The Certificate IV in Hospitality is designed for those who are skilled operators and use a broad range of hospitality skills combined with sound knowledge of industry operations. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. Many individuals have supervisory responsibilities and plan, monitor and evaluate the work of team.

Who Should Attend
This qualification provides a pathway to work as a team leader or supervisor in hospitality organisations such as restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops. Possible job titles include: bar supervisor or team leader, concierge, duty manager, shift manager, gaming supervisor and housekeeping supervisor.

Course Structure
There are a total of 21 units to complete the qualification. The course will be delivered via a mixed delivery method of on-line learning and practical assessment activities. Some industry experience is required and will be achieved through recognition and evidence of current work skills for those currently employed in the industry otherwise through work placement/voluntary hours that is arranged by the participant in conjunction with our training organisation. Anticipated 'on the job' hours will be around 30-40hrs.

The course can be completed within a 18 month period. The anticipated hours required to complete a qualification range from 3-9 hours per week.

Prerequisites
There are no entry requirements for this qualification.

Recognition of Prior Learning (RPL)
RPL is available for each Unit of Competency based on relevant workplace experience, formal training, or other expertise. To apply for RPL, please submit documentation in portfolio form for evaluation.

Inclusions
Courses include on-line learning materials, assessments and certification. Trainer and Assessor support is provided throughout the learning via email and telephone. Assistance in arranging work placement is also provided.

This course is delivered in partnership with RTO: 6998
Course Outline
The online e-Learning course addresses the following units of competency from the Tourism, Travel and Hospitality Training Package. All competencies must be successfully completed to attain the certificate.

Core Units

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>UNIT DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBDIV501A</td>
<td>Manage diversity in the workplace</td>
</tr>
<tr>
<td>SITHIND301</td>
<td>Work effectively in hospitality service</td>
</tr>
<tr>
<td>SITXCCS401</td>
<td>Enhance the customer service experience</td>
</tr>
<tr>
<td>SITXCOM401</td>
<td>Manage conflict</td>
</tr>
<tr>
<td>SITXFIN402</td>
<td>Manage finances within a budget</td>
</tr>
<tr>
<td>SITXFSA101</td>
<td>Use hygienic practices for food safety</td>
</tr>
<tr>
<td>SITXHRM301</td>
<td>Coach others in job skills</td>
</tr>
<tr>
<td>SITXHRM402</td>
<td>Lead and manage people</td>
</tr>
<tr>
<td>SITXMGT401</td>
<td>Monitor work operations</td>
</tr>
<tr>
<td>SITXWHS401</td>
<td>Implement and monitor work health and safety practices</td>
</tr>
</tbody>
</table>

Elective Units
Elective units can be changed if education in specific hospitality streams is required—your assessor can discuss this further with you.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>UNIT DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITHFAB206</td>
<td>Serve food and beverage</td>
</tr>
<tr>
<td>SITHKOP101</td>
<td>Clean kitchen premises and equipment</td>
</tr>
<tr>
<td>BSBCMM201A</td>
<td>Communicate in the workplace</td>
</tr>
<tr>
<td>SITXFIN201</td>
<td>Process financial transactions</td>
</tr>
<tr>
<td>SITHFAB203</td>
<td>Prepare and serve non alcoholic beverages</td>
</tr>
<tr>
<td>SITXCCS201</td>
<td>Provide visitor information</td>
</tr>
<tr>
<td>SITXHRM401</td>
<td>Roster staff</td>
</tr>
<tr>
<td>SITXINV401</td>
<td>Control stock</td>
</tr>
<tr>
<td>SIRXRSK201</td>
<td>Minimise loss</td>
</tr>
<tr>
<td>SIRXLS201</td>
<td>Sell products and services</td>
</tr>
<tr>
<td>BSBINN301A</td>
<td>Promote innovation in a team environment</td>
</tr>
</tbody>
</table>

Other Related Qualifications
1. Certificate II in Hospitality
2. Certificate III in Hospitality

Hospitality is a dynamic and fast growing industry, perfect for those who enjoy plenty of variety, meeting new people, food and travel.

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Government Funding and Incentives
At both state and federal level, the government’s commitment to upskilling the Australian workforce has resulted in a comprehensive framework of funding schemes and incentive opportunities. As a result, many participants find that their courses are often heavily subsidized*.

How to Apply
Whether you’re inquiring as an individual, or as a manager acting on behalf of one or more employees, the easiest way to apply is to contact Upskilled:
• Select from more than 40 nationally accredited certificate and diploma courses
• Complete an application form at www.upskilled.edu.au
• Submit the form and an Upskilled Education Manager will contact you.

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*Eligibility for traineeships will be determined by an Australian Apprenticeship Centre. Further information can be found at www.australianapprenticeships.gov.au; This Training is delivered by Enterprise and Training Company RTO: 6998

RTO ID
40374
ABN
14 125 906 676

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