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CERTIFICATE IV IN HOSPITALITY

ST40307

ABOUT THE QUALIFICATION

Certificate IV in Hospitality follows on from Certificate III in Hospitality. It is considered to be a qualification for those seeking employment within the Hospitality industry who are grooming themselves for supervisory and managerial roles.

Successful candidates who have completed this course have gone on to work in Resorts, Hotels and other Hospitality related organisations.

These are just a few of the exciting employment outcomes this qualification has enabled candidates to achieve.

This qualification gives you the skills and knowledge required to take the next step in your exciting Hospitality career as well as providing a platform for further study to

QUALIFICATION PATHWAYS

The Certificate IV in Hospitality is the lead up to the Diploma of Hospitality and the Advanced Diploma of Hospitality.

Candidates, who complete units of competency from within these qualifications can, subject to conditions at the time of applying, seek credit against Hospitality courses at many of our leading universities.

Please speak with our Learning & Development Manager if you are interested in

COURSE CONTENT

For this qualification you are required to complete fourteen (14) core units of competency and twelve (12) elective units of competency, making a total of 26 units of competency.

Of your twelve (12) electives, eight (8) must be from specified areas within the Hospitality Training Package.

The remaining four (4) units can be from any other relevant endorsed training package. In all cases, selection of electives must be guided by job outcomes sought, local industry requirements and the level of the qualification.

We will be happy to sit and discuss these options with you prior to you enrolling in

COURSE DURATION

Each person undertaking this qualification brings their own education and skill levels to the table, impacting on the overall time taken to complete their course.

With the on-line web-based learning facilities and trainer support, all Institute of Excellence students have the capacity to complete their training in real-time yet at a pace that is reflective of their learning requirements.



NATIONALLY RECOGNISED
TRAINING



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14 CORE UNITS OF COMPETENCY

- 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 practices

12 CORE UNITS OF COMPETENCY

Twelve (12) units, with at least eight (8) from one or more from the functional areas of the Tourism, Hospitality and Events Training Packages some of these are specified below:

- Accommodation Services
- Administration
- Client and Customer Service
- Commercial Cookery and Catering
- Communication and Teamwork
- Computer Operations and ICT Management
- Environmental Sustainability
- Events
- Finance
- First Aid

Remaining units may be selected from other areas of the Hospitality Training Package or any relevant endorsed Training Package.

Only one language unit, other than English, may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

Where the competencies involve the service of alcohol, the Unit SITH-FAB009A - Provide responsible service of alcohol must be included.

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