

Course Outline

SIT40307 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.

Job roles could include:

- supervising the operation of a bar or restaurant

Job Titles could be:

- food and beverage supervisor

Prerequisite requirements: There are no prerequisites for entry to this qualification.

Qualification rules: To achieve a Certificate IV in Hospitality, 26 units must be completed:

- all 14 core units
- 12 elective units:
 - a minimum of 8 elective units must be selected from the electives listed below
 - the remaining 4 units may be selected from any endorsed Training Package

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

Core Units

SITHIND003A Provide and coordinate hospitality service

SITXCCS002A Provide quality customer service

SITXCOM001A Work with colleagues and customers

SITXCOM002A Work in a socially diverse environment

SITXCOM003A Deal with conflict situations

SITXFIN003A Interpret financial information

SITXHRM001A Coach others in job skills

SITXHRM005A Lead and manage people

SITXINV001A Receive and store stock

SITXINV002A Control and order stock

SITXMGT001A Monitor work operations

SITXOHS001A Follow health, safety and security procedures

SITXOHS002A Follow workplace hygiene procedures

SITXOHS004A Implement and monitor workplace health, safety and security practices

ELECTIVE UNITS

Client and Customer Service

SIRXCCS001A Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC001A Organise and prepare food
 SITHCCC002A Present food
 SITHCCC003A Receive and store kitchen supplies
 SITHCCC004A Clean and maintain kitchen premises
 SITHCCC006A Prepare appetisers and salads
 SITHCCC007A Prepare sandwiches
 SITHCCC030A Package prepared foodstuffs
 SITHCCC031A Operate a fast food outlet
 SITHCCC038A Plan catering for an event or function

Communication and Teamwork

SITXCOM004A Communicate on the telephone

Computer Operations and ICT Management

BSBCM205A Use business technology
 BSBCM213A Produce simple word processed documents
 BSBCM214A Create and use simple spreadsheets
 BSBCM306A Produce business documents

Finance

SITXFIN001A Process financial transactions
 SSBADM309A Process accounts payable and receivable

First Aid

HLTFA301B Apply first aid

Food and Beverage

SITHFAB001A Clean and tidy bar areas
 SITHFAB002A Operate a bar
 SITHFAB003A Serve food and beverage to customers
 SITHFAB004A Provide food and beverage service
 SITHFAB005A Provide table service of alcoholic beverages
 SITHFAB006A Operate cellar systems
 SITHFAB007A Complete retail liquor sales
 SITHFAB008A Provide room service
 SITHFAB009A Provide responsible service of alcohol
 SITHFAB010A Prepare and serve non-alcoholic beverages
 SITHFAB011A Develop and update food and beverage knowledge
 SITHFAB012A Prepare and serve espresso coffee
 SITHFAB015A Prepare and serve cocktails
 SITHFAB016A Plan and monitor espresso coffee service

Food Safety

SITXFSA001A Implement food safety procedures

Human Resource Management

SITXHRM002A Recruit, select and induct staff

SITXHRM003A Roster staff

SITXHRM006A Monitor staff performance

Quality and Innovation

SITXQUA001A Contribute to workplace improvements

SIRXQUA001A Develop innovative ideas at work

Risk Management and Security

SIRXRSK001A Minimise theft

Sales

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

Working in Industry - Hospitality

SITHIND001A Develop and update hospitality industry knowledge

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification and they include:

- Learners Kits to provide knowledge as well as activities to enable practice
- Assessment Kits to enable competence once you have gained the knowledge and skills necessary
- Classroom or Workshop style training sessions in some instances if required.
- Visits to the workplace to conduct coaching session, facilitate workplace learning and conduct assessments
- Contact via telephone, email and other forms of communication outside of workplace visits

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals

Negotiating the “Planned Outcomes” with the business and the individuals

Conducting all learning and assessment activities at dates, times and locations suitable to all involved

**Enrol now online at www.workplus.com.au
or call 03 6344 3747 to talk to a**

Work Plus Development + Training representative today