Australian Government

SIT40416 Certificate IV in Hospitality

Release 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

SIT40416 Certificate IV in Hospitality

Modification History

Not applicable.

Qualification Description

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.

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.

Possible job titles include:

- bar supervisor or team leader
- concierge
- duty manager
- food and beverage supervisor or team leader
- front office supervisor or team leader
- housekeeping supervisor or team leader
- gaming supervisor or team leader
- shift manager.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

21 units must be completed:

- 9 core units
- 12 elective units, consisting of:
    - 1 unit from Group A
    - 7 units from Group B
    - 4 units from Group B, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

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

Group A

SITHIND001	Use hygienic practices for hospitality service
SITXFSA001	Use hygienic practices for food safety

Group B

Accommodation Services – Front Office, Housekeeping and Porting

CPPCLO2001A	Maintain hard floor surfaces
CPPCLO2004A	Maintain carpeted floors

CPPCLO2009A	Clean glass surfaces
CPPCLO2010A	Clean ceiling surfaces and fittings
CPPCLO2017A	Clean wet areas
CPPCLO2019A	Sort and remove waste and recyclable materials
CPPCLO2035A	Maintain cleaning storage areas
CPPCLO3013A	Clean window coverings
CPPCLO3016A	Wash furniture and fittings
SITHACS001	Clean premises and equipment
SITHACS002	Provide housekeeping services to guests
SITHACS003	Prepare rooms for guests
SITHACS004	Launder linen and guest clothes
SITHACS005	Provide porter services
SITHACS006	Provide valet services
SITHACS007	Conduct night audit
SITHACS008	Provide accommodation reception services
SITTTSL002	Access and interpret product information
SITTTSL005	Sell tourism products and services
SITTTSL006	Prepare quotations
SITTTSL007	Process reservations
SITTTSL010	Use a computerised reservations or operations system

Client and Customer Service

SITXCCS002	Provide visitor information
SITXCCS004	Provide lost and found services
SITXCCS005	Provide club reception services
SITXCRI001	Respond to a customer in crisis

Communication and Teamwork

SITXCOM004   Address protocol requirements

Computer Operations and ICT Management

BSBITU301   Create and use databases

BSBITU306   Design and produce business documents

BSBITU402   Develop and use complex spreadsheets

E-Business

SITXEBS001   Use social media in a business

Environmental Sustainability

BSBSUS401   Implement and monitor environmentally sustainable work practices

Events

SITEEVT001   Source and use information on the events industry

SITEEVT002   Process and monitor event registrations

SITEEVT003   Coordinate on-site event registrations

SITEEVT004   Provide event staging support

SITEEVT005   Plan in-house events or functions

Finance

BSBFIA301   Maintain financial records

BSBFIA401   Prepare financial reports

SITXFIN002   Interpret financial information

First Aid

HLTAID003   Provide first aid

Food and Beverage

SITHFAB001   Clean and tidy bar areas

SITHFAB002   Provide responsible service of alcohol

SITHFAB003   Operate a bar

SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITHFAB006	Provide room service
SITHFAB008	Operate and monitor cellar systems
SITHFAB009	Conduct a product tasting for alcoholic beverages
SITHFAB010	Prepare and serve cocktails
SITHFAB011	Provide advice on beers, spirits and liqueurs
SITHFAB012	Provide advice on Australian wines
SITHFAB013	Provide advice on imported wines
SITHFAB014	Provide table service of food and beverage
SITHFAB015	Provide silver service
SITHFAB016	Provide advice on food
SITHFAB017	Provide advice on food and beverage matching
SITHFAB018	Provide gueridon service
SITHFAB019	Plan and monitor espresso coffee service

Food Safety

SITXFSA001	Use hygienic practices for food safety
SITXFSA002	Participate in safe food handling practices
SITXFSA003	Transport and store food

Gaming

SITHGAM001	Provide responsible gambling services
SITHGAM002	Attend gaming machines
SITHGAM003	Operate a TAB outlet
SITHGAM004	Conduct Keno games
SITHGAM005	Analyse and report on gaming machine data
SITHGAM006	Deal Baccarat games

Service Skills Australia

SITHGAM007   Conduct Big Wheel games

SITHGAM008   Deal Blackjack games

SITHGAM009   Deal Poker games

SITHGAM010   Deal Pontoon games

SITHGAM011   Conduct Rapid Roulette games

SITHGAM012   Conduct Roulette games

SITHGAM013   Conduct Sic Bo games

SITHGAM015   Attend casino gaming machines

SITHGAM016   Deal Caribbean Stud games

SITHGAM017   Deal Casino War games

SITHGAM018   Deal Mississippi Stud games

SITHGAM019   Conduct Rapid Baccarat games

SITHGAM020   Conduct Rapid Big Wheel games

SITHGAM021   Deal Three Card Poker games

Human Resource Management

SITXHRM002   Roster staff

Inventory

SITXINV002   Maintain the quality of perishable items

SITXINV003   Purchase goods

SITXINV004   Control stock

Kitchen Operations

SITHKOP006   Plan catering for events or functions

Languages other than English

SITXLAN003   Conduct oral communication in a language other than
                  English

SITXLAN004   Conduct complex oral communication in a language

other than English

| SITXLAN005 | Read and write information in a language other than English |

Marketing and Public Relations

SITXMPR001	Coordinate production of brochures and marketing materials
SITXMPR002	Create a promotional display or stand
SITXMPR003	Plan and implement sales activities
SITXMPR004	Coordinate marketing activities
SITXMPR005	Participate in cooperative online marketing initiatives

Security

| CPPSEC2012A | Monitor and control individual and crowd behaviour |
| CPPSEC3018A | Provide for the safety of persons at risk |

Work Health and Safety

| SITXWHS002 | Identify hazards, assess and control safety risks |

Working in Industry

SITHIND001	Use hygienic practices for hospitality service
SITHIND002	Source and use information on the hospitality industry
SITTIND001	Source and use information on the tourism and travel industry

Qualification Mapping Information

SIT40313 Certificate IV in Hospitality

Links

Companion Volume Implementation Guide: - http://www.serviceskills.com.au/resources