



# Certificate IV in Hospitality

SIT40416

- Nationally Recognised Training
- Traineeship Allowed
- This training is subsidised by the NSW Government

**DURATION**  
18 Weeks

**ATTENDANCE**  
Full Time

**DELIVERY**  
Combination

**START DATE**  
Enquire Now

**LOCATION**

The Hills, Baulkham Hills  
 146-160 Old Northern Road, Baulkham Hills

**STUDY COMMITMENT**

37.1 Hours Per Week

How much time on average each week you will need to commit to successfully complete this course.

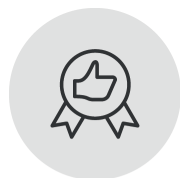
Hours include class attendance/participation, directed study, and any required work placements.

You may also need to do additional hours of self-directed study.

## Studying with TAFE NSW

With over 25,000 industry connections\*, teachers experienced in the latest industry trends plus state-of-the-art facilities, it's easy to see why TAFE NSW is Australia's largest training provider. Want even more reasons to study with us?

\*TAFE NSW current employer database as of May 2017



**85.9%**  
**EMPLOYER SATISFACTION**

NSW EMPLOYERS ARE VERY SATISFIED WITH THE QUALITY OF THE NATIONALLY RECOGNISED TRAINING WE DELIVER\*



**80%**  
**OF GROWTH AREAS COVERED**

WE OFFER TRAINING IN 80% OF THE OCCUPATIONS PREDICTED TO HAVE THE GREATEST GROWTH OVER THE NEXT 5 YEARS^



**83%**  
**GRADUATE SATISFACTION**

TAFE NSW ENJOYS A RATING WELL ABOVE THE NATIONAL AVERAGE FOR THE OVERALL QUALITY OF TRAINING#



**93%**  
**WOULD RECOMMEND TAFE NSW**

AS A TRAINING PROVIDER - NATIONAL VET AVERAGE 90%\*\*

Source: ^ employment.gov.au, \* Graduate Satisfaction Survey - Undergraduate [Quality Indicators of Teaching and Learning (QILT) - Course Experience Questionnaire 2017-2018]. \* NCVET, Survey of Employers' Use and Views of the VET System, 2017. \*\* VET - NCVET Graduate Outcomes Survey 2018

## OVERVIEW

The nationally accredited Certificate IV in Hospitality strengthens your hospitality skills and focuses on leadership 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 a mix of theory and practical coursework, 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 attributes to help you get ahead:

- Leadership and management abilities
- The ability to work independently and show initiative
- Quick problem solving skills
- A focus on people
- A commitment to providing high levels of customer service
- Great communication skills

### ACHIEVE YOUR GOALS

Completing this course provides 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 opportunities

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

### GROW YOUR CAREER

Take your career further with the:

- Diploma of Hospitality Management
- Advanced Diploma of Hospitality Management

- Bachelor of Business with TAFE NSW Degrees

## 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.

### ENTRY REQUIREMENTS

There are no entry requirements for this qualification. You can enrol in this course now.

#### Traineeship

TAFE NSW also offers the Certificate IV in Hospitality as a traineeship. To be eligible as a trainee you must:

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

Thinking about a traineeship? Enquire today.

### COURSE SUCCESS REQUIREMENTS

During your study, you will need to meet specific requirements to complete your coursework. Your teacher will let you know when you need to provide evidence of:

- A valid license or proof of age card, proving that you are at least 18 years old

This is mandatory for the following electives:

- Provide responsible service of alcohol
- Provide responsible gambling services

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

### WORK PLACEMENT

Work placement provides you with opportunities to practice responding to situations or circumstances that cannot be replicated in a simulated environment.

You will be required to complete a minimum of 36 service periods. Some of these are scheduled as part of your course, while others are undertaken in approved work placement.

### LICENSING REQUIREMENTS

NSW Liquor and Gaming regulations require you to be at least 18 years of age to obtain a competency card and work with alcohol or gaming machines.

TAFE NSW will provide you with an interim certificate that is valid for a short time while you apply for a competency card. To find out more, visit the Liquor and Gaming NSW [website](#).

### IS THIS COURSE RIGHT FOR YOU?

To be prepared for this course, we recommend you have:

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

- The ability to multi-task and respond well to busy environments
- An interest in hospitality, providing customer service and working in a fast-paced, shift environment
- Teamwork skills and enjoy working with others

If you need help preparing for study, contact us about your options.

## **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.

To be enrolled in this course, you need to be able to provide evidence:

- Any previous study that you have completed at school, TAFE or any other RTO in order to gain National Recognition.
- Work experience if you wish to claim Recognition of Prior Learning (RPL).

To successfully complete this course, you will need:

- you may be required to undertake connected theory classes via an online platform such as Microsoft Teams as well as practical skills and assessments at a TAFE College four day/s a week.
- At least 36 service periods, in documented work placement as detailed in the Assessment Requirements of the units of competency. Securing a suitable work placement with an employer is the responsibility of the student, however your teacher can assist with this process. Some of these service periods can be carried out in the simulated TAFE NSW facilities.

## OTHER COURSE INFORMATION

### INFORMATION SESSIONS

To find out more about this course, meet our teachers and receive information about enrolment and next steps, attend an information session.

Date	Time	Location
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Wednesday, 16 June 2021	6.00pm to 7.00pm	Baulkham Hills Campus, Building D, Level 1, Room D1.06
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Tuesday, 22 June 2021	6.00pm to 7.00pm	Baulkham Hills Campus, Building D, Level 1, Room D1.06
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Wednesday, 23 June 2021	10.00am to 11.00am	Baulkham Hills Campus, Building D, Level 1, Room D1.06
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Thursday, 24 June 2021	10.00am to 11.00am	Baulkham Hills Campus, Building D, Level 1, Room D1.06
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### STUDY COMMITMENT

This is a Full Time course. You will need to attend approximately 22.7 hours of class, 5 days a week 18 weeks. As well as the in-class component, you will need to complete approximately 14.4 hours of other study per week.

You may also be required to complete approximately 7.3 hours of additional study each week outside of class hours, including assessment/assignment preparation, private study.

This is a blended delivery course that includes connected learning which is run over six months.

Friday will be for delivery of RSA and RCG only

As part of this course, you may be asked to undertake role play assessments via connected technologies such as Microsoft Teams and submit your assessment/s electronically to your teacher/s through either the TAFE NSW Moodle or Microsoft Teams

TAFE NSW - Baulkham Hills will support TAFE students with their learning who may have computer and internet access issues.

Please note: All face to face on campus delivery and assessment will comply with TAFE NSW COVID-19 Safe Guidelines.

### IS THIS COURSE RIGHT FOR YOU?

This course is for a pre-employment cohort of students seeking employment in 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.

### SUGGESTED STUDY PATHWAYS:

Upon successful completion of CIV in Hospitality you may be eligible for course credit towards studying the following;

SIT50416 - Diploma of Hospitality

SIT60316 - Advance Diploma in Hospitality

### EMPLOYMENT PATHWAYS:

This qualification provides a pathway to work as a supervisor in hospitality organisations such as restaurants, hotels, motels, clubs, pubs, cafs, and coffee shops. This qualification allows for multi-skilling and for specialisation in food and

**TAFE NSW | RTO 90003 | CRICOS 00591E | HEP PRV12049**

Information as of 18 Oct 2021

beverage.

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

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)
- Smarthinking - after hours online study support service
- 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

The way you learn may change during your enrolment to ensure the best learning experience or to keep you safe as COVID-19 restrictions change, and some of our face to face classes may change to online or virtual classroom learning. Also, to ensure that we keep you safe while studying, we may modify our face to face classes to meet physical distancing requirements and increased cleaning on campus. If work placement and the demonstration of practical skills are requirements of your course, there may be a modification or delay in the planned timeframe due to COVID-19 impacts. Be assured, we'll keep you informed every step of the way.

This course is currently scheduled on Monday from 9.00am to 3.30pm, Tuesday from 4.00pm to 9.30pm, Wednesday, Thursday and Friday from 9.00am to 3:30 pm. This timetable may change and will be confirmed by your teacher.

## FEE DETAILS

### SUBSIDISED PRICES

FIRST QUALIFICATION \*  
\$2,360.00

SUBSEQUENT QUALIFICATION  
\$2,750.00

TRAINEESHIP \*\*  
\$1,000.00

CONCESSION  
\$240.00

### NON-SUBSIDISED PRICE

FULL FEE  
\$8,010.00

\*If you are 35 years old or over and are looking for work you may be eligible for the mature age workers **Fee-Free** scholarship which will be verified at enrolment.

\*\*You may be eligible for the NSW Smart & Skilled **Fee-Free** Traineeship which will be verified at enrolment.

### WHAT DO THESE PRICES MEAN?

#### First Qualification Fee

Applies to a student who does not already hold a post-school qualification from any tertiary sector (TAFE, private provider or University), and includes any vocational (certificates, Diplomas, Advanced Diplomas) and higher education (degree) qualifications achieved in Australia or overseas previously.

#### Subsequent Qualification Fee

Applies to a student who already holds one or more post-school qualifications from any tertiary sector (TAFE, private provider or University), and includes any vocational (certificates, Diplomas, Advanced Diplomas) and higher education (degree) qualifications achieved in Australia or overseas previously.

#### Apprenticeship Fee

Eligible apprentices are exempt from fees when undertaking an apprenticeship under the NSW Government's Fee Free Apprenticeship. For apprentices who are not eligible, apprenticeship qualification fees are capped at \$2,000.

For more information visit the [Fee Free Apprenticeships](#) page.

#### Traineeship Fee

Applies to a student undertaking a traineeship qualification under a traineeship pathway, with fees are capped at \$1,000.

For more information visit the [Apprenticeships and Traineeships](#) page.

#### Concession Fees

Applies to eligible disadvantaged students who receive a specified Commonwealth Government welfare benefit or allowance. Concession fees are discounted, with flat fees applied across a qualification level.

For more information on concessions and exemptions, visit the [Smart and Skilled Fee Exemption and Concessions](#) page



on the *Smart and Skilled* website.

For more information on Smart and Skilled funding, visit the [Smart and Skilled](#) page.

## 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

This course contains licencing units that incur the following costs:

Additional costs associated with this course are:

- Uniform approximately \$90 and licensing Units:
- Provide responsible service of alcohol (RSA) - SITHFAB002
- Provide responsible gambling services (RCG)- SITHGAM001

If you undertake these electives, you will be issued with an interim RSA or RCG certificate on completion. The interim certificate licenses you to work in the industry immediately but is only valid for a short period until you obtain your competency card through Service NSW. There is no cost to collect your competency card as this is included in the mandatory Liquor and Gaming fees of \$87 for RSA and \$41 for RCG which must be paid at enrolment.

It is important to note that while you can undertake these units to become job ready, you will not be able to serve or sell alcohol or providing gaming services until you are 18 years old.

## 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

### Enrolments for this course have now closed.

[Enquire now](#) and we will contact you when enrolments open. Visit our [Online Courses](#) to view our range of study options that you can start anytime.

## UNITS

UNIT CODE	UNIT DESCRIPTION
SITXHRM001	Coach others in job skills
SITXCCS007	Enhance customer service experiences
SITXWHS003	Implement and monitor work health and safety practices
SITXHRM003	Lead and manage people
SITXCOM005	Manage conflict
BSBDIV501	Manage diversity in the workplace
SITXFIN003	Manage finances within a budget
SITXMGT001	Monitor work operations
SITHIND004	Work effectively in hospitality service
SITHFAB003	Operate a bar
SITXWHS001	Participate in safe work practices
SITHFAB010	Prepare and serve cocktails
SITHFAB005	Prepare and serve espresso coffee
SITHFAB004	Prepare and serve non-alcoholic beverages
SITXFIN001	Process financial transactions
SITHGAM001	Provide responsible gambling services
SITHFAB002	Provide responsible service of alcohol
SITHFAB014	Provide table service of food and beverage
SITXCOM001	Source and present information
SITHIND002	Source and use information on the hospitality industry
SITXFSA001	Use hygienic practices for food safety

## NEXT STEPS

Need more information? Call our customer support team on 131 601 or [submit an enquiry](#)