



SIT50416

Diploma of Hospitality Management

*“The focus of entertaining is
impressing others the focus of true
hospitality is serving others”*

- Tim Chester

Our Mission

At IIPD, we always strives to become a Centre of Excellence in the delivery of training and assessment services within its scope of registration.

Available Support Services

IIPD strives to meet the particular needs of each learner and to provide support and welfare services to students which are useful, efficient, timely, and effective. IIPD provides no additional cost advice, support and welfare services to students to assist them with issues that may arise during their study. These support and welfare services are not limited to academic issues and encompass a range of issues related to student welfare and to adjustment to life in Australia.

Why study with IIPD

IIPD aims to achieve its vision by meeting the objectives through –

- Becoming a technologically advanced leading-edge institution
- Recruiting well qualified and highly experienced trainers and assessors
- Fully complying with all state and commonwealth legislative and regulatory requirements
- Maintaining active industry and professional contacts
- Creating creative and interactive training and assessment environments



INTERNATIONAL INSTITUTE FOR PROFESSIONAL DEVELOPMENT

Seluna Pty Ltd has been operating as a Registered Training Organisation (RTO) in Victoria since 2001.

IIPD provides quality training and assessment services to international and domestic students, focusing on the fields of Accounting and Business, English Language Courses, Horticulture and Hospitality and other Short Courses.

IIPD always cater to emerging education markets for international and domestic students with offering a nationally recognised training.

SIT50416

Diploma of Hospitality Management

This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. This individual would possess a sound theoretical knowledge base and be able to use a range of specialized, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team.

The key students for IIPD's SIT50416 Diploma of Hospitality Management are those who wish to enter into the hospitality industry where food is prepared and served, and those currently working in the industry. While some clients require the qualification which is relevant to their field of employment or to a field of employment that they wish to enter, or seeking recognition of prior learning so that they may enhance their employment prospects.



COURSE DETAILS

Course Code	SIT50416
CRICOS Code	091004J
Course Structure	This course requires you to successfully complete 28 units of competency, out of which 13 unit is core and 15 units are electives.
Delivery Method	Face to Face in class, Online / Distance Learning
Course Duration	78 weeks*
Assessments	All assessments are to be submitted electronically unless otherwise stated by your trainer.
Qualification Level	Diploma
Nationally Recognised	Yes

CAREER PATHWAYS

- Restaurant Manager
 - Kitchen Manager
 - Chef
 - Front Office Manager
 - Motel Manger
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What are the Course entry Requirements?

For Domestic Student

N/A

IIPD preferred entry requirements are:

- ✓ Over 18 years old at the time of enrolment
- ✓ successful completion of Year 12 in Australia, or of an equivalent overseas qualification
- ✓ successful completion of IIPD's language, literacy and numeracy assessment
- ✓ ability to demonstrate core skills and capabilities to a level appropriate to the course.
- ✓ Access to a computer with Internet. (if required)

For an International Student

- ✓ IELTS 5.5 / TOEFL 46 / PTE Academic 42 / CAE 47 / OET Pass / TOEFL PBT 527 or equivalent
- ✓ Students seeking admission must have completed year 12 or equivalent Australian qualifications in their country.
- ✓ 18 years or above at the time of enrolment

Visa requirements:

See Department of Immigration and Border Protection website:

<http://www.border.gov.au> for more details on assessment level requirements for your country.

Scholarships

For International Students SCHOLARSHIPS may be available which can be up to \$2000.

Pathways Information

Pathways into the qualification

- ✓ It is strongly recommended that individuals undertake lower level qualifications, and/or gain industry experience prior to entering SIT50416 Diploma of Hospitality Management. However this is not mandatory.

Pathways from the qualification

- ✓ A further learning pathway utilising qualifications such as SIT60316 Advanced Diploma of Hospitality Management would support career progression.

Certification

You will be awarded SIT50416 Diploma of Hospitality Management after successful completion of this course.

On Campus Training Locations

- ✓ Parramatta Campus (Sydney, NSW)
- ✓ Fairfield Campus (Sydney, NSW)
(For Domestic Students only)
- ✓ Footscray Campus (Melbourne, VIC)
- ✓ Surfers Paradise Campus (Gold Coast, QLD)
(For Domestic Students only)
- ✓ Rockhampton Campus (QLD)
(For Domestic Students only)
- ✓ Townsville Campus (QLD)
(For Domestic Students only)

Fees:

For Fee For service students the Course Fee would be AU\$15500. However we also have funding availability for our Domestic Students. Please see “IIPD Course fees and Charges” on www.iipd.edu.au or speak with one of our friendly staff member. Student can pay the initial enrolment fee \$250 to confirm their admission towards the course. IIPD also gives 10 days of cooling-off period in case the student changes their mind & wish not to continue with their enrolment & wish to withdraw from the course.

Funding Opportunity

Domestic Students may be eligible for State or Commonwealth funding such as,

For QLD state- Under the Higher Level Skills program, eligible students may study this course with subsidised-rate: Students Co-contribution fees would be only \$50 for concession & \$100 for Non- concession students.

Eligibility for Higher Level Skills:

- ✓ be aged 15 years or over and no longer at school
- ✓ permanently reside in Queensland
- ✓ be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen

- ✓ not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.

Students wishing to apply for the Higher level Skills must meet the Eligibility Requirements, [click here to](#) view the full Criteria.

Things you need to know about this course

Course Structure

This course requires you to successfully complete 28 units of competency, out of which 13 unit is core and 15 units are electives.

What is the duration of the course?

The duration for this course is 78 weeks (*) The duration is inclusive of term breaks, Domestic students will be provided with a proposed timetable after enrolment. Proposed timetables can be amended as per the students convenience, please speak to our friendly staff if the need arises. Student has (1– 2 years) to complete the course, this is the volume of learning which is consistent with the AQF volume of learning indicator for a qualification at the Diploma level.

What units am I gaining knowledge in?

Code	Title	Core/ Elective
BSBDIV501	Manage diversity in the workplace	Core
BSBMGT517	Manage operational plan	Core
SITXCCS007	Enhance customer service experiences	Core
SITXCCS008	Develop and manage quality customer service practices	Core
SITXCOM005	Manage conflict	Core
SITXFIN003	Manage finances within a budget	Core
SITXFIN004	Prepare and monitor budgets	Core
SITXGLC001	Research and comply with regulatory requirements	Core
SITXHRM002	Roster staff	Core
SITXHRM003	Lead and manage people	Core
SITXMGT001	Monitor work operations	Core
SITXMGT002	Establish and conduct business relationships	Core
SITXWHS003	Implement and monitor work health and safety practices	Core
SITHIND001	Use hygienic practices for hospitality service	Elective
SITHIND004	Work effectively in hospitality service	Elective
SITHACS002	Provide housekeeping services to guests	Elective
SITHACS003	Prepare rooms for guests	Elective
SITHACS004	Launder linen and guest clothes	Elective
SITHACS008	Provide accommodation reception services	Elective
SITTTSL002	Access and interpret product information	Elective
SITTTSL006	Prepare quotations	Elective
SITTTSL007	Process reservations	Elective
SITTTSL010	Use a computerised reservations or operations system	Elective
BSBADM502	Manage meetings	Elective
SITXCRI001	Respond to a customer in crisis	Elective
BSBCMM401	Make a presentation	Elective
BSBITU302	Create electronic presentations	Elective
BSBITU306	Design and produce business documents	Elective

What can I do with On-line learning?

- Through IIPD's Online Portal you will:
 - Access your learning materials and assessments
- undertake and upload assessments for the trainer to mark
- engage and interact with your trainer and assessor
- access your assessment grades and feedback

What learning resources are included in this course?

Your learning material for this course includes:

- learner workbooks
- Assessment tools to be provided and explained by the Trainer/assessor.

How is the course assessed?

To successfully gain this Certificate you must do assessments as per IIPD's assessment requirements for this qualification. The assessments may include

- Assessment Activities
- Oral/ written Questions
- Project/ case study.

These assessments could be generally completed within the class contact hours.

Holistic unit assessment

To be assessed as competent in the holistic units, a student's work experience log book and their assessment at the workplace by IIPD assessors must demonstrate that they have gained the required skills and knowledge.

To be assessed as competent in each of SITHCCC309, students must:

- gain a pass mark in the class test and the assignment for the unit of competency
- be assessed as competent in the elements relevant to that unit of competency by demonstration and observation during practical assessments in the IIPD training kitchen
- be assessed as competent in the elements relevant to that unit of competency using various methods of assessment at the workplace (see below, under "Workplace assessment by an IIPD assessor)
- Submit a work experience logbook which provides the required evidence

What if I have a prior working experience to apply for (RPL)?

The competencies within this qualification may be attained through previous or current training, work experience, and/or life experience. Recognition of Prior Learning (RPL) considers previous attainments which are measured against the specific performance criteria for each full unit or partial unit of competence. IIPD is able to provide guidelines and assistance in undertaking Recognition of Prior Learning.

IIPD will ensure that all applicants will have access to the recognition of prior learning (RPL) policy and procedures.

Applications for RPL will be managed efficiently by a qualified assessor, using a process which is valid, fair, sufficient and authentic.

An applicant for RPL is responsible for the provision of suitable & sufficient evidence, as required by the RPL Kit.

Credit for units of competency will be provided if a candidate who applies for recognition of prior learning is able to demonstrate learning, skills and knowledge that meet the performance criteria of the units of competency for which the candidate is applying for recognition of prior learning.

IIPD's RPL assessment process, including the design and function of the RPL assessment tool, will be subject to a regular validation process to ensure that it is consistent with the principles of assessment and the rules of evidence.

Refund Policy

Kindly refer [IIPD's student handbook](#) available on website.

What if I have already completed the same units & want to seek Credit Transfer?

IIPD recognises qualifications issued under the Australian Qualifications Framework and Statements of Attainment issued by other Registered Training Organisations.

Enrolments acceptance through Approved Agents & other third party representatives

IIPD also accepts student Enrolments/Admissions recruited by IIPD's approved agents and Third Party representatives. You may contact an

approved agent for enrolling in to the course with IIPD. The list is available on IIPD's website under "[Agents](#)" tab.

Minimum Computing Requirements

You may need access to a computer and the internet and have intermediate computing skills.

Minimum specifications for your computer are:

- Microsoft Office 2007 or equivalent
- broadband internet connection
- 2GB of RAM
- CD-ROM or DVD drive
- Adobe Reader X or equivalent
- Printer and associated software
- Scanner and associated software
- File compression software equivalent.

Specific requirements for Windows users:

- Microsoft Windows 7 or higher (Windows 8 recommended)
- 1 gigahertz (GHz) or faster processor (2GHz or faster recommended)
- Adobe Flash Player 10 or higher

Specific requirements for Mac OS users:

- Mac OSX v10.5 or higher (Mac OSX v10.6 recommended)
- 1 gigahertz (GHz) or faster Intel processor (2GHz or faster recommended)

invest in
yourself
it pays

www.iipd.edu.au



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