

HOSPITALITY COURSE MENU

NEW CLASSES
STARTING EVERY WEEK!

***GOVERNMENT FUNDING
AVAILABLE**



SKILL SETS SHORT COURSES

YOU MAY BE ELIGIBLE FOR SKILLS FIRST FUNDING AND OTHER INITIATIVES.
DETAILED FUNDING AND FEE INFORMATION IS AVAILABLE [HERE](#).

SITSS00055

RESPONSIBLE SERVICE OF ALCOHOL

**MORE
INFORMATION**



SITSS00051

FOOD SAFETY SUPERVISION

FOOD HANDLERS' CERTIFICATE*

+

FOOD SAFETY SUPERVISOR* CERTIFICATE

**MORE
INFORMATION**



EACH UNIT CAN BE COMPLETED
INDIVIDUALLY IF REQUESTED

SITSS00048

ESPRESSO MACHINE OPERATION

**MORE
INFORMATION**





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

BSB40520 CERTIFICATE IV LEADERSHIP & MANAGEMENT

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

BSB40520 CERTIFICATE IV LEADERSHIP & MANAGEMENT (SUPERSEDED)

15 CLASSES
5 HRS WEEKLY +
WORK EXPERIENCE

*Average duration 8-12 months

**All courses require 10 -15 hours of self-paced learning weekly + online assessments + 36 practical service periods.
Serve It Up can't guarantee employment, but we can assist in helping you find work!*



COURSE DETAILS

SIT40416

CERTIFICATE IV HOSPITALITY

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

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)
- Work health & safety
- Finance & budgeting

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.

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.

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



COURSE DETAILS

DUAL QUALIFICATION

SIT40416 CERTIFICATE IV HOSPITALITY

**BSB40520 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.

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*

SIT40416 Certificate IV Hospitality (9 core, 12 elective)

CORE

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

ELECTIVES

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

BSB40520 Certificate IV Leadership & Management (5 core, 7 elective)

CORE

- BSBXCMM401** Apply communication strategies in the workplace
- BSBXTW401** Lead and facilitate a team
- BSBLDR413** Lead effective workplace relationships
- BSBOPS402** Coordinate business operational plans
- BSBLDR411** Demonstrate leadership in the workplace

ELECTIVES

- BSBLDR412** Communicate effectively as a workplace leader
- BSBLDR414** Lead team effectiveness
- BSBPEF401** Manage personal health and wellbeing
- BSBPEF402** Develop personal work priorities
- BSBWHS411** Implement and monitor WHS policies, procedures and programs
- BSBOPS403** Apply business risk management processes
- BSBCMM412** Lead difficult conversations

Units are clustered for more streamlined delivery and assessment. You will be provided with a timetable showing a delivery structure in your information and enrolment session.

FURTHER INFORMATION



Fees and funding

Skills Sets and AQF Qualifications may have access to Skills First Funding and Job Trainer. For full details on funding, eligibility, and our fee structures, scan the QR code or click [here](#).



Using a funded place can affect your access to future funding.

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 Food Handlers 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

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