

# High-level Training for a High Class Industry

## Certificate IV in Hospitality SIT40307



Do you see yourself as a leader? Learn the skills and knowledge to effectively supervise and lead a team of people in the dynamic and fast paced hospitality industry.

Individuals with this qualification are able to perform:

- Supervising the operation of a bar or restaurant.
- Supervising activities of a front desk or reception.
- Supervising concierge services.

**Course includes:** This course consists of 26 units (14 core units and 12 electives from the SIT40307 package).

Core Units (Compulsory)	Unit Code
■ Provide and coordinate hospitality service	SITHIND003A
■ Develop and update hospitality industry knowledge	SITHIND001A
■ Provide quality customer service	SITXCCS002A
■ Work with colleagues and customers	SITXCOM001A
■ Work in a socially diverse environment	SITXCOM002A
■ Deal with conflict situations	SITXCOM003A
■ Interpret financial information	SITXCOM004A
■ Coach others in job skills	SITXHRM001A
■ Lead and manage people	SITXHRM005A
■ Receive and store stock	SITXINV001A
■ Control and order stock	SITXINV002A
■ Monitor work operations	SITXMGT001A
■ Follow health, safety and security procedures	SITXOHS001B
■ Follow workplace hygiene procedures	SITXOHS002A
■ Implement and monitor workplace health, safety and security procedures	SITXOHS004A

**Outcome:** Certificate IV in Hospitality.

**Recognition:** You can receive recognition for your previous study, work experience and existing skills. This may mean credit is given towards this qualification. Any identified training gaps can be addressed through individual coaching and/or participation in workshops.

**When:** You can enrol and start at any time. We will work with you to determine a training and assessment plan that best suits your needs.

**Where:** At your workplace, or workshops are available at the Burnie, Devonport, Launceston or Hobart training facility.

**Cost:** \$3,800 per person. Fees are inclusive of workshops, workplace visits, coaching, assessment, text books and learning materials. Government funding is available for eligible employees – please ask us for more information.

**For further information please contact:**

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**The Total Training Package**  
**1300 655 307**