



SIT40416 – Certificate IV in Hospitality

This qualification provides the skills and knowledge for an individual to be competent in skilled operations and team leading or supervision. Work would be undertaken in various hospitality settings such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops.

QUALIFICATION RULES

To achieve a SIT40416 Certificate IV in Hospitality, **21** units must be completed:

- 9 core units
- 12 elective units

Please contact the association on 1300 722 878 if you would like to discuss and for the unit list for the remaining two specialisations.

Course outline:

Qualifications are delivered on the job and online however conditions apply for the following units:

HLTAID003 Provide First Aid – participant is required to coordinate, attend and pay for this unit at a different training provider as the Restaurant & Catering Association of Australia (**TOID 6868**) is unable to deliver it.

SITHFAB002 Provide Responsible Service of Alcohol – This particular unit cannot be delivered online in NSW, VIC and ACT. Participant is required to coordinate and attend the course at Restaurant & Catering Industry Association of Australia (**TOID 6868**) will reimburse once complete. Please note the cost of this unit is not included in the course cost, if it is completed at another training provider.

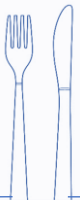
Units:

Core Competency Units (Compulsory)

- **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
- **SITXMGT001** Monitor work operations
- **SITXWHS003** Implement and monitor work health and safety practices

Elective Competency Units

- **SITXFS001** Use hygienic practices for food safety
- **BSBFIA401** Prepare financial reports



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- **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*
- **SITHFAB014** Provide table service of food and beverage*^
- **SITHFAB016** Provide advice on food
- **SITXWHS002** Identify hazards, assess and control safety risks
- **SITXMPR002** Create a promotional display or stand
- **SITXMGTO02** Establish and conduct business relationships

Please note: *Prerequisite unit is **SITXFSA001** Use hygienic practices for food safety
^Prerequisite unit is **SITHFAB002** Provide responsible service of alcohol

Prerequisite requirements

Student must be currently working in the industry and have access to a commercial kitchen and bar.

Assessments

Additional assessments will be used including third party report, observation report, case studies, projects, assignments, role plays, evidence gathering portfolios, verbal questioning. These assessments may be conducted in the workplace. A trainer/assessor will conduct monitoring, training and assessment visits as part of this qualification.

Options of Training:

Online

- **Course Duration** - expected duration is 24 months
- **Course Fees** - \$2,655.00 (for members) or \$3,982.00 (for non-members)
 - Payment plans are available. For further information contact the association on 1300 722 878.

Identification and requirements for online course

You will be required to provide a photocopy of a photo ID certified by a JP.

Pathways

After achieving SIT40416 Certificate IV in Hospitality, individuals could progress to SIT50416 Diploma of Hospitality, or to Diploma qualifications in any service industry field.



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Recognition of Prior Learning (RPL)

A formal process for recognising skills and knowledge, RPL takes into account previous studies you may have completed as well as life and work experiences. You may be granted credits or exemptions for some units in this course.

BEFORE YOU BEGIN:

Required documents for enrolment:

Online

- Course Registration Form
- Language, Literacy and Numeracy Test (LLN)
- Enrolment Form
- You will be required to provide a photocopy of a photo ID certified by a JP.
- SIT40416 Certificate IV in Hospitality Unit List

Job roles and outcomes

This qualification provides a pathway to work as a team leader or supervisor in hospitality organisations such as restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

Possible job titles include:

- Bar supervisor or team leader
- Concierge
- Duty manager
- Food and beverage supervisor or team leader
- Forecast analyst (accommodation services)
- Front office supervisor or team leader
- Housekeeping supervisor or team leader
- Gaming supervisor or team leader
- Reservation analyst
- Shift manager

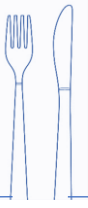
For Further Information:

For more information, contact the Association on 1300 722 878 or visit www.rca.asn.au/training

Training Policies and Procedures

Please refer to the Student Handbook 2016 in regards to the following policies and procedures:

- Legislation Policy



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- Privacy Policy
- Fair Treatment and Equal Opportunities Policy
- Learning Support Services Policy
- Academic Grievance Policy and Procedure
- Qualification Issuance Policy
- Continuous Improvement Policy
- Fees & Refund Policy
- Incidents Policy and Procedure

Any complaints

Complaints can be submitted by completing the *Complaints & Appeals Form* and returning to the association by fax at 1300 722 396.