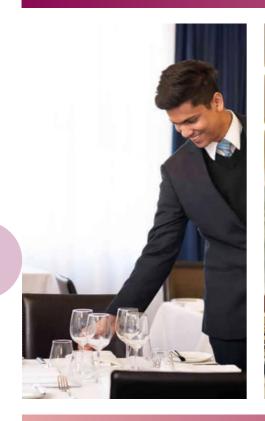
www.brighten.edu.au contact@brighten.edu.au Level 5, 12 O'Connell St, Sydney NSW 2000

RTO: 41148 | ABN: 73 603 367 095

# SIT50422 **Diploma of Hospitality Management**







#### **Course Duration**

1 - 2 years depending on the study mode selected.

#### **Mode of Delivery**

You can choose to complete your qualification online, structure classroom sessions, virtual or blended delivery.

#### **Possible Job Outcomes:**

- Function manager
- Bar/Café/Club manager
- Executive Housekeeper
- Restaurant manager
- Gaming manager
- Duty Manager



### **Entry Requirements**

There are no entry requirements for the qualification, however, you must have:

- A USI (Unique Student Identifier) number
- A valid and current email address
- A completed LLN assessment (Language, Literacy & Numeracy test)
- Have access to a reliable PC, laptop or tablet computer
- Access to a reliable internet connection and word processing software such as Microsoft Office suite

## **Course Description**

The intended learner for this program will receive advanced skills and in-depth knowledge for operational roles in the hospitality industry. 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 the industry to coordinate hospitality operations. This qualification can be completed in minimum 12 months with the ability to learn in your own place at your own space along with structured training.

# **Learning Outcomes**

It enables the graduates to operate independently and have responsibility for others and make a range of operational business decisions in the diversity of environments including 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.

For further details and/or information such as eligibility for discounts and subsidised course fees, support, Recognition of Prior Learning (RPL) and more, please contact us at (02) 9223 1868 to receive support.

This course is comprised of 11 core and 17 elective units which must be completed to meet the Training Package requirements.

#### Core Units

SITXCCS015 Enhance customer service experiences

SITXCCS016 Develop and manage quality customer service

practices

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

SITXFSA005 Use hygienic practices for food safety SITHIND008 Work effectively in hospitality service SITXCRI003 Respond to a customer in crisis

SITHIND006 Source and use information on the hospitality

industry

SITXHRM010 Recruit, select and induct staff SITXHRM012 Monitor staff performance

SITXFSA006 Participate in safe food handling practices **BSBTEC301** Design and produce business documents **BSBTEC402** Design and produce complex spreadsheets

SITXINV007 Purchase goods SITXINV008 Control stock

SITXCOM009 Address protocol requirements

BSBTWK503 Manage meetings

BSBOPS502 Manage business operational plans SITXWHS006

Identify hazards, assess and control safety

BSBSUS511 Develop workplace policies and procedures

for sustainability

SITXMPR014 Develop and implement market strategies

### **Certification/Completion**

Students who successfully complete all 28 units of competency will be issued with SIT50422 Diploma of Hospitality Management. Students who successfully complete some units of competency will be issued with a Statement of Attainment for the unit(s) in which they have been deemed competent. Successful completion of this course may gain you recognition towards an Advanced Diploma and/or Degree in Hospitality.

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