SIT50422 DIPLOMA OF HOSPITALITY MANAGEMENT

(CRICOS CODE 112460G)

Capital College

Course Description

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.

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.

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.

Course Duration

52 weeks (40 weeks term time and 12 weeks of holidays)

Level 2, 17-21 University Avenue Canberra ACT 2601

capital.edu.au

info@capital.edu.au

Course Fee

Tuition Fee: $AU 11,500
Non-tuition Fee: $AU 700
Total Course Cost: $AU 12,200

Delivery Mode

Blended (Face-to-face + Online)

Admission Requirements

- Minimum Australian Year 12 Senior Secondary Certificate of Education (or foreign equivalent) or Certificate IV or higher level Australian qualification.
- Must be 18 years of age or older at the time of course commencement.
- Minimum English IELTS 6.0 overall band (test results must be no more than 2 years old) or equivalent.
- Prior to commencement, international students intending to travel to Australia must secure an applicable visa.

Assessment

Written questions, case studies, project work, role play activities, presentations, research activities might constitute as part of the assessment.

Training Pathway

Students who complete this qualification may progress to SIT60322 **Advanced Diploma of Hospitality Management** after satisfying pre-requisites.

Career Pathway

Potential career pathways for graduates of this qualification include:

- Banquet or Function Manager
- Bar Manager
- Café Manager
- Club Manager
- Executive Housekeeper
- Front Office Manager
- Gaming Manager
- Kitchen Manager
- Hotel Manager
- Restaurant Manager or
- Unit Manager of Catering Operations.

Units of Competency

The below 28 units (11 core and 17 electives) form SIT50422 Diploma of Hospitality Management:

SITXCCS015	Enhance customer service experiences	Core
SITXCCS016	Develop and manage quality customer service practices	Core
SITXCOM010	Manage conflict	Core
SITXFIN009	Manage finances within a budget	Core
SITXFIN010	Prepare and monitor budgets	Core
SITXGLC002	Identify and manage legal risks and comply with law	Core
SITXHRM008	Roster staff	Core
SITXHRM009	Lead and manage people	Core
SITXMGT004	Monitor work operations	Core
SITXMGT005	Establish and conduct business relationships	Core
SITXWHS007	Implement and monitor work health and safety practices	Core
SITXFSA005	Use hygienic practices for food safety	Elective
SITHIND008	Work effectively in hospitality service	Elective
SIRXOSM002*	Maintain ethical and professional standards when using social media and online platforms	Elective
SIRXOSM006*	Develop and manage social media and online strategies	Elective
SIRXOSM004	Analyse performance of social media and online business tools	Elective
SIRXOSM007	Manage risk to organisational reputation in an online setting	Elective
SITXCRI003	Respond to a customer in crisis	Elective
SITEEVT020	Source and use information on the events industry	Elective
SITHIND006	Source and use information on the hospitality industry	Elective
SITHKOP014	Plan catering for events or functions	Elective
SITEEVT023	Plan in-house events	Elective

SITXCCS019	Prepare quotations	Elective
SITXCCS010	Provide visitor information	Elective
SITXHRM012	Monitor staff performance	Elective
SITXHRM010	Recruit, select and induct staff	Elective
BSBMKG431	Assess marketing opportunities	Elective
SITEEVT029	Research event industry trends and practice	Elective

*Elective units are subject to change to align with industry trends.

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER

You may be eligible for RPL if you have sufficient work experience and/or education to meet the requirements of one or more units of competency within this qualification. RPL fees will be quoted on application. You may be eligible for Credit Transfer with evidence of completion of relevant units under the Australian Qualification Framework. All applications for RPL or Credit Transfer must be made prior to the commencement of the course.

STUDENT HANDBOOK

Before attending your Student Orientation, you must be familiar with College policies and procedures as contained in our International Student Handbook. Download a copy at www.capital.edu.au

EQUIPMENT REQUIREMENTS

Students must supply their own laptop equipped with a camera and speakers, and installed with Microsoft Office 365 Personal (specifically Outlook, Word, Excel, and PowerPoint).

COMPLETION

Students must successfully complete all course units to get the SIT50422 Diploma of Hospitality Management. Learners who complete only part of the qualification will receive a Statement of Attainment for the units they have demonstrated competency in.