



CANTERBURY TECHNICAL INSTITUTE

CRICOS Code: 02938M / RTO No: 31645

# TRAINING & ASSESSMENT STRATEGY

## SIT50416 Diploma of Hospitality Management

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## Training and Assessment Strategy

Name of RTO		Canterbury Technical Institute			
Training Package		SIT Tourism, Travel and Hospitality Training Package			
Code and title of qualification		SIT50416 Diploma of Hospitality Management (CRICOS 090969G) 13 Core Units, 15 Elective Units, 28 Units Total			
Units of competency	Unit Code		Title	Core/ Elective	Hours
	CLUSTER		Administration 4		
	SITXFIN003	Manage finances within a budget		Core	50
	SITXFIN004	Prepare and monitor budgets		Core	60
	SITXGLC001	Research and comply with regulatory requirements		Core	30
	BSBMGT517	Manage operational plan		Core	70
	SITXHRM004	Recruit, select and induct staff		Elective	60
	SITHIND004	Work effectively in hospitality service		Elective	40
	CLUSTER		Client and Customer Service Skills 4		
	SITXCCS007	Enhance customer service experiences		Core	25
	SITXCCS008	Develop and manage quality customer service practices		Core	25
	SITXMGT002	Establish and conduct business relationships		Core	25
	SITHGAM001	Provide Responsible Gambling Services		Elective	60
	SITHFAB016	Provide Advice on Food		Elective	60
	SITXHRM002	Roster staff		Core	35
	SITXMGT001	Monitor work operations		Core	35
	SITHFAB005	Prepare and serve espresso coffee (Pre-requisite required)		Elective	25
	CLUSTER		Communication 4		
	BSBDIV501	Manage diversity in the workplace		Core	60
	SITXHRM003	Lead and manage people		Core	25
	BSBLDR502	Lead and manage effective workplace relationships		Elective	40
	SITXCOM005	Manage conflict		Core	45
	SITXCOM004	Address protocol requirements		Elective	60
	BSBRES401	Analyse and present research information		Elective	40
	BSBADM502	Manage meetings		Elective	40
	SITXMPR004	Coordinate Marketing Activities		Elective	40
	CLUSTER		Work Safety		

	SITXWHS003	Implement and monitor work health and safety practices	Core	40
	SITXFSA001	Use hygienic practices for food safety	Elective	40
	SITXWHS002	Identify hazards, assess and control safety risks	Elective	30
	SITHFAB002	Provide responsible service of alcohol	Elective	30
	<b>CLUSTER</b>	<b>Sustainability</b>		
	BSBR501	Manage Risk	Elective	60
	BSBSU501	Develop workplace policy and procedures for sustainability	Elective	50

<b>Description</b>	<p>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 small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs and coffee shops. This qualification allows for multitasking and for specialisation in accommodation services, cookery, food and beverage and gaming.</p>
<b>Clients</b>	<p>CTI's clients for this qualification are domestic and international students who would like to develop their skills and knowledge in order to create further educational and employment opportunities.</p> <p>Entry requirements for students:</p> <ul style="list-style-type: none"> <li>• Must be 18 years of age or over</li> <li>• Completed Year 12 (HSC or equivalent)</li> <li>• Minimum 5.5 IELTS score or equivalent (International students only)</li> </ul> <p><b>Qualification Pathways</b></p> <p>There are no prerequisite or entry requirements for this qualification</p> <p><b>Pathways INTO the qualification</b></p> <p>Preferred pathways for candidates considering this qualification include:</p> <ul style="list-style-type: none"> <li>• Individuals may enter SIT50416 Diploma of Hospitality Management with limited or no vocational experience and without a lower level qualification. However, it is strongly recommended that individuals undertake lower level qualifications, and/or gain industry experience prior to entering the qualification.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Provide evidence of competency in units required for the Diploma of Hospitality Management or other relevant qualification/s <b>OR</b></li> <li>• With reasonable 1- 2 years relevant / vocational work experience in a range of work environments in roles for entry into Diploma of Hospitality Management.</li> </ul> <p><b>Study Requirements:</b></p> <ul style="list-style-type: none"> <li>• Students enrolled in the Diploma of Hospitality Management course must complete a mandatory work placement of 36 shifts. Student are required to source their own work placements.</li> </ul>
<b>Training and assessment arrangements</b>	<p><b>Duration</b></p> <p>The training program for Diploma of Hospitality Management is delivered in 1,200 hours over a 52 weeks time period. This program is delivered with ongoing rolling intakes (please review the intake schedule provided on the CTI website). 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.</p> <p><b>Please contact <a href="mailto:info@cti.qld.edu.au">info@cti.qld.edu.au</a> for a copy of the timetable.</b></p>

### Organisation's Delivery plan

The program is organised in order to provide a strategic structure to improve effectiveness of delivery and assessment procedures and activities.

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 and financial planning, risk and sustainability, regulations and work place health and safety policies.

Intakes dates are as per the published CTI ongoing (rolling intake) schedule. For Hospitality units; CTI delivers units in a loop system ensuring candidates always will have the possibility to complete the qualification within the 52 weeks period, no matter at which point they enter. Intakes are managed to ensure that students complete pre-requisite units prior to attending the units where such an instance applies.

Cluster	Unit of competency
Administration 4	SITXFIN003
	SITXFIN004
	SITXGLC001
	BSBMGT517
	SITXHRM004
	SITHIND004
Client and Customer Service Skills 4	SITXCCS007
	SITXCCS008
	SITXMGT002
	SITHGAM001
	SITHFAB016
	SITXHRM002
	SITXMGT001
	SITHFAB005
Communication 4	BSBDIV501
	SITXHRM003
	BSBLDR502
	SITXCOM005
	SITXCOM004
	BSBRES401
	BSBADM502
	SITXMPR004
Work Safety	SITXWHS003
	SITXFSA001
	SITXWHS002
	SITHFAB002
Sustainability	BSBR5K501
	BSBSUS501

**Delivery modes**

This program is delivered at the CTI premises in a classroom environment in which participants attend regularly to class, perform practical components within a simulated restaurant style classroom and an on-the-job component completed in a professional hospitality or similar related working environment.

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

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

Learners will have at their disposal a dedicated laptop/desktop with the necessary resources, to create presentations or research topics using the Internet.

Student will have access to a professional Hospitality working environment in which to participate in various hospitality service related activities.

**Evidence-gathering techniques / Assessment tools****A. Written Tools**

- a) Report Writing
- b) Case Study / Case Scenarios
- c) 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
- f) Practical demonstration

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

- a) Multiple choice questions/ Quiz

Combinations of these methods will be used for most situations (e.g. observations and oral questioning)

Cluster	Unit of competency	A	B	C
Administration 4	SITXFIN003	✓	✓	✓
	SITXFIN004	✓	✓	✓
	SITXGLC001	✓	✓	✓
	BSBMGT517	✓	✓	✓
	SITXHRM004	✓	✓	✓
	SITHIND004	✓	✓	✓
Client and Customer Service Skills 4	SITXCCS007	✓	✓	✓
	SITXCCS008	✓	✓	✓
	SITXMGT002	✓	✓	✓

		SITHGAM001	✓	✓	✓
		SITHFAB016	✓	✓	✓
		SITXHRM002	✓	✓	✓
		SITXMGT001	✓	✓	✓
		SITHFAB005	✓	✓	✓
	Communication 4	BSBDIV501	✓	✓	✓
		SITXHRM003	✓	✓	✓
		BSBLDR502	✓	✓	✓
		SITXCOM005	✓	✓	✓
		SITXCOM004	✓	✓	✓
		BSBRES401	✓	✓	✓
		BSBADM502	✓	✓	✓
		SITXMPR004	✓	✓	✓
	Work Safety	SITXWHS003	✓	✓	✓
		SITXFSA001	✓	✓	✓
		SITXWHS002	✓	✓	✓
		SITHFAB002	✓	✓	✓
	Sustainability	BSBR5K501	✓	✓	✓
		BSBSUS501	✓	✓	✓
		Please contact the Student Services and Academic Manager (andrea@cti.qld.edu.au) for more information on Evidence gathering techniques / Assessment tools.			
		<b>Schedule</b> The training program is conducted in 1200 hours over a 52 weeks period. <b>Please contact Student Services (andrea@cti.qld.edu.au) for a copy of the timetable.</b> Evidence-gathering techniques takes place throughout the whole process and units of competency are assessed individually and within the cluster organisation.			
		<b>Delivery and assessment staff</b> 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><b>RPL and Credit Transfers</b></p> <p>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 and IV and/or individual units will be exempted from common or elective units.</p> <p>RPL is based on a portfolio and interview approach, where students accept the main responsibility for identifying, gathering and submitting evidence about their achievement of the competencies. The RPL process may involve a practical demonstration assessment.</p> <p>Where RPL is granted to overseas students the College will notify DoHA of the change to the duration of study or ensure a full-time 20 hour per week load for the student.</p>
		<p><b>Language Literacy and Numeracy (LLN)</b></p> <ul style="list-style-type: none"> <li>• Canterbury Technical Institute is committed to provide education opportunities to its students from non-English-speaking background (NESB).</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul> <p>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.</p>
		<p><b>Special Needs Arrangements (Reasonable Adjustments)</b></p> <p>All students, including those with disabilities, are treated equally, with dignity and are able to enjoy the benefits of the educational experience in the same way.</p> <p><b>If there are students with special needs, the trainer/assessor takes into account the students' needs and makes appropriate adjustments to the training environment, wherever feasible and practicable and in consultation with the Principal, Student Services Manager (SSM) and trainer.</b></p>



	<p><b>Intervention Strategies</b></p> <p>An Intervention Strategy is a plan of action that anticipates barriers and resources in relation to achieving a specific objective. Canterbury Technical Institute endeavours to anticipate students' needs and implements a range of intervention strategies. Resources and facilities provide students with options to complete each unit of competency. If the student is deemed not yet competent after the second assessment resubmit or if he/she does not show an understanding of the course being taught or has demonstrated poor course progress without a valid reason; the student may be asked to:</p> <ul style="list-style-type: none"> <li>• Discuss an intervention plan with the Trainer and or SSM or Principal.</li> <li>• Sit for a re-assessment</li> <li>• Attend a number of supervised studying hours</li> <li>• Repeat the unit</li> </ul> <p><b>Assessment validation process</b></p> <p>Student Services and Academic Manager (SSM) &amp; head of department of CTI discuss with representatives from industry / enterprises on an regular basis to check that the performance standards required in the program are consistent with industry practice.</p> <p><b>1. <u>Pre-assessment</u></b></p> <p>Assessment strategies are developed through consultation with industry representatives to ensure assessment methods are consistent with industry needs. Assessment tools and activities are validated by assessors from within the RTO or from another RTO that delivers the same or a similar course, or from external industry representatives.</p> <p>Validation before assessment focuses on:</p> <ul style="list-style-type: none"> <li>• the design of assessment activities;</li> <li>• the assessment methods that are to be used;</li> <li>• the benchmarks against which each participant is assessed.</li> </ul> <p><b>2. <u>Post-assessment</u></b></p> <p>In order to ensure that assessment outcomes are reliable across a range of assessors, over a range of contexts and over time, Canterbury Technical Institute conducts post-assessment moderation and validation.</p> <p>The Post-Assessment Moderation process focuses on:</p> <ul style="list-style-type: none"> <li>• The assessment tasks and the assessment process;</li> <li>• The evidence of participants' performance;</li> <li>• The assessment decisions made on the samples of evidence provided;</li> <li>• Reporting and record keeping.</li> </ul> <p>It includes the following activities:</p> <ul style="list-style-type: none"> <li>• Moderation and Validation meetings;</li> <li>• Moderation process;</li> <li>• Student and Trainer/Assessor's Feedback;</li> </ul> <p>CTI Student Services and Academic Manager 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 confirm the evidence-gathering techniques and the required standards of performance and reviewing assessment tools and decisions.</p> <p>The Student Services and Academic Manager along with the Hospitality department has the responsibility for developing, managing and monitoring strategies that ensure consistency in Assessment. Validation meetings are lead by PAO and or Trainers with the participation of assessors involved in a particular unit.</p> <ul style="list-style-type: none"> <li>• There is a continuous feedback process in place, which involves gathering information from candidates, employers and other users of the assessment process.</li> </ul>
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	<p><b>Industry Consultation</b></p> <p>CTI has liaised with the following organization / individuals for its industry consultation for SIT16 Training Package. Validation documentation and or minutes of meetings are available for review on request.</p> <p><b>Ben Reque</b>  Senior Supervisor  Café Diversity  75 Redcliffe Parade  Redcliffe QLD 4020  (07) 3284 6956  cafediversity.com.au</p> <p><b>Jasmine Malone</b>  Owner Manager  Dessert Addictions  214 Gallipoli Road  Carina Heights QLD 4152  0468 855 953  miss.malonee@gmail.com</p> <p><b>Nathan Dast</b>  Former Coffee Club Supervisor,  Supervisor Harvey's Bar Bistro, Restaurant  Shop 4/31 James Street, Fortitude Valley  Brisbane QLD 4006   (07) 3852 3700</p>
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	<p><b>Other requirements</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• All staff involved in delivering the program, have access to trainer, assessor and candidate support materials relevant to their areas of delivery and assessment. Trainers have appropriate access to Futura for training session materials and There is a dedicated trainer's server which includes all Mapping Matrix and Marking Guides for each unit.</li> <li>• The RTO has access to staff and training/assessment resources to meet the requirements of students with special needs and has an assessment process that incorporates reasonable adjustment procedures. (Reasonable adjustment refers to measures or actions taken to provide a student with a disability the same educational opportunities as everyone else.)</li> <li>• The RTO has reviewed the equipment and facility requirements for each unit of competency in the qualification and guarantees it has access to the plant and equipment needed to implement the program.</li> <li>• Classrooms for the delivery of Theory component of Units <ul style="list-style-type: none"> <li>- Tables &amp; Chairs, Whiteboard</li> <li>- Computers with Internet access</li> </ul> </li> <li>• Office Equipment for practical demonstration assessments <ul style="list-style-type: none"> <li>- Desks or work stations with Ergonomic Chairs</li> <li>- Computers with Internet Access</li> </ul> </li> </ul> <p><b>Pathways</b></p> <p>Candidates who successfully complete the Diploma of Hospitality Management may continue to further studies at Diploma level.</p> <p><b>Career &amp; Pathway Opportunities:</b></p> <ul style="list-style-type: none"> <li>• banquet or function manager</li> <li>• bar manager</li> <li>• café manager</li> <li>• chef de cuisine</li> <li>• chef patissier</li> <li>• club manager</li> <li>• executive housekeeper</li> <li>• front office manager</li> <li>• gaming manager</li> <li>• kitchen manager</li> <li>• motel manager</li> <li>• restaurant manager</li> <li>• sous chef</li> <li>• unit manager catering operations.</li> </ul> <p><b>Pathways from the Qualification</b></p> <p>The course also provides a foundation and pathways for those intending to proceed to further study at Advanced Diploma level at CTI with the Advanced Diploma of Hospitality Management or higher-level qualifications at other institutions or University.</p>