Diploma of

# HOSPITALITY MANAGEMENT

**COURSE GUIDE** 



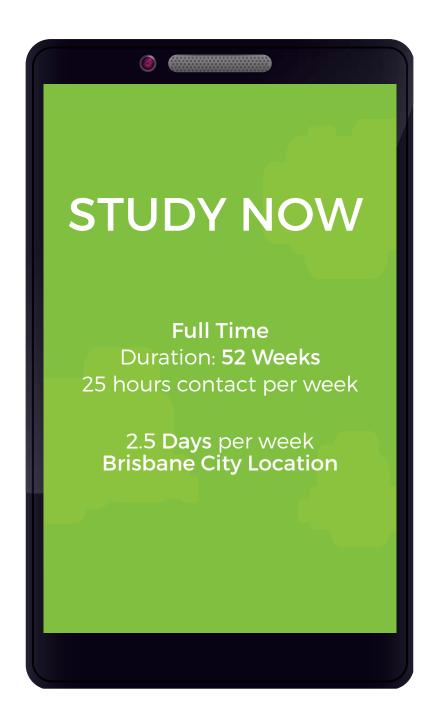
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## **Diploma of Hospitality Management SIT50416**

CRICOS Code: 092739F





The CTI Diploma of Hospitality Management provides you with the skills and knowledge to work in all areas of the hospitality industry as a manager including restaurants, hotels, motels, café and coffee shops. You will work independently as well as have responsibility for managing a team and make a range of operational decisions.

#### **Course Units**

The SIT50416 course includes:

#### Unit Cluster 1: Administration 4

SITXFIN003 Manage finances within a budget
SITXFIN004 Prepare and monitor budgets

SITXGLC001 Research and comply with regulatory requirements

BSBMGT517 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

BSBRES401 Analyse and present research information

BSBADM502 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

## **Entry Requirements:**

#### **Australian Domestic Students:**

• There are no entry requirements for Australian Domestic Students.

#### **International Students:**

- An overall IELTS band 5.5 or equivalent and above;
- 18 years and above with a High School Certificate (Year 12)
- A verified copy of qualification & transcripts is required along with the application
- Qualification & transcripts needs to be verified by CTI's approved student recruitment agent to confirm their genuine status

## **Study Requirement:**

Students enrolled in the Diploma of Hospitality Management course must complete a mandatory work placement of 36 shifts. Students are required to source their own work placements.

#### **Course Fees**

Please contact college staff for fees.



Don't wait any longer Get started toward the career you want today!



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