



Australian Government

SIT40312 Certificate IV in Hospitality

Release 3

SIT40312 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.

Version	Comments
1.2	Imported unit updated. SITHFAB101 Clean and tidy bar areas and SITXFIN201 Process financial transactions added to the Elective group. SITHFAB206 Serve food and beverage removed from the Elective group.
1.1	Updates to metadata.
1.0	E Replaces and is equivalent to SIT40307 Certificate IV in Hospitality. Intent of the qualification remains unchanged. Total number of units reduced by 5. Core units reduced from 14 to 10 units. Elective units reduced from 12 to 11 units. Less complex cross-sector units (AQF indicator 1 to 3) removed from core because those skills are subsumed by other core units.

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.

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

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways into the qualification

Individuals may enter SIT40312 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 SIT40312 Certificate IV in Hospitality, individuals could progress to SIT50312 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

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	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.
Initiative and enterprise	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.
Learning	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.
Planning and organising	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.
Problem-solving	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.
Self-management	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.
Teamwork	Motivating and leading teams; providing instructions, support and coaching; planning work operations to take account of team member strengths; proactively sharing information, knowledge and experiences with team members.
Technology	Understanding the operating capability of, selecting and using equipment, computer systems, software and information systems that assist in hospitality sales and service activities.

Packaging Rules

21 units must be completed:

- 10 core units
- 11 elective units, consisting of:
 - 7 units from the list below
 - 4 units from the list below, 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
SITXFSA101 Use hygienic practices for food safety
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

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

SITXCRI401 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

SITXFIN201 Process financial transactions

SITXFIN401 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

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 processes

BSBMGT405A Provide personal leadership

Marketing and Public Relations

BSBMKG401B Profile the market

SITXMPR401 Coordinate production of brochures and marketing materials

SITXMPR402 Create a promotional display or stand

SITXMPR403 Plan and implement sales activities

SITXMPR404 Coordinate marketing activities

SITXMPR405 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

SITHIND201 Source and use information on the hospitality industry

SITTIND201 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

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
SITXCRI401 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
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
SITTTSL305 Process reservations
SITTTSL308 Use a computerised reservations or operations system
SITXCCS201 Provide visitor information
SITXCOM301 Address protocol requirements
SITXCRI401 Respond to a customer in crisis
SITXFIN201 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
SITXHRM401 Roster staff
SITXINV301 Purchase goods
SITXWHS301 Identify hazards, assess and control safety risks