

SIT40422 Certificate IV in Hospitality

Course Descriptor

This qualification reflects the role of skilled operators who use a broad range of hospitality service, sales or operational skills combined with supervisory skills and sound knowledge of industry operations to plan, monitor and evaluate the work of team members. They operate independently or with limited guidance from others, and use discretion to solve non-routine problems.

Qualification Rules:

To achieve a Certificate IV in Hospitality, 21 units must be completed:

- ❖ All 9 core units
- ❖ 12 elective units

Core Units

- SITXCCS015 Enhance customer service experiences
- SITXCOM010 Manage conflict
- SITXFIN009 Manage finances within a budget
- SITXHRM007 Coach others in job skills
- SITXHRM009 Lead and manage people
- SITXMGT004 Monitor work operations
- SITXWHS007 Implement and monitor work health and safety practices
- SITHIND008 Work effectively in hospitality service
- SITXHRM008 Roster staff

Electives

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate at the AQF level of this qualification. Below are examples of units that may make up the 12 elective units to be completed.

- SITXFSA005 Use hygienic practices for food safety
- SITHFAB021 Provide responsible service of alcohol
- SITXHRM008 Roster staff
- SITHFAB036 Provide advice on food
- SITXCCS013 Provide club reception services
- SITEEVT023 Plan in-house events
- SITXFSA006 Participate in safe food handling practices
- SITXMPR011 Plan and implement sales activities
- SITHIND006 Source and use information on the hospitality industry
- BSBSUS211 Participate in sustainable work practices
- SITXWHS006 Identify hazards, assess and control safety risks
- SITXHRM012 Monitor staff performance

Possible job outcomes

This qualification provides a pathway to work as a supervisor in hospitality organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. This qualification allows for multi-skilling and for acquiring targeted skills in accommodation services, food and beverage, and gaming.

Possible job titles include:

- bar supervisor or team leader
- concierge
- duty manager
- food and beverage supervisor or team leader
- front office supervisor or team leader
- housekeeping supervisor or team leader
- gaming supervisor or team leader
- shift manager

Continued Page 2

Entry requirements

There are no entry requirements for this qualification, however Austrain Academy recommends previous study / work history in hospitality prior to commencing this qualification. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Duration

The Volume of Learning for a Certificate IV in Hospitality is 600 - 2400 hours. A full time traineeship is 36 months or until the relevant competencies are achieved. This cohort are generally existing hospitality workers and / or have a lower level qualification and as such, would be expected to gain competency in a shorter time frame. As a component of this, the amount of training provided in this instance of course delivery is 2060 hours, comprising of:

- 660 hours of supervised instruction including theory and practical training and completion of assessment activities (Questions, Demonstrations, Structured Activities and Training Record Logs)
- 500 hours of unsupervised activities (Learner Guides and Workbooks & Independent Industry Research)
- 900 hours of on the job training

The format for delivery/assessment will be designed around an eighteen (18) month program (115 hours/month) which shall include both on and off the job training - inclusive of work hours, independent study and training and assessment. Additional delivery time of up to eighteen (18) months may be allowed for those participants requiring additional training due to individual needs. As the target group will already have some skills and knowledge in the majority of the Units of Competence, the volume of learning may be reduced and the qualification completed on a part time basis to allow flexibility for work and study.

Delivery

The program will be delivered at one of the following venues:
Austrain Academy – 7/77 Montague Street, North Wollongong
Students own workplace

Will be a combination of Face to Face theory/practical sessions and On the Job delivery.

Face to face sessions will be held once a month for a seven (7) hour duration.

Learning over each month prior to attending the face to face session will involve the completion of the Participant Workbook using supplied Learner Guides and independent research.

Workplace training and activities will take place each month to allow learners to practice skills and apply these in different contexts. (All workplaces will be reviewed for suitability and any gaps identified in the training plan and addressed at off the job sessions held in an appropriate environment). (The workplace has been reviewed for suitability and required resources.)

Additionally, the program may be organised/formatted around a combination of approaches including:

- Recognition of Prior Learning/ Credit Transfer;
- On-the-job training program;
- Coaching/Mentoring;
- Links to other venues;
- Classroom Training,
- One on one training and assessment sessions,
- A combination of the above.

Please Note: This is generic information - for further elective options, full rules of the training package and specific program requirements please contact Austrain Academy

To discuss how we can help you, call us on

1300 20 40 20

or visit our website for more details

www.austrainacademy.com.au