



# Certificate IV in Hospitality

State ID: AZV8

## About this course

### Do you want a career that could take you all over the world?

When you complete the Certificate IV in Hospitality you'll be able to work as a **hospitality supervisor or team leader**.

You will gain the knowledge and skills to work and supervise effectively in the hospitality industry, holding a leadership role in the responsible service of alcohol, financial management, budget control, and enhanced customer service.

Skilled and experienced hospitality workers are in demand and a wide range of employment opportunities will be open to you.

### Gain these skills

- Implementation of work, health and safety practices
- Management of budget
- Enhanced customer service
- Hygiene practices

### Is this course right for me?

I have the following attributes:

- Able to work in dynamic, fast paced environments
- Able to identify and solve problems
- Flexible, motivated and enthusiastic
- Outgoing and welcoming personality
- Able to work well in a team

## Details

### Semester 1, 2020

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#### Joondalup (Kendrew Crescent) - On Campus



Duration: **2 Semester/s**



When: **Semester 1, 2020**



How: **On campus**

## Units

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### Core

National ID	Unit Title
BSBDIV501	Manage diversity in the workplace
SITHIND004	Work effectively in hospitality service
SITXCCS007	Enhance customer service experiences
SITXCOM005	Manage conflict
SITXFIN003	Manage finances within a budget
SITXHRM001	Coach others in job skills
SITXHRM003	Lead and manage people
SITXMGT001	Monitor work operations
SITXWHS003	Implement and monitor work health and safety practices

### Elective

National ID	Unit Title
SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar
SITHFAB004	Prepare and serve non-alcoholic beverages

National ID	Unit Title
SITHFAB005	Prepare and serve espresso coffee
SITHFAB007	Serve food and beverage
SITHFAB009	Conduct a product tasting for alcoholic beverages
SITHFAB010	Prepare and serve cocktails
SITHFAB012	Provide advice on Australian wines
SITHFAB014	Provide table service of food and beverage
SITHFAB016	Provide advice on food
SITXFIN002	Interpret financial information
SITXFSA001	Use hygienic practices for food safety

## Entrance requirements

School Leaver	Non-School Leaver	AQF
C Grades in Year 11 WACE General English, and OLNA; or NAPLAN 9 Band 8	C Grades in Year 11 English and Maths or equivalent	Certificate II or Certificate III

## Job opportunities



[Front Office Manager \(Hotel\)](#) | [Head Housekeeper](#) | [Head Porter \(Hotel\)](#) | [Hotel Concierge](#) | [Hotel Office Manager](#) | [Hotel Service Supervisor](#)

Other job titles may include:

- Supervisor | Team Leader (Bar, Housekeeping, Food & Beverage)
- Duty Manager
- Shift Manager

*Please note this list should be used as a guide only as job titles and qualification requirements may vary between organisations.*

## Fees and charges

View our [Indicative Fees list](#)

### Local full time students

Course fees are made up of two components, tuition fees and resource fees.

**Tuition fees** are determined by multiplying the course fee rate by the nominal hours, which is the number of hours in which an average student could be expected to complete each unit. They are not the hours of training or instruction.

**Resource fees** are charges for material that are essential to a course or unit, and are purchased by NMT to be used by students during the course.

Fees may vary depending on the units you are enrolled in so an approximate amount has been shown. You will be given the exact amount of your fees at enrolment. Part time student fees will vary depending on the number of units you are enrolled in.

Please note, you may also need to buy textbooks or equipment for your course.

### **International Students**

Check [TAFE International WA](#) to confirm this course is available to international students. You will pay your tuition fees to TIWA.

**Please note, fees are subject to change.**