



LEARN THE SKILLS TO
BECOME JOB READY

SIT40416 CERTIFICATE IV IN HOSPITALITY

Funded by the Queensland government.

WHAT IS THE HIGHER LEVEL SKILLS PROGRAM?

The Higher Level Skills program provides a government subsidy to support eligible individuals to access one subsidised training place in selected Certificate IV and above qualifications, or priority skill sets.

The aim is to assist individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university. Employers may also be able to access training to address workforce development needs.

ELIGIBILITY

This program is open to any Queensland resident aged 15 years or over, who is no longer at school and is an Australian or New Zealand citizen, or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency. Prospective students must not have or be enrolled in a Certificate IV or higher-level qualification, not including qualifications completed at school and foundations skills training.

COST

You are required to contribute to the cost of your training through a co-contribution fee, payable to the training provider. The fee amount varies depending upon the course you undertake and the training provider you choose. The fee may be paid on your behalf by an employer or another third party but cannot be paid or waived by the training provider or any organisation related to the training provider unless approved by DET.

COURSE OVERVIEW

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.

JOB OPPORTUNITIES

Job roles that may be available to you after successful completion of the course 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

ENTRY REQUIREMENTS

1. Students must be 15 years of age or over.
2. Students are required to successfully complete the Language Literacy and Numeracy test and achieve a level appropriate to the course in the Australian Core Skills Framework across reading, writing, learning, oral communication and numeracy skill. Prospective students who have completed year 12 or provide an AQF Certificate III or above in any discipline will be deemed as meeting the LLN entry requirements. Satisfactorily complete a pre-training review interview to determine student's suitability for the chosen course.
3. Students are required to have access to a computer and internet in order to complete assessments and read information on the units of competency.

COURSE MODE OF DELIVERY AND DURATION

The course is provided through face-to-face delivery or distance; however blended learning is an option with block delivery. The course will be delivered and assessed in 9 - 12 months.

RECOGNITION OF PRIOR LEARNING

Many of our students already have a high level of skills, knowledge and expertise that can be recognised through a Recognition of Prior Learning (RPL) process. Students seeking recognition can apply for RPL on enrolment into a qualification or throughout the duration of their study.

CREDIT TRANSFER

If you have completed previous study that is the same as your intended qualification with another organisation you may be able to apply for a credit transfer or exemption. A copy of the original transcript must be provided when applying for a credit transfer.

WORLD-CLASS TRAINING

WORLD-CLASS LEADERS



COURSE OUTLINE (UNITS OF COMPETENCY)

TOTAL NUMBER OF UNITS = 21

- 9 core units
- 12 elective units

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	
SITHIND001	Use hygienic practices for hospitality service
CPPCLO2001A	Maintain hard floor surfaces
CPPCLO2004A	Maintain carpeted floors
SITTTSL005	Sell tourism products and services
SITXCCS005	Respond to a customer crisis
BSBFIA401	Prepare financial reports
HLTAID003	Provide first aid
SITHGAM001	Provide responsible gambling services
SITTTSL006	Prepare quotations
SITXHRM002	Roster staff
SITXMPR002	Create a promotional display or stand
SITXWHS002	Identify hazards, assess and control safety risks

ASSESSMENTS

To be assessed as competent, learners need to provide satisfactory evidence to all the assessment requirements relating to their knowledge and skills relevant to the unit of competence. Assessment methods may include:

- Written activities
- Case studies
- Projects
- Role plays / observations

HOW TO ENROL

Applying to Australian Academy is easy. You can submit your enrolment application any time by email to info@australianacademy.edu.au or call **1300 656 693**. You will be contacted by AA to arrange a follow up appointment for a pre-training review.

Once we receive your enrolment form, we will send you a Letter of Offer including all the enrolment conditions. When you accept it and return a signed copy along with payment, we will secure your place.

Enrol now



Gold Coast (QLD)

10 Scarborough Street
Southport, Gold Coast
QLD 4215
P 1300 656 693

Brisbane (QLD)

Level 3, 12 Mount Gravatt
Capalaba Road, Upper
Mount Gravatt QLD 4122
P (07) 3343 3776

Sunshine Coast (QLD)

Sunshine Coast Stadium
31 Sportsmans Parade
Bokarina QLD 4575
P 1300 656 693