



Diploma of Hospitality Management (SIT50422) – Face to Face

Improve your job security and prospects for promotion by completing this leadership program focussing on a management role in the hospitality industry.

Subjects (28 units of competency to gain your qualification)

Core units

- SITXCCS015 Enhance customer service experiences
- SITXCCS016 Develop and manage quality customer service practices Was SITXCCS008
- SITXCOM010 Manage conflict
- SITXFIN009 Manage finances within a budget
- SITXFIN010 Prepare and monitor budgets
- SITXGLC002 Identify and manage legal risks and comply with law
- SITXHRM008 Roster staff
- SITXHRM009 Lead and manage people
- SITXMGT004 Monitor work operations
- SITXMGT005 Establish and conduct business relationships
- SITXWHS007 Implement and monitor work health and safety practices

Elective units

Group A - Hygiene

- SITXFSA005 Use hygienic practices for food safety

Group B - Operations

- SITHIND008 Work effectively in hospitality service

Group C - Hospitality

Client and Customer Service, Crisis Management

- SITXCCS010 Provide visitor information
- SITXCCS012 Provide lost and found services
- SITEEVT023 Plan in-house events
- SITHFAB021 Provide responsible service of alcohol
- SITHFAB023 Operate a bar
- SITHFAB024 Prepare and serve non-alcoholic beverages
- SITHFAB025 Prepare and serve espresso coffee
- SITHFAB030 Prepare and serve cocktails
- SITHFAB032 Provide advice on Australian wines

Gaming

- SITHGAM022 Provide responsible gambling services

Inventory

- SITXINV008 Control stock

Working in Industry

- SITHIND006 Source and use information on the hospitality industry

Group D – General electives

Finance

- SITXFIN007 Process financial transactions

Human Resource Management

- SITXHRM010 Recruit, select and induct staff

Management and Leadership

- BSBOPS504 Manage business risk

ABOUT YOUR TRAINER

Your training will be delivered by our highly respected, hospitality industry experts with extensive management experience in the hospitality industry. He/she will also have well established relationships with hospitality employers.

QUALIFICATION AND ACCREDITATION OUTCOMES

On successful completion of this program you will be awarded a nationally recognised qualification 'Diploma of Hospitality Management' (SIT50422), issued by 1 Education (RTO #6639).

Graduates of this program will be well regarded as a capable Manager within the hospitality industry.

POTENTIAL JOB OUTCOMES

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

- Duty Manager
- Functions Manager
- Restaurant Manager
- Bar Manager

COURSE FORMAT AND MODE OF DELIVERY

This program is delivered for 3 hours (1 night) each week, in a face-to-face format. Students will be asked to do at least 3 hours of self-paced study each week in addition to their 3 hours class time.

Students will have access to various resources to work through their assessment tasks, as well as on-call support via email and telephone from their Trainer.

CLIENTS AND ENVIRONMENT

Students enrolled into this program are experienced operational employees within a hospitality venue, looking to advance their career by moving into a management position.

VENUE AND TRAINING ENVIRONMENT

The Diploma of Hospitality Management is taught in a fully equipped licensed hospitality training venue. Classes are delivered at the QA Hotel in James Street, New Farm, where a full bar area is provided for the development of hands-on practical skills.

INDUSTRY CONSULTATION

It has taken some time but the industry has regained most of its pre-covid activity and is particularly strong in some areas. Opportunities exist in workplaces such as venue and event catering, nightclubs, pubs and cafes, as well as various other hospitality businesses.

1 Education has a strong focus on employment outcomes and course completions.

To achieve job opportunities for our students, 1 Education has established strong relationships with a number of industry employers, including some major players.

COURSE DURATION

The duration of the Diploma of Hospitality Management will depend on each student's ability to complete their self-paced tasks. Some students will complete the course in 12 months, however some may take longer, and will be given up to 2 years. During that time they may re-attend any classes to refresh their learnings and of course they may schedule tutorials with their Trainer.

In terms of the training schedule, students are required to attend weekly 3 hour classes and commit to the equivalent amount of time away from class to complete each activity.

STUDY PATHWAYS

To enter the Diploma of Hospitality Management, most students do this after completing a Certificate III in Hospitality, either in class-mode or via Recognition of Prior Learning. Given that the ultimate goal is a management role in a hospitality venue, it is also advantageous if they have completed at least a few months of regular work in a hospitality venue.

TRAINING AND STUDENT SUPPORT

1 Education would have one of the most heavily resourced Delivery teams for hospitality training in Queensland. At any given time there is a lead Trainer in addition to at least two (usually three) additional technical support trainers. This ensures that each student receives a personal focus including additional support wherever such needs are identified.

During the enrolment stage of each course intake, students are given an in-depth assessment to identify additional learning support needs.

ENTRY REQUIREMENTS / MINIMUM AGE:

This particular intake is designed for students who have some previous experience or studies in the hospitality industry.

Whilst there are no pre-requisites, students are encouraged to have completed a Certificate III in Hospitality as well as have some time working in a licensed venue.

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.

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, we 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.

COURSE FEES AND AVAILABILITY OF COURSE SUBSIDIES:

As 1 Education is a Skills Assure Supplier, this program does attract Queensland government funding assistance for eligible Queensland-based students via the Career Boost 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 Certificate IV or above level qualifications completed whilst at school 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).

To view the Career Boost Information Sheet, please view this link:

https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/276e0619-693d-48c0-b8c3-1db81f262c5a/career-boost-program-policy_1-july-2025.pdf?ETag=c739e57e68a867b49eccdf02d18d47cb

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

Diploma of Hospitality Management (SIT50422)

Fee for Service (Unfunded) Students: \$2,432 (total)

Concessional Funded Students: \$1 per subject (\$28 total)

Non-Concessional Funded Students: \$2.00 per subject (\$56 total)

Subject Code	Subject Title	Non-Concessional Price	Concessional Price
SITXCCS015	Enhance customer service experiences	\$2.00	\$1.00
SITXCCS016	Develop and manage quality customer service practices Was SITXCCS008	\$2.00	\$1.00
SITXCOM010	Manage conflict	\$2.00	\$1.00
SITXFIN009	SITXFIN009 Manage finances within a budget	\$2.00	\$1.00
SITXFIN010	SITXFIN010 Prepare and monitor budgets	\$2.00	\$1.00
SITXGLC002	Identify and manage legal risks and comply with law	\$2.00	\$1.00
SITXHRM008	Roster staff	\$2.00	\$1.00
SITXHRM009	Lead and manage people	\$2.00	\$1.00
SITXMGT004	Monitor work operations	\$2.00	\$1.00
SITXMGT005	Establish and conduct business relationships	\$2.00	\$1.00
SITXWHS007	Implement and monitor work health and safety practices	\$2.00	\$1.00
SITXFSA005	Use hygienic practices for food safety	\$2.00	\$1.00
SITHIND008	Work effectively in hospitality service	\$2.00	\$1.00
SITXCCS010	Provide visitor information	\$2.00	\$1.00
SITXCCS012	Provide lost and found services	\$2.00	\$1.00
SITEEVT023	Plan in-house events	\$2.00	\$1.00
SITHFAB021	Provide responsible service of alcohol	\$2.00	\$1.00
SITHFAB023	Operate a bar	\$2.00	\$1.00
SITHFAB024	Prepare and serve non-alcoholic beverages	\$2.00	\$1.00
SITHFAB025	Prepare and serve espresso coffee	\$2.00	\$1.00
SITHFAB030	Prepare and serve cocktails	\$2.00	\$1.00
SITHFAB032	Provide advice on Australian wines	\$2.00	\$1.00
SITHGAM022	Provide responsible gambling services	\$2.00	\$1.00
SITXINV008	Control stock	\$2.00	\$1.00
SITHIND006	Source and use information on the hospitality industry	\$2.00	\$1.00
SITXFIN007	Process financial transactions	\$2.00	\$1.00
SITXHRM010	Recruit, select and induct staff	\$2.00	\$1.00
BSBOPS504	Manage business risk	\$2.00	\$1.00

See enrolment form for more information.

PAYMENT OPTIONS:

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

- Cash at enrolment); or
- Bank Transfer

COURSE SURVEY

All 1 Education students are required to complete a Training and Employment 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 Career Start Student Fact Sheet via the 1 Education or website or the following link prior to their enrolment: <https://www.qld.gov.au/education/training/funded/career-start>

CONTACT DETAILS

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