

## PERSONAL LEARNING REQUIREMENTS

### SIT40521 Certificate IV in Kitchen Management

The skills and abilities required to study in this course and work in the industry include:

#### Communication Skills

- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to lead meetings with team members / stakeholders
- Ability to receive, reflect and act on constructive feedback
- Capacity to develop effective mediation and conflict resolution skills
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. creating menus and recipes)
- Speak clearly and directly with clients, colleagues and stakeholders (e.g. taking orders, discussing menu items)
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language to demonstrate understanding)

#### Physical Skills

- Ability to be on your feet for extended periods of time, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to undertake frequent handwashing including in chemically based substances
- Ability to work in various environments (e.g. changing conditions, both hot and cool conditions, low light, indoors/outdoors)
- Adequate vision is required (e.g. to avoid physical hazards)
- Capacity to undertake shift work and/or work on weekends
- Capacity to use and operate a range of tools, machinery and equipment (e.g. knives, blenders, dishwashing machines, wrapping and packing machines etc.)
- Capacity to use computers/smart devices
- Fine motor skills, including ability to undertake precise coordinated movements of the hands (e.g. decorative work, food presentation)
- Good hand and eye co-ordination (e.g. cutting, chopping and carrying multiple plates and drinks trays)
- Gross motor abilities and good mobility, as role involves significant physical activity and manual tasks on consistent basis (e.g. lifting, bending, twisting, reaching, pushing)
- Tolerance to working with and being in an environment with all types of food (NB if you have any food allergies you will require medical clearance to commence this course)

#### Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to give detailed instructions such as explaining new procedures
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. budgeting, monitoring stock levels, placing orders, checking invoices, preparing quotes)
- Anticipate problems in advance and act to avoid them
- Be able to communicate, understand, manage and prioritise tasks using a range of electronic mediums such as email, Zoom, MS Teams, etc.

- Be able to manage strict deadlines and requests during study and in industry, and understand the impacts of failing to meet those deadlines
- Be responsible for self and others' health and safety
- Capacity to develop, apply and maintain cookery/hospitality industry knowledge
- Capacity to maintain focus and concentration while undertaking routine or repetitive tasks
- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry related skills and knowledge)
- Read, understand and interpret written materials (e.g. menus, price lists, promotional materials, manufacturer's instructions, industry specific terminology and symbols, workplace safety signs, interpreting recipes)
- Understand and follow policies and procedures (e.g. work instructions, health & safety)
- Understanding of industry customer service requirements

### Behavioural & Social Skills

- Ability to support others in learning (e.g. sharing/demonstrating techniques or products)
- Ability to work as part of a team and/or independently
- Attention to detail
- Commitment to safety (e.g. using Personal Protective Equipment)
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Enthusiasm for customer service
- Flexible (e.g. people in the hospitality industry often have unusual hours and may be required to take on different or multiple roles at any given time, work split shifts, night work, weekends, public holidays)
- Genuine interest in interacting and working with people
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Maintain neat personal appearance, including a high level of personal hygiene
- Stress tolerance (e.g. deal calmly with stressful situations or under pressure such as during a busy service period or during practical assessment sessions)

### Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software
- Use of tools and equipment in a commercial kitchen or events location

### Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

### Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

### Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

**Phone:** 03 5225 0500

**Email:** [courinfo@gordontafe.edu.au](mailto:courinfo@gordontafe.edu.au)

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>