



The Full Serve

SIT40422 Certificate IV Hospitality



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Course overview

This course will teach you the key skills required to get work in the hospitality industry, plus the skills and knowledge you need to accelerate your career and be promoted to supervisory positions such as a hospitality manager. This course can increase your long-term employability by 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.

Where you can work

This course will enable participants to gain the skills and knowledge to work in the areas of coffee service within:

- Cafes
- Restaurants
- Bars
- Pubs & Clubs
- Hotels

Tuition Fees

Skills First Funded \$0 - No cost

Fee for Service \$ 2,000

Delivery and duration

Blended Model

- 10 face-to-face practical classes - one per week, 5 hours each
- Online theory and assessment through Canvas, our Learning Management System (LMS)
- 36 Service Periods in a workplace (up to 7 can be completed in our class simulations)
- Up to 10 hours of self-paced learning per week
- Average course duration is 7 months

Intensive Model

- 2 weeks full-time classes
- 36 x service periods in a workplace
- Final skills review post work experience
- Self-paced learning - an average of 10 hours per week
- Average duration 4 months

Topics covered

This course will give students the skills and knowledge to:

- RSA - Responsible service of alcohol
- Food handling certificate
- Barista - espresso coffee making
- Cocktail making
- Bar & speed service
- Beer & wine knowledge
- Food & beverage service
- Hospitality industry knowledge
- Customer service
- Coaching
- Leadership
- Management
- Work health & safety
- Rostering & Budgeting

Assessment

The assessment model is a combination of:

- Observation of performance and simulated service
- Log book of shifts
- Oral questioning
- Theory questions; including short answers, matching questions, multiple choice and case studies.



Units of competency

9 CORE Units

SITHIND008 Work effectively in hospitality service (36 Service Periods in a workplace)
SITXCCS015 Enhance customer service experiences
SITXCOM010 Manage conflict
SITXFIN009 Manage finances within a budget
SITXHRM007 Coach others in job skills
SITXHRM008 Roster staff
SITXHRM009 Lead and manage people
SITXMGT004 Monitor work operations
SITXWHS007 Implement and monitor work health and safety practice

12 ELECTIVES UNITS

SITXFSA005 Use hygienic practices for food safety (Pre-requisite for other units)
SITHFAB021 Provide responsible service of alcohol (Pre-requisite for other units)
SITHFAB023 Operate a bar
SITHFAB030 Prepare and serve cocktails
SITHFAB024 Prepare and serve non-alcoholic beverages
SITXFIN007 Process financial transactions
SITHFAB022 Clean and tidy bar areas
SITHFAB025 Prepare and serve espresso coffee
SITHFAB027 Serve food and beverage
SITHFAB034 Provide table service of food and beverage
SITHIND006 Source and use information on the hospitality industry
SITXCCS016 Develop and manage quality customer service practices



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.

Entry requirements & 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.
- Access to a computer and the internet
- Digital skills to complete online assessments, upload, use a point of sale, use excel
- Over 18 - course includes alcohol
- Complete a language, literacy and numeracy assessment as part of enrolment to ensure they are capable of completing course requirements
- After completing this qualification students may complete a Diploma of Hospitality Management, this is not provided by SIU.



Further Information

Fees and Funding

This training is delivered with Victorian and Commonwealth Government funding. 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 and appeals, support services and much more.

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.

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.

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.

Referrals

Third parties may be used to refer students to this course. Registered third parties are listed on our website. 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.

