

Hospitality & Management

SIT40416 Certificate IV Hospitality
BSB42015 Certificate IV Leadership
& Management



Course Locations:

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

LLT 62 Little La Trobe Street, Melbourne, 3000 (CBD)

Course Overview

This course combines two qualifications, this can increase your long term employability providing both hospitality and leadership and management skills. The course reflects the role of skilled operators who 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 members. Students do not have to enroll in both qualifications if they do not wish to, there will be a single Certificate IV Hospitality Stream available, fees may apply.

Job Roles

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.

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 62-64 Little La Trobe Street in our simulated restaurant/bar open for five different sessions per week.

After achieving these qualifications, individuals could progress to Diploma of Hospitality, or to the Diploma of Leadership and Management, these may be offered at SIU or other RTOs.

“Serve It Up can’t guarantee employment, but we can assist in helping you find work!”

Session Delivery Plan

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|-------------------------|------------------------------|
| 1. Intro to F&B and Bar | 2. Practical, Coffee and Bar |
| 3. Food and Beverage | 4. RSF and Customers |
| 5. RSA | 6. Bar |
| 7. Leadership | 8. Class Simulated Service |
| 9. Excursion | 10. Coaching |
| 11. Presentation | 12. Coaching Practical |
| 13. WHS | 14. Customer Service |
| 15. Function Planning | 16. Finance & Budgeting |
| 17. Function | 18. Function Review |
| 19. Management Revision | First Aid (optional) |

2 x Restaurant service periods (attend any time after week 3)

Duration & Delivery

There is practical bar and service every week. The course is delivered one day per week for 4 hours, over 19 weeks, plus 2 restaurant service periods and a logbook of 36 shifts in a hospitality workplace. Plus an optional first aid session.

Students are required to complete 36 practical service periods in variety of different hospitality service settings in order to complete the SIT40416 Qualification. These are documented in a logbook and signed by a hospitality workplace. Duration of the qualifications is generally 8-12 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. You will need access to a computer, email and the internet to be able to complete this qualification (s). There will be assessments to complete post face-to-face classes.

Fees & Funding

Eligible government funding **\$0 — No fees charged**
Full Fee Students (not eligible) - \$2,500 (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. If you chose to enrol in both qualifications this will count as your two funded places, you will not be able to enrol in another funded certificate IV. You do not have to enrol in the dual qualification, we have other options available.

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

Basic Eligibility Criteria (other conditions may apply):

- * Australian or hold permanent residence
- * Not hold a Cert IV or higher in any industry (Unless under 20 at 1st Jan this year)
- * Not have enrolled in/completed more than two other funded courses this year
- * Not have enrolled in two other funded Cert 4's in your life-time (even if you didn't complete the course)
- * You cannot be enrolled in high school

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 before week 3 so we can cancel your enrolment.

Core	Certificate IV Leadership and Management
BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBMGT402	Implement operational plan
Electives	Electives may vary
BSBWOR404	Develop work priorities
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBRSK401	Identify risk and apply risk management processes
BSBLDR404	Lead a diverse workforce
BSBMGT401	Show leadership in the workplace
BSBCMM401	Make a presentation
BSBWRT401	Write complex documents
SITXHRM402	Lead and manage people



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)

Leadership & Management: 12 units must be completed (4 core, 8 elective)

Assessment

There will be a number of written theory assessments, an online assessment, projects, skills testing and observations that your assessor will use to determine your competency. Each week we will have a leader of the class and they will be assessed on their leadership and planning skills for that session. Throughout your course you will work together on a group projects that involve planning and delivering a real budgeted function. On completion of the face-to-face classes you will need to complete an industry workbook and a logbook recording your 36 service periods.

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.

Credit Transfer (CT)

If you have previously completed a relevant unit you can request a credit transfer and you will not need to complete this unit again. There is no cost associated, you only need to complete a credit transfer application.

If you have your RSA (including the unit SITHFAB002), RSF certificate or other relevant certificates, please bring these to your first class and we can 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. This can also be accessed during the course if 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 head office—1300 555 748

Core	Certificate IV Hospitality
BSBDIV501	Manage diversity in the workplace
SITHIND004	Work effectively in hospitality service—This unit requires 36 service periods to be completed
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	Electives may vary (min. 12)
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
SITHFAB005	Prepare and serve espresso coffee (optional)
SITHFAB001	Clean and tidy bar areas
SITXFIN001	Process financial transactions
SIRXPDK001	Advise on products and services
SITHFAB011	Provide advice on beers, spirits and liqueurs
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBMGT401	Show leadership in the workplace
HLTAID003	Provide first aid (optional)
HLTAID001	Provide Cardiopulmonary resuscitation (optional)
SITHIND002	Source and use information on the hospitality industry
SITHFAB004	Prepare and serve non-alcoholic beverages
SITXINV003	Purchase goods