

## SIT40416 - Certificate IV in Hospitality

<b>Job Role</b>	This qualification provides a pathway to work as a supervisor in hospitality organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, food and beverage, and gaming.
<b>Qualification Overview</b>	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.
<b>Entry Requirements</b>	There are no pre-requisite entry requirements for this course of study. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.
<b>Career Pathway</b>	Pathways from the qualification After achieving SIT40416 Certificate IV in Hospitality, individuals could progress to SIT50416 Diploma of Hospitality Management, or to Diploma qualifications in any service industry field.
<b>Fee Structure</b>	Fees are structured according to individual's eligibility and enrolment status. Where fees are applicable each student is provided with this information prior to confirming enrolment.
<b>Estimated Course Duration</b>	This course has an estimated completion period of 6 – 24 months dependant on the pre-existing level of skills and knowledge of the student.
<b>Location:</b>	Online delivery through <a href="#">Dynamic Learning Services</a> .
<b>Work placement</b>	To achieve this qualification integrate technical skills and provide quality hospitality service to customers for a minimum of 36 complete service periods (shifts). All students are responsible for organising their own work placement arrangements to complete the mandatory service periods. DLS does not offer/guarantee employment as a result of any work placement.
<b>Delivery Methodology</b>	Training and assessment for this course are provided through online delivery only. Applicants are invited to apply for both Credit Transfer and Recognition of Prior Learning services prior to commencement of studies.
<b>Resource Requirements by the student</b>	<b>System Requirements</b> PC-based attendees Required: Windows 8, Windows 7, Vista, XP or 2003 Server Minimum required: Internet Explorer 7.0, or Mozilla Firefox 4.0, or Google Chrome 5.0 (JavaScript enabled) Mac-based attendees Minimum required: Mac OS X 10.6 (Snow Leopard) Minimum required: Safari 3.0, or Firefox 4.0, or Google Chrome 5.0 (JavaScript enabled)
<b>Resources provided to the student</b>	Catapult online learning resources and assessments, LLN Support, Access to qualified assessors and staff for support and feedback. Each student is provided with a complete training and support plan during the pre-enrolment stage.



<b>Support Services</b>	If a student has any identified needs that would need to be accommodated for, they are advised to speak with the Student Services Officer prior to commencement of study.
<b>Additional Information</b>	All students are required to download a copy of the Student's Handbook and view both the Grievance/Appeal policy, Consumer rights and responsibilities and the Refund Policy (if applicable).
<b>Government Subsidy</b>	Eligibility to any funded courses is discussed at the pre enrolment sessions, where funding is available the funding bodies details are provided to the student including any conditions which may apply.
<b>Course Structure – SIT 40416 Certificate IV in Hospitality</b>	
<b>Core Units</b>	
BSBDIV501	Manage diversity in the workplace
SITHIND004	Work effectively in hospitality service
SITXCCS007	Enhance customer service experiences
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
<b>Elective Units</b>	
SITXFSA001	Use hygienic practices for food safety
SITHFAB001	Clean and tidy bar areas*
SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar*+
SITHFAB004	Prepare and service non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITXFIN002	Interpret financial information
SITHIND002	Source and use information on the hospitality industry
SITXHRM002	Roster staff
BSBITU306	Design and produce business documents
BSBITU402	Develop and use complex spreadsheets
BSBWRT401	Write complex documents
<b>Note: *Prerequisite is SITXFSA001 Use hygienic practices for food safety + Prerequisite is SITHFAB002 Provide responsible service of alcohol</b>	