Certificate IV in Hospitality

Learn how to lead and manage a team of hospitality professionals whether it’s to move up the ladder in a larger international company, or to run your own business.

SIT40416
CRICOS: 093803F

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info@sero.edu.au  www.seroinstitute.com.au  +61 1800 206 010
Course structure - 21 units (9 core units and 12 elective units):

Core:
- 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:
- SITHIND001 Use hygienic practices for hospitality service
- SITXCCS002 Provide visitor information
- SITXCI001 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
- SITXWH002 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
- SITXFIN002 Interpret financial information

Course duration:
45 weeks (39 study weeks, 6 holiday weeks)

Course fee:
$17,000 which includes a resource fee of $950
An enrolment fee of $220 is payable once only for enrolling at SERO Institute

Course delivery:
Classroom based

Entry requirements:
- Age 18+
- IELTS 5.5 or equivalent English proficiency
- Completed high school year 12, or equivalent

Intakes:
06/02/17, 06/03/17, 03/04/17,
15/05/17, 12/06/17, 24/07/17,
21/08/17, 18/09/17, 30/10/17

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.