



SIT40416 – Certificate IV in hospitality

Program Outline

Release 1

THANK YOU FOR YOUR INTEREST IN SIT40416 – Certificate IV in Hospitality

RTO Name	Alpine Training Pty Ltd
RTO Code	41511
Training Package Code	SIT
Training Package Title	Tourism, Travel and Hospitality Training Package
Link to Training Package	https://training.gov.au/Training/Details/SIT
Qualification Code	SIT40416
Qualification Title	Certificate IV in Hospitality
Course Duration	52 weeks to final competency sign-off (post assessment moderation).

Course Overview

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.

ENTRY REQUIREMENTS

Purpose and Target Group

This group may include:

- those who have little to no experience
- people in their first or second year of working
- those wishing to enter a different industry sector
- existing workers within the industry who are looking to gain a qualification in their field of work.

This qualification is suited to the needs of individuals who possess little or no skills and knowledge within hospitality industry - that they would like to develop in order to create further educational and employment opportunities.

Alpine Training Pty Ltd welcome all interested students including born and raised in Australia as well as those who may come from different countries and cultural backgrounds.

Specific Entry Requirements

Other than the age limit noted below, there are no specific entry requirements to the qualification.

- Must be 15 years of age or over
- Students will be required to undertake a Language, Literacy and Numeracy test (LLN) to determine sufficient LLN competency to progress through the course and offer insight to Alpine Training Pty Ltd to determine what support may be required by our students

Training Goals

Objectives

The aim of this course is to provide students with skill and knowledge in relation to the hospitality industry to further their educational and employment opportunities.

By the end the course we aim to achieve the goals of preparing students with skills and knowledge required to competently perform each task as outlined under the 21 Units of Competency included in this course.

Reference should be made to each specific Unit of Competency for more information in relation to that Unit. All knowledge and performance evidence requirements of each unit of competency are captured within this course offer.

Duration

The training program is conducted over a period of 52 weeks equating to 44 weeks plus 8 weeks for holiday. There will be approximately 35 hours of training per week during this 52-week period.

Any changes to these time requirements will be communicated to the staff and students.

The majority of components for this course, delivery and assessment will be delivered during the course however learners are required to continue their study off site to ensure they gain a comprehensive understanding of the topic within each unit of competency.

The SIT40416 Certificate IV in Hospitality may be delivered using a combination of approaches including:

- Theory sessions delivered in the classroom
- Completing practical activities and demonstrations
- Or a combination of the above

LOCATION

27 Tradelink Rd Hillcrest QLD 4118

COURSE OUTCOMES

Pathways for Students

Students are provided with advice on employment and training options throughout the delivery of the program.

Employment Pathway

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.

Qualification Rules

The SIT40416 - Certificate IV in Hospitality requires completion of 21 units made up of:

- 9 core units; and
- 12 elective units

Units of Competency

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

SITXFSA001	Use hygienic practices for food safety
BSBITU306	Design and produce business documents
BSBITU402	Develop and use complex spreadsheets
BSBSUS401	Implement and monitor environmentally sustainable work practices
SITXFSA002	Participate in safe food handling practices
SITXFSA003	Transport and store food
SITXHRM002	Roster staff
SITHKOP006	Plan catering for events or functions
SITXWHS002	Identify hazards, assess and control safety risks
SITHIND001	Use hygienic practices for hospitality service
SITHIND002	Source and use information on the hospitality industry
BSBCUS402	Address customer needs

Student Identification Requirements

Students are advised the minimum identification requirements must be met prior to enrolment:

- Provision of the student's Unique Student Identifier (USI);
- Provision of Australian legal photo identification for assessment purposes.

If students do not have a USI they can create one at www.usi.gov.au or ask Alpine Training Pty Ltd for assistance. Please refer to Alpine Training Pty Ltd Student Handbook for further information. You must bring three forms of ID one of which must include a photograph of you.

Language Literacy and Numeracy Assessment (LLN)

To work in a business environment, students must demonstrate suitable LLN skills which are assessed when applying for enrolment. The assessment relates to the Australian Core Skills Framework (ACSF) and is a required part of applying for enrolment.

Please refer to the Alpine Training Pty Ltd Student Handbook – Student Entry Procedure for further information.

Alpine Training Pty Ltd selection criteria takes into account various factors when deciding upon which students will be offered places in the course including;

- The students' needs and desired outcomes;
- The ability and commitment of the student to complete the course;
- Eligibility requirements listed in the National Training Package;
- Students existing ability in the ACSF core skills - learning, reading, writing, oral communication and numeracy;
- Any areas where students may need additional support (e.g. if they have low English levels) and to identify whether students' physical attributes may influence their ability to complete the training and assessment (e.g. if heavy lifting is required).

STUDENT HANDBOOK

The student handbook is available via our website, we advise that you download this and read prior to attending your class <http://www.alpinetraining.edu.au/>

Support Services

Students are asked to identify their individual needs, but are sometimes reluctant to do so. Alpine Training Pty Ltd personnel monitor the progress of all students and their readiness for assessment as they progress through their course.

Delivery materials and methods may be adapted for the special needs of clients. Some examples may include enlarging print materials for vision requirements, provision of ICT equipment and support, accessing interpreter services or using individual delivery methods. A range of support services, including LLN training, may be accessed as required for student needs.

Information about educational and support services is available to students and any cost associated with them. Students are encouraged to speak with their trainer or any other Alpine Training Pty Ltd representative to discuss their support needs (see also: 'Reasonable Adjustment' below).

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Recognition documentation and applications is available for all units of competency for those students who have extensive experience in the unit areas. RPL applications will be offered and processed as per Alpine Training Pty Ltd Student Advice and Selection Policy.

Alpine Training Pty Ltd recognises Qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). Students may use Qualifications and Statements of Attainment to gain credit towards programs offered by Alpine Training Pty Ltd.

Please refer to Alpine Training Pty Ltd Student Handbook for further information.

Fees

Course tuition and related to this qualification is as follows:

SIT40416 - Certificate IV in Hospitality		
Administration – one off fee	\$295	
Tuition Fees	\$5,500	21 Units @ \$261.90 per unit Fees to be paid for each unit prior to commencement of training Payment plans available upon meeting eligibility

Assessment Arrangements

A range of assessment environments are involved in the assessment of student's competency. Workplace and case study projects are employed for summative assessment, where workplace application of all competencies can be observed by the Alpine Training Pty Ltd Assessor. For on-the-job assessment observations, the Assessor organises to visit the student on-site at a mutually convenient time.

Recognition documentation and applications is available for all units of competency for those students who have extensive experience in the unit areas. RPL applications will be offered and processed as per Alpine Training Pty Ltd's Student Advice and Selection Policy.

At all times, the assessment approaches planned will be compliant with Alpine Training Pty Ltd's Assessment Policy, and when implemented will meet the Code of Conduct requirements. All assessment approaches used are compliant with the requirements of the Assessment Guidelines from the National Training Package or accredited course curriculum.

For each unit of competency (and each element within the unit), a range of evidence will be collected as per the evidence gathering techniques below. It is a requirement that all assessments maintain at a minimum, three types of appropriate evidence to verify the candidate's competence for each element within a unit, which address the performance criteria requirements of the elements. At least one of these evidence pieces should be a form of direct evidence (it should be noted that evidence pieces may overlap elements and units within the course).

All assessment tools are aligned directly with the course the following ways:

- Meets Unit, Element and Performance Criteria requirements;
- Covers the Unit Range Statement or Range of Conditions, Evidence Guide and Critical Aspects of Evidence or Assessment Conditions;
- Covers all Underpinning Knowledge or Knowledge Evidence, and Skills requirements or Performance Evidence; and
- Covers Specific Evidence Requirements as listed in each individual unit of competency.

Resources are often specified that must be used in assessment at a unit of competency level. All specific resources for each unit of competency are listed within Alpine Training Pty Ltd's Assessment Resource for each unit. Information within each unit resource includes:

- Specific assessment resources required;
- Assessment methods available to be used;
- Plan for and timing of assessment; and
- Any adjustments that may be needed to cater for different student characteristics.

Reasonable Adjustment

There may be times and situations in which a student may require 'reasonable adjustment' of the training and assessment methods implemented by Alpine Training Pty Ltd to meet their specific individual needs. These individual student needs may include (but not limited to):

- Disability;
- Temporary or permanent injury (i.e. back injury, broken leg/arm); or
- Sight or hearing impairments.

Reasonable adjustments to the way in which evidence of performance is gathered (e.g. in terms of the information to be provided to the candidate and the type of evidence to be collected from the candidate) can only occur where the adjustments do not alter the expected performance standards for learning and assessment.

The reasonable adjustments to the training and assessment process may include a variety of modifications to the methods of delivery and assessment to assist the student undertake the course. The adjustments may include actions such as:

- Assistance in the form of the training location to allow easier access
- Accessing relevant equipment or aids to assist the student adjustments to the assessment methods to cater for any special needs (without effecting the integrity of the outcome)

Where a student requests or is identified as requiring reasonable adjustment to the training and assessment process a detailed training and assessment plan including timetables, notes regarding the required adjustments, and any related communications regarding the adjustments must be maintained in the student file. Course Specific Withdrawal Information

Course Specific Withdrawal Information

No specific withdrawal requirements are relevant for this course.

For general information about the grounds on which the student's enrolment may be deferred, suspended or cancelled, please refer to Alpine Training Pty Ltd's Student Handbook.

Next Steps

Thank you again for your interest in this course program. Please contact Alpine Training Pty Ltd Student Support team for further information or to commence the application process!

Contact details

Alpine Training Pty Ltd

RTO: 41511

Phone: 07 3554 1093

Email: info@alpinetraining.edu.au

Address: 27 Tradelink Rd Hillcrest QLD 4118