

Hospitality Course

SIT40416 Certificate IV Hospitality



Course Locations:

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

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

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.

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.

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 62-64 Little Latrobe Street in 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!"

Session Delivery Plan

- | | |
|-----------------------------------|------------------------------------|
| 1. Intro to F&B and Bar | 2. Bar & Food & Beverage Practical |
| 3. Food and Beverage | 4. RSF & Customer Service |
| 5. Responsible Service of Alcohol | 6. Bar |
| 7. Leadership and Team Work | 8. Beer Excursion |
| 9. Coaching Theory | 10. Practical Presentation |
| 11. Coaching Practical | 12. Work Health Safety (WHS) |
| 13. Customer service | 14. Finance & Budgeting |
| 15. Final session | 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 (4 hours) per week over 15 weeks, plus 2 restaurant service periods and a log book 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 setting in order to complete the SIT40416 Qualification. These will be documented in a logbook and signed off by a hospitality workplace. Duration of the qualification is generally 7-10 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 week 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

BSBDIV501

SITHIND004

SITXCCS007

SITXCOM005

SITXFIN003

SITXHRM001

SITXHRM003

SITXMGT001

SITXWHS003

Electives

SITXFSA001

SITHFAB002

SITHFAB014

SITHFAB007

SITHFAB003

SITHFAB010

SITHFAB005

SITHFAB001

SITXFIN001

SIRXPDK001

SITHFAB011

BSBMGT401

HLTAID003

HLTAID001

SITHFAB004

SITXINV003

Certificate IV Hospitality

Manage diversity in the workplace

Work effectively in hospitality service—This unit requires 36 service periods to be completed

Enhance the customer service experience

Manage conflict

Manage finances within a budget

Coach others in job skills

Lead and manage people

Monitor work operations

Implement and monitor work health and safety practices

Electives may vary (min. 12)

Use hygienic practices for food safety

Provide responsible service of alcohol

Provide table service of food and beverage

Serve food and beverage

Operate a bar

Prepare and serve cocktails

Prepare and serve espresso coffee

Clean and tidy bar areas

Process financial transactions

Advise on products and services

Provide advice on beers, spirits and liqueurs

Show leadership in the workplace

Provide first aid (optional)

Provide Cardiopulmonary resuscitation (optional)

Prepare and serve non-alcoholic beverages

Purchase goods

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)