TRAINING & ASSESSMENT STRATEGY

SIT40416 - Certificate IV in Hospitality DOMESTIC

Training and Assessment Strategy

Name of RTO		Canterbury Technical Institute	
Training Package		SIT Tourism, Travel and Hospitality Training Package	
Code and title of qualification		SIT40416 - Certificate IV in Hospitality 9 Core Units, 12 Elective Units, 21 Units Total	
Units of competency	**Unit Code**	**Title**	**Core/ Elective**
	CLUSTER	**CORE**	
	BSBDIV501	Manage diversity in the workplace	Core
	SITHIND004	Work effectively in hospitality service	Core
	SITXCCS007	Enhance customer service experiences	Core
	SITXCOM005	Manage conflict	Core
	SITXFIN003	Manage finances within a budget	Core
	SITXHRM001	Coach others in job skills	Core
	SITXHRM003	Lead and manage people	Core
	SITXMGT001	Monitor work operations	Core
	SITXWHS003	Implement and monitor work health and safety practices	Core
	CLUSTER	**ELECTIVES- GROUP A**	
	SITHIND001	Use hygienic practices for hospitality service	Elective
	SITXFSA001	Use hygienic practices for food safety	Elective
	CLUSTER	**ELECTIVES- GROUP B**	
	SITXFSA002	Participate in safe food handling practices	Elective
	SITHIND002	Source and use information on the hospitality industry	Elective
	SITHFAB004	Prepare and serve non-alcoholic beverages	Elective
	SITHFAB005	Prepare and serve espresso coffee	Elective
	SITHFAB016	Provide advice on food	Elective
	SITXHRM002	Roster Staff	Elective
	SITHACS001	Clean Premises and Equipment	Elective
	SITXFIN002	Interpret financial information	Elective
	SITXINV002	Maintain the quality of perishable items	Elective
	SITXINV003	Purchase goods	Elective
	SITXWHS002	Identify hazards, assess and control safety risks	Elective
	SITXCOM004	Address protocol requirements	Elective
	SITHFAB014	Provide table service of food and beverage	Elective
	CLUSTER	**ELECTIVES- GROUP C**	
	SITXFIN001	Process financial transactions	Elective
	SITXINV001	Receive and store stock	Elective
	SITXWHS001	Participate in safe work practices	Elective

	BSBWOR203	Work effectively with others	Elective
	SITHCCC004	Prepare packaged food stuffs	Elective
	SITXCCS006	Provide service to customers	Elective
	SITXCOM002	Show social and cultural sensitivity	Elective

Description		This qualification reflects the role of skilled operators who use 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. This qualification provides a pathway to work as a supervisor in hospitality organisations such as restaurants, hotels, motels, clubs, pubs, cafes, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, food and beverage, and gaming.
Clients		CTI's clients for this qualification are domestic students who currently work within the hospitality industry and are seeking recognition for their experience. Entry Requirements for students: • Must be currently employed in the hospitality industry **Qualification Pathways** There are no prerequisite or entry requirements for this qualification **Pathways INTO the qualification** For entry into the Certificate IV in Hospitality RPL course, candidates must have a minimum of 12 months relevant/vocational supervisory experience within the hospitality industry. **Study Requirements**: • Students enrolled in the Certificate IV in Hospitality may be required to complete GAP assessments should they not have the knowledge and comprehension required to receive recognition of their skills. This will be discussed on a case by case basis with the student prior to enrolment in the course.
Training and assessment arrangements		**Duration** The Certificate IV in Hospitality RPL program provides the student with a personal assessor to discuss the candidate's vocational experience and review practical demonstrations of the skills and knowledge of the candidate. These interviews will vary dependant on the student's level of skill and experience. If gap training is required, the duration of the course will be extended to meet the specific requirements pertaining to the individual.

Organisation's Delivery plan

Twenty-one units of competency are required for this qualification. These units of competency are selected following the "Qualification Rules" consisting in selecting units of competency from the list provided in the SIT16 Training Package (see SIT16 Training Package available at training.gov.au).

These units are chosen by the assessor in consultation with the student to customise the course to ensure that the student has the best opportunity to have their current skills and knowledge recognised.

Category	Unit of competency	
Core	BSBDIV501	Manage diversity in the workplace
	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
Electives-Group A	SITHIND001	Use hygienic practices for hospitality service
	SITXFSA001	Use hygienic practices for food safety
Electives-Group B	SITXFSA002	Participate in safe food handling practices
	SITHIND002	Source and use information on the hospitality industry
	SITHFAB004	Prepare and serve non-alcoholic beverages
	SITHFAB005	Prepare and serve espresso coffee
	SITHFAB016	Provide advice on food
	SITXHRM002	Roster Staff
	SITHACS001	Clean Premises and Equipment
	SITXFIN002	Interpret financial information
	SITXINV002	Maintain the quality of perishable items
	SITXINV003	Purchase goods
	SITXWHS002	Identify hazards, assess and control safety risks
	SITXCOM004	Address protocol requirements
	SITHFAB014	Provide table service of food and beverage

Category	Unit of competency	
Electives-Group C	SITXFIN001	Process financial transactions
	SITXINV001	Receive and store stock
	SITXWHS001	Participate in safe work practices
	BSBWOR203	Work effectively with others
	SITHCCC004	Prepare packaged food stuffs
	SITXCCS006	Provide service to customers
	SITXCOM002	Show social and cultural sensitivity

Delivery modes

This program is delivered in the candidate's workplace, in which the candidate attends their regular shift and demonstrates/performs tasks to be observed by the assessor. The assessor will then have conversations with the candidate regarding their knowledge and understanding of tasks, procedures and skills relevant to their skillset and subject selection.

Assessors use a variety of tools to complete the assessment such as: Candidate self-assessment, third party testimonials, observation, competency questions and photographic evidence.

Should the student require gap training, the students are provided with training resources for each unit which is provided on an account in Futura. Learners will have at their disposal a dedicated laptop/desktop with the necessary resources, to create presentations or research topics using the Internet at the campus or will provide their own laptop/desktop if they choose to complete the units off campus.

Evidence-gathering techniques / Assessment tools

    A. Observation Tools
        a) Role Play and or hospitality workplace activity participation
        b) Discussion
        c) Oral Questioning
        d) Practical demonstration
        e) Evidence – photographs, videos, portfolios
    B. Testimonials
        a) Third party testimonial of skills and knowledge
    C. On-line Tools Learning Management System (LMS)
        a) Multiple choice questions/ Quiz
        b) Online short answer/ case study questions
        c) Practical Demonstrations

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

Category			A	B	C
Core	BSBDIV501	Manage diversity in the workplace	✓	✓	
	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	✓	✓	
Electives- Group A	SITHIND001	Use hygienic practices for hospitality service	✓	✓	
	SITXFSA001	Use hygienic practices for food safety	✓	✓	

				✓	✓	
		SITXFSA002	Participate in safe food handling practices	✓	✓	
		SITHIND002	Source and use information on the hospitality industry	✓	✓	
		SITHFAB004	Prepare and serve non-alcoholic beverages	✓	✓	
		SITHFAB005	Prepare and serve espresso coffee	✓	✓	
		SITHFAB016	Provide advice on food	✓	✓	
		SITXHRM002	Roster Staff	✓	✓	
	Electives- Group B	SITHACS001	Clean Premises and Equipment	✓	✓	
		SITXFIN002	Interpret financial information			✓
		SITXINV002	Maintain the quality of perishable items			✓
		SITXINV003	Purchase goods			✓
		SITXWHS002	Identify hazards, assess and control safety risks			✓
		SITXCOM004	Address protocol requirements	✓	✓	
		SITHFAB014	Provide table service of food and beverage			✓
		SITXFIN001	Process financial transactions	✓	✓	
		SITXINV001	Receive and store stock	✓	✓	
	Electives- Group C	SITXWHS001	Participate in safe work practices	✓	✓	
		BSBWOR203	Work effectively with others	✓	✓	
		SITHCCC004	Prepare packaged food stuffs	✓	✓	
		SITXCCS006	Provide service to customers	✓	✓	
		SITXCOM002	Show social and cultural sensitivity	✓	✓	

		Please contact the Student Services and Academic Manager (andrea@cti.qld.edu.au) for more information on Evidence gathering techniques / Assessment tools.
		Schedule Evidence-gathering techniques take place throughout the whole process and units of competency are assessed individually.
		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.
		Language Literacy and Numeracy (LLN) 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.
		Special Needs Arrangements (Reasonable Adjustments) All students, including those with disabilities, are treated equally, with dignity and are able to enjoy the benefits of the educational experience in the same way. If there are students with special needs, the trainer/assessor takes into account the students' needs and makes appropriate adjustments to the training environment, wherever feasible and practicable and in consultation with the Principal, Student Services Manager (SSM) and trainer.

Intervention Strategies

An Intervention Strategy is a plan of action that anticipates barriers and resources in relation to achieving a specific objective. Canterbury Technical Institute endeavours to anticipate students' needs and implements a range of intervention strategies. Resources and facilities provide students with options to complete each unit of competency. If the student is deemed not yet competent after the second assessment resubmit or if he/she does not show an understanding of the course being taught or has demonstrated poor course progress without a valid reason; the student may be asked to:

- Discuss an intervention plan with the Trainer and or SSM or Principal.
- Sit for a re-assessment
- Attend a number of supervised studying hours
- Repeat the unit

Assessment validation process

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

1. Pre-assessment
Assessment strategies are developed through consultation with industry representatives to ensure assessment methods are consistent with industry needs. Assessment tools and activities are validated by assessors from within the RTO or from another RTO that delivers the same or a similar course, or from external industry representatives.
Validation before assessment focuses on:
- the design of assessment activities;
- the assessment methods that are to be used;
- the benchmarks against which each participant is assessed.

2. Post-assessment
In order to ensure that assessment outcomes are reliable across a range of assessors, over a range of contexts and over time, Canterbury Technical Institute conducts post-assessment moderation and validation.
The Post-Assessment Moderation process focuses on:
- The assessment tasks and the assessment process;
- The evidence of participants' performance;
- The assessment decisions made on the samples of evidence provided;
- Reporting and record keeping.

It includes the following activities:
- Moderation and Validation meetings;
- Moderation process;
- Student and Trainer/Assessor's Feedback;

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 Hospitality department has the responsibility for developing, managing and monitoring strategies that ensure consistency in Assessment. Validation meetings are lead by PAO and or Trainers with the participation of assessors involved in a particular unit.

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

Jasmine Malone
Owner Manager
Dessert Addictions
214 Gallipoli Road
Carina Heights QLD 4152

0468 855 953
miss.malonee@gmail.com

Nathan Dast
Former Coffee Club Supervisor,
Supervisor Harvey's Bar Bistro, Restaurant
Shop 4/31 James Street, Fortitude Valley
Brisbane QLD 4006|
(07) 3852 3700

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. Trainers have appropriate access to Futura for training session materials and There is a dedicated trainer's server which includes all Mapping Matrix and Marking Guides for each unit.

- The RTO has access to staff and training/assessment resources to meet the requirements of students with special needs and has an assessment process that incorporates reasonable adjustment procedures. (Reasonable adjustment refers to measures or actions taken to provide a student with a disability the same educational opportunities as everyone else.)

- The RTO has reviewed the equipment and facility requirements for each unit of competency in the qualification and guarantees it has access to the plant and equipment needed to implement the program.

- Classrooms for the delivery of Theory component of Units
  - Tables & Chairs, Whiteboard
  - Computers with Internet access

- Office Equipment for practical demonstration assessments
  - Desks or work stations with Ergonomic Chairs
  - Computers with Internet Access

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, the individual could progress to SIT50416 Diploma of Hospitality Management, or to Diploma qualifications in any service industry field.