



Certificate IV in Hospitality

Program Overview

The Certificate IV in Hospitality (RPL) recognises the skills and knowledge of individuals who already have significant vocational experience in the hospitality industry. This qualification reflects the role of skilled operators who use a broad range of hospitality service, sales, or operational skills combined with supervisory capabilities. Learners are expected to plan, monitor, and evaluate the work of team members, often operating with independence and discretion.

Possible Career Opportunities:

- Bar Supervisor / Team Leader
- Concierge
- Duty Supervisor
- Food and Beverage Supervisor / Team Leader
- Forecast / Reservation Analyst (Accommodation Services)
- Front Office Supervisor / Team Leader
- Housekeeping Supervisor / Team Leader
- Gaming Supervisor / Team Leader
- Shift Supervisor

Entry Requirements:

- Completed Year 13 or Pass in Year 12 or
- Work experience in relevant industry sector or
- Met the mature student criteria.

(If above not met, must pass vocational literacy and numeracy test set by OIT.)

Duration & Delivery & Fees:

- 2 to 3 Trimesters
- Blended Delivery: Face-to-Face and online through Moodle
- Total Fees - \$5,500.00

Unit of Competency

Core Units (9)

1. HHO 41 – Work effectively in hospitality service
2. HHO 42 – Enhance customer service experiences
3. HHO 43 – Manage conflict
4. HHO 44 – Manage finances within a budget
5. HHO 45 – Coach others in job skills
6. HHO 46 – Roster staff
7. HHO 47 – Lead and manage people
8. HHO 48 – Monitor work operations
9. HHO 49 – Implement and monitor work health and safety practices

Elective Units (17)

Hygiene

1. HHO 410 – Use hygienic practices for hospitality service
2. HHO 411 – Use hygienic practices for food safety

Hospitality

3. HHO 420 – Clean premises and equipment
4. HHO 421 – Source and use information on the events industry
5. HHO 422 – Prepare and serve non-alcoholic beverages
6. HHO 423 – Provide table service of food and beverage
7. HHO 424 – Prepare and serve espresso coffee
8. HHO 425 – Provide advice on food
9. HHO 426 – Participate in safe food handling practices
10. HHO 427 – Source and use information on the hospitality industry

General Electives

11. HHO 430 – Lead diversity and inclusion
12. HHO 431 – Address protocol requirements
13. HHO 432 – Design and produce business documents
14. HHO 433 – Maintain financial records
15. HHO 434 – Receive, store, and maintain stock
16. HHO 435 – Purchase goods
17. HHO 436 – Identify hazards, assess and control safety risks

For further information, please contact on email info@oit.ac.fj or phone (679) 835 2627 / (679) 672 0123

For enrolment, please visit OIT Namaka Campus, Level 1, Challenge Plaza, Namaka, Nadi or apply online via <https://oit.ac.fj/qualification-application-form/>

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