

College of Transformation,
Education and Training
Pty Ltd

RTO No. 88213

Certificate IV in Hospitality SIT40416



Contact us

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www.ctet.com.au

This training is subsidised
by the NSW Government.
Please phone to discuss
eligibility.

Australian
Qualifications
Framework



Possible job roles on completion of
study:

- Bar Supervisor or Team Leader
- Concierge
- Duty Manager
- Food and Beverage Supervisor
- Front Office Supervisor
- Shift Manager
- Housekeeping Supervisor or
Team Leader



Hospitality

CTET can offer a variety of methods of training and assessment arrangements. These include:

- Face to face learning in the classroom with supported learning and assessment in the workplace (for those already employed in the Hospitality Industry)
- Face to face learning in the classroom with supported learning and assessment in the a simulated workplace environment or in work experience arrangement (for those who are unemployed or not already employed in the Hospitality Industry)
- Work based Learning and Assessment (for those employed in the Hospitality Industry)



Version 4 August 2020

The Course consists of 21 units

9 Core Units

BSBDIV501 Manage Diversity in the Workplace
SITHIND004 Work Effectively in Hospitality Service
SITXCCS007 Enhance the Customer Service Experience
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

12 Elective Units

CPPCLO3001 Maintain Hard Floors
CPPCLO3004 Maintain Carpeted Floors
SITHFAB005 Prepare and Serve Espresso Coffee
CPPCLO3017 Clean Wet Areas
CPPCLO2019A Sort and Remove Waste and Recyclable Materials
CPPCLO2035A Maintain Cleaning Storage Areas
CPPCLO3016A Wash Furniture and Fittings
SITHACS002 Provide Housekeeping Services to Guests
SITHACS003 Prepare Rooms for Guests
+ 3 units to be chosen



Entry Requirements

There are no entry requirements for this course.

Start dates

Student intake offered as class numbers reach minimum level of enrolments.



Payment Options

Direct debit, Cash, Bank Cheque or Payment Plan

