



Certificate IV in Hospitality

SIT40307 Certificate IV in Hospitality

Course Overview

This qualification will provide the skills and knowledge to operate independently and with discretion while leading a team in a range of hospitality settings. Individuals that undertake this training will become highly knowledgeable of their specialist area, including food and beverages, accommodation and front office supervision. They will learn to operate independently, make judgements and use discretion in situations requiring these skills. This will enable these individuals the opportunity to provide technical advice and support while leading a team. These skills can be applied in a range of hospitality settings including restaurants, hotels, motels, clubs, pubs, cafes and coffee shops.

An initial induction into the program is provided at the time of enrolment when IPS Institute will assess and recognise existing skills the participant may possess. This enables them to receive advanced-standing in the program and allows IPS Institute to focus on the skills

they need to develop.

A coach is allocated to the participant and is available on-line or by phone Monday to Friday during working hours. Assessments are completed and submitted on-line to our qualified assessors who provide feedback in a timely manner.

This development program is offered through our on-line e-learning platform. This means the participant can undertake learning activities at a time convenient to workplace demands without having to leave the work site to attend workshops.

All that is required is access to a computer and the internet. IPS Institute also has experience in consulting to determine blended delivery methods where applicable.

Suitable for:

- Food and beverage supervisor
- Front Office Supervisor
- Concierge
- Butler



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Total Number of Units Required for Qualification – 26

14 Core Units Required:

- Provide and coordinate hospitality service
- Provide quality customer service
- Work with colleagues and customers
- Work in a socially diverse environment
- Deal with conflict situations
- Interpret financial information
- Coach others in job skills
- Lead and manage people
- Receive and store stock
- Control and order stock
- Monitor work operations
- Follow health, safety and security procedures
- Follow workplace hygiene procedures
- Implement and monitor workplace health, safety and security procedures.

In addition, 12 elective units:

- A minimum of 8 elective units must be selected from the attached list
- The remaining 4 units may be selected from any hospitality or business units IPS Institute offers.
- A maximum of 1 Languages other than English unit may be counted as an elective.

For this qualification, it is suggested to specialise in one of the following areas:

Specialisation A - Front Office Supervisor
Specialisation B - Accommodation Services
Specialisation C - Food and beverage

A list of the electives for each specialisation can be obtained by contacting IPS Institute.

Enrolment and Enquiries

Time required to complete the qualification: 2 years full-time or up to 4 years part-time.
Average time to complete: 12 months full time employed

This qualification is nationally recognised and portable throughout Australia. Federal government incentives of up to \$4,000.00 per participant may apply subject to meeting eligibility criteria and completion of qualifications.

Contact IPS Institute to organise enrolment today

Phone: (07) 3841 8011

Email: info@ipspeople.com

Website: www.ipspeople.com