

Certificate IV in
HOSPITALITY

COURSE GUIDE



CANTERBURY
TECHNICAL INSTITUTE

CRICOS Code: 02938M RTO No: 31645

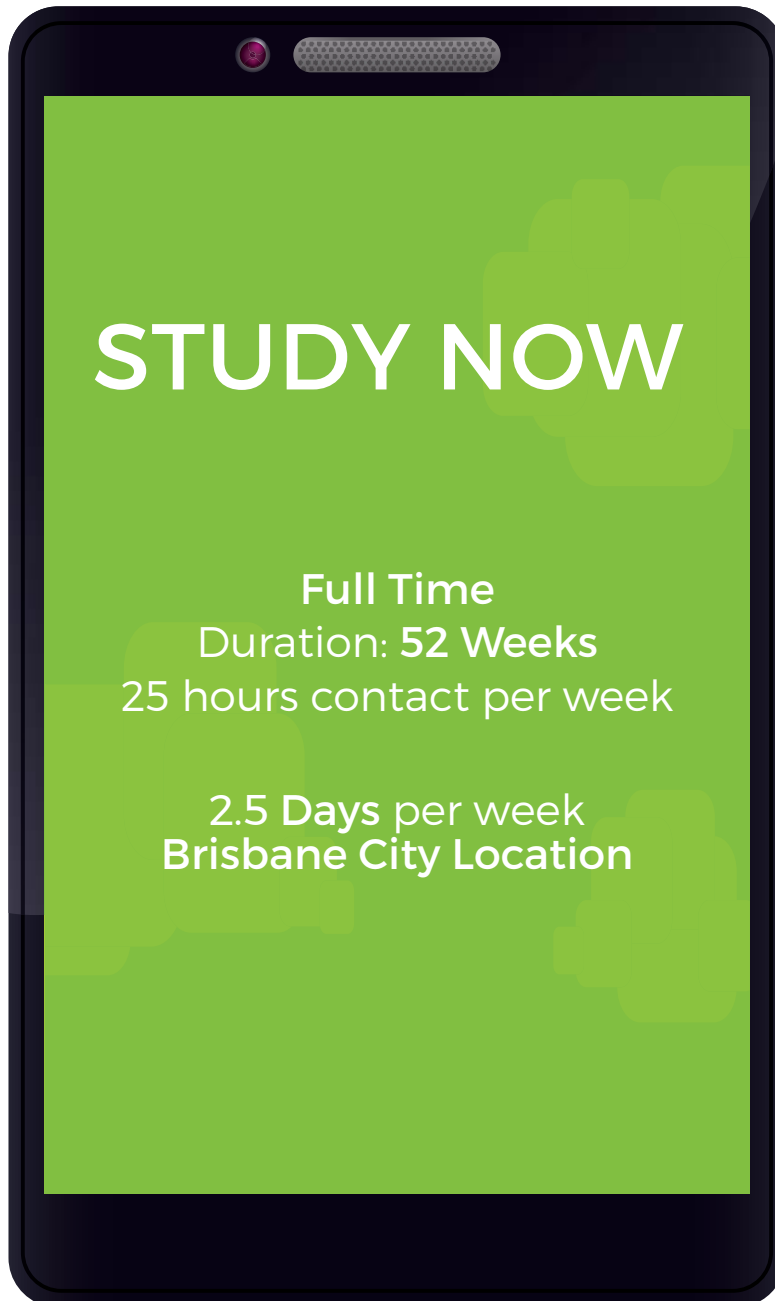
Table of Contents

Certificate IV in Hospitality SIT40416	3
Course Units	4
Entry Requirements	5
Course Fees	5



Certificate IV in Hospitality SIT40416

CRICOS Code: 090969G



The SIT40416 Certificate IV in Hospitality produces individuals who can perform the role of skilled operators who use a broad range of hospitality skills combined with sound knowledge of industry operations. They will operate independently or with limited guidance from others and use discretion to solve non-routine problems. Many individuals will enter into the workforce with supervisory responsibilities and plan, monitor and evaluate the work of team members.

The course runs over 52 weeks with 3 contact days per week. Students will come away with an excellent understanding of administration, client and customer service, communication and work safety. Under these clusters, students cover a range of units including complex spreadsheets, managing finances within a budget, rostering staff, leadership and managing people, coaching, managing conflict, diversity in the workplace and much more.

Students who successfully complete this course may continue with further study at the Diploma level at CTI for an Australian Apprentice pathway.

Course Units

The SIT40416 course includes:

Unit Cluster 1: Administration 3

BSBITU402	Develop and use complex spreadsheets
SITXFIN003	Manage finances within a budget
BSBWRT401	Write complex documents
SIRXRSK201	Minimise loss

Unit Cluster 2: Client and Customer Service Skills 3

SITHIND004	Work effectively in hospitality service
SITXCCS007	Enhance customer service experiences
SITXHRM002	Roster staff
SITXHRM003	Lead and manage people
SITXFSA001	Use hygienic practices for food safety

Unit Cluster 3: Communication 3

BSBDIVV501	Manage diversity in the workplace
BSBITU302	Create electronic presentations
SITXCOM005	Manage conflict
SITXCOM004	Address protocol requirements
BSBRES401	Analyse and present research information
SITXMGT001	Monitor work operations
SITXHRM001	Coach others in job skills
BSBCMM401	Make a presentation
SITXMPR002	Create a promotional display or stand
SITXMPR004	Coordinate marketing activities

Unit Cluster 4: Work Safety

SITXWHS003	Implement and monitor work health and safety practices
SITXWHS002	Identify hazards, assess and control safety risks

Entry Requirements:

Australian Domestic Students:

- There are no entry requirements for Australian Domestic Students.

International Students:

- An overall IELTS band 5.0 or equivalent and above;
- 18 years and above with a High School Certificate (Year 12)
- A verified copy of qualification & transcripts is required along with the application
- Qualification & transcripts needs to be verified by CTI's approved student recruitment agent to confirm their genuine status

Course Fees

The course fee for the SIT40416 Certificate IV in Hospitality is AUD \$7, 500.



**Don't wait any longer
Get started toward the
career you want today!**

Call: 07 3123 4055



**CANTERBURY
TECHNICAL INSTITUTE**
CRICOS Code: 02938M RTO No: 31645