

AHS Hospitality - Complete Hospitality Training

Canonical: <https://cht.edu.au/success-stories/ahs-hospitality/>

Details:

CHT records a workplace training partnership with ahs hospitality , a guest services and housekeeping provider to the accommodation industry, delivering SIT40422 Certificate IV in Hospitality to senior housekeeping managers and housekeeping professionals.

The challenge, tailored solution and reported outcomes

Our original ahs hospitality case study describes the challenge as developing a tailored leadership and management pathway for housekeeping supervisors and their teams. It says CHT delivered SIT40422 Certificate IV in Hospitality in the workplace, using the actual accommodation setting for practice. The source reports greater educational engagement, upskilling and career pathways, coaching and mentoring, stronger team leadership and a contribution to lower turnover. These are reported qualitative outcomes ; the source does not supply measured baselines, rates or an evaluation date. We therefore do not present them as independently quantified impact or as current workforce figures.

What follows is the substance that is verifiable and transferable: the qualification itself, why its contents map onto running a housekeeping operation, and what an accommodation employer needs to know before commissioning the same program.

The provider is RTO 3722 , whose scope of registration holds 17 current qualifications , 81 current skill sets and 579 current units of competency , every one at the extent "deliver and assess" — so CHT both delivers and makes the assessment judgement across its whole scope. SIT40422 is one of only three qualifications on that scope with CRICOS registration, under provider code 04242E .

The qualification

SIT40422 Certificate IV in Hospitality , from the SIT Tourism, Travel and Hospitality Training Package.

Code	SIT40422
Units	21 — 9 core, 12 elective
Elective structure	1 from Group A (Hygiene), 8 from Group B (Hospitality), 3 from Group B, Group C, elsewhere in SIT, or any other current training package or accredited course
Supersedes	SIT40416 — not equivalent
CRICOS	116358F, one of only three of our courses with CRICOS registration
Delivery states	All eight states and territories on our own delivery information
End date on scope	30 June 2032

AQF volume of learning	Certificate IV: typically 0.5 to 2 years , and it must be sufficient for a graduate to achieve the learning outcomes
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The "not equivalent" flag on SIT40416 matters for an employer with long-serving staff. Someone who completed the 2016 code has a completed qualification, but it is not automatically treated as the current one. Transition and teach-out obligations apply, and a gap assessment may be needed.

The volume-of-learning band is worth knowing before a program is compressed to suit an operational calendar. The regulator names "accelerating or shortening training without allowing students sufficient time for skill development and knowledge application" as a risk, so a Certificate IV delivered far below its band invites a question rather than a compliment.

The roles the qualification is actually built for

The qualification's own descriptor names the job roles it targets, and housekeeping supervisor or team leader is one of them . That is the most direct evidence available that this program was matched to the work rather than chosen for convenience.

The descriptor frames the level as skilled operators using supervisory skills and a sound knowledge of industry operations to plan, monitor and evaluate the work of team members , and names: bar supervisor or team leader; concierge; duty manager; food and beverage supervisor or team leader; front office supervisor or team leader; housekeeping supervisor or team leader ; gaming supervisor or team leader; and shift manager.

For an accommodation operator that list is also a map of lateral movement. The same qualification that certifies a housekeeping supervisor is the one that certifies a front office or duty manager, which is why it travels well inside a hotel group.

Why this qualification suits housekeeping supervision

Certificate IV is the supervision qualification rather than a larger Certificate III, and the reason sits in its core. Three of the nine core units are human resources units.

Code	Title	
SITHIND008	Work effectively in hospitality service	
SITXCCS015	Enhance customer service experiences	
SITXCOM010	Manage conflict	
SITXFIN009	Manage finances within a budget	
SITXHRM007	Coach others in job skills	HR
SITXHRM008	Roster staff	HR
SITXHRM009	Lead and manage people	HR
SITXMGT004	Monitor work operations	
SITXWHS007	Implement and monitor work health and safety practices	

For a housekeeping operation, rostering and leading people are the daily work, not an occasional task. The assessment requirements bear that out.

SITXHRM008 Roster staff

Four elements: develop staff rosters, present and communicate them, maintain rostering records, and evaluate rosters. The compliance hook is in the first element — rosters must be developed according to relevant industrial agreements, other considerations and wage budgets. A roster that breaches the award is not a competent roster. The unit also requires maximising operational and service efficiency while minimising wage cost, rostering teams with a complementary skills mix, accounting for social and cultural considerations, and consulting colleagues for input. See rostering and time management.

SITXHRM009 Lead and manage people

Three elements: model high standards of performance and behaviour; develop team commitment and cooperation; manage team performance. The performance evidence requires leading and managing individual or team performance using at least four of seven leadership roles — decision making, delegation of tasks, information provision, monitoring performance, provision of feedback, motivation through recognition and rewards, and planning and organising. It also requires seeking and responding to feedback from team members on at least two occasions, on the allocation or performance of work, the effectiveness of communication, or efficiency and deficiency in workplace practices.

That last requirement is the one that changes behaviour. It is not enough to direct a team; the candidate has to solicit feedback and act on it. See managing and motivating a hospitality team.

SITXHRM007 Coach others in job skills

Requires on-the-job coaching with two different colleagues, in each case addressing identified performance problems and rectifying or referring them, and evaluating performance with constructive feedback. Coaching must be completed within commercial time constraints and apply the key principles of training: explanation, demonstration, review, listening to the trainee's explanation, observing and evaluating their demonstration, and giving feedback. The unit names the performance problems it expects candidates to handle, including language or cultural barriers, shyness or lack of confidence, insufficient opportunity to practise, and inappropriate circumstances for coaching.

For a workforce where English may not be a first language, that is directly relevant content rather than generic management theory.

SITXMGT004 Monitor work operations

Requires planning and organising workflow for a team operation accounting for at least six contingencies from a defined list: delays and time difficulties, difficult customer service situations, equipment breakdown or technical failure, financial resources, staffing levels and skill profiles, rostering requirements, staff performance, procedural requirements, and product development and marketing. Knowledge includes delegation principles, quality assurance, time management, and industrial or legislative issues affecting short-term work organisation.

SITXCOM010 Manage conflict

Requires resolving escalated customer complaints or disputes in at least three defined situations, and resolving team member disputes in at least two. The team-dispute list includes disputes among colleagues, a drug or alcohol-affected person, lack of competence, and job duties or rosters — which is the explicit link between the rostering unit and the conflict unit. Rosters cause disputes, and the qualification treats that as a competency rather than an accident.

SITXWHS007 Implement and monitor work health and safety practices

Six elements: provide information on health, safety and security and make it readily accessible; monitor safe work practices and take prompt action on non-compliance; coordinate consultative arrangements so staff can contribute their views; implement and monitor scheduled hazard identification and risk assessment; coordinate health, safety and security training and monitor its effectiveness; and maintain records and reports, using the data as management input.

Housekeeping carries genuine physical exposure — manual handling, chemical exposure from cleaning products, slips on wet floors, repetitive physical work, lacerations from broken glass — and implementing and monitoring safety practices is a supervisor's legal responsibility as much as an operational one.

The risk process a housekeeping supervisor is being trained to run

The monitoring in element 4 sits on top of a four-step process both regimes require and expect to be documented: ongoing hazard identification by systematic methods, including site safety audits, safety checklists, workplace inspections and incident investigation; risk assessment weighing likelihood against consequence; risk control applying the hierarchy of control; and monitoring and review of whether the controls worked.

The hierarchy is an order of preference rather than a menu, and housekeeping is where the order bites hardest:

Order	Control	Housekeeping example
1	Eliminate	Stop using a hazardous product altogether
2	Substitute	A less hazardous cleaning chemical; pre-diluted product instead of decanting concentrate
3	Isolate	Separate chemical decanting from the linen and service path
4	Engineering	Trolleys sized to the corridor, lifting aids for linen and mattresses, non-slip flooring in wet areas
5	Administrative	Procedures, room quotas that account for physical load, signage, training
6	Personal protective equipment	Gloves, eye protection, non-slip shoes

A housekeeping safety system whose only manual-handling control is "lift correctly" and whose only chemical control is "wear gloves" has started at steps five and six.

Two record duties follow directly from the work. Safety Data Sheets must be held for every hazardous substance used, which in housekeeping means the entire cleaning and sanitising range rather than a representative sample. And the venue should be able to produce a documented WHS induction and training program, records of hazard identification and risk assessments, a record of past incidents and the patterns in them, the reasons for WHS decisions, first aid records, and records of consultation.

The WHS split a national accommodation operator has to manage

The knowledge evidence for SITXWHS007 includes the primary components of the relevant state or territory legislation, and that is not the same everywhere. Victoria has not adopted the harmonised laws; New South Wales has.

	Victoria	New South Wales
Act	Occupational Health and Safety Act 2004	Work Health and Safety Act 2011
Regulator	WorkSafe Victoria	SafeWork NSW
Notification line	13 23 60	13 10 50
Duty holder	the employer	the person conducting a business or undertaking (PCBU)
Primary duty	s 21	s 19(1)
Duty to non-employees	s 23	s 19(3)
Workplace management and control	s 26	s 20
Consulting other duty holders	no general equivalent	s 46 — consult, cooperate and coordinate
Incident records	written record within 48 hours	written notice only on request
Record retention	minimum 5 years	minimum 5 years

Both jurisdictions use the "reasonably practicable" standard, which is an objective test, and cost alone does not justify inaction. Both require the provision of information, instruction, training and supervision, which makes training a statutory duty rather than a nicety. Duties cannot be transferred by contract, which matters wherever housekeeping is provided to a hotel under a services agreement: more than one party can hold a duty over the same work, and in NSW s 46 requires them to consult, cooperate and coordinate with each other.

Victoria also expressly includes psychological health within health, at s 5 of its Act, so psychosocial hazards — bullying, harassment, workplace culture — sit inside the primary duty rather than beside it.

Workers carry duties of their own in both regimes: to take reasonable care of their own health and safety, not to adversely affect others, to cooperate with the employer's compliance measures, to report unsafe practices and hazards, and not to intentionally interfere with or misuse anything provided for safety. Propping a fire door or removing a wet-floor sign is a breach by the worker, not only a lapse.

See health and safety best practice in hospitality.

The elective decision

Twelve of the twenty-one units are elective, which is real scope to shape the qualification toward the actual work. The structure is one unit from Group A, eight from Group B, and three drawn more widely.

Group A is a choice between SITHIND005 Use hygienic practices for hospitality service and SITXFSA005 Use hygienic practices for food safety. That choice deserves attention rather than a default. SITXFSA005 is the food safety unit, requiring correct hand-washing, appropriate use of uniform and PPE, effective personal health and hygiene practices, and hygienic food service, each demonstrated on at least three occasions. If the operation includes room service, minibar, breakfast delivery or any other food handling, SITXFSA005 is the one that carries across — and note that it is not

core in SIT40422 , so any food-related elective that has it as a prerequisite needs it deliberately added. Group B spans accommodation services, client and customer service, events, food and beverage, and gaming. Some units carry prerequisites and must be sequenced. Electives must in any case be guided by the job outcome sought, local industry requirements and the complexity appropriate to the AQF level, and must contribute to a valid, industry-supported vocational outcome. That is a training package rule, not a provider preference.

Where recognition and credit fit

An established housekeeping workforce with long-serving supervisors is the cohort where this matters most, and the two mechanisms are different.

	Recognition of prior learning (Standard 1.6)	Credit transfer (Standard 1.7)
Recognises	Skills gained without formal training, including paid and unpaid work experience	A unit already completed and certified
Evidence	Detailed resume, employer letters, assessor interview, demonstration of the competency	AQF certification documentation or an authenticated VET transcript, as certified copies
Reassessment	Yes — a genuine assessment against the same requirements	No
Granularity	Unit by unit	Whole units only — partial credit on a mapping guide goes to recognition instead

An experienced supervisor may already demonstrate several core units in practice: rostering, coaching, monitoring operations. Under our own policy, applications are made before enrolment or at the start of study, credit transfer attracts no fee and we receive no funding for it , and RPL is not available through government funding , only for fee-for-service units. Credit transfer cannot be granted for a unit that is not on our scope of registration.

Both are identified at the pre-training review required under Standard 2.2 of the Outcome Standards for RTOs , which every learner completes individually as part of enrolment. That standard requires students to be advised, prior to enrolment, whether the training product suits them, following a review of their skills and competencies including language, literacy and numeracy proficiency and digital literacy. For an employer planning a cohort, the obligation is owed to each individual rather than once to the group. See skills assessment .

What the classification consequence is

Housekeeping in a hotel, motel, resort or other accommodation premises falls under MA000009 Hospitality Industry (General) Award 2020, because the premises decides the award, not the job title . Under that award, a relevant AQF Certificate III or higher , used at work, sets a minimum classification of Level 4 (clause 18.1). A Certificate IV is above Certificate III, so an employer running this program should expect to review classifications on completion where the qualification is relevant and the skills are actually used in the role.

The same floor applies under MA000119 (standalone restaurants, cafes, night clubs, reception centres, roadhouses) at clause 18.1, and under MA000058 (not-for-profit registered clubs) at clause 18.3. The fast food award, MA000003, has no equivalent provision. No pay rates are published here — award

rates re-set every 1 July, so check the current rate in the award itself or through the Fair Work Ombudsman's Pay and Conditions Tool.

What staff receive

On completion, a qualification testamur for SIT40422 . For nationally recognised training, a Unique Student Identifier (USI) is generally required before a qualification or Statement of Attainment can be issued , unless an applicable exemption applies. See the official USI exemption guidance . A USI is free at usi.gov.au . If you already have one, recover it rather than creating another. Your USI must not be printed on your qualification or Statement of Attainment. We verify that it belongs to you before using it.

Timing is not discretionary either: certification must issue within 30 calendar days of the completion of the assessment , provided the qualification is complete and all agreed fees are paid.

The document has to carry the issuing organisation's name, registration code and logo, the qualification code and title, the Nationally Recognised Training logo , an authorised signature, a seal or unique identifier, and a statement recognising the qualification within the AQF. The NRT logo must not appear on anything that is not AQF certification documentation, and a third party — an agent, a broker, a labour supplier — may not issue that documentation, use the NRT logo or use the RTO's branding at all.

On partial completion, a Statement of Attainment for the units achieved, carrying the full title and national code of every unit. It stays with the individual and credit-transfers to another RTO. For a workforce with turnover that is not a consolation prize: the training is not wasted when someone moves on, and the individual keeps a verifiable record. We verify evidence of equivalent prior completion, check the training-product requirements and any licensing or regulatory restrictions, and document the decision before granting credit. See ASQA's credit-transfer guidance .

About us

We are Complete Hospitality Training , RTO 3722 , CRICOS provider code 04242E . Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010.
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See Certificate IV in Hospitality , trainers and assessors , our story , policies or all courses .

We link to the relevant course and regulatory sources in this guide. Check those sources for current requirements, and confirm course availability, delivery, fees and entry requirements with us before enrolling.

Source records and further guidance

We link the unit records and regulator guidance relevant to this page below. Check the current source before making an enrolment, licensing or employment decision.

SIT40422 Certificate IV in Hospitality

SITXFSA005 Use hygienic practices for food safety

SITXWHS007 Implement and monitor work health and safety practices

SITXCOM010 Manage conflict

SITXHRM007 Coach others in job skills

Hospitality Industry (General) Award 2020 (MA000009)

Restaurant Industry Award 2020 (MA000119)

National Code of Practice for Providers of Education and Training to Overseas Students 2018 — Standards 1 to 11

Outcome Standards for Registered Training Organisations 2025 (full text)

Unique Student Identifier (USI) requirements for RTOs

What did you deliver to ahs hospitality?

CHT records the engagement as SIT40422 Certificate IV in Hospitality, delivered to senior housekeeping managers and housekeeping professionals.

How many staff were trained, and what were the results?

This page publishes no participant numbers, outcome figures or satisfaction data. Ask us or ahs hospitality directly.

How many units is Certificate IV in Hospitality?

21 units: nine core and twelve elective, with the electives drawn one from Group A, eight from Group B, and three more widely.

Is housekeeping supervision actually one of the roles this qualification targets?

Yes, expressly. The qualification's own descriptor names housekeeping supervisor or team leader among its job roles, alongside bar supervisor, concierge, duty manager, food and beverage supervisor, front office supervisor, gaming supervisor and shift manager.

Why is this the supervision qualification?

Because three of the nine core units are human resources units — coaching others, rostering staff, and leading and managing people — alongside monitoring work operations and implementing and monitoring WHS practices. The descriptor frames the level as planning, monitoring and evaluating the work of team members.

How long should a Certificate IV take?

The AQF band is typically 0.5 to 2 years, and the volume must be sufficient for a graduate to achieve the learning outcomes. Compressing a qualification well below its band is something the regulator names as a risk.

Is a workplace-delivered qualification the same as a classroom one?

Yes. The packaging rules, units and assessment requirements are identical. Only the delivery location differs, and the trainer credential and industry currency requirements apply either way.

Can this be delivered outside Victoria?

On our own delivery information SIT40422 is available in all eight states and territories, unlike the cookery qualifications and both diplomas. The scope register carries no jurisdiction field, so confirm the current position for your state.

Is food safety training included?

Not automatically. SITXFSA005 is one of two options in Group A, not a core unit. If the role involves any food handling, it should be selected deliberately, and any elective that has it as a prerequisite needs it added.

Can experienced housekeeping supervisors skip units?

Potentially, through recognition of prior learning under Standard 1.6. It is an assessment against the same evidence requirements, not an exemption, and it is not available through government funding.

What is the difference between RPL and credit transfer here?

RPL assesses skills gained on the job. Credit transfer recognises a unit already completed at any RTO, with no reassessment, for whole units only and at no fee to the student. We first verify the evidence and equivalence, check that the units fit your training product, and check for licensing or regulatory restrictions before granting credit. See ASQA's credit-transfer guidance (<https://www.asqa.gov.au/for-providers/standards-for-RTOs/practice-guides/quality-area-1-training-and-assessment/RPL-and-credit-transfer-practice-guide>).

Which WHS law applies across a national operation?

It depends on the state. Victoria operates under the Occupational Health and Safety Act 2004 with WorkSafe Victoria on 13 23 60; New South Wales under the Work Health and Safety Act 2011 with SafeWork NSW on 13 10 50, using the PCBU concept. Both use the reasonably practicable standard and both require incident records to be kept at least five years.

What order should housekeeping safety controls be applied in?

The hierarchy of control: eliminate, substitute, isolate, engineering controls, administrative controls, then personal protective equipment. Gloves and "lift correctly" are steps five and six, so a system that stops there has skipped the four that work better.

What safety paperwork should a housekeeping operation hold?

Safety Data Sheets for every hazardous substance in use, a documented induction and training program with evidence it was effective, hazard identification and risk assessment records, a record of past incidents and the patterns in them, the reasons for WHS decisions, first aid records, and records of consultation.

Can a hotel transfer its safety duty to a housekeeping contractor?

No. Duties cannot be transferred by contract. More than one party can hold a duty over the same work, and in NSW section 46 requires them to consult, cooperate and coordinate.

Does completing the qualification change what staff must be paid?

It can. Under MA000009, which covers accommodation premises, a relevant Certificate III or higher used at work sets a minimum classification of Level 4 at clause 18.1. Check the current rate in the award rather than relying on any published figure.

How soon should the certificate arrive?

Within 30 calendar days of the completion of the assessment, provided the qualification is complete and all agreed fees are paid.

What happens if a staff member leaves part-way through?

They receive a Statement of Attainment for the units completed, carrying the full title and national code of each one, recorded against their USI and transferable to another provider.

How would an employer start the same conversation?

Through contact ([/contact/](#)) or the expression of interest ([/eoi/](#)) form. See workplace training partnerships ([/success-stories/](#)) for the mechanics.