



Australian Government

SIT40416 Certificate IV in Hospitality

Release 1

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
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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
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Environmental Sustainability

BSBSUS401	Implement and monitor environmentally sustainable work practices
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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
- 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>