



# HOSPITALITY COURSE MENU

NEW CLASSES  
STARTING EVERY WEEK!

DAY & NIGHT CLASSES

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**\*GOVERNMENT FUNDING  
AVAILABLE**

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# SHORT COURSES

## **RSA**

VCGLR APPROVED COURSE  
SITHFAB002 PROVIDE RESPONSIBLE  
SERVICE OF ALCOHOL

\$50

STUDY: FACE-TO-FACE OR  
ONLINE 4 HOUR CLASS  
BOOK & PAY ONLINE

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## **FOOD HANDLERS**

### **LEVEL 1**

SITXFSA001 USE HYGIENIC  
PRACTICES FOR FOOD SAFETY

\$50

STUDY: ONLINE SELF  
PACED  
BOOK & PAY ONLINE

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## **RSA & FOOD**

### **HANDLERS COMBO**

BOOK TOGETHER AND SAVE \$20

\$80

BOOK & PAY ONLINE

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# COURSE MENU

## INTENSIVE

### SIT40416 CERTIFICATE IV HOSPITALITY

2 WEEKS FULL-TIME CLASSES+  
WORK EXPERIENCE +  
FINAL SKILLS REVIEW

\*Average duration 3-8 months

## BLENDED

### SIT40416 CERTIFICATE IV HOSPITALITY

7 PRACTICAL CLASSES  
4-5 HRS WEEKLY +  
3 REFLECTON SESSIONS  
SELF PACED THEORY +  
WORK EXPERIENCE

\*Average duration 3-7 months

## DUAL BLENDED

### SIT40416 CERTIFICATE IV HOSPITALITY

### BSB42015 CERTIFICATE IV LEADERSHIP & MANAGEMENT (SUPERSEDED)

9 PRACTICAL CLASSES  
5 HRS WEEKLY +  
3 REFLECTON SESSIONS  
SELF PACED THEORY +  
WORK EXPERIENCE

\*Average duration 4-8 months

## EXTENDED

### SIT40416 CERTIFICATE IV HOSPITALITY

14 CLASSES  
4-5 HRS WEEKLY +  
WORK EXPERIENCE

\*Average duration 7-10 months

## DUAL EXTENDED

### SIT40416 CERTIFICATE IV HOSPITALITY

### BSB42015 CERTIFICATE IV LEADERSHIP & MANAGEMENT (SUPERSEDED)

15 CLASSES  
5 HRS WEEKLY +  
WORK EXPERIENCE

\*Average duration 8-12 months



# COURSE DETAILS

## SIT40416

# CERTIFICATE IV HOSPITALITY

100% GOVERNMENT SUBSIDISED IF ELIGIBLE FOR SKILLS FIRST FUNDING. FULL-FEE \$2,000

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### Course includes:

- RSA - Responsible service of alcohol
- RSF - Food handling certificate
- Barista - Espresso coffee making
- Cocktail making
- Bar & speed service
- Food & beverage service
- Beer & wine knowledge (more featured in Intensive)
- Customer service
- Coaching
- Leadership
- Sales & presentations (not part of Intensive)
- Design a cocktail book (not part of Intensive)
- Work health & safety
- Finance & budgeting

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### Duration & Delivery & Assessment

Our course is delivered in a variety ways as noted on the course menu. The course duration depends on delivery mode and your progress. Assessments are completed online via Canvas (our learning management system). In addition there will be practical observations of your skills in the classroom.

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### Course Overview

This course can increase your long term employability providing both hospitality and leadership skills. The course 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. They may have supervisory responsibilities and plan, monitor and evaluate the work of team members.

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### Job Roles

This qualification provides a pathway to work in hospitality organisations such as restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

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### Entry requirements and pathways

You may enter this course 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. You must be over the age of 18. To achieve the full hospitality qualification you must have access to a workplace to complete 36 service periods. Alternatively, you can complete your service periods during our available restaurant/cafe sessions or at our cafe Hunters and Disciples. You need access to a computer, email and the internet to complete this qualification.

After achieving this qualification you could embark upon further study with a Diploma of Hospitality (offered at other RTOs).

*\*Course requires 10 hours of self-paced learning weekly + online assessments + 36 practical service periods.*



# COURSE DETAILS

## DUAL QUALIFICATION

**SIT40416 CERTIFICATE IV HOSPITALITY**

**BSB42015 CERTIFICATE IV LEADERSHIP &  
MANAGEMENT**

100% GOVERNMENT SUBSIDISED IF ELIGIBLE FOR SKILLS FIRST FUNDING. FULL-FEE \$2,500

### Course includes:

- RSA - Responsible service of alcohol
- RSF - Food handling certificate
- Barista - Espresso coffee making
- Cocktail making
- Bar & speed service
- Food & beverage service
- Basic beer & wine knowledge
- Customer service
- Coaching
- Leadership & management
- Sales & presentations
- Work health & safety
- Finance & budgeting
- Operational planning
- Running a function

### Duration & Delivery

Our course is delivered in a variety of ways as noted on the course menu. The course duration depends on the delivery mode and your progress. Assessments are completed online via Canvas (our learning management system). In addition, there will be practical observations of your skills in the classroom. BSB42015 is superseded and will be transitioned by April 2022.

### Course Overview

This course combines two qualifications which can increase your long term employability providing both hospitality and leadership and management skills. The course 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. They may have supervisory responsibilities and plan, monitor and evaluate the work of team members.

### Job Roles

This qualification provides a pathway to work in hospitality organisations such as restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

### Entry requirements and pathways

You may enter this course 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. You must be over the age of 18. To achieve the full hospitality qualification you must have access to a workplace to complete 36 service periods. Alternatively, you can complete your service periods during our available restaurant/cafe sessions or at our cafe Hunters and Disciples. You need access to a computer, email and the internet to complete this qualification.

After achieving this qualification you could embark upon further study with a Diploma of Hospitality (offered at other RTOs).

*\*Course requires 10-15 hours of self-paced learning weekly + online assessments + 36 practical service periods.*

*\*\*Enrolling in a dual qualification will count as 2 funded places*

# UNITS OF COMPETENCY

## Certificate IV Hospitality (9 core, 12 elective)

### Core

- BSBDIV501 Manage diversity in the workplace
- SITHIND004 Work effectively in hospitality service (This unit requires 36 service periods to be completed)
- SITXCCS007 Enhance the customer service experience
- SITXCOM005 Manage conflict
- SITXFIN003 Manage finances within a budget
- SITXHRM001 Coach others in job skills
- SITXMGT001 Monitor work operations
- SITXWHS003 Implement and monitor work health and safety practices
- SITXHRM003 Lead and manage people (included in dual)

### Electives

- SITXFSA001 Use hygienic practices for food safety (Pre-requisite for other units)
- SITHFAB002 Provide responsible service of alcohol (Pre-requisite for other units)
- SITHFAB014 Provide table service of food and beverage
- SITHFAB007 Serve food and beverage
- SITHFAB003 Operate a bar
- SITHFAB010 Prepare and serve cocktails
- SITHFAB005 Prepare and serve espresso coffee
- SITHFAB001 Clean and tidy bar areas
- SITXFIN001 Process financial transactions
- SIRXPDK001 Advise on products and services
- SITHFAB004 Prepare and serve non-alcoholic beverages
- BSBCMM401 Make a presentation (included in dual)
- BSBWRT401 Write complex documents (included in dual)

## Certificate IV Leadership & Management (4 core, 8 elective)

+ units above

### Core

- BSBLDR401 Communicate effectively as a workplace leader
- BSBLDR402 Lead effective workplace relationships
- BSBLDR403 Lead team effectiveness
- BSBMGT402 Implement operational plan

### Electives

- BSBWOR404 Develop work priorities
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBRISK401 Identify risk and apply risk management processes
- BSBLDR404 Lead a diverse workforce
- BSBMGT401 Show leadership in the workplace



# SKILLS FIRST FUNDING

## 100% Government funded \*if eligible

Evidence needed:

Drivers License & Green Medicare Card or Australian/NZ passport)

### **Basic Funding Eligibility Criteria for Certificate IV Level courses with us:**

- Australian citizen or permanent resident
- Not hold a Certificate IV or higher (Unless under 20 at 1st January this year)
- Not have enrolled in more than 2 other funded courses this year
- Not have enrolled in 2 other funded Cert IV in your lifetime (even if you did not complete the course)
- Cannot be enrolled in high school, but university is fine
- Other conditions or exemptions may apply

You may be eligible for a Victorian government-subsidised place through the Skills First Program we are contracted to deliver. Course fees & costs depend on whether you are eligible for a government subsidy with funding made available by the Victorian & Commonwealth governments. To check your individual eligibility or if you want further course information, please call or email Serve It Up's head office.

When your enrolment is confirmed, your course will be reported to the government and this will count towards your funded places. If you decide you do not want to continue, please inform us prior to your second session so we can cancel your enrolment.

Using your government funding entitlement to enrol in our courses (regardless of whether you complete) will affect your ability to access future Skills First funding.

For further information, refer to the statement of fees and charges that can be found on our website [www.serveitup.com.au](http://www.serveitup.com.au). Payment plans are available for full fee paying students.



# COURSE DETAILS

12 FACE-TO-FACE SESSIONS +  
WORKPLACE PRACTICE +  
WORKPLACE ASSESSOR VISITS

\*Average duration 6-12 months

## TRAINEESHIP

### SIT30616 CERTIFICATE III HOSPITALITY

**FEES:** CONCESSION/JOB TRAINER: \$340, SKILLS FIRST FUNDED: \$1700, FULL-FEE \$5,500

**EMPLOYER INCENTIVES:** PART-TIME EMPLOYEE \$1,500 - FULL-TIME EMPLOYEE \$4,000

#### Course includes:

- RSA - Responsible service of Alcohol
- RSF - Food Handlers Certificate
- Barista - Espresso coffee making
- Cocktail making
- Bar & Speed service
- Food & Beverage Service

- Basic beer & wine knowledge
- Customer Service
- Coaching
- WHS

\* Refer to our website for a full list of units and a more detailed brochure.

#### Duration & Delivery

This course is delivered in a number of different ways as noted in the course menu. Duration will differ depending on delivery mode and the individuals progress. Assessments are completed online via Canvas our learning management system, in addition there will be practical observations of your skills in the classroom.

#### Course Overview

This course is designed for front-line workers in the hospitality industry. To complete the course as a traineeship you must be employed full-time or part-time in a hospitality workplace.

You will complete practical and theory classes with a workplace trainer and then be given time to practice these skills in your workplace.

#### Job Roles

This qualification provides a pathway to work in hospitality organisations such as restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

#### Entry requirements and pathways

You may enter the Certificate III in Hospitality (Traineeship) without a lower level qualification, but as a trainee you need to be a part-time or full-time employee. To be a trainee you will need to be employed and have signed up as a trainee with an Apprenticeship Network Provider. Please refer to the Traineeship section in our student handbook found on our website for further information or contact Serve It Up's head office.

You will need to complete a Pre-Training review and Language, Literacy and Numeracy (LLN) assessment prior to undertaking the course to ensure this level qualification suits you. You must be over the age of 18 to be serving alcohol. After achieving the Certificate III in Hospitality you could progress to a Certificate IV in Hospitality and/or Leadership and Management, also offered at Serve It Up.

*\*Course requires 5 hours of self-paced learning weekly + online assessments + 36 practical service periods.*





# FURTHER INFORMATION

## **Student Handbook**

View our student handbook on our website for information about; your rights & obligations, fees, payment terms, cancellations, refunds, complaints, support services and much more.

## **Recognition of Prior Learning (RPL)**

You can ask for your relevant existing skills, qualifications and experience to be assessed and taken into account when your level of competency is being assessed. There will be a cost associated, refer to our statement of fees and charges. RPL is not covered by government funding.

## **Credit Transfer (CT)**

If you have previously completed any of the units that feature in your Serve It Up course, we can give you credit and you will not have to repeat the unit. There is no associated cost but you will need to complete a credit transfer application. If you have your RSA (provide a certificate of the unit SITHFAB002 and the VCGLR certificate) or RSF certificate please bring this to your first class and we will issue a credit transfer.

## **Support Services**

We have educational support services available to meet the needs of many different students. This includes specialists that can provide one-on-one support. If you think you require additional support please let us know at enrolment. Or, if during the course you find you need extra help, please talk to your trainer or the office and we will work with you to find the best support options.

We recommend that once students have attended all the required sessions they schedule a one-on-one with our Student Support Officer to assist with completing any outstanding assessments.

## **Referrals**

Third parties may be used to refer students to this course. Registered third parties include Hospo HR, Job Start Australia Recruitment, Accommodation Association Australia. Third parties cannot confirm enrolment or pre-training reviews or conduct any training or assessment; this is always completed by Serve It Up. If you would like to check their credentials or make a complaint please call the head office on 1300 555 748.

SERVE IT UP

RTO No. 22542

[www.serveitup.com.au](http://www.serveitup.com.au)

[info@serveitup.com.au](mailto:info@serveitup.com.au)

1300 555 748

Training Location: 39/617-643 Spencer Street, West Melbourne, 3003

