

SIT60316 ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT



Course Outline – Face-to-Face (Government-subsidy available – conditions apply)

Are you a domestic student wishing to work in the area of hospitality management?

This qualification reflects the role of individuals operating at a senior level who use substantial industry knowledge and wide-ranging, specialised managerial skills.

Course Content

Units of Competency
CORE UNITS
BSBDIV501 Manage diversity in the workplace
BSBFIM601 Manage finances
BSBMGT517 Manage operational plan
BSBMGT617 Develop and implement a business plan
SITXCCS008 Develop and manage quality customer service practices
SITXFIN003 Manage finances within a budget
SITXFIN004 Prepare and monitor budgets
SITXFIN005 Manage physical assets
SITXGLC001 Research and comply with regulatory requirements
SITXHRM003 Lead and manage people
SITXHRM004 Recruit, select and induct staff
SITXHRM006 Monitor staff performance
SITXMGT001 Monitor work operations
SITXMGT002 Establish and conduct business relationships
SITXMPR007 Develop and implement marketing strategies
SITXWHS004 Establish and maintain a work health and safety system
ELECTIVE UNITS
SITXFSA001 Use hygienic practices for food safety**
SITXFSA002 Participate in safe food handling practices**
SITXFSA003 Transport and store food
SITXFSA004 Develop and implement a food safety program
BSBADM502 Manage meetings
SITHINV001 Receive and store stock
SITXINV002 Maintain the quality of perishable items
SITXINV005 Establish stock purchasing and control systems
SITHFAB002 Provide responsible service of alcohol#

SITHFAB004 Prepare and serve non-alcoholic beverages*
SITHFAB005 Prepare and serve espresso coffee*
SITHFAB019 Plan and monitor espresso coffee service
SITHIND001 Use hygienic practices for hospitality service
SITHIND002 Source and use information on the hospitality industry
SITHIND004 Work effectively in hospitality service
SITXHRM002 Roster staff
SITXCOM005 Manage conflict

* Prerequisite is SITXFSA001 Use hygienic practices for food safety

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

^ Prerequisite is SITHFAB002 Provide responsible service of alcohol

Students will receive an Interim Certificate on completion of the SITHFAB002 Provide Responsible Service of Alcohol. Production of this Certificate plus proof of identity to a NSW Service Centre will result in a Competency Card being issued that allows the student to work in licensed venue

Is this course right for you? Please review our selection criteria

This course is suitable for you if you can answer 'yes' to the following questions:

1. Have you completed some high school education?
2. Do you wish to work in a hospitality environment, managing operations?
3. Do you wish to work in hospitality management as an operational manager who operates independently and has responsibility for others and make a range of operational decisions

Assessments

Assessment for this qualification may include written reports, case studies, projects, role plays, written assessments and third-party reports.

Practical assessments will be conducted in a fully-equipped, operational, on-site training restaurant or work experience facilities that meet industry standards.

Assessments will be undertaken throughout the course as advised by your trainer/Course Co-ordinator. If you wish to appeal an assessment decision, you may do so by initially appealing to your trainer - if not satisfactorily resolved, lodging an Assessment Appeals Form following the steps set out in the Assessment Complaints and Appeals Policy.

Domestic Students

This course is suitable for domestic students who demonstrate that they:

- meet the College's selection criteria (including Language, Literacy and Numeracy requirements); and
- wish to gain skills in hospitality management and to coordinate hospitality operations.
- those wishing to work as an Area Manager, Operations Manager, Café owner, Café manager, Food and Beverage Manager, Club Secretary, Club Manager, Motel Owner, Motel Manager, Rooms Division Manager, Executive Housekeeper.

Duration and Delivery mode

This is a 104-week, full-time course of 1600 hours, with the majority of lessons delivered face-to-face in class including 200 hours in an actual workplace.

In addition, students are expected to undertake approximately 800 hours of learning activities and independent research and other activities (such as project work, case studies, etc.) outside class. The amount of time required outside class is approximately 10 – 14 hours per week.

Delivery will be via:

- Face to face classes
- Work-experience of 200 hours in a facility approved by the College
- Plus additional research/investigation/homework assignments.

Students will be advised of the particular workbooks and learning resources they will be required to purchase for each unit of competency.

Work Placement

An actual work-experience component of 200 hours is included and will be at a suitable venue. The College arranges work placement for its students.

Workplace facilities will also be negotiated with the student to ensure that there is no hardship to the student in accessing the workplace facility. Students are not permitted to change their work experience without prior College approval.

Students are covered by the College's Insurance Policy during the period of their work experience if they are not paid by their host employer during their work placement. If students are paid they are covered by their host employers' Workers' Compensation policy.

Entry requirements

Education

There is no formal pre-requisite for enrolling in this course. However, this course involves lots of reading and undertaking a range of written assessments. As a result, it is preferable that you should have:

- A good command of English language skills (both written and verbal), and
- Completed year 12, or equivalent or be a mature-age candidate; or
- Completed a similar-type qualification at Certificate IV level or higher

We do understand that not everyone is able to read, write and perform mathematical calculations to the same level. We offer Language, Literacy and Numeracy assessment and support services through our dedicated team. Don't hesitate to ask for help in you consider you need it – all enquiries are strictly confidential.

Students must satisfy the criteria determined by the NSW Department of Industry for Smart and Skilled Eligibility (as set out on our website) and which may change from time to time. If deemed acceptable, the student completes a Smart and Skilled enrolment form and submits the relevant I.D. forms (such as Drivers' Licence, Medicare card, Passport, Birth Certificate) in accordance with the College's Smart and Skilled Enrolment Policy and Notification of Enrolment and Process Guide.

The Government then determines acceptance and issues a quotation which is valid for 14 days. If the quotation is not accepted, the offer of a subsidised place lapses.

Minimum Age

You should be at least 18 years old to enrol in this course and be committed to completing the course. If you are under 18 you will require permission to enrol from a parent or guardian.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available to all students applying for this qualification. Recognition of prior learning is the recognition of your current skills and knowledge acquired through prior learning from other training, work or life experience. Conditions apply so please check with the College if you believe you may be eligible.

If you are granted RPL, this will shorten the units and the time you are required to study.

Licensing Requirements

There are no licensing requirements associated with this course.

Unique Student Identifier

You will be required to have a Unique Student Identifier (USI). This is a special number that is allocated to each person studying in Australia to make it easier for you to check what courses you have undertaken and your results at any time.

We can assist you in applying for a USI if you don't already have one.

Course Progress Monitoring

Students will be monitored throughout the course to ensure that they are progressing satisfactorily, although there is no time limit on domestic students to complete their studies, unless they are in a Traineeship.

Students may request additional assistance from the College's support staff by phoning or emailing the College or by appointment with College staff. Support staff are available to assist with understanding the course content or to provide support in difficult or trying circumstances which are affecting the student's studying.

Students who are not progressing satisfactorily in their studies may require mutually-agreed intervention strategies to catch up on their studies. Students who are not progressing satisfactorily in their course may risk failing their studies.

Completion:

Upon successful completion of this course you will receive a nationally-recognised SIT60316 Advanced Diploma Hospitality Management. Students who complete only some units of this course may receive a Statement of Attainment for the Units of Competency completed.

Contact Us

If you are interested in this course, please do not hesitate to ring the College on 02 9791 6555 and ask to speak to our Course Consultant or our Smart and Skilled Manager. They will be happy to help you work out whether this course is the right one for you. Alternatively, you could send an email to deborahc@tbc.nsw.edu.au.