



## SIT40416 CERTIFICATE IV in HOSPITALITY

### COURSE CONTENT

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.

### JOB ROLES

- Cafe and Restaurant Managers
- Retail Managers
- Bar Attendants and Baristas
- Cafe Supervisors
- Senior Waiters
- Senior Sales Assistants
- Concierge
- Hotel and Motel Managers
- Hotel Service Managers.

There are no pre-requisites to this qualification, provided the student can demonstrate the academic capacity to undertake training.

### CLUSTERING

The following sets out how the units of competency making up this qualification are clustered for delivery and assessment. The 21 units of competency in the qualification have been organised into clusters under 7 module areas.

- Workplace Health and Safety
- Serving Food and Beverages to Customers
- Lead and Manage Team Members
- Operate a Bar
- Dealing with Budgets and Finance
- Managing Stock and Operations
- Recruit Coach and Mentor Staff

Includes Workplace Placement of a minimum on 36 shifts required for assessment

### DELIVERY AND ASSESSMENT

Proactive programs are designed to be flexible, interactive and engaging. Face to face classroom training is complimented with relevant and current theory and practical hands on experience at the workplace or simulated environments.

### Organisation

The program combines face-to-face trainer led theory classes, practical sessions involving small groups, individual activities and 'on the job' delivery and assessment.

## STANDARD UNIT OUTLINE

### 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

### Group A ELECTIVE UNITS

SITXFSA001 - Use hygienic practices for food safety

### Group B ELECTIVE UNITS

BSBFIA401 - Prepare financial reports  
SITHFAB002 - Provide responsible service of alcohol  
SITHFAB003 - Operate a bar  
SITHFAB014 - Provide table service of food and beverage  
SITXFIN002 - Interpret financial information  
SITXFSA002 - Participate in safe food handling practices  
SITXHRM002 - Roster staff  
SITXINV004 - Control stock

### ELECTIVE UNITS

SITHFAB007 - Serve food and beverage  
SITXHRM004 - Recruit, select and induct staff  
SITXHRM006 - Monitor staff performance

Please note: Unit versions are representative of current training package requirements and may be updated as required.

### STUDENT COMMITMENT

Components of this program may require students to have access to a computer and internet access, and possess digital literacy to enable the completion of several online learning activities.

Please refer to our website for more details.

<http://www.proactivetraining.com.au/hospitality4.html>

*This training is delivered with Victorian and Commonwealth Government funding  
People with disabilities are encouraged to apply*