

Hospitality Course

SIT40416 Certificate IV Hospitality



Intensive Session Delivery Plan

10 sessions over a 2 week period

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| 1. Intro to F&B and Bar | 2. F&B, White wine and Coffee |
| 3. RSF, Bar and Red Wine | 4. Leadership and Teamwork |
| 5. First Aid | 6. WHS and Coaching Theory |
| 7. Coaching and Customer Service | 8. Customer Service and Wine |
| 9. RSA and Bar | 10. Money |

Work Placement - 3.5 months to complete work placement

11. Final Skills Assessment - 4 months after first session

Course Locations:

617- 39/617-643 Spencer Street, West Melbourne, 3003 (Head Office)

Information Session:

Date:

Time:

Course Overview

This course can increase your long term employability providing both hospitality and leadership skills. The course reflects the role of skilled operators who use a broad range of hospitality skills combined with sound knowledge of industry operations.

The Intensive course allows you to gain all the preliminary skills and knowledge you need to obtain work quickly and capitalise on peak employment periods within the hospitality industry.

Job Roles

This qualification provides a pathway to work in hospitality organisations such as restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

Entry requirements and pathways

Individuals may enter this course with limited or no vocational experience and without a lower level qualification. However, it is strongly recommended that individuals undertake lower level qualifications, and/or gain industry experience prior to entering the qualification.

You must be over the age of 18, and need to have access to a workplace, if you wish to achieve the full hospitality qualification.

If you do not have access to a workplace you can complete your service periods at one of our simulated restaurant / bar open 5 different sessions per week.

Students need access to computers, email and the internet to complete this qualification.

After achieving this qualification, individuals could progress to Diploma of Hospitality, this may be offered at various RTOs.

"Serve It Up can't guarantee employment, but we can assist in helping you find work!"

Duration & Delivery

There is practical bar and service every day. The course is delivered over a full time 2 week period (8 hours per day) then 36 shifts must be completed in a hospitality service over a 3.5 month period. These will be documented in a log-book and signed off by a hospitality workplace. A final skills assessment and submission session will be held 4 months after commencing the course.

Duration of the qualification is generally 4 - 6 months, depending on how long you take to complete your shifts. Students are expected to complete self paced learning of approx. 10 hours each week. There will be assessments to complete post face-to-face classes.

Fees & Funding

Eligible Government funding **\$0 — No fees charged**
Full Fee Student (not eligible) - \$2,000 (payment plans available)

For further information, refer to the statement of fees and charges that can be found on our website — www.serveitup.com.au

You may be eligible for a Victorian government-subsidised place through the Skills First Program we are contracted to deliver. Course fees & costs depend on whether you are eligible for a government subsidy with fund made available by the Victorian & Commonwealth governments. To check your individual eligibility or if you want further course information call/email the office.

Bring your drivers license and Medicare card (or Australian/NZ passport) if you wish to claim funding.

Basic Funding Eligibility Criteria (other conditions may apply):

- * Australian or hold permanent residence
- * Not hold a Certificate IV or higher (Unless under 20 at 1st Jan this year)
- * Not have enrolled in/completed more than 2 other funded courses this year
- * Not have enrolled in 2 other funded Cert 4s in your life-time (even if you did not complete the course)
- * For our course you cannot be enrolled in high school, but university is fine.

When your enrolment is confirmed, your course will be reported to the government and this will count towards your funded places. If you decide you do not want to continue, please inform us prior to week 3 so we can cancel your enrolment.



Assessment

There will be a number of written theory assessments, projects, skills testing and observations that your assessor will use to determine your competency.

Each day we will have a leader of the class and they will be assessed on their leadership and planning skills for that session.

On completion of the face-to-face classes you will need to complete a logbook documenting 36 service periods in a real work place.

Recognition of Prior Learning (RPL)

You can ask for your relevant existing skills, qualifications and experience to be assessed and taken into account when your level of competency is being assessed. There will be a cost associated, refer to statement of fees and charges. RPL is not covered by government funding.

Credit Transfer (CT)

If you have previously completed a unit the same as what is in your new course we can give you credit and you will not have to do that unit again. No cost associated, but you do need to complete a credit transfer application.

If you have your RSA (bring the unit SITHFAB002 and the VCGLR certificate) or RSF certificate please bring this to your first class and we will issue a credit transfer.

Support Services

We have educational support services available to meet the needs of many different students. This includes specialists that can provide one-on-one support. If you think you require additional support please let us know at enrolment. Or if during the course you find you need extra help please talk to your trainer or the office and we will work with you to find the best support options.

We recommend that once students have attended all the required sessions they schedule a one on one with our Student Support Officer to assist with completing any outstanding assessments.

Referrals

Third parties may be used to refer students to this course. Registered third parties include: Hospitality Recruitment Group. Third parties cannot confirm enrolment or pre-training reviews or conduct any training assessment; this is completed by the RTO. If you would like to check their credentials or make a complaint please call the head office, 1300555748.

Core

SITHIND004	Work effectively in hospitality service
BSBDIV501	Manage diversity in the workplace
SITXCCS007	Enhance the customer service experience
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

Electives

SITXFSA001	Use hygienic practices for food safety
SITHFAB002	Provide responsible service of alcohol
SITHFAB014	Provide table service of food and beverage
SITHFAB007	Serve food and beverage
SITHFAB003	Operate a bar
SITHFAB010	Prepare and serve cocktails
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB001	Clean and tidy bar areas
SITXFIN001	Process financial transactions
SITHFAB004	Prepare and serve espresso coffee
HLTAID003	Provide first aid
HLTAID001	Provide Cardiopulmonary resuscitation

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Electives may vary

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. Hospitality: 21 units must be completed (9 core, 12 elective)