

SIT50416 - Diploma of Hospitality Management

CRICOS Course Code: 097273F



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 business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage.

Course structure

This program is delivered face to face in a logical sequence covering all the Elements, Performance Criteria, Foundation Skills as well as Assessment Requirements including Performance Evidence, Knowledge Assessment Conditions. This will assist learners to be able to apply content to a variety of different work place situations. Assessment/s will take place during and/or at the end of a unit/s. Training will be conducted face to face within a classroom based environment, simulated work environments (for the units required simulated environments) at Level 4, 33 Scarborough Street, Southport, QLD 4215, Australia.

This course has Work Based Training (WBT) component for the unit SITHIND004 - Work effectively in hospitality service. Students needs to complete total of 200 hours of WBT.

Student/s will be placed workplace Work Based Training (WBT), where this component of the course will need to be completed.

SIT50416 - Diploma of Hospitality Management consists of following Units of competency:

- SITHIND001 - Use hygienic practices for hospitality service
- SITXWHS002 - Identify hazards, assess and control safety risks
- SITHIND002 - Source and use information on the hospitality industry
- SITHFAB002 - Provide responsible service of alcohol
- SITXHRM001 - Coach others in job skills
- SITHACS008 - Provide accommodation reception services
- SITXCCS002 - Provide visitor information

SITXCCS004 - Provide lost and found services
SITXWHS003 - Implement and monitor work health and safety practices
SITXCCS007 - Enhance customer service experiences
SITXCOM005 - Manage conflict
SITXMGT001 - Monitor work operations
BSBDIV501 - Manage diversity in the workplace
SITXHRM003 - Lead and manage people
SITXFIN003 - Manage finances within a budget
SITXMPR004 - Coordinate marketing activities
SITXINV003 - Purchase goods
SITXHRM002 - Roster staff
BSBCMM401 Make a presentation
BSBADM405 - Organise Meetings
SITXFIN001 - Process financial transactions
BSBMGT517 - Manage operational plan
SITXCCS008 - Develop and manage quality customer service practices
SITXFIN004 - Prepare and monitor budgets
SITXGLC001 - Research and comply with regulatory requirements
SITXMGT002 - Establish and conduct business relationships
SITXHRM004 - Recruit, select and induct staff
SITHIND004 - Work effectively in hospitality service

Peach institute allow and encourage its student to bring their own laptop computer, tablet etc. or Institute can arrange a loan computer upon request. Student/s can access Peach institute's internet/Wi-Fi facility for study purpose.

Students successfully completing the course will receive the Nationally Recognised; SIT50416 - Diploma of Hospitality Management. Students not completing all the units will gain Statement of Attainment.

Course Duration

The expected completion duration of this course is 108 Weeks (including 80 weeks of study and 28 weeks of holiday) on a full time basis, minimum 20 Contact Hours per week.

Entry Requirements

Age Requirements

18 years of age or older at the time of making an application for admission in this course, and should have successfully completed year 12 or equivalent to Australian senior secondary school.

International student Academic Requirements

To gain entry to this course, participants should have successfully completed year 12 or secondary studies in applicants home country equivalent to an Australian Year 12 qualification (for more information visit <https://www.qcaa.qld.edu.au/senior/certificates-qualifications/qce/transfer-students/qce-equivalent-qualifications>).

English Language requirements.

All International Students entering this qualification must have a minimum English Language proficiency level of one of the below:

An English Language proficiency level of one of the following:

- Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course (results less than three years old);

OR

- Evidence that confirms they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States;

OR

- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation courses or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher-level qualification under the Australian Qualifications Framework.
- For more information, visit the following:
 - <http://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements/>);
 - <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

Pre-training Review

All students will participate in a pre-training review which aims to identify their training needs through:

- Identification of any previous training undertaken, and relevance of the training to this qualification
- Identification of basic computing skills to support computer based classroom learning
- For international students, confirmation of their level of English language skills including confirmation of successful assessment at IELTS 5.5

The Pre-Training Review will also determine eligibility to undertake any portion of the qualification via a recognition of prior learning pathway.

Language, Literacy and Numeracy Test (LLN)

During the enrolment process, all students will complete a language, literacy and numeracy assessment to determine if any barriers to their learning exist as a result of LLN issues. The information from the LLN assessment will be used to identify any reasonable adjustments that need to be made to the learning and assessment for each individual learner.

Where it is identified that a student does not have an adequate level of language, literacy and numeracy, the student will be referred to an external provider to undertake additional studies in the areas of need. Once the student has completed this additional study, they will re-sit the LLN assessment before being accepted for enrolment in the qualification. All costs associated with additional LLN training will be the responsibility of the learner.

Note: Peach Institute does not guarantee for any of its student/s, successful completion of the course, any Particular employment outcome or any migration outcome.

For more information on Vocational Education you can visit <https://www.studyinaustralia.gov.au/English/Australian-Education/Vocational-education>

To enrol into Peach Institute's course/s as an overseas/International student, applicants must complete an International Student application pack, available from Peach Institute, upon request via email (info@pi.edu.au) or at our website.

This should be completed in full and submitted in person or via email at info@pi.edu.au, and must be accompanied by:

- Evidence of English Language Proficiency
- Copies of Certificate(s)/Qualification(s)/Statement of Attainment(s)
- Copies of supporting documents for RPL/Credit Transfers application
- Copy of current and valid Passport
- Visa copy, if you currently hold an Australian Visa
- Application Fee (not refundable) AUD250.00

When we receive your request/application, our student admin office/authorised staff will review it for completeness and for eligibility, if your application is not complete, our student admin office/authorised staff will contact you, if your application has been successful, you will be issued a Letter of Offer (valid 14 days, unless otherwise specified), invoice for initial payment of fees and provided with a Student Agreement for your acceptance and signature.

Once you accept the offer you are required to return the signed student agreement with the initial payment of fees.

Once we receive this information/documents, a confirmation of enrolment (CoE) will be generated and forwarded to yourself at the address provided on your application with an official receipt for the fees paid, at the same time Department of Home Affairs (DHA) will also get the notification of your CoE, electronically.

It is the applicant's responsibility to apply for a student visa. Peach Institute do not give any kind of guarantee that the applicant will be granted with the student visa.

When you receive your CoE, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where you can make an application for a student visa. For information, go to <https://dfat.gov.au/about-us/our-locations/missions/pages/our-embassies-and-consulates-overseas.aspx>.

For further information about student visa and how to apply you can also visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: <https://consumerlaw.gov.au/>

Successful Student Visa

If your student visa application is approved, you should contact Peach Institute and provide evidence of approval and your arrival plans. Once you have arrived in Australia you should get in contact with Peach Institute, via phone (numbers listed on our website), via email info@pi.edu.au or in person, as soon as possible.

For more information to plan your arrival in Australia please visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/plan-your-arrival>

Unsuccessful Student Visa

If your student visa application is NOT approved/outcome is unsuccessful, you must contact Peach Institute as soon as possible, and advise us about the outcome of your visa application, apply in writing for a refund of student fees in accordance with our Fee Refund Policy.

For fee structure or further and useful information visit: www.pi.edu.au

Peach Institute's head office located in the heart of Gold Coast's Central Business District (CBD), in Level 4, 33 Scarborough, Southport, QLD 4215, in Southport CBD, in the state of Queensland, Australia, bus and light-rail, on its doorsteps, accommodation right across the road, and Australia Fair shopping centre, shops and restaurants is just a short stroll away.

Bryan Peach Institute Pty Ltd T/A Peach Institute,

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Note: Video/Photographs used in Peach Institute's marketing material, are only for marketing purpose, may not be of actual students, staff, equipment, premises or facilities.