



# SIT40416

## CERTIFICATE IV IN HOSPITALITY

This Course is subsidised under the 2020-2021 Queensland VET Investment Plan administered by the Department of Employment, Small Business and Training's (DESBT)



### DESCRIPTION

Our **SIT40416 Certificate IV in Hospitality** will allow you to develop your hospitality skills while also gaining a deep understanding of hospitality supervision.

This course will help you develop practical skills and provide hands-on experience, in order to teach you the knowledge and skills required to gain a position within this exciting, fast-paced and expanding industry.

Love the hustle and bustle environment? Love working with people? Channel that into the fun and diverse hospitality industry. Our course will provide you with the necessary skills to prepare you for future employment in places such as hotels, resorts, restaurants, cafes and function centres.

### CAREER OPPORTUNITIES

- Bar Supervisor or Team Leader
- Duty Manager
- Reservation Analyst
- Shift Manager
- Concierge

### FEE

**Domestic Full fee: \$4000**

**Co-Contribution Fee under Qld Higher Level Skills Program:**

- Non – Concessional Student: **\$ 2.00 PER UNIT - \$42.00 TOTAL**
- Concessional Student: **\$ 1.00 PER UNIT - \$21.00 TOTAL**

### DELIVERY MODE

- Face to face
- Workplace: On the job

### COURSE DURATION

12 Months

## STUDENT ELIGIBILITY CRITERIA

To be eligible to enrol in the **Higher Level Skills Program**, prospective students must:

- Be aged 15 years or older
- Be no longer at school (with the exception of school students in Years 10, 11 and 12 undertaking a VET in School (VETiS) program — see the VETiS fact sheet for more information)
- Permanently reside in Queensland
- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- Not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.

## RPL/CT

### Recognition of Prior Learning

Students may be eligible to apply for recognition of their chosen qualification by providing evidence of their previous training, employment experience or other life skills that meet qualification requirements. Successful applications may result in a reduced training time.

### Credit Transfer

Students may be eligible to apply for credit transfer. This is where you can provide evidence of previous studies where there is equivalence to the units of competency within the course. *(Please refer to student handbook).*

## LOCATION

- **QLD:** Logan Central

## STUDENT INFORMATION

- You will be enrolled with SITS directly and NO third-party arrangements are made.
- As a condition of receiving this funded training, you must complete a Student Employment Survey within three (3) months of completing or discontinuing their training and return to SITS.
- You will no longer be eligible for a government subsidised training place under the Higher Level Skills program once you complete a Certificate IV or Diploma level vocational qualification.
- SITS will take every possible action to ensure we support you throughout your training and assessment process. If at any point through-out your course you require any assistance or support, please discuss these needs with SITS staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff prior to enrolment to allow us to cater for your needs. SITS support services available to assist students to complete training. If you do not notify us of any condition that may affect your learning, we will not be able to assist you if the need arises.

## REFUND POLICY

The policy of the organisation is at all times to be fair and equitable to registered students. Applications for refunds can be made to the Director or CEO of the organisation.

### Higher Level Skills program

Higher Level Skills program co-contribution refunds must be requested in writing 7 days prior to withdrawal. Withdrawal request must be made on the Withdrawal Request Form. This must be signed by the student and where applicable, referring 3rd Party. Units will be refunded on a unit-by-unit basis for all non-commenced units. Refunds will be processed via Electronic Funds Transfer (EFT) 7 days after the request has been received.

SITS will ensure that it will assist a student to complete the qualification once the student has enrolled with the organization

## UNITS OF COMPETENCY

Total number of units = 21

- 9 core units
- 12 elective units

These are listed below:

UNIT CODE	UNIT NAME
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
SITXMGT001	Monitor work operations
SITXWHS003	Implement and monitor work health and safety practices
SITXFSA001	Use hygienic practices for food safety
SITXWHS002	Identify hazards, assess and control safety risks
SITHACS001	Clean premises and equipment
SITHFAB005	Prepare and serve espresso coffee
SITXCCS006	Provide service to customers
SITHIND002	Source and use information on the hospitality industry
BSBWOR203	Work effectively with others
SITXFIN001	Process financial transactions
SITXINV001	Receive and store stock
SITXHRM002	Roster staff
SITHIND001	Use hygienic practices for hospitality service
SITXINV002	Maintain the quality of perishable items

## CONTACT US

**Step Into Training Services (SITS)**

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