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SIT50422

# Diploma of
# Hospitality
# Management

CRICOS Course Code: 114255G

# About the Course

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 multi skilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

## Course Outline
### Delivery Mode And Assessment

**20** hours per week and delivered face to face

**05** hours of self-study per week is requred

**104** weeks including 88 Study weeks 16 weeks of holiday

## Course Entry Requirements:

There are no prerequisites or specific entry requirements for this qualification. This course is available to all international students and AIA requires that students are able to provide evidence that they:

• Have demonstrated an IELTS level at a score of at least 5.5 or equivalent (test results must be no more than 2 years old) or demonstration of successful completion of at least General English at Upper Intermediate or English for Academic Purposes Upper Intermediate level.

• Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that AIA is able to provide.

• Have successfully completed Australian year 12 or equivalent.

• Are at least at age of 18 on the date of course commencement.

**Note:** All the students commencing this course are required to complete LLN test on the orientation day to assist AIA to identify student's needs for additional support during their study.

**Recommendation:** It is highly recommended that students should have successfully completed SIT30816 Certificate III in Commercial Cookery or SIT40516 Certificate IV in Commercial Cookery prior commencing this course, although this is not a mandatory entry requirement.

## Work Placement:

To satisfy the qualification requirements, for the unit SITHCCC043 Work effectively as a cook, students must complete a minimum of 60 complete service periods (shifts) of 4 hours each or 30 complete service periods (shifts) of 8 hours each in a hospitality workplace undertaking work tasks relevant to the unit content. The duration of the service periods depends on the negotiations with the host employer and student's preference of the service period duration would be taken into consideration prior to the arrangement of the work placement. Total minimum hours of work placement are 240 hours. The work placement will be unpaid and the daily working hours (service periods) may be negotiated. All students are required to maintain a logbook to record their worked hours.

AIA will aim to arrange/secure work placements for each student. Students will access a hospitality workplace with a commercial kitchen that serves customers to address the requirements of this unit. Workplaces may include restaurants, cafeterias, cafes, residential caterers, in flight and other transport caterers, and event and function caterers. Students undertake duties as per work placement organisation and training package requirements under the supervision of a workplace supervisor.

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## Work Placement:

Students who are already working in the commercial kitchen are encouraged to use their existing workplace to complete these service periods providing it meets the requirements necessary to conduct the assessments. Students who are not already working may nominate a workplace.

Students will commence work placements and complete the required shifts only upon successful completion of kitchen-base units which are delivered and assessed in classroom and Kitchen facility. Students may be required to undertake additional load to complete their service periods. AIA will provide students with Work placement roles and responsibilities prior to the commencement of their work placement so they are aware of the expected roles and responsibilities during work placement.

It must be hereby noted that students would be required to undertake work placements at multiple workplaces to incorporate all aspects of organising, preparing and cooking a variety of food items across different service periods and menu types using a range of cooking methods and team coordination skills. The service periods must be evenly distributed to cover breakfast, lunch, dinner, supper, events and special functions.

# Career Pathways

## Possible Career Pathways:

Once students have successfully completed the SIT50422 Diploma of Hospitality Management, they can apply for jobs within the marketing industry which can include chefs at restaurants, hotels, clubs, pubs, cafés, and/or coffee shops.

## Further Study Pathways:

The further study pathways available to students who undertake this qualification include:

• **SIT60322 Advanced Diploma of Hospitality Management**

• **SIT60222 Advanced Diploma of Event Management**

• or any other Diploma or Advanced Diploma level qualification within the SIT Tourism, Travel and Hospitality Training Package or any other accredited course at Advanced Diploma level.

# Course Structure

A total of 28 Units (11 Core and 17 electives) must be completed and deemed competent to achieve the qualification SIT50422 Diploma of Hospitality Management. Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 28 units in the qualification. Students completing all the required units of competency will attain full qualification.

## Course Structure:

| Code | Title | Core/ Elective |
|---|---|---|
| SITXCCS015 | Enhance customer service experiences | Core |
| SITXCCS016 | Develop and manage quality customer service practices | Core |
| SITXCOM010 | Manage conflict | Core |
| SITXFIN009 | Manage finances within a budget | Core |
| SITXFIN010 | Prepare and monitor budgets | Core |
| SITXGLC002 | Identify and manage legal risks and comply with law | Core |
| SITXHRM008 | Roster staff | Core |
| SITXHRM009 | Lead and manage people | Core |
| SITXMGT004 | Monitor work operations | Core |
| SITXMGT005 | Establish and conduct business relationships | Core |
| SITXWHS007 | Implement and monitor work health and safety practices | Core |
| SITXFSA005 | Use hygienic practices for food safety | Elective |
| SITXFSA006 | Participate in safe food handling practices | Elective |
| SITHCCC023* | Use food preparation equipment | Elective |
| SITHCCC025* | Prepare and present sandwiches | Elective |

| Code | Title | Core/ Elective |
|---|---|---|
| SITHCCC027* | Prepare dishes using basic methods of cookery | Elective |
| SITHCCC028* | Prepare appetisers and salads | Elective |
| SITHCCC029* | Prepare stocks, sauces and soups | Elective |
| SITHCCC030* | Prepare vegetable, fruit, eggs and farinaceous dishes | Elective |
| SITHCCC031* | Prepare vegetarian and vegan dishes | Elective |
| SITHCCC035* | Prepare poultry dishes | Elective |
| SITHCCC036* | Prepare meat dishes | Elective |
| SITHCCC037* | Prepare seafood dishes | Elective |
| SITHCCC038* | Produce and serve food for buffets | Elective |
| SITHCCC040* | Prepare and serve cheese | Elective |
| SITHCCC041* | Produce cakes, pastries and breads | Elective |
| SITHCCC042* | Prepare food to meet special dietary requirements | Elective |
| SITHCCC043* | Work effectively as a cook | Elective |

*Units marked with an *asterisk have one or more prerequisites. Refer to individual units for details.

# Assessment Methodology

Assessment methods used for this qualification are varied and will provide a range of ways for individuals to demonstrate that they have met the required outcomes. Assessment methods may include:

- **Written questions**
- **Projects**
- **Presentations**
- **Report writing**
- **Role plays/observations**
- **Kitchen based demonstration**
- **Work placement**

At the beginning of each unit, your trainer and assessor will outline the assessment tasks that must be completed.

# Facilities & Resources

- Your classes will be conducted in modern classrooms
- You will be able to access Wi-Fi.
- There are also areas for you to relax, as well as conduct additional study.

You will be provided with a Student Guide relevant to each unit in your course. Recommended textbooks are also available onsite for you to use and borrow if you wish. You may also purchase these textbooks if you require.

**Reference Textbooks**

- **Math for the Professional Kitchen, The Culinary Institute of America,** Laura Dreesen, Michael Nothnagel, Susan Wysocki.

- **The Professional Chef,** 9th Edition, The Culinary Institute of America.

- **The Book of Yields,** 8th edition, Francis T. Lynch

# Course Progress Policy

AIA will monitor, record and assess the course progress of each student for the course in which the student is enrolled. Course Progress Policy defines the requirements for student satisfactory course progress, the processes for monitoring, recording and assessing the student course progress and the processes for the AIA intervention strategies for identifying and assisting students to achieve satisfactory course progress. You will also be provided with further information about course progress and attendance requirements at your orientation.

For more details on, please refer to www.auscanus.edu.au/

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# Recognition of Prior Learning (RPL) & Credit Transfer (CT)

AIA will offer RPL and CT to all prospective students through the enrolment process. AIA has documented policies and procedures for these processes and students are provided details of how to apply for RPL or CT through the enrolment process. If you need RPL or CT, please make sure you tick the RPL/CT section during your student application on AIA website.

For more details on, please refer to www.auscanus.edu.au/

# Payment Options

• Online payments can be made from your bank account to AIA (details can be found on your letter of offer)

• In-person payments can be made by visiting our campus, where you can pay using cash (exact amount – no change), credit or debit card (MasterCard, Visa or AMEX).

• Over-the-phone can be made using a debit card or credit card (MasterCard, Visa or AMEX) by calling the Information Centre during business hours on 03 9945 8247.

Please make sure to put reference as your 'AIA Student ID', when making the payments. For more information regarding payments options and tuition fees, please call at +61 3 9945 8247 / 1300 AIA EDU or email info@auscanus.edu.au

# Refund

Refund of the fees will only be granted in accordance with the refund policy.

Any student willing to apply for a refund must submit a completed online **'Refund Application Form'** available on AIA website.

All refund applications are to be assessed by the Administration Manager and applications processed within Twenty (20) working days of the application and evidence of documentation received. The Student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

For more details on, please refer to www.auscanus.edu.au/

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# Privacy Policy

Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by AIA, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988.

In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

For more details on, please refer to www.auscanus.edu.au/

# Further Information

For any further information on AIA policies and procedures or help with any course related details, please refer to www.auscanus.edu.au/

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