TRAINING & ASSESSMENT STRATEGY

SIT40616 Certificate IV in Hospitality

Training and Assessment Strategy

Name of RTO		Canterbury Technical Institute		
Training Package		**SIT16 Tourism, Travel and Hospitality Training Package**		
Code and title of qualification		**SIT40416 Certificate IV in Hospitality** (CRICOS 091442J) **21 Units, 9 Core, 12 Electives**		
Units of competency	**Code**	**Title**		**Hours**
	Cluster	**Administration 3**		
	SITXINV004	Control stock	Elective	80
	SITXFIN003	Manage finances within a budget	Core	60
	BSBWRT401	Write complex documents	Elective	60
	BSBITU302	Create electronic presentations	Elective	45
	Cluster	**Client and Customer Service Skills 3**		
	SITHIND004	Work effectively in hospitality service (36 shifts)	Core	90
	SITXCCS007	Enhance customer service experiences	Core	45
	SITXHRM002	Roster staff	Elective	40
	SITXHRM003	Lead and manage people	Core	55
	SITHFAB005	Prepare and serve espresso coffee	Elective	60
	SITHFAB003	Operate a Bar	Elective	50
	SITHFAB002	Provide Responsible Services of Alcohol	Elective	45
	Cluster	**Communication 3**		
	SITXFSA001	Use hygienic practices for food safety	Elective	70
	BSBDIV501	Manage diversity in the workplace	Core	60
	SITXCOM005	Manage Conflict	Core	45
	SITXCOM004	Address protocol requirements	Elective	60
	SITXMGT001	Monitor work operations	Core	60
	SITXHRM001	Coach others in job skills	Core	80
	BSBCMM401	Make a presentation	Elective	45
	SITXMPR004	Coordinate marketing activities	Elective	50
	Cluster	**Work Safety 3**		
	SITXWHS003	Implement and monitor work health and safety practices	Core	50
	SITXWHS002	Identify hazards, assess and control safety risks	Elective	50

Description		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.
Clients		CTI's clients for this qualification are dominantly international students coming from Eastern European nations, India, China, Thailand, Bangladesh, Nepal & Sri Lanka. Entry requirements for students: • Must be 18 years of age or over • Completed Year 12 (HSC or equivalent) • Minimum 5.0 IELTS score or equivalent (International students only) **Qualification Pathways** There are no prerequisite or entry requirements for this qualification **Pathways INTO the qualification** Preferred pathways for candidates considering this qualification include: • Individuals may enter SIT40416 Certificate IV in Hospitality with limited or no vocational experience and without a lower level qualification. However, it is strongly recommended that individuals undertake lower level qualifications, and/or gain industry experience prior to entering the qualification. • **OR** • Providing evidence of competency in units required for the Certificate III in Hospitality or other relevant qualification/s **OR** • With reasonable 1 – 2 years relevant / vocational work experience in a range of work environments in roles for entry into Certificate III Hospitality.
Training and assessment arrangements		**Duration** The training program for Certificate IV in Hospitality is delivered in 1,200 hours over over a 52 weeks time period. This program is delivered with ongoing rolling intakes (please review the intake schedule provided on the CTI website). This program is designed to align with and meet AQF Volume of Learning indicators. CTI students will attend class equivalent to 25 hours per week in full-time mode. Students may be required to complete additional hours beyond class times to complete the course. **Please contact info@cti.qld.edu.au for a copy of the timetable.**

Organisation

Twelve units of competency are the minimum required for this qualification, units of competency were selected following the "Qualification Rules" consisting in select units of competency from the list provided in the SIT16 Training Package (see SIT16 Training Package available at training.gov.au); units of competency have been taken from: Working effectively with others Units, Social and cultural sensitivity Units, Safe work practice Units, Hygiene and basic business documentation Units.

The program is organised in "clusters" in order to provide a strategic structure to improve effectiveness of delivery and assessment procedures and activities.

The program covers basic – level level Hospitality topics, which form the foundation & principle modules for individuals who intend to progress onto higher-level qualifications or enter the workforce.

Learners are provided with strong specific information and training on wide range of areas around the Hospitality Services Industry, such as: Working with others, safe and hygienic work practice and basic hospitality business documentation skills, and sustainability.

Intakes dates are as per the published CTI ongoing (rolling intake) schedule. For Hospitality subjects CTI delivers subjects in a loop system ensuring candidates always will have the possibility to complete the qualification within the 26 weeks period, no matter at which point they enter.

RPL

Students who hold a relevant certificate, will need to submit verified Certificate/Statement of Attainment (issued by an RTO) for recognition purposes. Students with either a Certificate or Statement of Attainment for Certificate II and/or individual units will be exempted from common or elective units.

LLN
Language Literacy and Numeracy (LLN)
- Canterbury Technical Institute is committed to provide education opportunities to its students from non-English-speaking background (NESB).
- Canterbury Technical Institute will use enrolment procedures aimed at ensuring that only students with the requisite LLN skills enrol in its courses as stated in its Assessing student's qualifications and English language proficiency Policy and Procedure.
- Canterbury Technical Institute recognises the need to pay particular attention to issues related to language in its training and assessment, in order to cater to the needs of the largest section of its target market, i.e. NESB students.
- Canterbury Technical Institute will take all reasonable measures to ensure that its staff are aware of the students' specific learning needs and make reasonable adjustments to training and assessment practices to cater for such needs.
- Canterbury Technical Institute reserves the right to refer students whose English language proficiency is demonstrably inadequate for their course to enrol in a package course comprising an ELICOS course of sufficient duration in an approved English Language Teaching (ELT) Centre.
- If after the commencement of a program it is identified that a student has a Language, Literacy and Numeracy (LLN) issue; our staff can discuss different ways of conducting training and assessment to assist students to access additional tutorial (generally on Fridays) with the Head Trainer.

Students requiring any assistance or support with language, literacy or numeracy should speak confidentially with their trainers and assessor who will call on the Head Trainer and/or other assessors for assistance and guidance as required.

	Cluster Name		Unit (s) of Competency
			SITXINV004
	Administration 3		SITXFIN003
			BSBWRT401
			BSBITU302
			SITHIND004
			SITXCCS007
			SITXHRM002
	Client and Customer Service Skills 3		SITXHRM003
			SITHFAB005
			SITHFAB002
			SITHFAB003
			SITXFSA001
			BSBDIV501
			SITXCOM005
			SITXCOM004
	Communication 3		SITXMGT001
			SITXHRM001
			BSBCMM401
			SITXMPR004
	Work Safety 3		SITXWHS003
			SITXWHS002

Delivery modes

This program is delivered at the CTI premises in a classroom environment in which participants attend regularly to class and an on-the-job and a component completed in a professional hospitality related working environment or simulated restaurant; Canterbury Kitchen on campus.

Trainers and Assessors deliver the learning sequence using methods such as: Lectures, Guest Lectures, Discussions, Case studies, Demonstrations, Assignments and research activities or via the Learning Management (LMS) system.

Students are provided with training resources for each Cluster, a student resources drive is available which includes materials used in the training sessions, assessment materials (other than tests) and reference materials.

Learners will have at their disposal a computer lab with the necessary resources, such as library, broadband internet connection, and computer equipment to create presentations or research topics using the Internet.

Student will have access to a professional Hospitality working environment in which to participate in various hospitality service related activities.

Emphasis will be made to reflect real work situations in order to develop skills identified in the "employability skills" for this qualification. Those skills may include:
- Conducting research to collect and analyse information in a range of reports
- Consulting with others to develop a range of plans and reports
- Communicating with others and promoting participative workplace practice
- Developing solutions to new and emerging issues
- Contributing to the development of other team members
- Working under supervision and completing assigned tasks
- Applying risk management processes to hospitality operations
- Encouraging creative and innovative workplace solutions
- Developing personal hospitality skill and participating in team work activities
- Recognising, fostering and facilitating change
- Developing systems that are flexible and responsive to changing circumstances
- Developing practical hospitality skills to ensure high standards od customer service
- Dealing with contingencies
- Managing own time and priorities taking responsibility as required by work role and ensuring all organisational polices and procedures are adhered to
- Assisting others to acquire new knowledge and skills to improve team and individual performance
- Using electronic communication devices and processes such as internet, intranet, email to produce written correspondence and reports
- Using technology to assist the management of information and to assist the planning process

Evidence-gathering techniques / Assessment tools

    A. Written Tools
        a) Report Writing
        b) Case Study / Case Scenarios
        c) Written Exam / Written Questionnaire
        d) Individual / Group Project
        e) Research Documentation
    B. Observation Tools
        a) Role Play and or hospitality workplace activity participation
        b) Presentation
        c) Discussion
        d) Research Observation
        e) Oral Questioning
    C. On-line Tools Learning Management System (LMS) (Domestic students)
        a) Written Reports, Multiple choice questions

Combinations of these methods will be used for most situations (eg. observations and oral questioning)

Cluster	Unit of competency	A	B	C
Administration 3	SITXINV004		✓	✓
	SITXFIN003	✓	✓	✓
	BSBWRT401	✓	✓	✓
	BSBITU302		✓	✓
Client and Customer Service Skills 3	SITHIND004	✓	✓	✓
	SITXCCS007	✓	✓	✓
	SITXHRM002	✓	✓	✓
	SITXHRM003	✓	✓	✓
	SITHFAB005		✓	✓
	SITHFAB002		✓	✓
	SITHFAB003		✓	✓
Communication 3	SITXFSA001		✓	✓
	BSBDIV501	✓	✓	✓
	SITXCOM005	✓	✓	✓
	SITXCOM004	✓	✓	✓
	SITXMGT001	✓	✓	✓
	SITXHRM001	✓	✓	✓
	BSBCMM401	✓	✓	✓
	SITXMPR004	✓	✓	✓
Work Safety 3	SITXWHS003		✓	✓
	SITXWHS002		✓	✓

Please contact the Principal Administrator rahul@cti.qld.edu.au) for more information on Evidence gathering techniques / Assessment tools.

Schedule

The training program is conducted over a 52 weeks period. **Please contact Student Services (andrea@cti.qld.edu.au) for a copy of the timetable**.

Evidence-gathering techniques takes place throughout the whole process and units of competency are assessed individually and within the cluster organisation.

Delivery and assessment staff

All trainers/Assessors hold Certificate IV in Training and Assessment TAE40110, vocational qualifications at least up to the same level they are delivering and assessing and proven relevant hospitality industry experience.

Assessment validation process

Student Services and Academic Manager & or head of department of CTI discuss with representatives from industry / enterprises on an annual basis to check that the performance standards required in the program are consistent with industry practice.

CTI Student Services and Academic Manager and Trainers conduct regular moderation sessions as per the CTI moderation schedule, conducted by qualified assessors. Where updates are identified as being required moderation meetings are held confirm the evidence-gathering techniques and the required standards of performance and reviewing assessment tools and decisions.

The Student Services and Academic Manager along with the Business faculty has the responsibility for developing, managing and monitoring strategies that ensure consistency in assessment. Validation meetings are lead by Student Services and Academic Manager and or Trainers with the participation of assessors involved in a particular unit.

For each cluster / unit of competency delivered to International students there is a "bank of assessment exemplars and benchmarks" available for all trainers/assessors. These are samples of candidate work that are considered to be exemplary. Domestic students have access to on-line LMS systems to access required information.

There is a continuous feedback process in place, which involves gathering information from candidates, employers and other users of the assessment process.

Industry Consultation

CTI has liaised with the following organization / individuals for its industry consultation for SIT16 Training Package. Validation documentation and or minutes of meetings are available for review on request.

Ben Reque
Senior Supervisor
Café Diversity
75 Redcliffe Parade
Redcliffe QLD 4020
(07) 3284 6956
cafediversity.com.au

Meaghan Hill
Bar Metzo, Café, Catering
3/293 Adelaide Street
Brisbane QLD 4000
07 3211 7396
barmetzo@gmail.com

Nikoletta Nikolaidisz-Kyriacou
Learning and Development Advisor/Talent & Culture Department
Sofitel Brisbane
Human Resources Department
249 Turbot St
Brisbane Qld 4000
Ph: 07 3835 4828

(to be signed)

Other requirements

All staff involved in the delivery and assessment of this qualification, have direct access to the current version of the SIT16 Tourism, Travel and Hospitality Training Package, including the appropriate units of competency, assessment guidelines and qualification structure.

All staff involved in delivering the program, have access to trainer, assessor and candidate support materials relevant to their areas of delivery and assessment. There is a dedicated trainers resources server which includes specific documents such as: Training Program, Sessions Plans, Assessment Plan, Evidence Gathering Matrix, Marking Guide and Assessment Tools.

Pathways

All candidates who undertake the Certificate IV in Hospitality are provided with advice on employment and training options.

Candidates who successfully complete Certificate IV in Hospitality may continue to further studies at Diploma level.

Career & Pathway opportunities:
- bar supervisor or team leader
- concierge
- duty manager
- food and beverage supervisor or team leader
- forecast analyst (accommodation services)
- front office supervisor or team leader
- housekeeping supervisor or team leader
- gaming supervisor or team leader
- reservation analyst
- shift manager

Pathways from the Qualification
The course also provides a foundation and pathways for those intending to proceed to further study at Diploma level at CTI or for an Australian Apprenticeship pathway. After achieving SIT40416 Certificate IV in Hospitality, individuals could progress to SIT50416 Diploma of Hospitality Management, or to Diploma qualifications in any service industry field.