

COURSE CODE

SIT40416

COURSE

Certificate IV in Hospitality

ENROL TODAY

TAFENSW.EDU.AU or 131 601

WHY CHOOSE TAFE NSW?



Opens career doors. Our industry relationships lead many students directly into work with a range of employers including agencies, studios, galleries and fashion houses.



Global prospects. TAFE NSW graduates possess the technical knowledge, creative-thinking and specialised skills that are highly sought after by employers around the world.



State-of-the-art facilities. Purpose-built creative studios and industry standard software mean you will master the same tools of the trade as leading professionals.



Industry exposure. TAFE NSW partners with industry to provide you with hands-on experience through networking, sponsor programs, competitions, talks, lectures and other creative industry events.



Recognised and respected. TAFE NSW has built its reputation on delivering trusted, industry aligned and nationally recognised training for over 130 years.

Certificate IV in Hospitality

National Course Code: SIT40416 | TAFE NSW Code: SIT40416-01V01-200RA-007

Qualification Level	Certificate IV
Study Type	Full Time
Course Start Date	Enquire Now
Hours Per Week	27.6
Duration	36 Weeks
Delivery Locations	Orange, March Street
Course Fees	<p>Subsidised Prices First Qualification: \$2,360.00 Second Qualification: \$2,750.00 Traineeship: \$1,000.00 You may be eligible for the NSW Smart & Skilled Fee Free Traineeship which will be verified at enrolment. Concession: \$240.00</p> <p>Non-subsidised Prices Full Fee: \$8,010.00</p>
Course Features	Nationally Recognised Training Traineeship Allowed This training is subsidised by the NSW Government

Course Description

The nationally accredited Certificate IV in Hospitality strengthens your hospitality skills and focuses on leadership, communication and customer service. You will be prepared to manage with confidence and step up to a supervisor or team leader role in the fast-paced and exciting world of hospitality.

LEARN NEW SKILLS

Through theoretical and practical course work, you will learn to:

- Lead and manage people
- Monitor work operations
- Provide advice on food and beverage pairings
- Enhance customer service experiences
- Manage conflict in the workplace
- Contribute to work health and safety procedures

DEVELOP YOUR TALENT

Develop the personal skills that will help you get ahead:

- Strong communication skills

- Advanced problem solving and decision making
- A strong set of service values

ACHIEVE YOUR GOALS

Completing this course will provide you with:

- A nationally recognised qualification at Certificate IV level
- Responsible Service of Alcohol interim certificate
- Strong pathways to continued studies to enhance your career opportunities

Career outcomes and job roles:

- Restaurant supervisor
- Duty manager
- Food and beverage supervisor
- Front office supervisor
- Housekeeping supervisor
- Gaming supervisor

GROW YOUR CAREER

Take your career further:

- Diploma of Hospitality Management
- Advanced Diploma of Hospitality Management
- Bachelor of Business with TAFE NSW Degrees

INDUSTRY DEMAND

Employers need responsible and capable team leaders to help their workplaces function smoothly. Employment in the hospitality industry is expected to increase significantly in the five years to 2023 at 12.1% or around 91,000 additional jobs.

Entry Requirements

When you study with TAFE NSW, we want you to succeed. Entry requirements allow us to make sure that you have the right pre-existing knowledge and skills to achieve your chosen qualification. You will need to provide evidence that you meet the requirements listed in this section.

TRAINING PACKAGE REQUIREMENTS

There are no Training Package entry requirements for this qualification.

TAFE NSW REQUIREMENTS

TAFE NSW offers the Certificate IV in Hospitality as either a traineeship or non-traineeship, so you can create the career you want. Depending on the course you choose and the campus you want to study at you will need to provide evidence that you meet all relevant entry criteria.

Traineeship

To be eligible for this course you must:

- Be employed in hospitality industry as this course is delivered in the workplace
- Have a signed traineeship contract

Non-traineeship

There are no Training Package entry requirements for non-trainees enrolling in this course.

LICENSING REQUIREMENTS

This qualification may include electives that are used for licensing purposes through Liquor and Gaming NSW.

The electives are:

- Provide responsible service of alcohol (RSA)
- Provide responsible gambling services (RCG)

ADDITIONAL REQUIREMENTS

With 130 locations across the state, TAFE NSW tailors qualifications to meet the needs of the local community and specific student groups (like apprentices, fast-tracked and online students). To make sure this course is the right fit for you, we will need you to demonstrate that you can meet the additional requirements below.

WORK PLACEMENT

At TAFE NSW we provide training that includes hands-on, practical experience. Work placement ensures you have the job ready skills to achieve competency in this course.

You will be required to complete a minimum of 36 service periods (shifts). Some of these service periods are scheduled as part of your course for observation and assessment of your progress.

The remaining service periods are undertaken through a TAFE NSW approved work placement, through paid work or a combination of both.

You will practice:

- Interacting positively with multiple customers, providing quality customer service
- Working with speed and efficiency to meet the operational needs of contemporary hospitality businesses
- Identifying issues and problems and participating in their resolution
- Working cooperatively as part of a team, and taking responsibility for service outcomes

TAFE NSW will work with you to secure an appropriate work placement where necessary.

BE PREPARED

To be prepared for this course, it is recommended that you have:

- Numeracy and literacy skills at a Year 10 high school level
- Good communication skills

Note: The NSW Liquor and Gaming regulations require you to be 18 years of age or older to obtain a competency card that allows you to serve or supply alcohol or work with gaming machines.

If you are under 18 years old, or if you need support in preparation for study, contact us about your options.

COURSE ENTRY REQUIREMENTS

To successfully complete this course, you will need to participate in a blended delivery by a mix of face to face classes, self-paced distance learning and activities combined with workshop sessions. We use a number of delivery methods including face to face classes and workshops, Adobe Connect Classroom, paper based work books and Moodle online student learning system. You need to complete a number of service periods to complete your course. Service periods are available Monday & Tuesday night in our apprentice dining room in Orange or you may use your current workplace service. You can discuss this with your teacher at orientation. For the service periods in our dining room you will need a food service uniform of black skirt or pants and a black or white collared shirt and black leather enclosed shoes.

Information Sessions and more about the course

INFORMATION SESSIONS

There are no information sessions currently scheduled for this course

STUDY COMMITMENT

This is a Blended Full Time course. You will need to attend approximately 17.9 hours of class, over 2 days a week, for 1 year. As well as the in-class component, you will need to complete approximately 9.7 hours of other study per week.

You may also be required to complete approximately 10 hours of additional study each week outside of class hours, including private studies, assessment preparation and research

IS THIS COURSE RIGHT FOR YOU?

This course offering is designed for people who would like to take up the role of a highly skilled hospitality operations employee. The course content covers a broad range of hospitality and managerial knowledge and skills to enable you to work as a supervisor or middle manager in a hospitality business. An on-campus restaurant will help you get the competitive edge and ensure your training is linked to real-world career outcomes from fine-dining restaurants to caterers and clubs to cafes.

SERVICES AND STUDY SUPPORT

We offer student services and study support to ensure you can achieve your goals. Learn about TAFE NSW [Student Services](#)

As a TAFE NSW student in this course, you will have access to:

- LinkedIn Learning (formerly Lynda.com)
- Studiosity - online access to a real life tutor
- Easy computing online short courses
- Access to local TAFE libraries
- Accessibility and Disability Support Services
- Access to Read&Write learning support software at TAFE and at home

Attendance

This course is currently scheduled on Monday and Tuesday from 9.30am to 4.00pm. This timetable may change and will be confirmed by your teacher.

Fee Details

SMART AND SKILLED FEES

This course is government-subsidised, meaning you pay a portion of the full course fee to TAFE NSW and the NSW Government will pay the balance. However, you must meet certain eligibility criteria for this to apply.

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process. Payment plans are available through TAFE NSW for Smart and Skilled eligible qualifications.

For further information about eligibility and explanations of the different fee categories, visit [Are You Eligible?](#)

ADDITIONAL RESOURCES

You will need to pay for your Responsible Service of Alcohol Competency card \$85 and \$40 for the RCG competency card at present but this may change without notice from the Office of Liquor and Gaming.

READ BEFORE YOU ENROL

Learn about TAFE NSW [Fees](#)

Learn about TAFE NSW [Payment/Funding](#)

RECOGNITION

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required, reduce your course fees and allow you to achieve your qualification faster.

Learn about Recognition at TAFE NSW [Recognition](#)

How to Enrol

Enquire now for Semester 2 2020 and be notified when enrolments open.

TAFE NSW is open for business so to find out more information on this course including when it will start and how it will be delivered (face-to-face, in a virtual classroom, self-paced, online or a mixture), submit an online enquiry by clicking the Enquire Now button on this page. You can also call 131 601 during business hours* to chat with a member of our friendly customer service team.

* Our customer service team are available from Monday to Friday, 9am to 5pm AEST.

Units

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
BSBDIV501	Manage diversity in the workplace
SITHFAB003	Operate a bar
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITHFAB007	Serve food and beverage
SITHGAM001	Provide responsible gambling services
SITHIND002	Source and use information on the hospitality industry
SITXFIN001	Process financial transactions
SITXFSA001	Use hygienic practices for food safety
SITXFSA002	Participate in safe food handling practices
SITXHRM002	Roster staff
SITHFAB001	Clean and tidy bar areas
SITHFAB002	Provide responsible service of alcohol
BSBITU306	Design and produce business documents
SITHFAB017	Provide advice on food and beverage matching
SITXWHS002	Identify hazards, assess and control safety risks
SITXEBS001	Use social media in a business
BSBLDR403	Lead team effectiveness

