



Australian Government

Department of Education, Employment and Workplace Relations

SIT40607 Certificate IV in Hospitality (Catering Operations)

Revision Number: 1

SIT40607 Certificate IV in Hospitality (Catering Operations)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in team leading or supervision in a catering operation. Work would be undertaken in various catering settings such as hospitals and aged care facilities, sporting and entertainment venues, hotel banqueting departments, cook-chill production kitchens and mobile catering businesses of varying size.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to perform roles such as:

- supervising one or more sections of a large catering operation
- supervising a small catering operation.

Possible job titles include:

- catering supervisor
- caterer.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

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The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive hospitality experience.
Teamwork	Leading team members, providing instructions and building group cohesion; working with catering managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise in catering operations; mitigating problems by making acceptable adjustments to catering operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that may arise during catering operations; taking responsibility for or requesting assistance from catering managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in catering operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting catering operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer, product

Employability skill	Industry/enterprise requirements for this qualification include:
	and supplier information to allow for efficient catering operations; collecting, analysing and selecting appropriate generalist and specialist information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and service requirements; participating in continuous improvement by reporting success or deficiencies in catering operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in catering operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering catering sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialised catering knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality (Catering Operations), 38 units must be completed:

- all 29 core units
- 9 elective units:
 - a minimum of 6 elective units must be selected from the electives listed below

- the remaining 3 units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC016A	Develop cost-effective menus
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC027A	Prepare, cook and serve food for food service
SITHCCC030A	Package prepared foodstuffs
SITHCCC033B	Apply catering control principles
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHIND003A	Provide and coordinate hospitality service
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFSA001A	Implement food safety procedures

SITXFSA002A	Develop and implement a food safety program
SITXFSA003A	Transport and store food in a safe and hygienic manner
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices

ELECTIVE UNITS

Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat
SITHCCC013A	Prepare hot and cold desserts
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines
SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC034A	Apply cook-freeze production processes
SITHCCC036B	Select catering systems
SITHCCC037C	Manage facilities associated with commercial catering contracts
SITHCCC038B	Plan catering for an event or function
SITHCCC039B	Prepare tenders for catering contracts

SITHCCC040A	Design menus to meet market needs
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents
BSBITU203A	Communicate electronically
CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity

Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT005B	Organise in-house events or functions
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN005A	Prepare and monitor budgets
SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports
First Aid	
HLTFA301B	Apply first aid
Governance and Legal Compliance	
SITXGLC001A	Develop and update legal knowledge required for business compliance

Human Resource Management

SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM009A	Provide mentoring support to business colleagues

Inventory

SITXINV001A	Receive and store stock
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Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Management and Leadership

SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships

Merchandising

SIRXMER001A	Merchandise products
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Marketing and Public Relations

SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks
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Quality and Innovation

SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

Risk Management and Security

CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3018A	Provide for the safety of persons at risk
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility

Sales

SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

Working in Industry - Hospitality

SITHIND001B	Develop and update hospitality industry knowledge
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Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

Caterer in small catering operation

SITHCCC010A Select, prepare and cook poultry

SITHCCC011A Select, prepare and cook seafood

SITHCCC012A Select, prepare and cook meat

SITHCCC038B Plan catering for an event or function

SITHCCC039B Prepare tenders for catering contracts

SITHCCC040A Design menus to meet market needs

SITXENV001A Participate in environmentally sustainable work practices

SITXMGT002A Develop and implement operational plans

SITXMGT006A Establish and conduct business relationships

Catering supervisor in a hospital or aged care facility

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHCCC036B Select catering systems

SITHCCC037C Manage facilities associated with commercial catering contracts

SITHCCC038B Plan catering for an event or function

SITHCCC039B Prepare tenders for catering contracts

SITXFIN005A Prepare and monitor budgets

SITXHRM006A Monitor staff performance

SITXMGT002A Develop and implement operational plans

SITXMGT006A Establish and conduct business relationships