

**CERTIFICATE IV IN HOSPITALITY OPERATIONS**

**(Events, Food & Beverage and Front Office)**

**This qualification is internationally accredited by the International Centre for Excellence in Tourism and Hospitality Education (THE-ICE) and nationally accredited on the Fiji Qualifications Framework (FQF) by the Fiji Higher Education Commission (FHEC). It is also registered on the Pacific Register of Qualifications and Standards (PRQS).**

# DESCRIPTION

This qualification reflects the role of skilled operators who use a broad range of hospitality skills combined with sound knowledge of industry processes and standards. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

# CAREER OPPORTUNITIES

This qualification provides a pathway for employment in hospitality organisations such as restaurants, hotels, catering operations, clubs, bars and coffee shops. Possible job opportunities relevant to this qualification include but are not limited to:

* Food & Beverage Service, Front Office
* Reservation, Night Audit, Events

# LENGTH OF PROGRAMME

|  |  |
| --- | --- |
| Full Time | 1 and a half years |
| Part Time | 2 years |

# ELIGIBILITY/ADMISSION REQUIREMENTS

1. Medical Report; and,
2. Pass in Senate recognised Year12/Form 6 or equivalent with English; or
3. Certificate III in Hospitality or equivalent from a recognised tertiary provider and at least 400 hours of work experience in a hotel/resort operation; or,
4. Met the University’s mature student admission criteria.

**(This programme is restricted to 20 admissions per semester.)**

# COURSE INFORMATION

This programme has a total of Seven (7) courses.

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| --- | --- | --- | --- | --- | --- |
| **Course Code** | **Course Title** | **Semester** | **Delivery Mode** | **Campus** | **Fees (FJD)** |
| CETH41 | Food & Beverage Services I | 2 | Face to face | Laucala/Nadi | $475 |
| CETH42 | Events Administration & First Aid | 2 | Face to face | Laucala/Nadi | $475 |
| CETH43 | Front Office Operations | 2 | Face to face | Laucala/Nadi | $475 |
| CETH44 | Lead & Coach Service Teams | 1 | Face to face | Laucala/Nadi | $475 |
| CETH45 | Food & Beverage Services II | 1 | Face to face | Laucala/Nadi | $475 |
| CETH46 | Hospitality Operations & Budgets | 1 | Face to face | Laucala/Nadi | $475 |
| CETH48 | Workplace Attachment - Hospitality | 1 & 2 | Blended | All Campuses | $695 |

# ASSESSMENT

All courses are competency based and assessment varies with each course which may include observations, questions and answers, case studies, portfolios, work samples, assignments, written tasks, oral questioning, projects, training record books, practical demonstrations, and third party reports. Workplace based assessments are applicable to working students only.

# RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) takes into account the knowledge and skills you have already gained through your previous education and work. This may be through formal or informal training, paid or unpaid work experience, and can earn you credits if relevant to the courses of this programme. Student may apply for RPL with $100 application fee when enrolling for the programme. Student is to pay full course fee for the courses that have been awarded with an RPL.

# CREDIT TRANSFER

Do you already have a qualification, statements of attainment or academic statements for courses completed at another recognised institution? If yes, Pacific TAFE may award credit transfers after assessing: learning outcomes, content, credit points and assessment tools used; and ascertaining their relevance and appropriateness to this qualification. This one-off absolute decision lies with Pacific TAFE. There is no cost for this arrangement.

# EXIT POINTS

You may exit from this qualification and receive a Statement of Attainment for courses you have successfully completed.

# LEARNING RESOURCES & SUPPORT SERVICES

Students are issued with learning materials and hand-outs relevant to each course. Some courses require the purchase of text books/manuals; these are available from the USP Book Centre and a copy is available from the University Library. Students will have full access to Library, Counselling Programmes, ITS Labs, email access, online learning support and Campus Life activities. Learning Support Team provides learning support via one-to-one consultation through an "open door” policy, Academic Skills Workshops and Industry Mentoring Programmes. Students can also access online learning support on “Moodle” which is USP’s online learning management system.

# USP’S OBLIGATIONS, STUDENTS’ RIGHTS

The Student Grievance Policy and Procedures apply to all students of the University. The Student Grievance Policy provides the guiding principles for resolving student grievances, and appealing decisions about grievances. The Policy is accompanied by the Student Grievance Procedures (together referred to as the ‘Student Grievance Policy and Procedures’). Students enrolled in a course will automatically become members of the USP Students’ Association.

**FOR MORE INFORMATION CONTACT:**

Customer Service Centre

Phone: 3231223/3231224/3231870

Email: pacifictafe@usp.ac.fj

Website: [www.usp.ac.fj/pacifictafe](http://www.usp.ac.fj/pacifictafe)