SIT40313 Certificate IV in Hospitality

Release 1
SIT40313 Certificate IV in Hospitality

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

<table>
<thead>
<tr>
<th>Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Replaces and is equivalent to SIT40312 Certificate IV in Hospitality. Intent of the qualification remains unchanged. SITHIND101 Use hygienic practices for hospitality service added to Group A Elective group. SITXFSA101 Use hygienic practices for food safety moved to Group A Elective group. Core units reduced from 10 to 9 units. Elective units increased from 11 to 12 units.</td>
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</table>

Description

This qualification 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.

This qualification is suitable for an Australian Apprenticeship pathway.

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.

Possible job titles include:

- bar supervisor or team leader
- concierge
- duty manager
- food and beverage supervisor or team leader
- forecast analyst (accommodation services)
- front office supervisor or team leader
- housekeeping supervisor or team leader
- gaming supervisor or team leader
- reservation analyst
- shift manager.
Pathways Information

Pathways into the qualification
Individuals may enter SIT40313 Certificate IV in Hospitality 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.

Pathways from the qualification
After achieving SIT40313 Certificate IV in Hospitality, individuals could progress to SIT50313 Diploma of Hospitality, or to Diploma qualifications in any service industry field.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.
**Employability Skills Summary**

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry/enterprise requirements for this qualification include:</th>
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<tbody>
<tr>
<td>Communication</td>
<td>Providing briefings to operational staff; seeking feedback from colleagues and customers on operational and service issues; anticipating and determining customer preferences and expectations to provide professional and personalised customer service experiences, managing team member and customer conflict sensitively, courteously and discreetly; empathising and negotiating acceptable solutions to team member and customer problems and complaints.</td>
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<tr>
<td>Initiative and enterprise</td>
<td>Proactively consulting with colleagues about ways to improve operational and service efficiency; providing feedback to managers to inform future planning; participating in continuous improvement by reporting success or deficiencies of hospitality products and services; suggesting ideas for new or improved products and increased profitability.</td>
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<tr>
<td>Learning</td>
<td>Knowing sources of new information on the hospitality industry; being aware of opportunities to learn and participating in hospitality industry professional development activities; supporting team members to learn.</td>
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<td>Planning and organising</td>
<td>Monitoring operational efficiency and service levels through close contact with day to day work operations; assessing current team member workloads and scheduling work to maximise operational efficiency and customer service quality; assessing operational and service workflow and assisting team members to prioritise workload to deliver a positive service outcome for hospitality customers.</td>
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<tr>
<td>Problem-solving</td>
<td>Identifying and assessing operational and service issues, discussing and suggesting solutions with managers; initiating short term action to resolve immediate operational or service problems; taking responsibility for resolving escalated customer complaints or requesting assistance from managers to resolve issues; using discretion and judgement as well as predetermined policies and procedures to guide solutions to operational and service problems.</td>
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<tr>
<td>Self-management</td>
<td>Understanding legal compliance issues and providing advice to team members; organising and self-directing own work priorities to deliver hospitality sales and service; taking responsibility for implementing predetermined policies and procedures for a range of practices including conflict management, customer service, workplace health and safety; leading and managing a team of individuals, monitoring workplace operations and service delivery; proactively seeking feedback and advice on improving team leader skills.</td>
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<tr>
<td>Teamwork</td>
<td>Motivating and leading teams; providing instructions, support and coaching; planning work operations to take account of team member</td>
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<td>Strengths</td>
<td>proactively sharing information, knowledge and experiences with team members.</td>
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<tr>
<td>Technology</td>
<td>Understanding the operating capability of, selecting and using equipment, computer systems, software and information systems that assist in hospitality sales and service activities.</td>
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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 SIT12 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
- BSBDIV501A Manage diversity in the workplace
- SITHIND301 Work effectively in hospitality service
- SITXCCS401 Enhance the customer service experience
- SITXCOM401 Manage conflict
- SITXFIN402 Manage finances within a budget
- SITXHRM301 Coach others in job skills
- SITXHRM402 Lead and manage people
- SITXMGT401 Monitor work operations
- SITXWHS401 Implement and monitor work health and safety practices

Elective units

Group A
- SITHIND101 Use hygienic practices for hospitality service
- SITXFSA101 Use hygienic practices for food safety

Group B

Accommodation Services
- 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
- SITHACS101 Clean premises and equipment
- SITHACS201 Provide housekeeping services to guests
- SITHACS202 Prepare rooms for guests
- SITHACS203 Launder linen and guests clothes
- SITHACS204 Provide porter services
- SITHACS301 Provide valet service
- SITHACS302 Conduct night audit
- SITHACS303 Provide accommodation reception services
Administration
BSBRES401A Analyse and present research information
BSBWRT401A Write complex documents

Client and Customer Service
SITXCCS201 Provide visitor information
SITXCCS301 Provide lost and found services
SITXCCS302 Provide club reception services

Communication and Teamwork
BSBCMM401A Make a presentation
SITXCOM301 Address protocol requirements

Computer Operations and ICT Management
BSBITA401A Design databases
BSBITU201A Produce simple word processed documents
BSBITU202A Create and use spreadsheets
BSBITU301A Create and use databases
BSBITU302B Create electronic presentations
BSBITU306A Design and produce business documents
BSBITU309A Produce desktop published documents
BSBITU402A Develop and use complex spreadsheets
SITXICT401 Build and launch a small business website

Crisis Management
SITXCR1401 Respond to a customer in crisis

E-Business
BSBEBU401A Review and maintain a website
BSBMKG412A Conduct e-marketing communications

Environmental Sustainability
BSBSUS301A Implement and monitor environmentally sustainable work practices

Events
SITXEVT301 Access information on event operations
SITXEVT302 Process and monitor event registrations
SITXEVT303 Coordinate on-site event registrations
SITXEVT304 Provide event staging support
SITXEVT401 Plan in-house events or functions

Finance
BSBFIA301A Maintain financial records
BSBFIA302A Process payroll
BSBFIA401A Prepare financial reports
SITXFINT401 Interpret financial information

First Aid
HLTAID003 Provide first aid

Food and Beverage
SITHFAB101 Clean and tidy bar areas
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar*^
SITHFAB203 Prepare and serve non-alcoholic beverages *
SITHFAB204 Prepare and serve espresso coffee *
SITHFAB205 Provide room service *
SITHFAB301 Operate and monitor cellar systems
SITHFAB302 Conduct a product tasting for alcoholic beverages
SITHFAB303 Prepare and serve cocktails *^ ^
SITHFAB304 Provide advice on beers, spirits and liqueurs ^
SITHFAB305 Provide advice on Australian wines ^
SITHFAB306 Provide advice on imported wines ^
SITHFAB307 Provide table service of food and beverage *^ ^
SITHFAB308 Provide silver service *
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching ^
SITHFAB311 Provide gueridon service *
SITHFAB401 Plan and monitor espresso coffee service
^Prerequisite for each unit is SITXFSA101 Use hygienic practices for food safety
*Prerequisite for each unit is SITHFAB201 Provide responsible service of alcohol

Food Safety
SITXFSA101 Use hygienic practices for food safety
SITXFSA201 Participate in safe food handling practices
SITXFSA202 Transport and store food

Gaming
SITHGAM201 Provide responsible gambling services
SITHGAM202 Attend gaming machines ›
SITHGAM203 Operate a TAB outlet ›
SITHGAM204 Conduct Keno games ›
SITHGAM301 Analyse and report on gaming machine data›
SITHGAM302 Operate table games ›
SITHGAM303 Deal Baccarat games ›
SITHGAM304 Conduct Big Wheel games ›
SITHGAM305 Deal Blackjack games ›
SITHGAM306 Deal Poker games ›
SITHGAM307 Deal Pontoon games ›
SITHGAM308 Conduct Rapid Roulette games ›
SITHGAM309 Conduct Roulette games ›
SITHGAM310 Conduct Sic Bo games ›
›Prerequisite is SITHGAM201 Provide responsible gambling services

Human Resource Management
SITXHRM401 Roster staff
TAEDEL404A Mentor in the workplace

Inventory
SITXINV301 Purchase goods
SITXINV401 Control stock

Kitchen Operations
SITHKOP404 Plan catering for events or functions

Languages other than English
SITXLAN31__ Conduct oral communication in a language other than English
SITXLAN32__ Conduct complex oral communication in a language other than English
SITXLAN33__ Read and write information in a language other than English
SITXLAN34__ Read and write documents in a language other than English

Management and Leadership
BSBHRM403B Support performance management process
BSBMGT405A Provide personal leadership

**Marketing and Public Relations**
BSBMKG401B Profile the market
SITXMCR401 Coordinate production of brochures and marketing materials
SITXMCR402 Create a promotional display or stand
SITXMCR403 Plan and implement sales activities
SITXMCR404 Coordinate marketing activities
SITXMCR405 Participate in cooperative online marketing initiatives

**Merchandising**
SIRXMER201 Merchandise products

**Quality and Innovation**
BSBCRT301A Develop and extend critical and creative thinking skills
BSBINN201A Contribute to workplace innovation
BSBINN301A Promote innovation in a team environment

**Risk Management and Security**
CPPSEC2012A Monitor and control individual and crowd behaviour
CPPSEC3018A Provide for the safety of persons at risk
SIRXRSK201 Minimise loss

**Sales**
SIRXSLS201 Sell products and services
SIRXSLS002A Advise on products and services

**Small Business Management**
BSBSMB401A Establish legal and risk management requirements of small business
BSBSMB403A Market the small business
BSBSMB404A Undertake small business planning

**Tourism Sales and Operations**
SITTTSL202 Access and interpret product information
SITTTSL303 Sell tourism products and services
SITTTSL304 Prepare quotations
SITTTSL305 Process reservations
SITTTSL306 Book supplier services
SITTTSL307 Process travel related documentation
SITTTSL308 Use a computerised reservations or operations system
SITTTSL401 Maintain a product inventory

**Work Health and Safety**
SITXWHS301 Identify hazards, assess and control safety risks

**Working in Industry**
SITHIND101 Use hygienic practices for hospitality service
SITHIND201 Source and use information on the hospitality industry
SITTHIND201 Source and use information on the tourism and travel industry

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

**Concierge**
BSBITU201A Process simple word processed documents
SITHACS204 Provide porter services
SITHACS301 Provide valet service
SITHIND101 Use hygienic practices for hospitality service
SITTIND201 Source and use information on the tourism and travel industry
SITTTSL202 Access and interpret product information
SITTTSL306 Book supplier services
SITTTSL307 Process travel related documentation
SITXCCS201 Provide visitor information
SITXCCS301 Provide lost and found services
SITXCR401 Respond to a customer in crisis
SITXLAN31 Conduct oral communication in a language other than English

Food and beverage supervisor
SITHFAB201 Provide responsible service of alcohol
SITHFAB304 Provide advice on beers, spirits and liqueurs
SITHFAB305 Provide advice on Australian wines
SITHFAB306 Provide advice on imported wines
SITHFAB307 Provide table service of food and beverage
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching
SITXCOM301 Address protocol requirements
SITXFSA101 Use hygienic practices for food safety
SITXHRM401 Roster staff
SITXINV301 Purchase goods
SITXWHS301 Identify hazards, assess and control safety risks

Front office supervisor
BSBFIA301A Maintain financial records
BSBITU306A Design and produce business documents
SITHACS303 Provide accommodation reception services
SITHIND101 Use hygienic practices for hospitality service
SITTTSL305 Process reservations
SITTTSL308 Use a computerised reservations or operations system
SITXCCS201 Provide visitor information
SITXCOM301 Address protocol requirements
SITXCR401 Respond to a customer in crisis
SITXFNS201 Process financial transactions
SITXHRM401 Roster staff
SITXLAN31 Conduct oral communication in a language other than English

Gaming supervisor in a club, hotel or casino
BSBITU306A Design and produce business documents
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar
SITHGAM201 Provide responsible gambling services
SITHGAM202 Attend gaming machines
SITHGAM203 Operate a TAB outlet
SITHGAM204 Conduct Keno games
SITHGAM301 Analyse and report on gaming machine data
SITXFSA101 Use hygienic practices for food safety
SITXHRM401 Roster staff
SITXINV301 Purchase goods
SITXWHS301 Identify hazards, assess and control safety risks