Certificate IV in Hospitality

SIT40416

This Certificate has been designed specifically for students who are wishing to gain skills and knowledge to supervise and lead a small to medium team within a variety of businesses in the sector. The students may be able to assist in the management of a department within a large hotel.

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Course structure - 21 units (9 core & 12 elective):
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
• SITXFIM003 Manage finances within a budget
• SITXHRM001 Coach others in job skills
• SITXHRM003 Lead and manage people
• SITXMGMT001 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
• SITXCRIT001 Respond to a customer in crisis
• SITXHRM002 Roster staff
• SITXCOM004 Address protocol requirements
• SITXFSA001 Use hygienic practices in food safety
• BSBSUS401 Implement and monitor environmentally sustainable work practices
• SITXFSA002 Participate in safe food handling practices
• SITXWHS002 Identify hazards, assess and control safety risks
• SITHIND002 Source and use information on the hospitality industry
• SITXFIM002 Interpret financial information

This course is delivered over 12 months with a flexible learning approach.

Content is delivered online with weekly supportive classroom sessions at Brisbane, Gold Coast and Cairns campuses.

Cost:
$3500

Entry requirements:
• Australian year 10 or equivalent

WANT TO KNOW MORE?
Visit our website www.seroinstitute.com.au or call us at +61 1800 206 010 for more information about available courses.