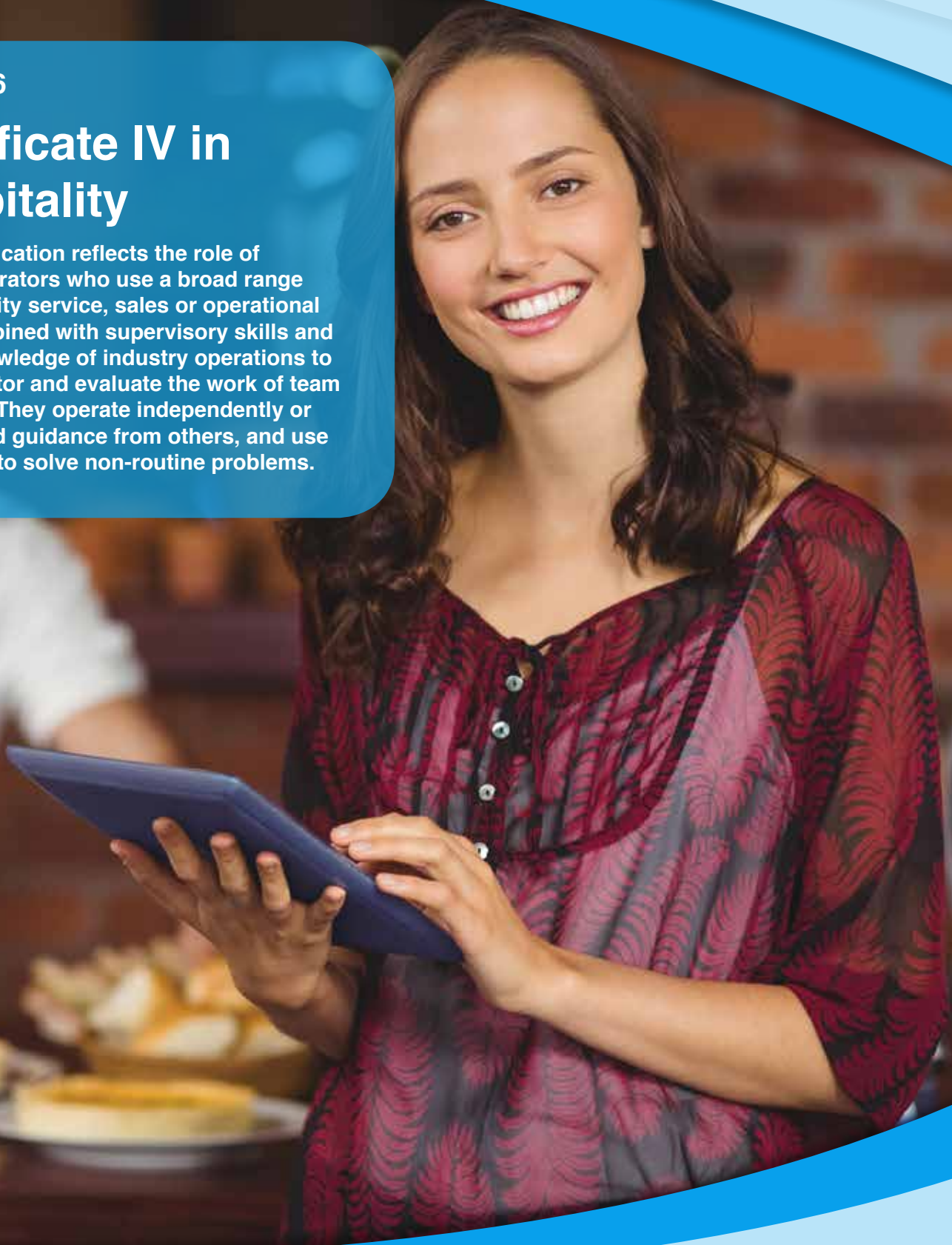


SIT40416

Certificate IV in Hospitality

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.



SIT40416

Certificate IV in Hospitality



Course duration: This course will be delivered and assessed in 52 weeks.

Delivery: RPL, Face to face, Online.

Course structure - 21 units (9 core & 12 elective):

Core Units:

- 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

Elective Units:

- SITHIND001 Use hygienic practices for hospitality service
- SITXCCS002 Provide visitor information
- SITXCRI001 Respond to a customer in crisis
- SITXHRM002 Roster staff
- SITXCOM004 Address protocol requirements
- SITXFSA001 Use hygienic practices in food safety
- BSBSUS401 Implement and monitor environmentally sustainable work practices
- SITXFSA002 Participate in safe food handling practices
- SITXWHS002 Identify hazards, assess and control safety risks
- SITHIND002 Source and use information on the hospitality industry
- SITXFIN002 Interpret financial information

Course Fees:

- \$28 Concessional**
- \$42 Non-Concessional
- FFS Price**

For a breakdown of the applicable fees, please see our Schedule of Fees.

** Proof of concessional status required

*** Please enquire for FFS pricing

Eligibility:

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.

In addition to the standard eligibility requirements, specific restrictions and/or exemptions may apply to participation in certain subsidised qualifications. Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package and will be detailed in the Queensland Training Subsidies List.

* The Higher Level Skills program is funded by the Queensland Government for eligible Queenslanders.

Entry requirements:

There are no pre-requisites for entry into this course however, candidates are required to complete a Language, Literacy and Numeracy Assessment at application for admission which is used to determine the level of support (if any) that may be required or adjustment needed to the training plan on enrolment.