



AUSTRALIAN

INTERNATIONAL
COLLEGE



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RTO No: 41215 CRICOS Provider Code: 03456K

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SIT60316
ADVANCED DIPLOMA OF
HOSPITALITY
MANAGEMENT



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ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT



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 specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include: banquet or function manager, bar manager, café manager, chef de cuisine, chef patissier, club manager, executive housekeeper, front office manager, gaming manager, kitchen manager, motel manager, restaurant manager, sous chef, unit manager catering operations.



Entry requirements

There are no entry requirements for this qualification.

Entry requirements for international students

- 18 years of age or over at the time of applying for admission.
- IELTS 5.5 or equivalent in line with the DIBP regulations.
- Satisfactory completion of Australian Year 10 qualification

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Course Duration

This program is scheduled to be delivered over a 130-week timeframe of full time study consisting of 90 weeks of scheduled class time, 10 weeks of work placement plus 30 weeks of breaks. Timetables may vary slightly to take into account public holiday periods such as Christmas & Easter.

Term 1	Break	Term 2	Break	Term 3	Break	Term 4	Break
10 weeks	2 weeks	10 weeks	2 weeks	10 weeks	2 weeks	10 weeks	6 weeks

(For illustration purposes only)

Work Placement

Work placement (work-based learning) will consist of 36 shifts of paid or unpaid work for the unit SITHIND004 – Work effectively in hospitality service. This unit will be undertaken in Term 4 and requires students to spend approximately 200 hours of practical placement in a hospitality business.

This time will be scheduled by the college and is reflected in the course duration outlined above. Australian International College will arrange placements for students with partner commercial enterprises. If students are already working in an appropriate venue, it may be permitted for their work experience following approval by the trainer and assessor.

The unit that is completed as part of work placement is designed to assess the student's ability to:

- perform consistently over a period of time
- deal with multiple sales, service or operational tasks simultaneously

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QUALIFICATION STRUCTURE

To be awarded the SIT60316 Advanced Diploma in Hospitality Management, participants must complete thirty three units of competency, consisting of:

-16 core units

-17 elective units, consisting of:

Group	Unit Code	Unit Title	Group	Unit Code	Unit Title
Elective	SITXFSA001	Use hygienic practices for food safety	Elective	SITXCCS007	Enhance customer service experiences
Elective	SITHIND001	Use hygienic practices for hospitality service	Core	SITXMGT001	Monitor work operations
Elective	SITHFAB002	Provide responsible service of alcohol	Elective	SITXCOM005	Manage conflict
Elective	SITXWHS002	Identify hazards, assess and control safety risks	Elective	SITXHRM002	Roster staff
Elective	SITXWHS003	Implement and monitor WHS practices	Elective	BSBFIM502	Manage payroll
Elective	SITHIND002	Source information on the hospitality industry	Core	SITXFIN004	Prepare and monitor budgets
Elective	BSBFIA303	Process accounts payable and receivable	Elective	SITXHRM004	Recruit, select and induct staff
Elective	BSBFIA301	Maintain financial records	Elective	SITXHRM006	Monitor staff performance
Core	BSBDIV501	Manage diversity in the workplace	Core	SITXGLC001	Research and comply with regulatory requirements
Elective	SITHFAB004	Prepare and serve non-alcoholic beverages	Core	BSBMGT517	Manage operational plan
Elective	BSBFIA302	Process payroll	Core	SITXMGT002	Establish and conduct business relationships
Elective	SITHACS001	Clean premises and equipment	Core	BSBMGT617	Develop and implement a business plan
Core	SITXHRM003	Lead and manage people	Core	SITXWHS004	Establish and maintain a work health and safety system
Elective	SITHIND004	Work effectively in hospitality service	Core	SITXFIN005	Manage physical assets
Elective	SITHFAB016	Provide advice on food	Core	BSBFIM601	Manage finances
Core	SITXCCS008	Develop and manage quality customer service practices	Core	SITXMPR007	Develop and implement marketing strategies
Core	SITXFIN003	Manage finances within a budget			

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Delivery Mode & Location

Participants will be involved in both theory and practical training. Training and assessment is based on a classroom based training model comprised of the following components of delivery, supervision, assessment and support: Classroom-based training sessions to develop the knowledge and theoretical understandings required to work as in hospitality. Classroom settings will ensure full access to computers, internet, whiteboards, workbooks and textbooks. Practical training and experience in real and simulated hospitality environments. This will allow students to develop and demonstrate their skills in relation to hospitality roles within appropriate simulated situations. During the practical sessions (which are undertaken in a fully equipped commercial kitchen), enough time is allocated to students to perform the required tasks, practise their skills, reinforce their knowledge and prepare themselves for the practical assessments. Telephone support is available from Monday to Friday 8am to 6pm from qualified staff employed by our RTO. Trainers may provide additional learning material where gaps are identified in either the participant's underpinning knowledge or the training resources.

The course is delivered at:

- Level 3, 84 – 86 Mary Street, Surry Hills, NSW 2010
- Ground Floor, 38 College Street, Darlinghurst, NSW 2010

Reasonable Adjustment

Australian International College has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for participants with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Evidence collection can be adjusted to suit individual student needs if required and will be endorsed by the Academic Manager/Program Coordinator, and student. Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment. The learning need that forms the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the student. Any adjustments will be recorded in the student file and will not compromise the competency standard.

The program may be organised/formatted around a combination of approaches including:

- RPL/RCC; classroom training; in class practical sessions;
- National recognition; or a combination of the above.

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Issuing the Statement of Attainment

In the case where a student decides to withdraw from the course at any stage, Australian International College will issue a Statement of Attainment for units of competency completed as partial completion of their enrolled course within 30 days of the withdrawal approval.

Recognition of Prior Learning (RPL)

Students may be eligible for course credit as a result of previous study or recognition of a competency currently held. The granting of course credit means that students do not have to complete part of the course because of existing qualifications or statements of attainment.

Recognition of Prior Learning is available for all courses and all students are offered the opportunity to participate in RPL upon enrolment. A streamlined RPL process has been developed which requires the student to make a self-assessment of their skills, participate in an interview with an assessor, provide documentary evidence and demonstrate skills, knowledge and experience.

For further information about course credit and/or RPL, including applicable fees and how to apply, please contact our office.

National Recognition

Applicants for National Recognition must make an appointment with the Academic Manager to which they need to bring their transcript, USI and ID. The Academic Manager will check the Award or Statement of Attainment and grant National Recognition for identical units that have been identified as being completed at another Registered Training Organisation. Granting of National Recognition is then recorded as a unit outcome in the students file. Student's individual training plans will be adjusted to reflect any National Recognition granted. Students may use our RTO appeal procedures if dissatisfied with the outcome of their National Recognition applications.

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Training Facility Resource and Classrooms

Australian International College has an established VET infrastructure to serve the needs of the training program and meet the training package requirements. The training premises will be located at: Ground Floor, 38 College Street, Darlinghurst, NSW 2010 and Level 3, 84 – 86 Mary Street, Surry Hills, NSW.

Students will be able to access the campus's computer laboratories at this same location.

Classrooms are fully equipped with smart boards, data projectors, and Internet connections. All classrooms are well furnished with study tables and chairs.

Computer Labs and Printing Facilities

The college has dedicated computer labs for training purposes as well as for after class work by the students. Other computers are available for student self-study and assessment purposes in the open study area. The entire computers are connected to printers and are equipped with the latest software for training and assessment.

All students have access to printing and photocopying facilities for course related materials. These facilities are available on user pay basis. Please contact the student services officer or IT help desk personal for further information.

Resource Centre, Library and E-learning

This facility is used for the learning resource centre which collecting of the reference textbooks for the student to have access for their self-study session. All of the recommended reading textbooks or the online access material will be listed in the study guides of each any learning unit.

E-learning is the student web-based portal access for on and off campus learning access. Each individual student will be provided the security login portal access, if necessary, at an initial state of their enrolments with our college.

Student Fees

For a full list of student training and assessment and additional fees please refer to our website at www.aic.nsw.edu.au/tuition-fee/. Students will be provided with training and assessment resources unless otherwise stipulated on the website.

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Student Support and Learning Assistance Centre

Learning Assistance is available for students requiring additional academic support or remedial literacy/numeracy assistance. Regular study skills workshops are held to help students learn how to succeed in their studies. One-to-one assistance with assignments and assessment tasks are provided with a prior appointment.

Wireless Campus, Facilities and Equipment

Classrooms and open study areas provide wireless connections to all students and we strongly recommend each student to acquire a notebook computer of their own, to increase their study effectiveness.

Facilitates and equipment

- Computer labs for certain research and assessment tasks
- Wi-Fi/Internet Access
- Data projectors
- Whiteboards
- Any other items that may be needed for a simulated environment

Note: students are encouraged to bring their own lap tops to class and a USB to class for ongoing use of laptop in class. These must have Microsoft Office or similar installed and be fully charged

Overseas Student Health Cover

It is an obligation of being an International Student that you have Overseas Student Health Cover. The cost of OSHC is additional to the tuition fee and will vary depending on the duration of your study in Australia. AIC can arrange your cover for you with BUPA Private Health Insurance. This fee is payable prior to issuance of your confirmation of enrolment. Alternatively, you can use a provider of your choice.

Subject to the ESOS Act 2000, if funds have been disbursed to the provider, the student will be responsible for contacting the provider directly to apply for their OSHC refund. Students must provide the Overseas Health Care provider with the following information when applying for a refund: full name, date of birth, membership number (provided to the student by the International Office), together with the reason for refund and evidence of transferring to another university, or the date of departure from Australia.

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Complaints and Appeal Process

The College has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. The complaints and appeals procedure includes a requirement that an independent mediator will be appointed if the student is dissatisfied with the process undertaken by the College. Further information on complaints and appeals can be found at <http://aic.nsw.edu.au/complaints-appeals-procedure/>

To Apply

To apply for enrolment in this course, students must complete the course application form and attached all the supporting documents mentioned in the application form.

The application form can be downloaded from our website <http://aic.nsw.edu.au/forms/>.

You can email your application to admin@aic.nsw.edu.au. Alternatively you can submit to our enrolment team working hours (9.00 am to 5.00 pm Monday to Friday) at one of the addresses below:

Level 3, 84-86 Mary Street, Surry Hills, NSW 2010

Ground Floor, 38 College Street, Darlinghurst, NSW 2010

Enrolment and Orientation

Upon acceptance of a your application for enrolment, a letter of offer, as well as a written agreement and tax invoice for remaining fees, will be forwarded to you. You will need to ensure that you read through all provided information as it will provide all necessary information about the course of study. A Confirmation of Enrolment (COE) letter will be issued once the signed acceptance of the offer and written agreement and payment have been received.

The first day of each course will include orientation and induction. Orientation will include information about the campus, living in Australia, accessing our support services and methods for achieving success throughout your study, including attendance and course progress requirements.

This course outline should be read in conjunction with Australian International College's Student Handbook. This is found online at <http://aic.nsw.edu.au/forms/>.