

SIT50422 Diploma of Hospitality Management

Course Descriptor

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

Qualification Rules:

To achieve a Diploma of Hospitality, 28 units must be completed:

- ❖ All 11 core units
- ❖ 17 elective units

Core Units

- SITXCCS015 Enhance customer service experiences
- SITXCCS016 Develop and manage quality customer service practices
- SITXCOM010 Manage conflict
- SITXFIN009 Manage finances within a budget
- SITXFIN010 Prepare and monitor budgets
- SITXGLC002 Identify and manage legal risks and comply with law
- SITXHRM008 Roster staff
- SITXHRM009 Lead and manage people
- SITXMGT004 Monitor work operations
- SITXMGT005 Establish and conduct business relationships
- SITXWHS007 Implement and monitor work health and safety practices

Electives

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate at the AQF level of this qualification. Below are examples of units that may make up the 17 elective units to be completed:

- SITXFSA005 Use hygienic practices for food safety
- SITHIND008 Work effectively in hospitality service
- SITHFAB021 Provide responsible service of alcohol
- SITHGAM022 Provide responsible gambling services
- SITEEVT023 Plan in-house events
- SITEEVT028 Manage on-site event operations
- SITXFSA008 Develop and implement a food safety program *#
- SITHGAM026 Analyse and report on gaming machine data >
- SITXMPR011 Plan and implement sales activities
- SITXWHS006 Identify hazards, assess and control safety risks
- SITXHRM012 Monitor staff performance
- SITXINV006 Receive, store and maintain stock*
- SITHGAM023 Attend gaming machines>
- SITXFSA006 Participate in safe food handling practices
- SITHFAB036 Provide advice on food
- SITHFAB023 Operate a bar*<
- SITHIND006 Source and use information on the hospitality industry

Possible job outcomes:

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

Possible job titles include:

- banquet or function manager
- bar manager
- cafe manager
- chef de cuisine
- chef patissier
- club manager
- executive housekeeper
- front office manager
- gaming manager
- kitchen manager
- motel manager
- restaurant manager
- sous chef
- unit manager catering operations

Entry requirements:

There are no entry requirements for this qualification specified in the training package, however It is strongly recommended that individuals undertake lower level qualifications, and/or gain industry experience prior to enrolling in this course. The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Duration

The Volume of Learning for a Diploma of Hospitality Management is 1200 - 2400 hours. This cohort are generally very experienced existing supervisory level hospitality workers and / or have a lower level qualification and as such, would be expected to gain competency in a shorter time frame. As a component of this, the amount of training provided in this instance of course delivery is 2860 hours, comprising of:

- 890 hours of supervised instruction including theory and practical training and completion of assessment activities (Questions, Demonstrations, Structured Activities and Training Record Logs)
- 670 hours of unsupervised activities (Learner Guides and Workbooks & Independent Industry Research)
- 1300 hours of on the job training

The format for delivery/assessment will be designed around an eighteen (18) month program (160 hours/month) which shall include both on and off the job training - inclusive of work hours, independent study and training and assessment. Additional delivery time of up to six (6) months may be allowed for those participants requiring additional training due to individual needs. As the target group will already have some skills and knowledge in the majority of the Units of Competence, the volume of learning may be reduced and the qualification completed on a part time basis to allow flexibility for work and study.

Delivery

The program will be delivered at one of the following venues:

Austrain Academy – 7/77 Montague Street, North Wollongong

Students own workplace

Will be a combination of Face to Face theory/practical sessions and On the Job delivery.

Face to face sessions will be held once a month for a seven (7) hour duration.

Learning over each month prior to attending the face to face session will involve the completion of the Participant Workbook using supplied Learner Guides and independent research.

Workplace training and activities will take place each month to allow learners to practice skills and apply these in different contexts. (All workplaces will be reviewed for suitability and any gaps identified in the training plan and addressed at off the job sessions held in an appropriate environment). (The workplace has been reviewed for suitability and required resources.)

Additionally, the program may be organised/formatted around a combination of approaches including:

- Recognition of Prior Learning/ Credit Transfer;
- On-the-job training program;
- Coaching/Mentoring;
- Links to other venues;
- Classroom Training,
- One on one training and assessment sessions,
- A combination of the above.

Please Note: This is generic information - for further elective options, full rules of the training package and specific program requirements please contact Austrain Academy

To discuss how we can help you, call us on

1300 20 40 20

or visit our website for more details

www.austrainacademy.com.au