![Australian Government](Australian Government logo)

# SIT40416 Certificate IV in Hospitality

**Release 2**

# SIT40416 Certificate IV in Hospitality

## Modification History

| Release 2 | Release 2 Supersedes and is equivalent to SIT40416 Certificate IV in Hospitality release 1. Minor change to update First Aid units of competency. |
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## 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 specialisation in accommodation services, food and beverage, and gaming.

Possible job titles include:

- bar supervisor or team leader
- concierge
- duty manager
- food and beverage supervisor or team leader
- front office supervisor or team leader
- housekeeping supervisor or team leader
- gaming supervisor or team leader
- shift manager.

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
  - 7 units from Group B
  - 4 units from Group B, 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.

**Core units**

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

**Elective units**

**Group A**

| SITHIND001 | Use hygienic practices for hospitality service |
| SITXFSA001 | Use hygienic practices for food safety |

**Group B**

**Accommodation Services – Front Office, Housekeeping and Porting**

| 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 |
| SITHACS001 | Clean premises and equipment |
| SITHACS002 | Provide housekeeping services to guests |
| SITHACS003 | Prepare rooms for guests |
| SITHACS004 | Launder linen and guest clothes |
| SITHACS005 | Provide porter services |
| SITHACS006 | Provide valet services |
| SITHACS007 | Conduct night audit |
| SITHACS008 | Provide accommodation reception services |
| SITTTSL002 | Access and interpret product information |
| SITTTSL005 | Sell tourism products and services |
| SITTTSL006 | Prepare quotations |
| SITTTSL007 | Process reservations |
| SITTTSL010 | Use a computerised reservations or operations system |

**Client and Customer Service**

| SITXCCS002 | Provide visitor information |
| SITXCCS004 | Provide lost and found services |
| SITXCCS005 | Provide club reception services |
| SITXCRI001 | Respond to a customer in crisis |

**Communication and Teamwork**

| SITXCOM004 | Address protocol requirements |

**Computer Operations and ICT Management**

SkillsIQ

| BSBITU301 | Create and use databases |
| BSBITU306 | Design and produce business documents |
| BSBITU402 | Develop and use complex spreadsheets |

**E-Business**

| SITXEBS001 | Use social media in a business |

**Environmental Sustainability**

| BSBSUS401 | Implement and monitor environmentally sustainable work practices |

**Events**

| SITEEVT001 | Source and use information on the events industry |
| SITEEVT002 | Process and monitor event registrations |
| SITEEVT003 | Coordinate on-site event registrations |
| SITEEVT004 | Provide event staging support |
| SITEEVT005 | Plan in-house events or functions |

**Finance**

| BSBFIA301 | Maintain financial records |
| BSBFIA401 | Prepare financial reports |
| SITXFIN002 | Interpret financial information |

**First Aid**

| HLTAID011 | Provide first aid |

**Food and Beverage**

| SITHFAB001 | Clean and tidy bar areas |
| SITHFAB002 | Provide responsible service of alcohol |
| SITHFAB003 | Operate a bar |
| SITHFAB004 | Prepare and serve non-alcoholic beverages |
| SITHFAB005 | Prepare and serve espresso coffee |

| SITHFAB006 | Provide room service |
| SITHFAB008 | Operate and monitor cellar systems |
| SITHFAB009 | Conduct a product tasting for alcoholic beverages |
| SITHFAB010 | Prepare and serve cocktails |
| SITHFAB011 | Provide advice on beers, spirits and liqueurs |
| SITHFAB012 | Provide advice on Australian wines |
| SITHFAB013 | Provide advice on imported wines |
| SITHFAB014 | Provide table service of food and beverage |
| SITHFAB015 | Provide silver service |
| SITHFAB016 | Provide advice on food |
| SITHFAB017 | Provide advice on food and beverage matching |
| SITHFAB018 | Provide gueridon service |
| SITHFAB019 | Plan and monitor espresso coffee service |

**Food Safety**

| SITXFSA001 | Use hygienic practices for food safety |
| SITXFSA002 | Participate in safe food handling practices |
| SITXFSA003 | Transport and store food |

**Gaming**

| SITHGAM001 | Provide responsible gambling services |
| SITHGAM002 | Attend gaming machines |
| SITHGAM003 | Operate a TAB outlet |
| SITHGAM004 | Conduct Keno games |
| SITHGAM005 | Analyse and report on gaming machine data |
| SITHGAM006 | Deal Baccarat games |
| SITHGAM007 | Conduct Big Wheel games |
| SITHGAM008 | Deal Blackjack games |

SkillsIQ

| SITHGAM009 | Deal Poker games |
| SITHGAM010 | Deal Pontoon games |
| SITHGAM011 | Conduct Rapid Roulette games |
| SITHGAM012 | Conduct Roulette games |
| SITHGAM013 | Conduct Sic Bo games |
| SITHGAM015 | Attend casino gaming machines |
| SITHGAM016 | Deal Caribbean Stud games |
| SITHGAM017 | Deal Casino War games |
| SITHGAM018 | Deal Mississippi Stud games |
| SITHGAM019 | Conduct Rapid Baccarat games |
| SITHGAM020 | Conduct Rapid Big Wheel games |
| SITHGAM021 | Deal Three Card Poker games |

**Human Resource Management**

| SITXHRM002 | Roster staff |

**Inventory**

| SITXINV002 | Maintain the quality of perishable items |
| SITXINV003 | Purchase goods |
| SITXINV004 | Control stock |

**Kitchen Operations**

| SITHKOP006 | Plan catering for events or functions |

**Languages other than English**

| SITXLAN003 | Conduct oral communication in a language other than English |
| SITXLAN004 | Conduct complex oral communication in a language other than English |
| SITXLAN005 | Read and write information in a language other than English |

**Marketing and Public Relations**

SITXMPR001        Coordinate production of brochures and marketing materials

SITXMPR002        Create a promotional display or stand

SITXMPR003        Plan and implement sales activities

SITXMPR004        Coordinate marketing activities

SITXMPR005        Participate in cooperative online marketing initiatives

**Security**

CPPSEC2012A       Monitor and control individual and crowd behaviour

CPPSEC3018A       Provide for the safety of persons at risk

**Work Health and Safety**

SITXWHS002        Identify hazards, assess and control safety risks

**Working in Industry**

SITHIND001        Use hygienic practices for hospitality service

SITHIND002        Source and use information on the hospitality industry

SITTIND001        Source and use information on the tourism and travel industry


# Qualification Mapping Information

SIT40313 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