

*Use your personality & new skills  
... to welcome in your future.*



## Certificate IV in Hospitality

**Course Duration:** 52 weeks

**Class Schedule:**

\*25 hours 3 days per week

### Entry Requirements

No entry requirements for Australian students.

### Preferred Pathways

- Completed Year 12 (HSC or equivalent)

OR

- Individuals may enter with limited or no vocational experience and without a relevant lower level qualification.

\* Students may be required to complete additional hours beyond class times to complete the course.

### Course Outline: SIT40416

This qualification reflects the role of skilled operators who use a broad range of hospitality skills combined with sound knowledge of industry operations. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. Many individuals have supervisory responsibilities and plan, monitor and evaluate the work of team members.

#### Unit Cluster 1: Administration 3

BSBITU402	Develop and use complex spread sheets
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

BSBDIV501	Manage diversity in the workplace
BSBITU302	Create electronic presentations
SITXCOM005	Manage Conflict
SITXCOM004	Address protocol requirements
BSBRES401	Analyse and present research information
SITXMGT004	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

### Course Pathway:

Students successfully completing this course may further study in Diploma of Hospitality with 11 units of Credit at CTI, Diploma or Advanced Diploma of Business, Diploma or Advanced Diploma of Leadership and Management or for an Australian Apprenticeship pathway, or to Diploma qualifications in any other service industry field.



Access more  
information on line

**CALL US +61 7 3123 4055**

[www.cti.qld.edu.au](http://www.cti.qld.edu.au)

