

Course Outline

SIT50416 Diploma of Hospitality Management



CRICOS Course Code – 094998D

Provider	Clinton Education Pty Ltd trading as Clinton Institute
RTO Code	41597
CRICOS Code	03540C
Purpose	<p>This qualification provides a pathway to work in the hospitality industry as a business or operations manager, and also to provide a background for key required skills for making operational decisions including managing staff, planning, marketing and finances within a hospitality setting. They will also have detailed knowledge of industry requirements, safety and legislation.</p> <p>Graduates will be prepared for roles which require them to operate independently where they may have responsibility for supervising or managing others and make a range of operational business decisions.</p> <p>This course covers skills and knowledge that is generally applicable across a wide range of more specific settings (café, bar, restaurant, hotel, casino etc). While this course is suitable for someone who has not worked in a hospitality or management context in the past, some roles which include general service provision in these environments may require additional basic training to meet specific requirements in relation to food handling, alcohol service, cooking operations or gambling, for example, which may require additional training or licenses not included in this course.</p>
Course Duration	This qualification will be delivered over 104 weeks (2 years), including 4 semesters and 24 weeks of holidays.
Delivery Mode	Primarily classroom based with a compulsory work placement component in the second year.
Location	<p>Classes will be held at Clinton Institute</p> <ul style="list-style-type: none"> Melbourne campus: Suite 11, 1101/343 Little Collins Street, Melbourne Hobart campus: GL, 232-242 Liverpool Street, Hobart <p>Students are also required to attend workplaces at host work placement providers around within Melbourne/Hobart.</p>
Career Outcomes	<p>This qualification provides a pathway to work in food service sector of the hospitality industry as a departmental or small business manager.</p> <p>Possible job titles include:</p> <ul style="list-style-type: none"> banquet or function manager executive housekeeper hotel manager front office manager service manager business manager front of house manager operations manage team leader
Education Pathways	Students who complete this course may wish to continue their training by undertaking qualifications such as SIT60316 Advanced Diploma of Hospitality Management or Bachelor's Degrees in Hospitality Management.
Entry Requirements	<p>There are no pre-requisites for this qualification or any of the units of competency contained within it.</p> <p>This course is only available for international students therefore all students will need to apply for and gain visa with study right in order to enroll in the course.</p> <p>Clinton Institute requires that students are able to provide evidence that they:</p> <ul style="list-style-type: none"> Are at least 18 years of age

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	<ul style="list-style-type: none"> • Have completed at least the equivalent of Year 12. • Are able to provide evidence of an IELTS score of 5.5 or equivalent¹ (test results must be no more than 3 years old) <u>OR</u> be able to provide any of the following evidence of English Language competence <ul style="list-style-type: none"> ○ that they are able to provide evidence of that they were educated for 2 years in an English speaking country. ○ that they are able to provide evidence of that they have successfully completed their Year 12 or equivalent in English Language ○ that they are able to provide evidence of that they have successfully completed their tertiary education in English Language ○ that they have successfully completed the Clinton Institute Language Literacy Numeracy Assessment.
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Units and Course Structure

To complete this qualification students must complete all 28 units listed below which is comprised of 13 core units and 15 elective units. Electives for this qualification have been chosen by the Clinton Institute to ensure that students achieve a broad range of skills and knowledge which can be applied to hospitality management in a range of settings.

In some cases, Clinton Institute has grouped units of competency or modules together to form a cluster. In this case, assessment requirements may relate to a group of units rather than one unit, however this will be made clear in the assessment task instructions and in course information

The list below is in sequential order that the units will be delivered in.

Cluster name if applicable	Unit	Core/Elective
N/A	SITHIND002 Source and use information on the hospitality industry	Elective
N/A	SITXGLC001 Research and comply with regulatory requirements	Core
N/A	BSBSUS501 Develop workplace policy and procedures for sustainability	Elective Group C
N/A	SITXWHS003 Implement and monitor work health and safety practices	Core
N/A	SITHIND001 Use hygienic practices for hospitality service	Elective Group A
N/A	BSBHRM405 Support the recruitment, selection and induction of staff	Imported elective
N/A	SITXHRM002 Roster staff	Core
N/A	BSBDIV501 Manage diversity in the workplace	Core
Risk and Planning	BSBSMB404 Undertake small business planning	Imported elective
	BSBRISK501 Manage risk	Elective Group C
Finance	SITXFIN003 Manage finances within a budget	Core
	SITXFIN004 Prepare and monitor budgets	Core
N/A	BSBMGT517 Manage operational plan	Core
Leading	SITHIND004 Work effectively in hospitality service	Elective Group B

¹Details of acceptable IELTS equivalency are available here: <https://secure.vec.bc.ca/toefl-equivalency-table.cfm>

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Cluster name if applicable	Unit	Core/Elective
Hospitality operations	SITXMGT001 Monitor work operations	Core
	SITXHRM003 Lead and manage people	Core
Customer Service	SITXCCS007 Enhance the customer service experience	Core
	SITXCCS008 Develop and manage quality customer service practices	Core
	SITXCOM005 Manage conflict	Core
N/A	BSBADM502 Manage meetings	Elective Group C
N/A	SITXMGT002 Establish and conduct business relationships	Core
N/A	BSBCMM401 Make a presentation	Elective Group C
N/A	BSBRES401 Analyse and present research information	Elective Group C
N/A	BSBITU306 Design and produce business documents	Imported elective
N/A	BSBMKG401 Profile the market	Elective Group C
N/A	BSBMKG413 Promote products and services.	Imported elective
N/A	BSBCRT301 Develop and extend critical and creative thinking skills	Imported elective
N/A	BSBCRT501 Originate and develop concepts	Imported elective

Training Arrangements	<p>In the first year students attend 20 hours of class per week and 5-10 hours of homework. Homework may involve students reading their text books, class materials, discussing their work with their trainer/assessor and/or other students and completing assessment tasks that are not done in class such as projects or doing independent research into topics being covered as part of their course</p> <p>During the second year students will complete 8 hours of work placement per week as well as 12 hours of class (ensuring 20 hours of face-to-face training and assessment is maintained throughout the course). During the work placement hours students are required to complete 36 complete service shifts to satisfy the assessment requirement of SITHIND004 Work effectively in hospitality service, as well as workplace based projects and participate in two workplace visits where Clinton Institute will attend the workplace to conduct observation based assessments. Sessions are held in fully equipped classrooms and a simulated work environment. Students will be provided with a recommended textbook for learning and activities and will have access to computers for independent study and research.</p>
Assessment	<p>Assessment methods used for this qualification will provide a range of ways for individuals to demonstrate that they have met the required outcomes including:</p> <ul style="list-style-type: none"> • Projects • Presentations • Report writing • Role plays • Observations • Questioning (oral or written) <p>More information about assessment will be provided via detailed instruction and documentation at the commencement of each new unit of competency. Assessment policies and procedures are outlined in the student handbook.</p>

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Work placement	<p>The work placement component of this course allows students to acquire skills in their choice of hospitality setting according to their interests or preferences (e.g. bar, café, restaurant, hotel, casino etc.)</p> <p>Work placement is a valuable and compulsory requirement of this course. All students are required to complete tasks in a practical work environment in order to be deemed competent in various units from the qualification.</p> <p>The following clusters have assessment tasks to be completed in the workplace as follows:</p> <ul style="list-style-type: none">• Leading Hospitality operations• Customer Service <p>Each student will be required to complete 8 hours of work placement each week (40 weeks) the second year of their 2 year course.</p> <p>During this time they will need to:</p> <ul style="list-style-type: none">• Lead and manage a team throughout a service period, monitor and respond to service issues and complete staffing documentation.• Complete 36 service periods of work (and log this in their assessment)• Gather written feedback and confirmation of skills in the supervisor report from their workplace supervisor <p>They will also need to do the following while being observed in the workplace by their assessor (at a workplace visit)</p> <ul style="list-style-type: none">• demonstrate technical skills and provide hospitality service to customers• lead, manage and monitor team performance• Interact with customers• confirm their knowledge about workplace requirements• demonstrate how customer complaints are resolved <p>Sourcing work placement</p> <p>Students are required to take a proactive approach in sourcing their own work placement and must ensure the placement provider completes the <i>Work placement Agreement Form</i>. All work placement agreements are subject to approval by Clinton Institute who will verify the workplace has appropriate equipment, facilities and resources to support the student throughout their placement.</p> <p>Clinton Institute may assist the students to obtain a host workplace through contacting their industry networks, providing students with tips and hints about resume writing, interview skills, searching available opportunities and approaching potential workplaces. This assistance is conducted by the Director of Studies having informal conversations and meetings with students who express interest in this student support service.</p> <p>Workplace visits</p> <p>The trainer/assessor will visit each student in their workplace 2 times throughout the course at weeks 51-56 and weeks 73-80 for the trainer/assessor to complete workplace observations. The work placement provider must allow the trainer/assessor access to the hospitality venue and allow the student the appropriate time away from other duties to be assessed. The trainer/assessor, student and host workplace supervisor must all agree on the date and time each visit will occur. This will ensure that the trainer/assessor is visiting the hospitality venue at a time when the student can be assessed conducting the relevant tasks at a time that is convenient for the venue.</p> <p>Monitoring calls</p> <p>Clinton Institute will conduct monitoring calls to ensure the student is attending work placement as scheduled and progressing through their course requirements. This will take the form of a 10-15 minute call with from Clinton Institute's trainer/assessor to the student's workplace supervisor every two weeks. There will be approximately 20 of these monitoring calls throughout each student's work placement.</p>
Additional Support	<p>All students will be provided with a range of learning support options and resources to help them achieve competency. This may include:</p> <ul style="list-style-type: none">• Mentoring from trainers.• Additional classes, tutorials and workshops.

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	<ul style="list-style-type: none">• Online support and exercises for some courses.• Computer and technology support.• Referral to external support services. <p>Clinton Institute will provide additional support for any students experiencing:</p> <ul style="list-style-type: none">• Disability and access issues;• Language barriers;• Language, literacy and numeracy issues;• Employment issues; and/or• Any other issues that may affect their ability to achieve their training goals. <p>Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.</p> <p>Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.</p> <p>Note that satisfactory course progress is required in order to meet visa requirements. More information can be found in the International Student Handbook that also includes information on the specific support that is available to international students. Students who are identified as being at risk of not meeting course progress requirements will be provided with additional support as recorded in an intervention strategy. Students are also required to maintain satisfactory attendance to meet their visa requirements.</p>
Costs	<p>The costs of the course including all equipment required for training and assessment in AUD.</p> <ul style="list-style-type: none">• Total tuition fees: \$20,000• Application fee: \$ 200 (Offshore student only)• Enrolment fee: \$250• Material fee:<ul style="list-style-type: none">• \$200 per semester for Melbourne Campus• \$300 per semester for Hobart Campus• Security pass deposit: \$100, which is a refundable deposit for the building security pass, this \$100 will be refunded upon return of the security pass at your final class. <p>This amount does not include tax as there is no tax applicable for nationally recognized training in Australia.</p> <p>Students can choose to pay the total course fees via a payment plan.</p> <p>Payment plan*:</p> <ul style="list-style-type: none">• Upfront deposit fee – AUD \$2500 + Non-tuition fee• AUD \$2500 every 3 months throughout course (x 7 payments) <p>*Non-payment of fees may result in cancellation of enrolment.</p> <p>Student Fees are protected via the Australian Government Tuition Protection Service. For more information, students can visit https://tps.gov.au/StaticContent/Get/StudentInformation</p> <p>Inclusions</p>

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	<p>Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.</p> <ul style="list-style-type: none">• one copy of a testamur and record of results and/or statement of attainment• a \$100 refundable deposit for their building security pass. Upon completion of the course you must return your security pass to receive a \$100 refund. <p>Additional charges apply if students require:</p> <ul style="list-style-type: none">• Additional copies of a student's qualification/record of results and/or statement of attainment. A cost of \$60 per document applies as well as \$25 where international shipping is required.• Text books or any other learning and assessment. A fee of \$150 per text book or \$20 per printed document applies if required.• Printing costs as may be required to complete assessments. Students may print and copy on campus for a cost of 20c per page, however they may also use other printing facilities. <p>Other costs (not included) to be aware of:</p> <p>Please refer to the student handbook for guidance in relation to budgeting and planning</p> <ul style="list-style-type: none">• Accommodation• Cost of living• Transport, airport transfers and flights• Travel insurance• Overseas Student Health Cover• USB drives that students are required to use to submit their assessments. Students may bring their own or purchase nearby.• Notebooks/pens/laptops* or other general stationary required for students to complete their work. <p>*Please note: Many homework and assessment tasks require access to a computer and the internet and therefore it is recommended students bring or purchase a laptop if possible.</p> <p>If students don't have their own they can use nearby public facilities that are listed for their convenience in the Student Handbook. It is optional for students to bring a laptop to class – some students may choose to do so to keep their notes organised, but where a computer is required for class activities the trainer/assessor will arrange to book the college computers for class sessions.</p>
Course Credit	<p>Students may apply for recognition of existing qualifications or skills, knowledge and experience (recognition, credit transfer or recognition of prior learning) as per the Course Credit Policy. For international students, the granting of course credit will affect your student visa and if course credit is granted following issuance of your Confirmation of Enrolment, you will receive a new Confirmation of Enrolment.</p> <p>In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.</p> <p>You will be advised in writing of the outcome of your Credit Application.</p> <p>For any questions about course credit, please contact us to discuss.</p>

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Recognition of Prior Learning	<p>Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.</p> <p>To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.</p> <p>From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.</p> <p>Fees are applicable for Recognition of Prior Learning as follows:</p> <ul style="list-style-type: none">• \$500 Application fee upon submitting RPL Application form• \$400 Per unit of competency that you are applying to RPL• \$560 Per unit that you are doing by normal training and assessment <p>Your RPL fees will be calculated based on the number of units you are applying for and there is also an application fee for each application. So please ensure you apply for all of your intended units together to avoid multiple application fees.</p> <p><i>E.g. if you are applying to complete all 28 units included in the SIT5046 Diploma of Hospitality Management by RPL you will need to pay a total of \$11,700 to have your application assessed (regardless of the outcome whether you are granted RPL or not).</i></p> <p>If you are applying for some units by RPL and the remainder by normal training and assessment your fees will be adjusted on a pro-rata basis for the number of units.</p> <p><i>E.g. if you are completing 10 units by RPL and 18 by normal training and assessment you will be charged:</i></p> <ul style="list-style-type: none">• \$500 – RPL Application Fee• \$560 x 18 - Units that you are doing by training & Assessment• \$400 x 10 - Units that you are applying for RPL• TOTAL = \$14,580 <p>For more information about submitting an application for RPL, contact the head office.</p>
How to apply	<p>To apply for this course you must complete an application form. This can be emailed or posted to you or downloaded from our website. Please ensure you also read the International Student Handbook provided to you with this Course Outline prior to completing an application form.</p>
Contact Details	<p>Phone: (+61) 03 8394 2064</p>