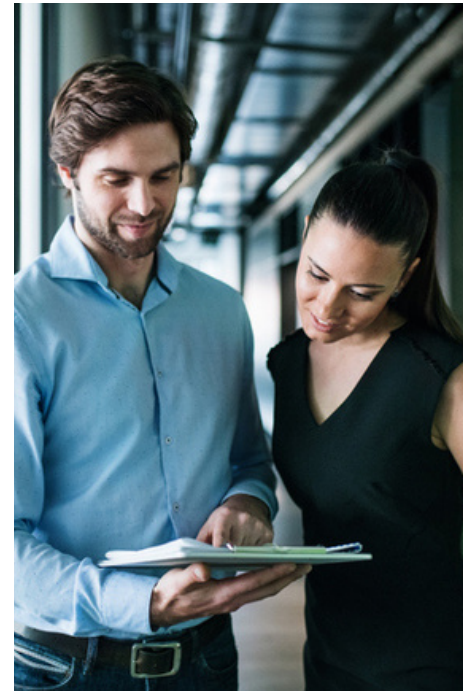
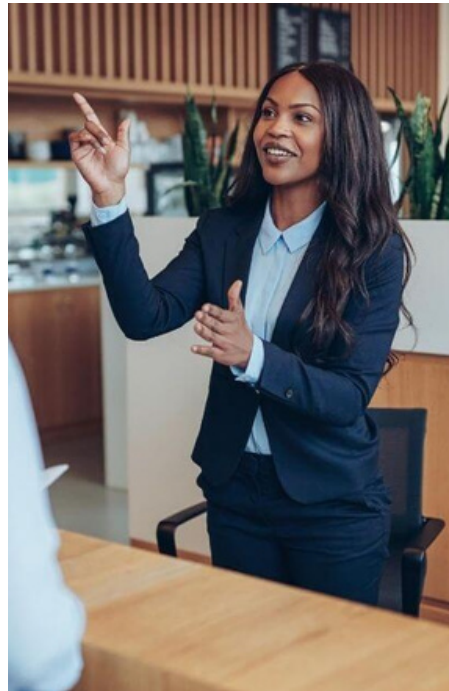




SIT40422

Certificate IV in Hospitality



Are you considering a career in Hospitality?

Course Duration

1 - 2 years depending on the study mode selected.

Mode of Delivery

You can choose to complete your qualification online, structure classroom sessions, virtual or blended delivery.

Possible Job Outcomes:

- Concierge
- Duty Manager
- Food and Beverage Supervisor or Team Leader
- Front Office Supervisor or Team Leader
- Shift Manager

Entry Requirements

There are no entry requirements for the qualification, however, you must have:

- A USI (Unique Student Identifier) number
- A valid and current email address
- A completed LLN assessment (Language, Literacy & Numeracy test)
- Have access to a reliable PC, laptop or tablet computer
- Access to a reliable internet connection and word processing software such as Microsoft Office suite

Course Description

This nationally recognised qualification at Certificate IV level provides a pathway to work as a supervisor in hospitality establishments such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops.

This course will enable 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, to operate independently or with limited guidance from others, and use discretion to solve non-routine problems.

Learning Outcomes

Equips individuals with leadership skills, confidence to oversee a shift from start to finish, and strategies to boost covers, support staff and improve customer satisfaction

For further details and/or information such as eligibility for discounts and subsidised course fees, support, Recognition of Prior Learning (RPL) and more, please contact us at (02) 9223 1868 to receive support.

This course is comprised of 9 core and 12 elective units which must be completed to meet the Training Package requirements.

Core Units

SITHIND008	Work effectively in hospitality service
SITXCCS015	Enhance customer service experiences
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXHRM007	Coach others in job skills
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXMG004	Monitor work operations
SITXWHS007	Implement and monitor work health and safety practices

Elective Units

SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITHACS016	Provide accommodation reception services
SITXCCS019	Prepare quotations
SITXCCS013	Provide club reception services
SITXCRI003	Respond to a customer in crisis
SITEVT020	Source and use information on the events industry
SITHFAB036	Provide advice on food
SITHIND006	Source and use information on the hospitality industry
BSBSUS411	Implement and monitor environmentally sustainable work practices
SITXWHS006	Identify hazards, assess and control safety risks
BSBTWK501	Lead diversity and inclusion

Certification/Completion

Students who successfully complete all 21 units of competency will be issued with SIT40422 Certificate IV in Hospitality. Students who successfully complete some units of competency will be issued with a Statement of Attainment for the unit(s) in which they have been deemed competent. Successful completion of this course may gain you recognition towards a Diploma of Hospitality.

Enrol Today!

(02) 9223 1868

www.brighten.edu.au

contact@brighten.edu.au

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RTO: 41148 | ABN: 73 603 367 095 | V3.0 Jan 24