

# Course Outline

## SIT40616 Certificate IV in Hospitality



CRICOS Course Code - 096545F

<b>Provider</b>	Clinton Education Pty Ltd trading as Clinton Institute
<b>RTO Code</b>	41597
<b>CRICOS Code</b>	03540C
<b>Delivery Mode</b>	Primarily classroom based with a compulsory work placement component.
<b>Course Duration</b>	This qualification will be delivered over 54 weeks, including 2 semesters and 12 weeks of holidays.
<b>Course Structure</b>	The Certificate IV in Hospitality requires the completion of 9 core units and 12 elective units. Electives for this qualification have been chosen by the Clinton Institute to ensure that students achieve a broad range of skills and knowledge in hospitality areas.
<b>Career Outcomes</b>	Students who complete this course may be able to seek to pursue a career as a manager or to enter a new industry sector.
<b>Education Pathways</b>	Students who complete this course may wish to further their study in a range of Diploma qualifications, as well as higher education qualifications in hospitality, business or management.

### Units

To complete this qualification students must complete all 8 elective units listed below

Manage workplace	SITXHRM002 Roster staff	Core
	SITXHRM001 Coach others in job skills	Core
	SITHIND001 Use hygienic practices for hospitality service	Elective Group A
	BSBDIV501 Manage diversity in the workplace	Elective
Information and communications technology	BSBITU301 Create and use databases	Elective Group B
	BSBITU306 Design and produce business documents	Elective Group B
	BSBITU402 Develop and use complex spreadsheets	Elective Group B
Finance	BSBFIA301 Maintain financial records	Elective Group B
	SITXFIN004 Prepare and monitor budgets	Imported Elective
	SITXFIN002 Interpret financial information	Elective Group B
	SITXFIN003 Manage finances within a budget	Core
Working in industry	SITHIND002 Source and use information on the hospitality industry	Elective Group B
	SITEEVT001 Source and use information on the events industry	Elective Group B
Hospitality operations	SITHIND004 Work effectively in hospitality service	Core
	SITXHRM003 Lead and manage people	Core
	SITXMGT001 Monitor work operations	Core
Quality customer service	SITXCCS007 Enhance customer service experiences	Core
	SITXCCS008 Develop and manage quality customer service practices	Imported Elective
	SITXCOM005 Manage conflict	Core
Workplace health	SITXWHS002 Identify hazards, assess and control safety risks	Elective

Clinton Education Pty. Ltd. T/as Clinton Institute

RTOID: 41597 CRICOS Provider Code: 03540C

Melbourne Campus: 1101/343 Little Collins Street, Melbourne, Victoria, 3000 | Phone: +61 03 83942064  
Hobart Campus: Ground Level, 232-242 Liverpool Street, Hobart, Tasmania, 7000 | Phone: +61 03 6135 4390

SC6.1-2- Course Outline SIT40416 Certificate IV in Hospitality V1.1 Page 1

# Course Outline

## SIT40616 Certificate IV in Hospitality



CRICOS Course Code - 096545F

and safety	SITXWHS003 Implement and monitor work health and safety practices	Core							
Training Arrangements	<p>Students attend 20 hours of class per week for the first 6 weeks and 16 hours of class for the subsequent 36 weeks where they are also attending 4 hours of work placement per week.</p> <p>Students are also required to undertake 5-10 hours of homework as well. Homework may involve students reading their text books, class materials, discussing their work with their trainer/assessor and/or other students and completing assessment tasks that are not done in class such as projects or doing independent research into topics being covered as part of their course.</p> <p>During weeks 7 - 42 students attend work placement for 4 hours per week and are therefore required to attend less class (class time is only 16 hours a week for final 36 weeks).</p> <p>During the work placement hours students are required to complete 36 complete service shifts to satisfy the assessment requirement of SITHIND004 Work effectively in hospitality service, as well as workplace based projects and participate in two workplace visits where Clinton Institute will attend the workplace to conduct observation based assessments.</p> <p>Students are required to attend one of the following session times:</p> <ul style="list-style-type: none"><li>Monday and Tuesday from 8:00am – 4:30pm and Friday from 4:30pm - 8.30pm (Melbourne Campus)</li><li>Monday and Tuesday from 9:00am – 6:00pm and Wednesday from 9:00am – 1:30pm (Hobart Campus)</li></ul>								
Classes	Class sessions are held in fully equipped classrooms and a simulated work environment. Students will be provided with a recommended textbook for learning and activities and will have access to computers for independent study and research.								
Work placement	<p>The work placement component of this course allows students to acquire skills in their choice of hospitality setting according to their interests or preferences (e.g. bar, café, restaurant, hotel, casino etc.), contributing to supporting the vocational outcomes Clinton Institute intends to provide for this course.</p> <p>Work placement is a valuable and compulsory requirement of this course. All students are required to complete tasks in a practical work environment in order to be deemed competent in various units from the qualification.</p> <p>The following clusters have assessment tasks to be completed in the workplace as follows:</p> <table><tr><td rowspan="3">Hospitality operations</td><td>SITHIND004 Work effectively in hospitality service</td></tr><tr><td>SITXHRM003 Lead and manage people</td></tr><tr><td>SITXMGT001 Monitor work operations</td></tr><tr><td rowspan="2">Quality customer service</td><td>SITXCCS007 Enhance customer service experiences</td></tr><tr><td>SITXCCS008 Develop and manage quality customer</td></tr></table>		Hospitality operations	SITHIND004 Work effectively in hospitality service	SITXHRM003 Lead and manage people	SITXMGT001 Monitor work operations	Quality customer service	SITXCCS007 Enhance customer service experiences	SITXCCS008 Develop and manage quality customer
Hospitality operations	SITHIND004 Work effectively in hospitality service								
	SITXHRM003 Lead and manage people								
	SITXMGT001 Monitor work operations								
Quality customer service	SITXCCS007 Enhance customer service experiences								
	SITXCCS008 Develop and manage quality customer								

Clinton Education Pty. Ltd. T/as Clinton Institute

RTOID: 41597 CRICOS Provider Code: 03540C

Melbourne Campus: 1101/343 Little Collins Street, Melbourne, Victoria, 3000 | Phone: +61 03 83942064  
Hobart Campus: Ground Level, 232-242 Liverpool Street, Hobart, Tasmania, 7000 | Phone: +61 03 6135 4390  
SC6.1-2- Course Outline SIT40416 Certificate IV in Hospitality V1.1 Page 2

# Course Outline

## SIT40616 Certificate IV in Hospitality



CRICOS Course Code - 096545F

service practices

SITXCOM005 Manage conflict

Each student will be required to complete 36 service periods of (4hr shifts) within this course.

During this time they will need to:

- Lead and manage a team throughout a service period, monitor and respond to service issues and complete staffing documentation.
- Complete 36 service periods of work (and log this in their assessment)
- Gather written feedback and confirmation of skills in the supervisor report from their workplace supervisor

They will also need to do the following while being observed in the workplace by their assessor (at a workplace visit)

- demonstrate technical skills and provide hospitality service to customers
- lead, manage and monitor team performance
- Interact with customers
- confirm their knowledge about workplace requirements
- demonstrate how customer complaints are resolved

### Sourcing work placement

Students are required to take a proactive approach in sourcing their own work placement and must ensure the placement provider completes the *Work placement Agreement Form*. All work placement agreements are subject to approval by Clinton Institute who will verify the workplace has appropriate equipment, facilities and resources to support the student throughout their placement.

Clinton Institute may assist the students to obtain a host workplace through contacting their industry networks, providing students with tips and hints about resume writing, interview skills, searching available opportunities and approaching potential workplaces. This assistance is conducted by the Director of Studies having informal conversations and meetings with students who express interest in this student support service.

### Workplace visits

The trainer/assessor will visit each student in their workplace 2 times throughout the course at weeks 27-31 and weeks 32-36 for the trainer/assessor to complete workplace observations. The work placement provider must allow the trainer/assessor access to the hospitality venue and allow the student the appropriate time away from other duties to be assessed. The trainer/assessor, student and host workplace supervisor must all agree on the date and time each visit will occur. This will ensure that the trainer/assessor is visiting the hospitality venue at a time when the student can be assessed conducting the relevant tasks at a time that is convenient for the venue.

### Monitoring calls

Clinton Institute will conduct monitoring calls to ensure the student is attending work placement as scheduled and progressing through their course requirements. This will take the form of a 10-15 minute call with from Clinton Institute's trainer/assessor to the

Clinton Education Pty. Ltd. T/as Clinton Institute

RTOID: 41597 CRICOS Provider Code: 03540C

Melbourne Campus: 1101/343 Little Collins Street, Melbourne, Victoria, 3000 | Phone: +61 03 83942064  
Hobart Campus: Ground Level, 232-242 Liverpool Street, Hobart, Tasmania, 7000 | Phone: +61 03 6135 4390  
SC6.1-2- Course Outline SIT40416 Certificate IV in Hospitality V1.1 Page 3

# Course Outline

## SIT40616 Certificate IV in Hospitality



CRICOS Course Code - 096545F

	<p>student's workplace supervisor every two weeks. There will be approximately 20 of these monitoring calls throughout each student's work placement.</p>
<p><b>Entry Requirements and Selection Process</b></p>	<p>There are no pre-requisites for this qualification or any of the units of competency contained within it.</p> <p>Clinton Institute only plans to make this course available for international students therefore all students will need to apply for and gain visa with study right in order to enroll in the course.</p> <p>Clinton Institute requires that students are able to provide evidence that they</p> <ul style="list-style-type: none"> <li>• are at least 18 years of age</li> <li>• have completed at least the equivalent of Year 11.</li> <li>• Are able to provide evidence of an IELTS score of 5.5 or equivalent<sup>1</sup> (test results must be no more than 3 years old) <u>OR</u> be able to provide any of the following evidence of English Language competence <ul style="list-style-type: none"> <li>○ that they were educated for 2 years in an English speaking country.</li> <li>○ that they have successfully completed at least 6 months of Certificate III level course or equivalent in English Language.</li> <li>○ that they are able to provide evidence of that they have successfully completed their Year 12 or equivalent in English Language</li> <li>○ that they are able to provide evidence of that they have successfully completed their tertiary education in English Language</li> <li>○ that they have successfully completed the Clinton Institute Language Literacy Numeracy Assessment.</li> </ul> </li> </ul>
<p><b>Additional Support</b></p>	<p>All students will be provided with a range of learning support options and resources to help them achieve competency. This may include:</p> <ul style="list-style-type: none"> <li>• Mentoring from trainers.</li> <li>• Additional classes, tutorials and workshops.</li> <li>• Online support and exercises for some courses.</li> <li>• Computer and technology support.</li> <li>• Referral to external support services.</li> </ul> <p>Clinton Institute will provide additional support for any students experiencing:</p> <ul style="list-style-type: none"> <li>• Disability and access issues;</li> <li>• Language barriers;</li> <li>• Language, literacy and numeracy issues;</li> <li>• Employment issues; and/or</li> <li>• Any other issues that may affect their ability to achieve their training goals.</li> </ul> <p>Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.</p> <p>Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options</p>

<sup>1</sup>Details of acceptable IELTS equivalency are available here: <https://secure.vec.bc.ca/toefl-equivalency-table.cfm>

# Course Outline

## SIT40616 Certificate IV in Hospitality



CRICOS Course Code - 096545F

	<p>and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.</p> <p>Note that for international students satisfactory course progress is required in order to meet visa requirements. More information can be found in the International Student Handbook that also includes information on the specific support that is available to international students. Students who are identified as being at risk of not meeting course progress requirements will be provided with additional support as recorded in an intervention strategy. Students are also required to maintain satisfactory attendance to meet their visa requirements.</p>
<b>Assessment Arrangements</b>	<p>Assessment methods used for this qualification will provide a range of ways for individuals to demonstrate that they have met the required outcomes including:</p> <ul style="list-style-type: none"> <li>• Projects</li> <li>• Presentations</li> <li>• Report writing</li> <li>• Observations</li> <li>• Questioning (oral or written)</li> </ul> <p>More information about assessment will be provided via detailed instruction and documentation at the commencement of each new unit of competency. Assessment policies and procedures are outlined in the student handbook.</p>
<b>Costs</b>	<p>The costs of the course including all equipment required for training and assessment in AUD.</p> <ul style="list-style-type: none"> <li>• Total tuition fees: \$11,000</li> <li>• Application fee: \$ 200 (Offshore student only)</li> <li>• Enrolment fee: \$250</li> <li>• Material fee: <ul style="list-style-type: none"> <li>• \$200 per semester for Melbourne Campus</li> <li>• \$300 per semester for Hobart Campus</li> </ul> </li> <li>• Security pass deposit: \$100, which is a refundable deposit for the building security pass, this \$100 will be refunded upon return of the security pass at your final class.</li> </ul> <p>This amount does not include tax as there is no tax applicable for nationally recognized training in Australia.</p> <p>Students can choose to pay the total course fees via a payment plan.</p> <p>Payment plan*:</p> <ul style="list-style-type: none"> <li>• Upfront deposit fee \$2750 + Non-tuition fee</li> <li>• AUD \$2750 every 3 months throughout course (x 3 payments)</li> </ul> <p>*Non-payment of fees may result in cancellation of enrolment.</p> <p>Student Fees are protected via the Australian Government Tuition Protection Service. For more information, students can visit <a href="https://tps.gov.au/StaticContent/Get/StudentInformation">https://tps.gov.au/StaticContent/Get/StudentInformation</a></p> <p><b>Inclusions</b></p> <p>Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.</p> <ul style="list-style-type: none"> <li>• one copy of a testamur and record of results and/or statement of attainment</li> <li>• a \$100 refundable deposit for their building security pass. Upon completion of the course you must return your security pass to receive a \$100 refund.</li> </ul>

Clinton Education Pty. Ltd. T/as Clinton Institute

RTOID: 41597 CRICOS Provider Code: 03540C

Melbourne Campus: 1101/343 Little Collins Street, Melbourne, Victoria, 3000 | Phone: +61 03 83942064  
Hobart Campus: Ground Level, 232-242 Liverpool Street, Hobart, Tasmania, 7000 | Phone: +61 03 6135 4390  
SC6.1-2- Course Outline SIT40416 Certificate IV in Hospitality V1.1 Page 5

# Course Outline

## SIT40616 Certificate IV in Hospitality



CRICOS Course Code - 096545F

	<p><b>Additional charges apply if students require:</b></p> <ul style="list-style-type: none"> <li>• Additional copies of a student's qualification/record of results and/or statement of attainment. A cost of \$60 per document applies as well as \$25 where international shipping is required.</li> <li>• Text books or any other learning and assessment. A fee of \$150 per text book or \$20 per printed document applies if required.</li> <li>• Printing costs as may be required to complete assessments. Students may print and copy on campus for a cost of 20c per page; however they may also use other printing facilities.</li> </ul> <p><b>Other costs (not included) to be aware of:</b></p> <p>Please refer to the student handbook for guidance in relation to budgeting and planning</p> <ul style="list-style-type: none"> <li>• Accommodation</li> <li>• Cost of living</li> <li>• Transport, airport transfers and flights</li> <li>• Travel insurance</li> <li>• Overseas Student Health Cover</li> <li>• USB drives that students are required to use to submit their assessments. Students may bring their own or purchase nearby.</li> <li>• Notebooks/pens/laptops* or other general stationary required for students to complete their work.</li> </ul> <p><b>*Please note:</b> Many homework and assessment tasks require access to a computer and the internet and therefore it is recommended students bring or purchase a laptop if possible.</p> <p>If students don't have their own they can use nearby public facilities that are listed for their convenience in the Student Handbook. It is optional for students to bring a laptop to class – some students may choose to do so to keep their notes organised, but where a computer is required for class activities the trainer/assessor will arrange to book the college computers for class sessions.</p>
Course Credit	<p>Students may apply for recognition of existing qualifications or skills, knowledge and experience (recognition, credit transfer or recognition of prior learning) as per the Course Credit Policy.</p> <p>For international students, the granting of course credit will affect your student visa and if course credit is granted following issuance of your Confirmation of Enrolment, you will receive a new Confirmation of Enrolment.</p> <p>In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.</p> <p>You will be advised in writing of the outcome of your Credit Application.</p> <p>For any questions about course credit, please contact us to discuss.</p>
Recognition of Prior Learning	<p>Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.</p> <p>To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.</p> <p>From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.</p> <p>Fees are applicable for Recognition of Prior Learning as follows:</p>

## Course Outline

### SIT40616 Certificate IV in Hospitality



CRICOS Course Code - 096545F

	<p>Fees are applicable for Recognition of Prior Learning as follows:</p> <ul style="list-style-type: none"><li>• \$500– Application fee upon submitting RPL Application form</li><li>• \$400 Per unit of competency that you are applying to RPL</li><li>• \$475 Per unit that you are doing by normal training and assessment</li></ul> <p>Your RPL fees will be calculated based on the number of units you are applying for and there is also an application fee for each application. So please ensure you apply for all of your intended units together to avoid multiple application fees.</p> <p><i>E.g. if you are applying to complete all 21 units included in the Certificate IV in Hospitality by RPL you will need to pay a total of \$10,475 to have your application assessed (regardless of the outcome whether you are granted RPL or not).</i></p> <p>If you are applying for some units by RPL and the remainder by normal training and assessment your fees will be adjusted on a pro-rata basis for the number of units.</p> <p><i>E.g. if you are completing 4 units by RPL and 17 by normal training and assessment you will be charged:</i></p> <ul style="list-style-type: none"><li>• \$500 – RPL Application Fee</li><li>• \$475x 17 - Units that you are doing by training &amp; Assessment</li><li>• \$400 x 4 - Units that you are applying for RPL</li><li>• TOTAL = \$10,175</li></ul> <p>For more information about submitting an application for RPL, contact the head office.</p>
<b>How to apply</b>	To apply on this course you must complete an application form. This can be emailed or posted to you or downloaded from our website.
<b>Contact Details</b>	Call our office on Phone: (+61) 03 8394 2064