

SIT40416 CERTIFICATE IV IN HOSPITALITY

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

ENTRY REQUIREMENTS / EXISTING SKILLS & KNOWLEDGE

There are no formal pre-requisites for entry into this qualification. A minimum of 2 years experience in the Hospitality industry is preferred for this qualification. Some level of experience coordinating others is ideal. Under the traineeship program students will need to meet the Selection Criteria requirements to be eligible to enter into this course. Evidence of the student meeting the Selection Criteria will be collected as part of the Enrolment process.

- 15 years or older
- An Australian Citizen, permanent resident, or humanitarian VISA holder
- Relevant prior training and/or employment
- Current employment relevant to this qualification
- Numeracy, literacy & language to be able to communicate at a confident level.

TARGET CLIENT GROUP

- Existing workers who have at least 2 months experience in their existing job
- Existing workers who have worked previously in other hospitality roles for another organisation
- Existing workers who wish to have their current skills and knowledge recognised

OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- food and beverage supervisor
- front office supervisor
- concierge
- butler
- gaming supervisor.
- bar supervisor or team leader
- duty manager
- forecast analyst (accommodation services)
- housekeeping supervisor or team leader
- reservation analyst
- shift manager.

CAREER PATHWAY

A number of career pathways are available to you. It could lead you into a manager or department manager role in the food and beverage industry. You could also consider completing a Diploma of Hospitality.

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



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COURSE OUTCOMES

Gain these skills and more:

Providing briefings to operational staff; seeking feedback from colleagues and customers on operational and service issues
Knowing sources of new information on the hospitality industry

Identifying and assessing operational and service issues, discussing and suggesting solutions with managers
Motivating and leading teams; providing instructions, support and coaching

Anticipating and determining customer preferences and expectations to provide professional and personalised customer service experiences, managing team member and customer conflict sensitively, courteously and discreetly

Initiating short term action to resolve immediate operational or service problems

Proactively consulting with colleagues about ways to improve operational and service efficiency

Monitoring operational efficiency and service levels through close contact with day to day work operations
Understanding legal compliance issues and providing advice to team members
Understanding the operating capability of, selecting and using equipment, computer systems, software and information systems that assist in hospitality sales and service activities

Providing feedback to managers to inform future planning

Being aware of opportunities to learn and participating in hospitality industry professional development activities

DELIVERY ARRANGEMENTS

The Certificate IV program is delivered over a 24 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined the volume of learning is approximately 1800 hours. At Certificate IV level the learners are building on skills and knowledge that the learner may have already acquired when they completed their Certificate III or on the job during prior experience. Some learners may be able to complete in a shorter timeframe, based on their own capabilities to move through the material faster. We recommend a minimum of 42 hours of face-to-face training sessions for Certificate IV level, ie. 21 workshops x 2 hour each. Participants are provided with training manuals for each unit which include all materials participants require to be used in the learning environment as well as supporting resources on a per unit basis as needed. Practical activities are completed by participants in their workplace environment following roleplay practice.

DELIVERY METHODS

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL: If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow for a volume of learning of up to 1800 hours to complete the qualification in this format; however, this process is assuming that they are able to provide sufficient and current evidence.

Group Sessions: There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a recommended 21 session ideal structure for Certificate IV however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.



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Flexible: It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 1800 hours regardless.

Blended Approach: You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options



ASSESSMENT METHODS

Demonstration/Practical Skills – A range of observation techniques have been included in the assessment tools to help identify the students' ability to demonstrate their competence against the performance criteria and assessment conditions. This gives the student the opportunity to demonstrate their skills applicable to their job role and workplace.

Written Questioning – The student will be asked to complete a series of written short answer questions based on their knowledge of the unit. Their assessor will ask them a series of verbal questions to confirm their written responses. This usually occurs during an on-site observation/demonstration, where students explain their knowledge based on workplace application.

Written Project – A written assessment tool is provided to the student to gather evidence using a range of methods, these could include research and evidence gathering before documenting the project. The project is normally scenario-based or specific to the learner's workplace. In some cases, the student is required to collect a portfolio of evidence to demonstrate their competency against the relevant units.

Observation and Third Party Reports – a Third Party Report is provided to a supervisor or employer to gather evidence of the students' competency on the job. This Report is then reviewed and signed off by the Assessor.

A language/literacy/numeracy test is carried out prior to commencement of your course to ensure that every student is capable of completing the course in which they have enrolled. The LLN test also helps us to identify those students who may need additional support during their learning journey.

COURSE FEES

RPL: There is an RPL fee of \$220 plus GST per unit.

Group sessions: Two hour training sessions are \$1200 plus GST for up to 20 people. The cost of the qualification is \$2500 per person.

Flexible Work Based: \$2500 inclusive of all learning materials, assessment tasks, communication with trainer/assessor and issuing of qualification upon successful completion.

REFUND POLICY:

In the case of cancellations, Target Training will refund full amount paid if 14 days notice [before work is due to commence] is provided, otherwise a cancellation fee of \$500.00 will apply.

MONEY BACK GUARANTEE

Target Training offers a full money back guarantee on all services, if you are not fully satisfied.

COURSE FEES, PAYMENTS, REFUNDS AND CERTIFICATION:

This information is found in a separate document. Contact us for more details.

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COURSE STRUCTURE

To complete this qualification, there are **21 units** that must be achieved; **9 core units** and **12 elective units**.

1 elective units must be selected from the Group A list below, 7 chosen from the Group B listing and the remaining 4 units may be selected from the Group B list or any other current qualification offered by Target Training. The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Note. SITHIND004 Work Effectively in Hospitality: This unit requires 36 shift hours completed in the workplace to demonstrate the performance requirements of this qualification. This is a requirement to graduate with a full qualification. A shift could be minimum 2 hours or 3 hours depending on employment arrangements.

CORE UNITS

BSBDIV501	Manage diversity in the workplace
SITHIND004	Work effectively in hospitality Service
SITXCCS007	Enhance the customer service experience
SITXCOM005	Manage conflict
SITXFIN003	Manage finances within a budget
SITXHRM001	Coach others in job skills
SITXHRM003	Lead and manage people
SITXMGTO01	Monitor work operations
SITXWHS003	Implement and monitor work health and safety practices

ELECTIVE UNITS – GROUP A

SITHIND001	Use hygienic practices for hospitality service
SITXFSA001	Use hygienic practices for food safety

ELECTIVE UNITS – GROUP B

BSBFIA301	Maintain financial records
BSBFIA401	Prepare financial reports
BSBITU301	Create and use databases
BSBITU306	Design and produce business documents
BSBITU402	Develop and use complex spreadsheets
BSBSUS401	Implement and monitor environmentally sustainable work practices
SITHACS001	Clean premises and equipment
SITHACS003	Prepare rooms for guests
SITHFAB001	Clean and tidy bar areas *
SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar * #
SITHFAB004	Prepare and serve non-alcoholic beverages *
SITHFAB005	Prepare and serve espresso coffee *
SITHGAM001	Provide responsible gambling services
SITHGAM002	Attend gaming machines
SITHIND001	Use hygienic practices for hospitality service
SITHIND002	Source and use information on the hospitality industry
SITXCCS002	Provide visitor information
SITXFSA002	Participate in safe food handling practices
SITXINV004	Control stock
HLTAID003	Provide first aid
SITXFSA001	Use hygienic practices for food safety

* The pre-requisite for these units is to complete SITXFSA001 Use hygienic practices for food safety

The pre-requisite for this unit is to complete SITHFAB002 Provide responsible service of alcohol



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LEARNING OUTCOMES

Here is a selection of units below. For more information on other units please contact us.

CORE UNITS

BSBDIV501 - Manage diversity in the workplace

1. Implement diversity policy
2. Foster respect for diversity in the work team
3. Promote the benefits of diversity

SITHIND004 - Work effectively in hospitality

1. Prepare for service
2. Provide service
3. Complete operational tasks
4. Complete end of shift duties.

SITXCCS007 - Enhance the customer service experience

1. Provide a quality service experience to customers
2. Proactively respond to difficult service situations.
3. Resolve customer complaints.
4. Develop a customer relationship.

SITXCOM005 - Manage conflict

1. Identify conflict situations
2. Resolve conflict
3. Evaluate conflicts and resolutions

SITXFIN003 - Manage finances within a budget

1. Allocate budget resources.
2. Monitor financial activities against budget.
3. Identify and evaluate options for improved budget performance.
4. Complete financial and statistical reports.

SITXHRM001 - Coach others in job skills

1. Prepare for on-the-job coaching
2. Coach colleagues on the job
3. Follow up coaching

SITXHRM003 - Lead and manage people

1. Model high standards of performance and behaviour
2. Develop team commitment and cooperation
3. Manage team performance

SITXMGT001 - Monitor work operations

1. Monitor and improve workplace operations
2. Plan and organise workflow
3. Monitor and support team members.
4. Solve problems and make decisions

SITXWHS003 - Implement and monitor workplace health and safety procedures

1. Provide information on health, safety and security
 2. Monitor safe work practices
 3. Coordinate consultative arrangements for the management of health, safety and security issues
 4. Implement and monitor procedures for identifying hazards, and assessing and controlling risks
 5. Implement and monitor health, safety and security training
- Maintain work health and safety records and reports.

ELECTIVE UNITS – GROUP A

SITXFSA001 - Use hygienic practices for food safety

1. Follow hygiene procedures and identify food hazards.
2. Report any personal health issues.
3. Prevent food contamination.
4. Prevent cross contamination by washing hands



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SITHIND001 – Use hygienic practices for hospitality service

1. Maintain personal hygiene
2. Prevent health hazards

ELECTIVE UNITS – GROUP B

BSBFIA301 - Maintain financial records

1. Maintain daily financial records
2. Maintain general ledger
3. Monitor cash control

BSBFIA401 - Prepare financial reports

1. Maintain asset register
2. Record general journal entries for balance day adjustments
3. Prepare final general ledger accounts
4. Prepare end of period financial reports

BSBITU301 - Create and use databases

1. Create a simple database
2. Create reports and queries
3. Use database

BSBITU306 - Design and produce business documents

1. Select and prepare resources
2. Design document
3. Produce document
4. Finalise document

BSBITU402 - Develop and use complex spreadsheets

1. Prepare to develop spreadsheet
2. Develop a linked spreadsheet solution
3. Automate and standardise spreadsheet operation
4. Use spreadsheets
5. Represent numerical data in graphic form

BSBSUS401 - Implement and monitor environmentally sustainable work practices

1. Investigate current practices in relation to resource usage
2. Set targets for improvements
3. Implement performance improvement strategies
4. Monitor performance

SITHACS001 – Clean premises and equipment

1. Select And setup equipment and materials
2. Clean wet and dry areas and associated equipment
3. Maintain and store cleaning equipment and chemicals

SITHFAB001 – Clean and tidy bar areas

1. Clean bar and equipment.
2. Clean and maintain public areas.
3. Work safely and reduce negative environmental impacts.

SITHFAB002 - Provide responsible service of alcohol

1. Sell or serve alcohol responsibly.
2. Assist customers to drink within appropriate limits.
3. Assess alcohol affected customers and identify customers to whom sale or service must be refused.
4. Refuse to provide alcohol.

SITHFAB003 - Operate a bar

1. Sell or serve alcohol responsibly
2. Assist customers to drink within appropriate limits
3. Assess alcohol affected customers and identify customers to whom sale or service must be refused.
4. Refuse to provide alcohol



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SITHFAB004 - Prepare and serve non-alcoholic beverages

5. Select ingredients
6. Select, prepare and use equipment.
7. Prepare and serve non-alcoholic drinks.

SITHFAB005 - Prepare and serve espresso coffee

1. Organise coffee workstation.
2. Select and grind coffee beans.
3. Advise customers on espresso coffee beverages.
4. Extract and monitor quality of espresso
5. Texture milk.
6. Serve espresso coffee beverages.
7. Clean espresso equipment.

SITXFSA001 – Use hygienic practices for food safety

1. Follow hygiene procedures and identify food hazards
2. Report any personal health issues
3. Prevent food contamination
4. Prevent cross contamination by washing hands

SITXFSA002 - Participate in safe food handling practices

1. Follow food safety program.
2. Store food safely.
3. Prepare food safely.
4. Provide safe single use items.
5. Maintain a clean environment.
6. Dispose of food safely.

SITHGAM001 - Provide responsible gambling services

1. Provide responsible service of gambling.
2. Provide information and assistance to customers about problem gambling.

SITHIND002 – Source and use information on the hospitality industry

1. Source and use relevant industry information.
2. Source and use compliance information in daily activities.
3. Source and use information on hospitality technology
4. Update personal and organisational knowledge of the hospitality industry

SITHGAM002 - Attend gaming machines

1. Advise customers on gaming activities.
2. Maintain gaming machines.
3. Monitor security of gaming areas.
4. Make gaming machine payouts.
5. Operate and maintain coin dispensing equipment.

SITXCCS002 – Provide visitor information

6. Access and update visitor information.
7. Provide information to visitors.
8. Seek feedback on information provision.

SITXINV004 - Control stock

1. Maintain stock levels and records
2. Process stock orders
3. Minimise stock losses
4. Follow up orders
5. Organise and administer stocktakes

HLTAID003 - Provide first aid

1. Respond to an emergency situation
2. Apply appropriate first aid procedures
3. Communicate details of the incident
4. Evaluate the incident and own performance