

## SIT50416 DIPLOMA OF HOSPITALITY MANAGEMENT (F & B Stream)



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

**Are you a domestic student wishing to work in the area of hospitality management specialising in food and beverage?**

This qualification applies to a range of hospitality management roles in varied contexts. Individuals in these positions use sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations

### Course Content

<b>Units of Competency (28 Units)</b>
<b>CORE UNITS – 13 compulsory units</b>
BSBDIV501 Manage diversity in the workplace
BDBMGT517 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
<b>ELECTIVE UNITS – 15 elective units</b>
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 plan
SITHFAB002 Provide responsible service of alcohol <sup>#</sup>
SITHFAB004 Prepare and serve non-alcoholic beverages*
SITHFAB005 Prepare and serve espresso coffee*
SITHFAB007 Serve food and beverage <sup>^*</sup>
SITHIND004 Work effectively in hospitality service
SITHINV002 Manage the quality of perishable items
SITXINV001 Receive and store stock

SITXFIN001 Process financial transactions
SITXFIN002 Interpret financial information
BSBFIM502 Manage payroll
BSBFIA303 Process accounts payable and receivable

\* 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 students with no prior experience in hospitality. This course is suitable for you if you can answer 'yes' to the following questions:

1. Have you completed some high school education or are a mature-age candidate?
2. Do you wish to gain skills in hospitality management but have limited knowledge and/or work skills in the food and beverage areas of hospitality establishments.
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 placement 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 to coordinate hospitality operations.
- wish to work as a banquet or function manager, front office manager, hotel manager, restaurant manager, unit manager (catering operations)

### **Duration and Delivery mode**

This is a 104-week, full-time course of 1600 hours of face-to-face tuition, including 600 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) outside class. The amount of time required outside class is approximately 10 hours per week.

Delivery will be via:

- Face to face classes
- Mandatory Workplacement of 600 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.

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 covered by the College's Work Placement Insurance Policy during the period of their work placement if they are not paid by their host employer. If students are paid, then they are covered by the host employer's Workers' Compensation policy.

### **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.

## Entry requirements

### Education

There is no formal pre-requisite for enrolling in this course. However, this course involves lots of reading, comprehension 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 II level or higher; or
- Have some experience in a leadership role working in hospitality.

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.

### 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.

### 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.

### 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.

### Completion:

Upon successful completion of this course you will receive a nationally-recognised SIT50416 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](mailto:deborahc@tbc.nsw.edu.au).