

Diploma of

HOSPITALITY MANAGEMENT

COURSE GUIDE



CANTERBURY
TECHNICAL INSTITUTE

CRICOS Code: 02938M RTO No: 31645

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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

BSBRISK501	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!**

Call: 07 3123 4055



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