



Certificate IV in Hospitality (SIT40416) – Face to Face

Have you secured yourself a role in Hospitality and looking to progress your career into management or lead a team? Gain some credibility, make yourself attractive to the Hospitality industry and achieve your goals.

STEP INTO HOSPITALITY MANAGEMENT!

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

- SITHIND001 Use hygienic practices for hospitality service
- SITXCCS002 Provide visitor information
- BSBSUS401 Implement and monitor environmentally sustainable work practices
- BSBITU306 Design and produce business documents
- BSBLDR401 Communicate effectively as a workplace leader
- BSBCMM401 Make a presentation
- BSBHRM506 Manage recruitment, selection and induction processes
- BSBREL402 Build client relationships and business networks
- SITXHRM002 Roster staff
- SITXWHS002 Identify hazards, assess and control safety risks
- SITHIND002 Source and use information on the hospitality industry
- SITTIND001 Source and use information on the tourism and travel industry

About your Trainer

1 Education offers this qualification through our highly respected, industry specialist training partner, WHL. You will learn from hospitality industry experts who know exactly what you need to succeed in the industry.

Qualification and Accreditation Outcomes

On successful completion of this program you will be awarded a nationally recognised qualification 'Certificate IV in Hospitality' (SIT40416), issued by 1 Education (RTO #6639).

Graduates of this program will be well prepared to step into a management role in the hospitality industry.

Potential Job Outcomes

This qualification is designed for graduates to move into leadership hospitality roles. The competencies you gain from this program may lead to securing any of the following roles:

- 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.

Course Format and Mode of Delivery

During this program you will a variety of useful skills across areas such as working effectively with others including conflict management, managing customer service, financial management, coaching staff members, supervising / monitoring daily operations, WHS, and other important skills for effective team management.

Location

This course is delivered in a live, functioning hospitality venue in Fortitude Valley, Brisbane, where students will be given real life work practice.

Entry Requirements / Minimum Age:

There are no specific entry requirements for this course, however you must be currently working in the tourism and hospitality industry to be eligible for course fee subsidies, and you should have successfully completed year 10 (or equivalent) with a satisfactory pass in English or have relevant experience and/or qualifications that indicate your ability to complete the course. A good command of the English language is required as you will need to demonstrate satisfactory skills in verbal and written communication. You must be at least 15 years old. If you are under 18 your enrolment form must be signed by a parent or guardian.

Course Duration:

This program will be delivered over a 6-12 month period, part-time (1 facilitated workshop session per month), in addition to several self-paced tasks between classes.

Recognition of Prior Learning and Credit Transfer

All 1 Education students are provided with an opportunity to claim any advanced standing for their past studies or life experiences where that experience overlaps with the subjects contained in the course we are offering.

You will be asked to consider whether you would like to apply for any Recognition of Prior Learning (RPL) at the time of your enrolment, at which time, a self-assessment will be made available for you to complete. Please note that recognition of prior learning has no impact on course fees.

If you already hold the exact units of competency or an approved equivalent unit of competency to any of the units contained in your course then you will be given credit for that unit/s under national mutual recognition guidelines. This is called a Credit Transfer and any credit transfer issued may reduce the overall cost of your course.

Support Services

Your program will be delivered by a team of specialist Trainers who will remain accessible throughout the program.

The 1 Education administration team will also remain available to assist you with any non-educational issues not relating specifically to your course content, or in cases where an issue cannot be resolved between you and your Trainer.

Please remember that a detailed step-by-step guide for raising complaints and appealing an assessment decision, has been provided in the 1 Education Student Handbook, made available to you via the 1 Education website.

Language, Literacy and Numeracy:

We understand some people require more time than others to complete reading, writing and numeracy tasks. To ensure we have an accurate understanding of your support needs, we require you to complete a short LLN needs assessment during your enrolment process. We will then discuss any additional support or course modifications that might be required, if and as needed.

Further details can be found in the 1 Education Student Handbook or alternatively, contact us for more information.

Course Fees and Availability of Course Subsidies:

This program does attract some government funding assistance for eligible Queensland-based students via the Higher Level Skills program, provided by Queensland Government.

Eligibility criteria for each student is as follows - the candidate must:

- not hold, or be already undertaking, a Certificate IV or higher level qualification; (any Certificate IV level qualification/s completed whilst at school ARE allowed and will not exclude you from accessing this funding);
- be currently working in the tourism and hospitality industry;
- be 15 years of age or older and have finished secondary school or left school;
- be a Queensland resident;
- Be an Australian citizen or permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen).

Course fees vary between students, depending on whether any government subsidies are available. All fees will be clearly declared on your student enrolment form or contact 1 Education for current pricing and are also provided below.

Non-Concessional price:

\$42 (total) for the course (\$2.00 per unit of competency) – minus any credits

Concessional price:

\$21.00 (total) for the course (\$1.00 per unit of competency) – minus credits

Payment Options:

Students will be given the option to make payment via the following methods:

- Cash Payment; or
- Direct Credit Bank Transfer

Convenient payment plan options may also be available on request for full fee paying students.

Study Pathway:

Whilst there are various lower level qualifications that might be useful for some students to complete prior to commencing the Certificate IV, the majority of students will enter this program after completing a Certificate III in Hospitality (SIT30616) and then building up some workplace experience.

If you are uncertain about your readiness to study the program please talk with one of our friendly staff members and we can guide you on the best pathway for you.

Once you have graduated with your Certificate IV in Hospitality, there are additional optional qualifications to pursue, to build on your skills and knowledge. You may decide to enrol into the Diploma of Leadership and Management (BSB51918).

Your Trainer will be happy to discuss these options during your Certificate IV studies.

Course Survey

All 1 Education students are required to complete a survey at the completion of their program to enable us to improve the experience for future students. We thank you in advance for your contributions.

More Information

For more information relating to various student-related policies and processes please refer to the Student Handbook, available in the 1 Education website - <http://www.1education.com.au/>

Contact Details

Phone: 0435 484 267 | Email: enquiries@1education.com.au

Internet: <http://www.1education.com.au/>

Higher Level Skills

Student fact sheet

What is Higher Level Skills?

The Higher Level Skills program aims to assist individuals to gain the higher-level skills required to secure employment or career advancement in a priority industry, or to transition to university to further their studies.

Are you eligible to participate?

This program is open to any Queensland resident aged 15 years or over, who is no longer at school and is an Australian or New Zealand citizen, or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.

Prospective students must not have or be enrolled in a certificate IV or higher-level qualification, not including qualifications completed at school and foundations skills training.

How can you participate?

It is important that you take the time to carefully consider your training options and compare different providers and their fees before committing to a course of study.

The Queensland Skills Gateway displays the courses available under the Higher Level Skills program and provides information about what they cover, the careers they can lead to and the training providers approved to deliver them — visit www.skillsgateway.training.qld.gov.au/.

For some subsidised courses under the program, the industry and training package requires you to be an existing worker in the industry to be eligible to enrol. These restrictions and/or exemptions are detailed in the Priority Skills List.

For help choosing a training provider, read the [training consumer tips](#) on the Department of Employment, Small Business and Training (DESBT's) Training website.

As a condition of your enrolment, you will be required to complete a student training and employment survey within three months of finishing or discontinuing your training.

What level of subsidy is available?

The subsidy represents the level of government contribution for a qualification, and varies between qualifications based on a number of factors.

The investment priority or importance of the training influences the size of the government subsidy.

Training in vocational areas that align with critical industry skills needs and government priorities will receive a higher government subsidy.

A higher subsidy will also be paid to support participation by disadvantaged learners (concessional students). More information on concessional student status is detailed in the Higher Level Skills program policy at www.desbt.qld.gov.au/training/providers/funded/higher-level-skills.

Do you contribute to training costs?

Given the increased benefits that you can gain from higher-level training, you are required to contribute to the cost of your training through a co-contribution fee, payable to the training provider.

The fee amount varies depending upon the course you undertake and the training provider you choose.

The fee may be paid on your behalf by an employer or another third party but cannot be paid or waived by the training provider or any organisation related to the training provider unless approved by DESBT.



More information

For more information, including eligibility requirements, subsidy information and documents, visit www.desbt.qld.gov.au/training/providers/funded/higher-level-skills.