Diploma of Hospitality Management

Course Outline: SIT50416
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.

Unit Cluster 1: Administration 4
- SITXFIND003 Manage finances within a budget
- SITXFIND004 Prepare and monitor budgets
- SITXGLC001 Research and comply with regulatory requirements
- BSMBGT517 Manage operational plan
- BSBHRM506 Manage recruitment, selection and induction processes

Unit Cluster 2: Client and Customer Service Skills 4
- BSBCUS501 Manage quality customer service
- SITXCCS007 Enhance customer service experiences
- SITXCCS008 Develop and manage quality customer service practices
- SITXMGT002 Establish and conduct business relationships
- SITHIND001 Use hygienic practices for hospitality service
- SITHIND004 Work effectively in hospitality service
- SITXHRM002 Roster staff
- SITXMGT001 Monitor work operations
- SITHFAB005 Prepare and serve espresso coffee

Unit Cluster 3: Communication 4
- BSBDIV501 Manage diversity in the workplace
- SITXHRM003 Lead and manage people
- BSBLDR502 Lead and manage effective workplace relationships
- SITXCOM005 Manage conflict
- BSBCMM401 Make a presentation
- SITXCOM004 Address protocol requirements
- BSBBES401 Analyse and present research information
- SBADM502 Manage meetings

Unit Cluster 4: Work Safety
- SITXWHS003 Implement and monitor work health and safety practices
- SITXFSA002 Participate in safe food handling practices
- SITXWHS002 Identify hazards, assess and control safety risks
- SITHFAB002 Provide responsible service of alcohol

Unit Cluster 5: Sustainability
- BSBRSK501 Manage Risk
- BSBSUS501 Develop workplace policy and procedures for sustainability

Course Pathway:
Students successfully completing this course may further study at Diploma or Advanced Diploma level at CTI. Individuals can also progress to other qualifications in any service industry field or advance to study at a university of their choice.

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Entry Requirements
No entry requirements for Australian students.

Preferred Pathways
- Completed Year 12 (HSC or equivalent)
- OR
- Individuals may enter with limited or no vocational experience and without a relevant lower level qualification.

Class Schedule:
*25 hours 3 days per week

* Students may be required to complete additional hours beyond class times to complete the course.

RTO Number: 31645   ABN: 61 128 149 324  CRICOS: 02938M

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