

Diploma of Hospitality Management (Management stream)



Descriptor

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

Possible Job Titles

- Banquet or function manager
- Executive housekeeper
- Front office manager
- Gaming manager
- Kitchen manager
- Hotel manager / Motel manager
- Restaurant manager
- Unit manager (catering operations)

Mode of delivery

This course is delivered to domestic students in face-to face classes of 20 hours per week or online or on-the-job.

A work placement component of 600 hours is mandatory and will be at a suitable hospitality venue. The work placement may be paid or unpaid.

Assessment

Assessment for this qualification is by written reports, case studies, projects, role plays, written assessments and third party reports as well as portfolios of evidence and workplace reports.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available to all students applying for this qualification. RPL is the recognition of your current skills and knowledge acquired through prior learning from other training, work or life experience.

Target Groups

Students who wish to work in the hospitality industry in restaurants, hotels, motels, and other hospitality areas.

* Students who complete these two units will also receive a NSW Food Safety Supervisor Certificate.

COURSE DURATION

104 weeks

UNITS OF COMPETENCY:

CORE UNITS

- BSBDIV501 Manage diversity in the workplace
- BSBMGT517 Manage operational plan
- SITXCCS007 Enhance customer service experiences
- SITXCCS008 Develop and manage quality customer service practices
- SITXCOM005 Manage conflict
- SITXFIN003 Manage finances within a budget
- SITXFIN004 Prepare and monitor budgets
- SITXGLC001 Research and comply with regulatory requirements
- SITXHRM002 Roster staff
- SITXHRM003 Lead and manage people
- SITXMGT001 Monitor work operations
- SITXMGT002 Establish and conduct business relationships
- SITXWHS003 Implement and monitor work health and safety practices

ELECTIVE UNITS

- SITXFSA001 Use hygienic practices for food safety*
- SITHIND004 Work effectively in hospitality service
- SITXFIN001 Process financial transactions
- SITXFIN002 Interpret financial information
- BSBFIM502 Manage payroll
- BSBFIA303 Process accounts payable and receivable
- SITXFSA002 Participate in safe food handling practices*
- SITXFSA004 Develop and implement a food safety program
- SITXFSA003 Transport and store food
- SITXINV004 Control stock
- SITXHRM004 Recruit, select and induct staff
- SITXHRM006 Monitor staff performance
- TAED404A Mentor in the workplace
- SITXMGT003 Manage projects
- SITXWHS002 Identify hazards, assess and control safety risks

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