

TRAINING & ASSESSMENT STRATEGY

SIT60316 Advanced Diploma of Hospitality Management

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email: rahul@cti.qld.edu.au
Website: www.cti.qld.edu.au

Training and Assessment Strategy

Name of RTO	Canterbury Technical Institute			
Training Package	SIT60316 Advanced Diploma of Hospitality Management Training Package			
Code and Title of qualification	SIT60316 Advanced Diploma of Hospitality Management CRICOS Code: TBA 16 Core units, 17 Electives, Total 33 Units			
UNITS OF COMPETENCIES				
Cluster Name	Unit Code	Unit Name	Nominal Hours	Core/ Elective
Management	BSBDIV501	Manage diversity in the workplace	60	Core
Management	BSBFIM601	Manage finances	80	Core
Management	BSBMGT517	Manage operational plan	70	Core
Management	SITXFIN003	Manage finances within a budget	50	Core
Management	SITXFIN005	Manage physical assets	70	Core
Management	SITXHRM003	Lead and manage people	25	Core
Management	BSBRISK501	Manage risk	60	Elective
Business Planning	BSBMGT617	Develop and implement a business plan	70	Core
Business Planning	SITXMPR007	Develop and implement marketing strategies	70	Core
Business Planning	BSBSUS501	Develop workplace policy and procedures for sustainability	50	Elective
Customer Service Skills	SITXCCS008	Develop and manage quality customer service practices	70	Core
Customer Service Skills	SITXMGT002	Establish and conduct business relationships	25	Core
Customer Service Skills	SITHFAB002	Provide responsible service of alcohol	30	Elective
Customer Service Skills	SITHFAB005	Prepare and serve espresso coffee	40	Elective
Admin	SITXMGT001	Monitor work operations	35	Core
Admin	SITXGLC001	Research and comply with regulatory requirements	30	Core
Admin	SITXFIN004	Prepare and monitor budgets	60	Core
Admin	SITXHRM004	Recruit, select and induct staff	60	Core
Admin	SITXHRM006	Monitor staff performance	60	Core
Work Safety	SITXWHS004	Establish and maintain a work health and safety system	60	Core
Work Safety	SITXFSA001	Use hygienic practices for food safety	25	Elective
Work Safety	SITXFSA002	Participate in safe food handling practices	25	Elective
Kitchen Skills	SITHCCC020	Work effectively as a cook	25	Elective
Kitchen Skills	SITHCCC001	Use food preparation equipment	25	Elective
Kitchen Skills	SITHCCC005	Prepare dishes using basic methods of cookery	25	Elective
Kitchen Skills	SITHCCC006	Prepare appetisers and salads	25	Elective
Kitchen Skills	SITHCCC007	Prepare stocks, sauces and soups	25	Elective
Kitchen Skills	SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes	25	Elective
Kitchen Skills	SITHCCC012	Prepare poultry dishes	25	Elective
Kitchen Skills	SITHCCC013	Prepare seafood dishes	25	Elective
Kitchen Skills	SITHCCC014	Prepare meat dishes	25	Elective
Kitchen Skills	SITHCCC018	Prepare food to meet special dietary requirements	25	Elective
Kitchen Skills	SITHCCC019	Produce cakes, pastries and breads	25	Elective

Description	<p>This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.</p>
Clients	<p>CTI's clients for this qualification are dominantly international students coming from South American nations, South Korea, Taiwan, Thailand and European countries. Entry requirements for students:</p> <ul style="list-style-type: none"> • An overall IELTS band 5.5 or equivalent and above • 18 years and above with a High School Certificate (Year 12) • Students will / may have to meet the entry criteria's depending on individual qualification requirements. <p>Qualification Pathways There are no entry requirements for this qualification. <i>(As per SIT60316 Advanced Diploma of Hospitality Management Training Package Version 1.0-1.1)</i></p> <p>Pathways INTO the qualification</p> <p>Preferred pathways for candidates considering this qualification include:</p> <ul style="list-style-type: none"> • After achieving SIT50416 Diploma of Hospitality Management, or other relevant Hospitality qualifications <p>OR</p> <ul style="list-style-type: none"> • Providing evidence of competency in units required for the Advanced Diploma of Hospitality Management <p>OR</p> <ul style="list-style-type: none"> • With reasonable 1- 2 years relevant / vocational work experience in a range of work environments in roles for entry into Advanced Diploma of Hospitality Management.
Training and assessment arrangements	<p>The training program for Advanced Diploma of Hospitality Management is delivered in 1400 hours over 104 weeks' time. This program is delivered with ongoing rolling intakes. This program is designed to align with and meet AQF Volume of Learning indicators.</p> <p>CTI students will attend class equivalent to 20 hours per week in full-time mode. Students may be required to complete additional hours beyond class times to complete the course. Please contact rahul@cti.qld.edu.au for a copy of the timetable.</p> <p>Organisation</p> <p>Thirty-three units of competency are the minimum required for this qualification. The units of competency were selected following the "Qualification Rules" consisting in select units of competency from the list provided in the SIT60316 Training Package (available at training.gov.au). These units of competency have been taken from the following tracking package clusters: Commercial Cookery & Catering, Communication & Teamwork, Food & Beverage, Food Safety, Human Resource Management, Kitchen Operations, Management & Leadership and Work Health & Safety.</p> <p>The program is organised in "clusters" in order to provide a strategic structure to improve effectiveness of delivery and assessment procedures and activities.</p> <p>The program covers senior level Hospitality topics, which form the foundation & principle modules for individuals who intend to progress onto higher-level qualifications or enter the workforce.</p> <p>Learners are provided with strong specific information and training on wide range of areas around the Hospitality Services Industry, such as: Leading and managing people, customer service, diversity, operational planning, sustainability and kitchen skills.</p> <p>Intakes dates are as per the published CTI ongoing (rolling intake) schedule. For Hospitality subjects, CTI delivers subjects in a loop system ensuring candidates always will have the possibility to complete the qualification within the 104 weeks period, no matter at which point they enter.</p>

RPL

Students who hold a relevant certificate, will need to submit verified Certificate/Statement of Attainment (issued by an RTO) for recognition purposes.

Students with either a Certificate or Statement of Attainment for Certificate II, III IV and the Diploma of Hospitality Management and/or individual units will be exempted from common or elective units.

LLN**Language Literacy and Numeracy (LLN)**

- Canterbury Technical Institute is committed to provide education opportunities to its students from non-English-speaking background (NESB).
- Canterbury Technical Institute will use enrolment procedures aimed at ensuring that only students with the requisite LLN skills enrol in its courses as stated in its Assessing student's qualifications and English language proficiency Policy and Procedure.
- Canterbury Technical Institute recognises the need to pay particular attention to issues related to language in its training and assessment, in order to cater to the needs of the largest section of its target market, i.e. NESB students.
- Canterbury Technical Institute will take all reasonable measures to ensure that its staff are aware of the students' specific learning needs and make reasonable adjustments to training and assessment practices to cater for such needs.
- Canterbury Technical Institute reserves the right to refer students whose English language proficiency is demonstrably inadequate for their course to enrol in a package course comprising an ELICOS course of sufficient duration in an approved English Language Teaching (ELT) Centre.
- If after the commencement of a program it is identified that a student has a Language, Literacy and Numeracy (LLN) issue; our staff can discuss different ways of conducting training and assessment to assist students to access additional tutorial (generally on Fridays) with the Head Trainer.

Students requiring any assistance or support with language, literacy or numeracy should speak confidentially with their trainers and assessor who will call on the Head Trainer and/or other assessors for assistance and guidance as required.

Cluster Name		Units of Competency
Management	Management	BSBDIV501
		BSBFIM601
		BSBMGT517
		SITXFIN003
		SITXFIN005
		SITXHRM003
		BSBRSK501
	Business Planning	BSBMGT617
		SITXMPR007
		BSBSUS501
	Customer Service Skills	SITXCCS008
		SITXMGT002
		SITHFAB002
		SITHFAB005
	Admin	SITXMGT001
		SITXGLC001
		SITXFIN004
		SITXHRM004
		SITXHRM006
Work Safety	Work Safety	SITXWHS004
		SITXFSA001
		SITXFSA002
Kitchen Skills	Kitchen Skills	SITHCCC020
		SITHCCC001
		SITHCCC005
		SITHCCC006
		SITHCCC007
		SITHCCC008
		SITHCCC012
		SITHCCC013
		SITHCCC014
		SITHCCC018
		SITHCCC019

Delivery Modes

This program is delivered at the CTI premises in a classroom environment in which participants attend regularly to class and an on-the-job component is completed in a professional hospitality related working environment.

Trainers and Assessors deliver the learning sequence using methods such as: Lectures, Discussions, Case studies, Demonstrations, Assignments and research activities or via the Learning Management System (LMS).

Students are provided with training resources for each Cluster, a student resources drive is available which includes materials used in the training sessions, assessment materials (other than tests) and reference materials.

Learners will have at their disposal a computer lab with the necessary resources, such as library, broadband internet connection, and computer equipment to create presentations or research topics using the Internet.

Student will also have access to a professional Hospitality working environment within the college premises, in which to perform and participate in various hospitality service related activities. They will have full use of professional grade equipment within the college's "Canterbury Kitchen" simulated café, consisting of a commercial espresso machine and commercial grade kitchen with ovens, stoves and other cookery paraphernalia.

Emphasis will be made to reflect real work situations in order to develop skills identified in the "employability skills" for this qualification. Those skills may include:

- Conducting research to collect and analyse information in a range of reports
- Consulting with others to develop a range of plans and reports
- Communicating with others and promoting participative workplace practice
- Developing solutions to new and emerging issues
- Contributing to the development of other team members
- Working under supervision and completing assigned tasks
- Applying risk management processes to hospitality operations
- Encouraging creative and innovative workplace solutions
- Developing personal hospitality skills and participating in team work activities
- Recognising, fostering and facilitating change
- Developing systems that are flexible and responsive to changing circumstances
- Developing practical hospitality skills to ensure high standards of customer service
- Dealing with contingencies
- Managing own time and priorities taking responsibility as required by work role and ensuring all organisational policies and procedures are adhered to
- Assisting others to acquire new knowledge and skills to improve team and individual performance
- Using electronic communication devices and processes such as internet, intranet, email to produce written correspondence and reports
- Using technology to assist the management of information and to assist the planning process
- Physical demonstrations utilising the professional grade equipment as mentioned above

Evidence-gathering techniques / Assessment tools

A. Written Tools

- a) Report Writing
- b) Case Study / Case Scenarios
- c) Written Exam / Written Questionnaire
- d) Individual / Group Project
- e) Research Documentation

B. Observation Tools

- a) Role Play and or hospitality workplace activity participation
- b) Presentation
- c) Discussion
- d) Research Observation
- e) Oral Questioning

C. On-line Tools Learning Management System (LMS) (Domestic students)

- a) Written Reports,
 - b) Multiple choice questions
- Combinations of these methods will be used for most situations (e.g. observations and oral questioning)

Cluster	Unit of Competency	A	B	C
Management	BSBDIV501	✓	✓	✓
	BSBFIM601	✓	✓	✓
	BSBMGT517	✓	✓	✓
	SITXFIN003	✓	✓	✓
	SITXFIN005	✓	✓	✓
	SITXHRM003	✓	✓	✓
	BSBRSK501	✓	✓	✓
Business Planning	BSBMGT617	✓	✓	✓
	SITXMPR007	✓	✓	✓
	BSBSUS501	✓	✓	✓
Customer Service Skills	SITXCCS008	✓	✓	✓
	SITXMGT002	✓	✓	✓
	SITHFAB002	✓		
	SITHFAB005	✓		
Admin	SITXMGT001	✓		✓
	SITXGLC001	✓		
	SITXFIN004	✓		✓
	SITXHRM004	✓		✓
	SITXHRM006	✓		✓
Work Safety	SITXWHS004	✓		✓
	SITXFSA001	✓		✓
	SITXFSA002	✓		✓
Kitchen Skills	SITHCCC020	✓		✓
	SITHCCC001	✓		✓
	SITHCCC005	✓		✓
	SITHCCC006	✓		✓
	SITHCCC007	✓		✓
	SITHCCC008	✓		✓
	SITHCCC012	✓		✓
	SITHCCC013	✓		✓
	SITHCCC014	✓		✓
	SITHCCC018	✓		✓
	SITHCCC019	✓		✓

Please contact the Principal Executive Officer (rahul@cti.qld.edu.au) for more information on Evidence gathering techniques / Assessment tools.

	<p>Schedule</p> <p>The training program is conducted in 1400 hours over a 104 weeks period. Please contact Student Services (andrea@cti.qld.edu.au) for a copy of the timetable. Evidence-gathering techniques takes place throughout the whole process and units of competency are assessed individually and within the cluster organisation.</p>
	<p>Delivery and assessment staff</p> <p>All trainers/Assessors hold Certificate IV in Training and Assessment TAE40110, vocational qualifications at least up to the same level they are delivering and assessing and proven relevant hospitality industry experience.</p>
	<p>Assessment validation process</p> <p>PEO & or head of department of CTI discuss with representatives from industry / enterprises on an annual basis to check that the performance standards required in the program are consistent with industry practice.</p> <p>CTI PEO and Trainers conduct regular moderation sessions as per the CTI moderation schedule, conducted by qualified assessors. Where updates are identified as being required, moderation meetings are held to confirm the evidence gathering techniques and the required standards of performance and reviewing assessment tools and decisions.</p> <p>The PEO along with the Hospitality department has the responsibility for developing, managing and monitoring strategies that ensure consistency in Assessment. Validation meetings are led by the PEO and or Trainers with the participation of assessors involved in a particular unit.</p> <p>Both domestic and international students have access to an on-line LMS systems to access required information.</p> <p>There is a continuous feedback process in place, which involves gathering information from candidates, employers and other users and stakeholders of the assessment process.</p>
	<p>Industry Consultation</p> <p>CTI has liaised with the following organizations / individuals for industry consultation for SIT60316 Training Package. Validation documentation and or minutes of meetings are available for review on request.</p> <p>Nikoletta Nikolaidisz-Kyriacou Learning and Development Advisor/Talent & Culture Department Sofitel Brisbane Human Resources Department 249 Turbot St Brisbane Qld 4000 Ph: 07 3835 4828 <i>(to be signed)</i></p> <p>Kumar Ellawala General Manager P: 07 3230 7861 M: 0400 087 622 E: kumare@hotelurbanbrisbane.com.au <i>(to be signed)</i></p>
	<p>Other requirements</p> <p>All staff involved in the delivery and assessment of this qualification, have direct access to the current version of the SIT16 Tourism, Travel and Hospitality Training Package, including the appropriate units of competency, assessment guidelines and qualification structure.</p> <p>All staff involved in delivering the program, have access to trainer, assessor and candidate support materials relevant to their areas of delivery and assessment.</p> <p>There is a dedicated trainer's resources server which includes specific documents such as: Training Program, Sessions Plans, Assessment Plan, Evidence Gathering Matrix, Marking Guide and Assessment Tools.</p>

Pathways

All candidates who undertake the Advanced Diploma of Hospitality Management are provided with advice on employment and training options.

Candidates who successfully complete the Advanced Diploma of Hospitality Management may continue to higher studies at a university level.

Career & Pathway Opportunities:

- area manager or operations manager
- café owner or manager
- club secretary or manager
- executive chef
- executive housekeeper
- executive sous chef
- food and beverage manager
- head chef
- motel owner or manager
- rooms division manager