



## Diploma of Hospitality Management (SIT50416) – Face to Face

Improve your job security and prospects for promotion by completing this leadership program specialising in the hospitality industry.

### **A NEW CLASS STARTING IN WOOLONGABBA EVERY MONTH!**

#### **Subjects** (28 units of competency to gain your qualification)

##### **Core units**

- BSBDIV501 Manage diversity in the workplace
- BSBMGT517 Manage operational plan
- SITXCCS007 Enhance the customer experience
- SITXCCS008 Develop and manage quality customer service
- 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**

- SITHIND004 Work effectively in hospitality service
- SITHFAB007 Serve food and beverage
- SITHFAB002 Provide responsible service of alcohol

SITHFAB005	Prepare and serve espresso coffee
SITHGAM001	Provide responsible gaming services
SITXFSA001	Use hygienic practices for food safety
SITXWHS002	Identify hazards, assess and control safety risks
SITHFAB016	Provide advice on food
SITXHRM001	Coach others in job skills
SITHFAB012	Provide advice on Australian wine
SITXFSA002	Participate in safe food handling practices
SITHFAB010	Prepare and serve cocktails
HLTAID001	Provide cardiopulmonary resuscitation
HLTAID003	Provide first aid
SITXMPR002	Create a promotional display or stand

### **About your Trainer**

Your training will be delivered by our highly respected, hospitality industry training partner, Study Mix who know exactly what you need to succeed in the industry. Your Trainer will have well established relationships with hospitality industry employers, to help open more doors as you seek employment following your training program.

### **Qualification and Accreditation Outcomes**

On successful completion of this program you will be awarded a nationally recognised qualification 'Diploma of Hospitality Management' (SIT50416), issued by 1 Education (RTO #6639).

Graduates of this program will be ready to step into leadership roles within the hospitality industry.

### **Potential Job Outcomes**

This qualification is designed for graduates to move into front of house hospitality roles. The competencies you gain from this program may lead to securing any of the following roles, or others:

- Banquet or Function Manager
- Bar Manager
- Café Manager
- Club Manager
- Front Office Manager
- Gaming Manager.

### **Course Format and Mode of Delivery**

During this program you will develop a variety of useful skills in a workshop scenario, developing skills in coordinating and supervising staff and work functions, such as rostering, staff recruitment, business planning, budget management, professional networking, events planning, first aid and a range of leadership and operational duties.

**NOTE: If not previously completed, this program includes a work placement (Vocational Placement) component where students will need to complete 36 shifts in a live hospitality venue.**

### **Location**

This course is delivered at The Mix Bar, a live, functioning hospitality venue at 765 Stanley Street, Woolloongabba, where students will be given access to facilities and customers in an authentic hospitality venue.

### **Entry Requirements / Minimum Age:**

There are no specific entry requirements for this course, however you must have successfully completed year 10 (or equivalent) with a satisfactory pass in English or have relevant experience and/or qualifications that indicate your ability to complete the course.

A good command of the English language is required as you will need to demonstrate satisfactory skills in verbal and written communication. You must be at least 15 years old. If you are under 18 your enrolment form must be signed by a parent or guardian.

### **Course Duration:**

This program is delivered over a 6 months period. Up to 12 months will be permitted for students needing additional time to complete the program.

### **Recognition of Prior Learning and Credit Transfer**

All 1 Education students are provided with an opportunity to claim any advanced credit for their past studies or life experiences where that experience overlaps with the subjects contained in the course we are offering.

You will be asked to consider whether you would like to apply for any Recognition of Prior Learning (RPL) at the time of your enrolment, at which time, a self-assessment will be made available for you to complete. Please note that recognition of prior learning has no impact on course fees.

If you already hold any exact units of competency or an approved equivalent unit of competency to any of the units contained in your course, you will be given credit for that unit/s. This is called a Credit Transfer and any credit transfer issued will reduce the overall cost of your course.

### **Support Services**

Your program will be delivered by a specialist Trainer who will remain accessible to you during and following your training program.

The 1 Education administration team will also remain available to assist you with any non-educational issues not relating specifically to your course content, or in cases where an issue cannot be resolved between you and your Trainer.

Please remember that a detailed step-by-step guide for raising complaints and appealing an assessment decision, has been provided in the 1 Education Student Handbook, also made available to you via the 1 Education website.

### **Language, Literacy and Numeracy:**

We understand some people require more time than others to complete reading, writing and numeracy tasks. To ensure we have an accurate understanding of your support needs, if you have not completed a Certificate III level qualification previously we will require you to complete an assessment during your enrolment against the Australian Core Skills Framework (ACSF). We will then discuss any additional support or course modifications that might be required, if and as needed.

Further details can be found in the 1 Education Student Handbook or contact us for more information.

### Study Pathway:

The majority of students will choose to complete the Certificate III in Hospitality, perhaps complemented by some work experience within the hospitality industry before entering this Diploma program.

If you are uncertain about your readiness to study the Diploma please talk with one of our friendly staff members and we can guide you on the best pathway for you.

Your Trainer will also be happy to discuss options during your Diploma studies regarding further training to consider after this program is completed.

### Course Fees and Availability of Course Subsidies:

As 1 Education is a Queensland Government 'Skills Assure' Provider, this program does attract Queensland government funding assistance for eligible Queensland-based students via the Higher level Skills (HLS) program.

Eligibility criteria for each student is as follows - the candidate must:

- not hold, or be already undertaking, a Certificate IV or higher level qualification; (any qualifications completed whilst at school ARE allowed and will not exclude you from accessing this funding);
- be 15 years of age or older and have finished secondary school or left school;
- be a Queensland resident;
- Be an Australian citizen or permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen).

Course fees vary between students, depending on whether any government subsidies and credit transfers are applicable. Fees are listed below:

#### Diploma in Hospitality (SIT50416)

Fee for Service (Unfunded) Students:	\$4,350 (total)
Concessional Funded Students:	\$1 per subject (\$28 total)
Non-Concessional Funded Students:	\$2.00 per subject (\$56 total)

See enrolment form for more information.

Subject	Non-Concessional Price	Concessional Price
BSBDIV501 Manage diversity in the workplace	\$2.00	\$1.00
BSBMGT517 Manage operational plan	\$2.00	\$1.00
SITXCCS007 Enhance the customer experience	\$2.00	\$1.00
SITXCCS008 Develop and manage quality customer service	\$2.00	\$1.00
SITXCOM005 Manage conflict	\$2.00	\$1.00
SITXFIN003 Manage finances within a budget	\$2.00	\$1.00
SITXFIN004 Prepare and monitor budgets	\$2.00	\$1.00
SITXGLC001 Research and comply with regulatory requirements	\$2.00	\$1.00
SITXHRM002 Roster staff	\$2.00	\$1.00
SITXHRM003 Lead and manage people	\$2.00	\$1.00
SITXMGT001 Monitor work operations	\$2.00	\$1.00

<b>Subject</b>	<b>Non-Concessional Price</b>	<b>Concessional Price</b>
SITXMGT002 Establish and conduct business relationships	\$2.00	\$1.00
SITXWHS003 Implement and monitor work health and safety practices	\$2.00	\$1.00
SITHIND004 Work effectively in hospitality service	\$2.00	\$1.00
SITHFAB007 Serve food and beverage	\$2.00	\$1.00
SITHFAB002 Provide responsible service of alcohol	\$2.00	\$1.00
SITHFAB005 Prepare and serve espresso coffee	\$2.00	\$1.00
SITHGAM001 Provide responsible gaming services	\$2.00	\$1.00
SITXFSA001 Use hygienic practices for food safety	\$2.00	\$1.00
SITXWHS002 Identify hazards, assess and control safety risks	\$2.00	\$1.00
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SITXFSA002 Participate in safe food handling practices	\$2.00	\$1.00
SITHFAB010 Prepare and serve cocktails	\$2.00	\$1.00
HLTAID001 Provide cardiopulmonary resuscitation	\$2.00	\$1.00
HLTAID003 Provide first aid	\$2.00	\$1.00
SITXMPR002 Create a promotional display or stand	\$2.00	\$1.00

### **Payment Options:**

Students will be given the option to make payment via the following methods:

- Cash at enrolment (preferred option); or
- Direct Credit Bank Transfer

### **Course Survey**

All 1 Education students are required to complete a survey within 3 months of completing this program to enable us to improve the experience for future students. We thank you in advance for your contributions.

### **More Information**

For more information relating to various student-related policies and processes please refer to the Student Handbook, available in the 1 Education website - <http://www.1education.com.au/>

Students are also encouraged to access the Higher Level Skills Student Fact Sheet via the 1 Education or website or the following link prior to their enrolment:

[https://desbt.qld.gov.au/data/assets/pdf\\_file/0026/7784/hls-student-factsheet.pdf](https://desbt.qld.gov.au/data/assets/pdf_file/0026/7784/hls-student-factsheet.pdf)

### **Contact Details**

Phone: (07) 5560 8970 Email: [enquiries@1education.com.au](mailto:enquiries@1education.com.au) OR [enquiries@1education.com.au](mailto:enquiries@1education.com.au)

Internet: <http://www.1education.com.au/>