveys are distributed in order to provide quality indicator data to our registering body to give an indication of our adherence to the Australian Quality Training Framework.



Safety Information

General

While you are training at Noosa Community Training Centre Inc. you have certain obligations under the Work Health & Safety Act 2011.

- to comply with the instructions given for workplace health & safety
- to use personal protective equipment
- not to misuse anything provided for workplace health & safety
- not to place at risk the health and safety of any person at the workplace

Your tutor will explain Work Health & Safety issues in relation to your training program.

Security

All visitors shall report to reception on arrival. When on site, visitors shall be accompanied by a NCTC Inc Representative unless undertaking training.

Fire & Safety

Fire and Safety equipment is situated at appropriate locations throughout this site. Fire and safety equipment shall not be used for any other purpose. In the event of fire all persons are to go to the nearest assembly area indicated on the site plan displayed in all rooms.

Smoking

Smoking is not permitted in buildings. It is illegal to smoke anywhere within 4 metres of a non-residential building entrance.

Protective Equipment

Appropriate protective clothing and footwear shall be worn in all areas.



Alcohol, Drugs & Weapons

You are not allowed on NCTC premises or to use NCTC facilities when under the influence of alcohol. Consumption of alcohol on NCTC premises, including sites used for excursions, field trips and live work, is prohibited, except at an authorised function or authorised by the manager. No person under the age of 18 may consume alcohol on NCTC premises.

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on NCTC premises is against the law and will be reported to the police. If you are taking prescription medication it is your responsibility to ensure that it does not affect your safety or the safety of others, for example in operating machinery.

You are not to bring knives or other weapons to NCTC premises. It is an offence under the *Weapons Act 1990* to be in possession of a knife or other weapon in a public place or an educational facility unless the weapon is to be used for educational purposes, for example, possession of a knife for cooking training. It is not a reasonable excuse to possess a weapon for self-defence purposes. Any threats to staff, students or property will be reported to the police immediately.

Reporting an Injury

If an injury/incident occurs whilst on NCTC premises, it must be notified to your trainer, or person in charge who will document and report to the manager. If you require first aid, notify your trainer or a staff member who will look after you.

Emergency Procedures

When advised of an emergency, stay calm. Please ensure that you evacuate the area in which you are located and proceed to the nearest exit. Your trainer will direct you to the nearest assembly point. Please take your belongings with you if safe to do so.

Please ensure that you follow the instructions of the person in control for your safety. Make sure you know where your exits are and never re-enter the building without permission and to assist disabled persons to evacuate the building.

Learners will be shown evacuation procedures and exits during the orientation of their program.



Parking

Vehicles brought on site shall be parked in designated areas. No responsibility shall be accepted by NCTC Inc for any damage incurred by a vehicle on site.

Working with Children

Trainers who deliver training to persons under the age of 18 are required to hold a blue card for Child-Related Employment.

General Information

Telephones/Mobiles

Incoming telephone calls may be received on the phone in the Reception Area. For other use please check with your tutor. Use of mobile phones is not permitted in classrooms.

Participant Amenities

- Participant toilets are located at the back of the building.
- No eating in any training rooms or in any NCTC Inc vehicles.
- Hot water urn is provided in the kitchen.
- All crockery used must be washed and put away e.g. cups etc.

Dress Standards

NCTC is an adult learning environment that prepares you for business and industry, as well as for further career related training. As such you are expected to dress in a manner that is neat, clean and safe at all times, and in a manner that would be expected in the workplace.

Privacy Policy

We will not disclose any information that we gather about our staff or clients to any third party. We use the information collected only for the services we provide. No staff or client information is shared with another organisation. If staff or client information is required by a third party we will obtain written consent from the relevant staff or client prior to release of any information.



Learners Guide

Should staff or clients seek access to their information we have a documented procedure requiring authorisation before this can occur.

Appropriate use of Computers

NCTC recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. These resources include internet, email, web browsing, and website publication. You are encouraged to make use of these resources for purposes relating to study being undertaken through NCTC. However, NCTC computing and electronic resources are not to be used for purposes other than for program/course requirements unless otherwise specified within NCTC procedures.

Contacting Tutors

To enable urgent contact with trainers, if required, learners should ensure they are aware of a trainers preferred contact arrangements. NCTC is not permitted to provide staff private telephone numbers to students.

Insurance

NCTC Inc maintains all insurances required by and in accordance with both State and Federal legislation. Medical and Non-Medical benefits are not covered for legal reasons.

Concerns

If you have a concern please speak to either your tutor, Training & Placement Officer or Manager who will endeavour to assist you.

Standards of Behaviour

When communicating and interacting with NCTC staff and other learners you have a responsibility to:

- treat people with respect and fairness regardless of their background or culture
- show respect for others by not swearing, using obscenities or making offensive remarks
- avoid behaviour that could offend, embarrass or threaten others
- refrain from harassing or disrupting others in the performance of their duties or studies



Learners Guide

- avoid unacceptable behaviour - including bullying, aggressive, threatening or abusive behaviour

Care of Property

While all care is taken by NCTC staff to ensure the safety of a participant's property, it is ultimately the participant's responsibility. Participants should not leave valuable items in classrooms, cars or in any unsecured location.

Personal Details

To keep our records up to date, please notify the office of any changes to your personal details e.g. new address or phone number.

Relevant legislation

A range of legislation is applicable to NCTC staff and training participants.

- Privacy www.privacy.gov.au
- Equal Opportunity <http://www.humanrights.gov.au/about/legislation/index.html>
- Occupational Health and Safety www.safeworkaustralia.gov.au
- Vocational Education, Training and Employment Act 2000 <http://www.legislation.qld.gov.au/LEGISLTN/ACTS/2005/05AC016.pdf>



Assessment

What is Competency Based Training?

The National Quality Council has provided the following definition of competency based training.

Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

In a competency based assessment system, evidence is gathered to demonstrate your competence. Evidence of competency can take many forms. The forms of evidence required will depend on the purpose of the assessment and the performance outcomes. Evidence submitted should be:

Sufficient	Not a "one-off"
Valid	Relates to the Nationally Accredited Unit of Competency being assessed not just your workplace.
Authentic	Your own work
Current	Not too old

Final assessment items are marked "C" (competent) or "NYC" (not yet competent). If your assessment is marked as "NYC" you can resubmit your work within the timeframe identified by your trainer.

Flexible Learning and Assessment Procedures

NCTC is receptive to request for flexible delivery of training and assessment. NCTC will do its best to provide flexibility in access to course materials and assessment tasks. Discuss your specific needs with your trainer.

Graduations

To celebrate the completion of your qualification, NCTC will host a graduation ceremony. Graduation details will be advised by your trainer.

Qualifications

<i>BSB10115</i>	<i>Certificate I in Business</i>
<i>BSB20115</i>	<i>Certificate II in Business</i>
<i>BSB30415</i>	<i>Certificate III in Business Administration</i>

Entry Requirements

BSB10115 Certificate I in Business

There is no pre-requisite for undertaking this course other than a keen desire to acquire the skills contained within the course and gain knowledge and abilities to enable them to enter into work.

BSB20115 Certificate II in Business

There is no pre-requisite for undertaking this course other than a keen desire to acquire the skills contained within the course. They may have limited vocational experience without formal qualifications or have completed Certificate I in Business or other relevant qualification.

BSB30415 Certificate III in Business Administration

There is no pre-requisite for undertaking this course other than a keen desire to acquire the skills contained within the course. People may have completed a Certificate II in Business and wish to undertake further study or may have vocational experience in a work setting and wish to complete a formal qualification.

Qualification Description

BSB10115 Certificate I in Business

This qualification allows individuals to develop basic skills and knowledge to prepare for work. They may undertake a range of simple tasks under close supervision. The range of technical skills and knowledge is limited.

BSB20115 Certificate II in Business

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

BSB30415 Certificate III in Business Administration

This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgment. They may provide technical advice and support to a team.

Qualification Structure

BSB10115 Certificate I in Business		
In order to gain completion of the Qualification and receive a Certificate I in Business (BSB10115), one core unit and five elective units.		
Unit Code	Unit Name	Nominal Hours
Core Units		
BSBWHS201	Contribute to health and safety of self and others	20
Elective Units		
BSBITU102	Develop keyboard skills	40
BSBITU201	Produce word processed documents	60
BSBCMM101	Apply basic communication skills	40
BSBWOR202	Organise and complete daily work activities	20
BSBADM101	Use business equipment and resources	15
Total Nominal Hours		195

Training Package – Business Services

BSB20115 Certificate II in Business		
In order to gain completion of the Qualification and receive a Certificate II in Business (BSB20115), one core unit and 11 elective units.		
Unit Code	Unit Name	Nominal Hours
Core Units		
BSBWHS201	Contribute to health and safety of self and others	20
Elective Units		
BSBCMM201	Communicate in the workplace	40
BSBCUS201	Deliver a service to customers	30
BSBIND201	Work effectively in a business environment	40
BSBINM202	Handle mail	20
BSBITU102	Develop keyboard skills	40
BSBITU201	Produce simple word processed documents	60
BSBITU202	Create and use spreadsheets	20
BSBCMM201	Communicate in the workplace	40
BSBITU302	Create electronic presentations	20
BSBWOR203	Work effectively with others	20
BSBWOR204	Use business technology	30
Total Nominal Hours		380

Training Package – Business Services

BSB30415 Certificate III in Business Administration

In order to gain completion of the Qualification and receive a Certificate III in Business Administration (BSB30415), two core unit and seven administration units and four elective units.

Unit Code	Unit Name	Nominal Hours
Core Units		
BSBITU307	Develop keyboarding speed and accuracy	50
BSBWHS201	Contribute to health and safety of self and others	20
Administration Units		
BSBADM307	Organise schedules	15
BSBCUS301	Deliver and monitor a service to customers	35
BSBITU302	Create electronic presentations	20
BSBITU303	Design and produce text documents	90
BSBITU304	Produce spreadsheets	35
BSBITU306	Design and produce business documents	80
BSBITU309	Produce desktop published documents	50
Elective Units		
BSBCMM301	Process customer complaints	30
BSBDIV301	Work effectively with diversity	30
BSBFLM303	Contribute to effective workplace relationships	40
BSBWRT301	Write simple documents	30
Total Nominal Hours		525

Qualifications

<i>SIT10216</i>	<i>Certificate I in Hospitality</i>
<i>SIT20316</i>	<i>Certificate II in Hospitality</i>
<i>SIT30616</i>	<i>Certificate III in Hospitality</i>
<i>SIT20116</i>	<i>Certificate II in Tourism</i>
<i>SIT20216</i>	<i>Certificate II in Holiday Parks and Resorts</i>

Entry Requirements

SIT10216 Certificate I in Hospitality
There are no prerequisites for entry to this qualification.

SIT20316 Certificate II in Hospitality
There are no prerequisites for entry to this qualification.

SIT30616 Certificate III in Hospitality
There are no prerequisites for entry to this qualification.

SIT20116 Certificate II in Tourism
There are no prerequisites for entry to this qualification.

SIT20216 Certificate II in Holiday Parks & Resorts
There are no prerequisites for entry to this qualification.

Qualification Description

SIT10216 Certificate I in Hospitality

This qualification provides the skills and knowledge for an individual to be competent in routine tasks in various hospitality settings such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may work in a team but always under direct supervision. The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

SIT20316 Certificate II in Hospitality

This qualification reflects the role of individuals who use a defined and limited range of hospitality operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision

SIT30616 Certificate III in Hospitality

This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

SIT20116 Certificate II in Tourism

This qualification reflects the role of individuals who use a defined and limited range of operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision.

SIT20216 Certificate II in Holiday Parks & Resorts

This qualification reflects the role of individuals who use a defined and limited range of operational skills. They are involved in mainly routine and repetitive tasks using practical skills and basic industry knowledge. They work under direct supervision.

Qualification Structure

SIT10216 Certificate I in Hospitality		
In order to gain completion of the Qualification and receive a Certificate I in Hospitality (SIT10216), five core units and two elective units from the list below.		
Unit Code	Unit Name	Nominal Hours
Core Units		
BSBWOR203	Work effectively with others	15
SITXCCS001	Provide customer information and assistance	20
SITXWHS001	Participate in safe work practices	12
Elective Units		
SITXFSA001	Use hygienic practices for food safety	15
SITHCCC001	Use food preparation equipment	25
SITHCCC002	Prepare and present simple dishes	25
Total Nominal Hours		102

Training Package – Hospitality

SIT20216 Certificate II in Hospitality		
In order to gain completion of the Qualification and receive a Certificate II in Hospitality (SIT20316), six core unit and six elective units.		
Unit Code	Unit Name	Nominal Hours
Core Units		
BSBWOR203	Work effectively with others	15
SITHIND201	Source and use information on the hospitality industry	25
SITHIND003	Use hospitality skills effectively	30
SITXCCS003	Interact with customers	20
SITXCOM002	Show social and cultural sensitivity	20
SITXWHS001	Participate in safe work practices	12
Elective Units		
SITXFSA001	Use hygienic practices for food safety	25
SITHCCC002	Prepare and present simple dishes	25
SITHCCC103	Prepare and serve non-alcoholic beverages	20
SITHFAB002	Provide responsible service of alcohol	10
SITHFAB005	Prepare and serve espresso coffee	30
SITHFAB007	Serve food and beverage	80
Total Nominal Hours		312

Training Package – Hospitality

SIT30616 Certificate III in Hospitality		
In order to gain completion of the Qualification and receive a Certificate III in Hospitality (SIT30616), seven core unit and eight elective units.		
Unit Code	Unit Name	Nominal Hours
Core Units		
BSBWOR203	Work effectively with others	15
SITHIND002	Source and use information on the hospitality industry	25
SITHIND004	Work effectively in hospitality service	110
SITXCCS006	Provide service to customers	25
SITXCOM002	Show social and cultural sensitivity	20
SITXHRM001	Coach others in job skills	20
SITXWHS001	Participate in safe work practices	12
Elective Units		
SITHCCC002	Prepare and present simple dishes	25
SITHCCC006	Produce appetisers and salads	25
SITHFAB002	Provide responsible service of alcohol	10
SITHFAB003	Operate a bar	30
SITHFAB005	Prepare and serve espresso coffee	30
SITHFAB014	Provide table service of food and beverage	100
SITHFAB016	Provide advice on food and beverage matching	40
SITXFSA001	Use hygienic practices for food safety	25
Total Nominal Hours		487

Training Package – Hospitality

SIT20116 Certificate II in Tourism		
In order to gain completion of the Qualification and receive a Certificate II in Tourism (SIT20116), four core unit and seven elective units.		
Unit Code	Unit Name	Nominal Hours
Core Units		
SITTIND001	Source and use information on the tourism and travel industry	25
SITXCCS003	Interact with customers	20
SITXCOM002	Show social and cultural sensitivity	20
SITXWHS001	Participate in safe work practices	12
Elective Units²⁰		
SITHFAB002	Provide responsible service of alcohol	20
SITHFAB004	Prepare and serve non-alcoholic beverages	10
SITHFAB005	Prepare and serve espresso coffee	30
SITXFSA001	Use hygiene practices for food safety	15
SITHACS001	Clean premises and equipment	90
SIRXPDK001	Advise on products and services	30
SITXCCS001	Provide customer information and assistance	20
Total Nominal Hours		292

Courses

FSK20113 *Certificate II in Skills for Work and Vocational Pathways*

Entry Requirements

There are no restrictions on entry to this course.

Qualification Description

The course will enable Registered Training Organisations to implement individualised educational programs for young people who wish to pursue a range of vocational, employment and personal goals in the Vocational Education and Training (VET) sector, but who, initially, lack the basic work education skills to pursue these goals.

Qualification Structure

FSK20113 Certificate II in Skills for Work and Vocational Pathways		
In order to gain completion of the qualification and receive a Certificate II in Skills for Work (FSK20113), eight core units of competency must be completed.		
Unit Code	Unit Name	Nominal Hours
Core Units		
FSKDIG03	Use digital technology for routine workplace tasks	15
FSKLRG09	Use strategies to respond to routine workplace problems	15
FSKLRG11	Use routine strategies for work related learning	10
FSKNUM14	Calculate with whole numbers and familiar fractions, decimals and percentages for work	15
FSKNUM15	Estimate, measure and calculate routine metric measurements for work	10
FSKOCM07	Interact effectively with others at work	10
FSKRDG10	Read and respond to routine workplace information	15
FSKWTG09	Write routine workplace texts	15
Elective Units		
FSKRDG02	Read and respond to basic workplace signs and symbols	20
FSKLRG07	Use strategies to identify job opportunities	20
FSKLRG06	Participate in work placement	10
FSKLRG10	Use routine strategies for career planning	20
SITXFSA001	Use hygiene practices for food safety	25

Training package - Education

SITHFAB005	Prepare and serve espresso coffee	30
Total Nominal Hours		220