Australian Government

SIT40422 Certificate IV in Hospitality

Release 1

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Modification History

Not applicable.

Qualification Description

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 acquiring targeted skills in accommodation services, food and beverage, and gaming.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

21 units must be completed:

- 9 core units
- 12 elective units, consisting of:
    - 1 unit from Group A
    - 8 units from Group B
    - 3 units from Group B, Group C, elsewhere in the SIT 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.

Note: Units marked with * have one or more prerequisites. Refer to individual units for details.

Core units

SITHIND008   Work effectively in hospitality service

SITXCCS015	Enhance customer service experiences
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXHRM007	Coach others in job skills
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXWHS007	Implement and monitor work health and safety practices

Elective units

Group A - Hygiene

| SITHIND005 | Use hygienic practices for hospitality service |
| SITXFSA005 | Use hygienic practices for food safety |

Group B - Hospitality

Accommodation Services – Front Office, Housekeeping and Portering

CPPCLO3100	Maintain cleaning storage areas
CPPCLO3101	Clean carpeted floors
CPPCLO3102	Clean hard floors
CPPCLO3103	Clean and maintain amenities
CPPCLO3105	Clean glass surfaces
CPPCLO3108	Clean window coverings
CPPCLO3111	Clean rooms, furniture and fittings
CPPCLO3112	Clean walls, ceilings and fittings
SITHACS009	Clean premises and equipment
SITHACS010	Provide housekeeping services to guests

SITHACS011	Prepare rooms for guests
SITHACS012	Launder linen and guest clothes
SITHACS013	Provide porter services
SITHACS014	Provide valet services
SITHACS015	Conduct night audit
SITHACS016	Provide accommodation reception services
SITTTVL001	Access and interpret product information
SITTTVL004	Sell tourism products or services
SITXCCS017	Use a computerised booking system
SITXCCS019	Prepare quotations

Client and Customer Service

SITXCCS010	Provide visitor information
SITXCCS012	Provide lost and found services
SITXCCS013	Provide club reception services
SITXCRI003	Respond to a customer in crisis

Events

SITEEVT020	Source and use information on the events industry
SITEEVT021	Administer event registrations
SITEEVT022	Provide event production support
SITEEVT023	Plan in-house events

Food and Beverage

SITHFAB021	Provide responsible service of alcohol
SITHFAB022*	Clean and tidy bar areas
SITHFAB023*	Operate a bar
SITHFAB024*	Prepare and serve non-alcoholic beverages
SITHFAB025*	Prepare and serve espresso coffee

SITHFAB026*   Provide room service

SITHFAB028   Operate and monitor cellar systems

SITHFAB029*   Conduct a product tasting for alcoholic beverages

SITHFAB030*   Prepare and serve cocktails

SITHFAB031*   Provide advice on beers, spirits and liqueurs

SITHFAB032*   Provide advice on Australian wines

SITHFAB033*   Provide advice on imported wines

SITHFAB034*   Provide table service of food and beverage

SITHFAB035*   Provide silver service

SITHFAB036   Provide advice on food

SITHFAB037*   Provide advice on food and beverage matching

SITHFAB038*   Plan and monitor espresso coffee service

Food Safety

SITXFSA006   Participate in safe food handling practices

SITXFSA007*   Transport and store food

Gaming

SITHGAM022   Provide responsible gambling services

SITHGAM023*   Attend gaming machines

SITHGAM024*   Operate a TAB outlet

SITHGAM025*   Conduct Keno games

SITHGAM026*   Analyse and report on gaming machine data

SITHGAM027*   Deal Baccarat games

SITHGAM028*   Conduct Big Wheel games

SITHGAM029*   Deal Blackjack games

SITHGAM030*   Deal Poker games

SITHGAM031*   Deal Pontoon games

SkillsIQ

SITHGAM032*   Conduct Rapid Roulette games

SITHGAM033*   Conduct Roulette games

SITHGAM034*   Attend casino gaming machines

SITHGAM035*   Deal Caribbean Stud games

SITHGAM036*   Deal Casino War games

SITHGAM037*   Deal Mississippi Stud games

SITHGAM038*   Conduct Rapid Baccarat games

SITHGAM039*   Conduct Rapid Big Wheel games

SITHGAM040*   Deal Three Card Poker games

Kitchen Operations

SITHKOP014   Plan catering for events or functions

Working in Industry

SITHIND006   Source and use information on the hospitality industry

Group C - General electives

Communication and Teamwork

BSBTWK501   Lead diversity and inclusion

SITXCOM009   Address protocol requirements

Computer Operations and ICT Management

BSBTEC301   Design and produce business documents

BSBTEC302   Design and produce spreadsheets

BSBTEC402   Design and produce complex spreadsheets

E-Business

SIRXOSM002   Maintain ethical and professional standards when using social media and online platforms

SIRXOSM003*   Use social media and online tools

Environmental Sustainability

| BSBSUS411 | Implement and monitor environmentally sustainable work practices |

Finance

BSBFIN302	Maintain financial records
BSBFIN401	Report on financial activity
SITXFIN008	Interpret financial information

First Aid

| HLTAID011 | Provide First Aid |

Inventory

SITXINV006*	Receive, store and maintain stock
SITXINV007	Purchase goods
SITXINV008	Control stock

Languages other than English

| SITXLAN008 | Conduct oral communication in a language other than English |
| SITXLAN009 | Read and write information in a language other than English |

Marketing and Public Relations

SITXMPR009	Coordinate production of brochures and marketing materials
SITXMPR010	Create a promotional display or stand
SITXMPR011	Plan and implement sales activities
SITXMPR012	Coordinate marketing activities
SITXMPR013	Participate in cooperative online marketing initiatives

Security

| CPPSEC2110 | Monitor and control individual and crowd behaviour to maintain security |
| CPPSEC3122 | Plan provision of close protection services |

SkillsIQ

Work Health and Safety

SITXWHS006   Identify hazards, assess and control safety risks

Qualification Mapping Information

Supersedes and is not equivalent to SIT40416 Certificate IV in Hospitality.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694