



AUSTRALIAN



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RTO No: 41215
CRICOS Provider Code: 03456K

SIT50416 DIPLOMA OF HOSPITALITY MANAGEMENT

Course CRICOS Code: 091079A



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

- Banquet or function manager
- Bar manager
- Café manager
- Chef de cuisine
- Chef patissier
- Club manager
- Executive housekeeper
- Front office manager
- Kitchen manager
- Gaming manager
- Motel manager
- Restaurant manager
- Sous chef
- Unit manager catering operations.

Entry requirements

- Students need to be 18 years of age or over.
- IELTS 5.5 or equivalent is required.
- Satisfactory completion of Australian Year 10 qualification or equivalent is required.

Course Duration

- 102 weeks (8 terms)
 - 70 weeks class time
 - 10 weeks work placement
 - 22 weeks holiday

Study Mode

- 20 hours per week
- The delivery methods include:
 - Face to face learning on campus
 - Practical training through work-placement
 - Online self-paced learning



Unit Structure

To be awarded the SIT50416 Diploma of Hospitality Management, participants must complete a total of 28 units of competency, consisting of 13 core and 15 elective units.

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Group Unit of competency

Core	BSBDIV501	Manage diversity in the workplace
Core	BSBMGT517	Manage operational plan
Core	SITXCCS007	Enhance customer service experiences
Core	SITXCCS008	Develop and manage quality customer service practices
Core	SITXCOM005	Manage conflict
Core	SITXFIN003	Manage finances within a budget
Core	SITXFIN004	Prepare and monitor budgets
Core	SITXGLC001	Research and comply with regulatory requirements
Core	SITXHRM002	Roster staff
Core	SITXHRM003	Lead and manage people
Core	SITXMGT001	Monitor work operations
Core	SITXMGT002	Establish and conduct business relationships
Core	SITXWHS003	Implement and monitor work health and safety practices
Elective	BSBSUS401	Implement and monitor environmentally sustainable work practices
Elective	SITHACS001	Clean premises and equipment
Elective	SITHFAB002	Provide responsible service of alcohol
Elective	SITHFAB016	Provide advice on food
Elective	SITHIND001	Use hygienic practices for hospitality service
Elective	SITHIND002	Source and use information on the hospitality industry
Elective	SITHIND004	Work effectively in hospitality service
Elective	SITHKOP006	Plan catering for events or functions
Elective	SITXCCS002	Provide visitor information
Elective	SITXCOM002	Show social and cultural sensitivity
Elective	SITXFSA001	Use hygienic practices for food safety
Elective	SITXHRM001	Coach others in job skills
Elective	SITXHRM004	Recruit, select and induct staff
Elective	SITXHRM006	Monitor staff performance
Elective	SITXWHS002	Identify hazards, assess and control safety risks

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 requires students to spend approximately 200 hours of practical placement in a hospitality business.

Australian International College will arrange placements for students with partner commercial enterprises.

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 and to deal with multiple sales, service or operational tasks simultaneously



Delivery Mode and 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. While classroom-based training sessions aim to develop the knowledge and theoretical understandings required to work within the industry, practical training and experience in real and simulated working environments will help students to perform the required tasks, practise their skills, reinforce their knowledge and prepare themselves for the practical assessments.

Classroom settings will ensure full access to computers, internet, whiteboards, workbooks and textbooks.

All courses are delivered at 38 College Street, Darlinghurst, 2010, NSW.



Study Periods

In Australian International College, each term consists of 10 weeks which is followed by a 2-week holiday. The total duration of the courses might vary based on holiday periods and intake date. A normal study year starting from January intake follows as below:

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

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.

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.

Recognition of prior learning and credit transfer

Recognition of Prior Learning and Credit Transfer are 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.

Training facilities, resources and classrooms

Australian International College has an established VET infrastructure to serve the needs of the training program and meet the training package requirements. In the facilities, students have access to computers, Wi-Fi, printing and photocopying. Students will have opportunity to access resources and materials for their self-study sessions through e-learning portal.



Student fees

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

Student support and learning assistance

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.

Overseas Students Health Cover (OSHC)

It is an obligation of being an International Student that you have OSHC. 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 if requested. This fee is payable prior to issuance of your confirmation of enrolment. Alternatively, you can use a provider of your choice.

Complaints and appeals 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 www.aic.nsw.edu.au



How to apply

To apply for enrolment in this course, students must complete the course application form and attach all the supporting documents mentioned in the application form. The application form can be downloaded from our website. You can email your application to admin@aic.nsw.edu.au. Alternatively, you can visit our office to submit your application to our enrolment team during working hours (9.00 am to 5.00 pm, Monday to Friday).

Enrolment and orientation

Upon acceptance of your application for enrolment, a letter of offer, a written agreement and tax invoice for remaining fees will be forwarded to you. After we receive your signed acceptance offer, written agreement and the first payment, you will be issued a Confirmation of Enrolment (COE) to apply for the visa.

Before the commencement of courses, orientation sessions are held. Students are required to attend orientation session during which they will receive detailed information about the college, their course and other related matters.



This course outline should be read in conjunction with Australian International College's Student Information Handbook which can be downloaded from www.aic.nsw.edu.au.

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