BRIGHTEN
INSTITUTE AUSTRALIA

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 risks
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.