



SIT50416 Diploma of Hospitality Management – Hotel Operations

Course outline

ANIBT Course Code:	DHM_SIT50416
CRICOS Code:	091009D
Delivery Mode:	Varied: Face to Face Classroom; Computer generated supervised learning; Work based
Location:	Melbourne
Course Duration:	Up to 18 months
Nominal Study Hours:	1200 hours
Qualification Level:	Diploma
Nationally recognised	Yes

Course overview

The hospitality industry provides a vast array of career opportunities across a broad range of sectors. This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality Room Division area. It is not however suitable for an Australian apprenticeship pathway.

Graduates would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team.

Having this qualification will allow you to perform roles including managing a department in a large hospitality enterprise or managing a small hospitality enterprise. The types of positions available also include:

- Front Office Manager
- Housekeeper
- Unit Manager (Guest Services).

Typically, work would be undertaken in various hospitality enterprises that provides guest rooms:

- Hotels
- Motels
- Aparthotels
- Serviced Apartments
- Resorts

Program outline

Subjects

The **SIT50416 Diploma of Hospitality Management – Hotel Operations** qualification is made up of 28 units of competency from the SIT13 Tourism, Hospitality and Events Training Package.

The units ANIBT have selected to deliver and for students to complete to be eligible for this qualification are:

13 core units

<i>Unit Code</i>	<i>Unit Name</i>
BSBDIV501	Manage diversity in the workplace
BSBMGT517	Manage operational plan
SITXCCS007	Enhance the customer service experience
SITXCCS008	Develop and Manage quality customer service practices
SITXCOM005	Manage conflict
SITXFIN003	Manage finances within a budget
SITXFIN004	Prepare and monitor budgets
SITXGLC001	Research and comply with regulatory requirements
SITXHRM002	Roster staff
SITXHRM003	Lead and manage people
SITXMGT001	Monitor work operations
SITXMGT002	Establish and conduct business relationships
SITXWHS003	Implement and monitor work health and safety practices

15 Elective units

<i>Unit Code</i>	<i>Unit Name</i>
SITXFSA001	Use hygienic practices for food safety
SITHIND004	Work Effectively in hospitality service (Work based training)
SITHACS001	Clean premises and equipment
SITHACS002	Provide housekeeping services to guests
SITHACS003	Prepare rooms for guests
SITHACS005	Provide porter services
SITHACS006	Provide valet service
SITHACS007	Conduct night audit
SITHACS008	Provide accommodation reception services
CPPCLO2004A	Maintain carpeted floors
CPPCLO2009A	Clean glass surfaces
CPPCLO2019A	Sort and remove waster and recyclable materials
CPPCLO2035A	Maintain cleaning storage areas
SITHIND002	Source and use information on the Hospitality Industry
HLTAID003	Provide First Aid

Assessment methods

A wide variety of assessments methods will be employed to assess student competence in each unit. These include but are not limited to:

- Practical demonstration and observation
- Review questions and answers
- Group assignments
- Individual projects / portfolios
- Case studies
- Role plays
- Class participation
- Presentations

Entry Requirements

There are no pre-requisites for entry into this qualification. However, it is highly recommended that students are currently in a workplace or have access to a workplace for this course.

For international students

Please check with the Australian Department of Immigration and Border Protection regarding international students enrolling into any on-line only based qualifications.

The Australian government publishes rules for English language proficiency for international students applying for entry to vocational training. You should establish your country's assessment level by reading the DIBP rules at www.immi.gov.au/students/. Be aware that the rules may be changed during 2016.

Generally, to demonstrate English language proficiency for doing a Certificate or Diploma course, an international student needs one of the following test scores:

Test	IELTS	CAE	PTE Ac	TOEFL iBT	TOEFL PBT
Score	5.5	47	42	46	527

ANIBT also accepts completion of a recognised equivalent English preparation course from an accredited ELICOS provider. Admission may be approved if the language of instruction in the student's home country is English or if English has been the language spoken in the student's home.

Overseas students who do not provide a satisfactory score from an English test recognised by DIBP will be interviewed to ascertain their language, literacy and numeracy (LLN) skills.

All students must complete a Language, Literacy and Numeracy test at ANIBT as part of the enrolment process.

If necessary, the student will need to complete an English language course at ANIBT before being admitted to a vocational training Certificate or Diploma course.

Note: ANIBT may establish student's English language proficiency appropriateness' level if:

- The student has completed 1-year study which is taught in English
- The student has successfully completed ELICOS course and the level is equivalent to IELTS 5.5
- The student passes ANCE English assessment test, under supervision by ANIBT or ANIBT representative agents (does not apply to offshore direct-application).

Course completion

Upon successful completion of this course, you will receive a nationally recognised qualification **SIT50416 Diploma of Hospitality Management** issued by the Australian National Institute of Business and Technology Pty Ltd (ANIBT).

The Australian National Institute of Business and Technology Pty Ltd is a Registered Training Organisation (Provider number: 21368) registered with the Australian Skills Quality Authority (ASQA).

Course availability

ANIBT's programs allow participants to undertake their studies in a variety of flexible ways including:

- Classroom
- Work based training - NOTE – for the unit SITHIND004 Work effectively in hospitality service – 160 hours
- Computer generated supervised learning – NOTE – maximum 20% per term which equals 4 hours per week.

ANIBT has regular intakes for its classroom based courses as follows:

January	Term 1 intake
April	Term 2 intake
July	Term 3 intake
October	Term 4 intake

Please contact ANIBT to discuss your specific study and qualification requirements and how we can tailor a program to suit your specific requirements.

Future pathways

After successful completion of your Diploma, you will have many other study options available to you. These may include Advanced Diploma level qualifications

Recognition of Prior Learning (RPL)

Students may be able to shorten the length of their chosen course by taking into account previous training, employment experience or other life skills that directly relate to the competencies the Unit of competency is assessing.

Contact ANIBT directly on +61 3 9620 3099 to discuss your previous experience and we will be able to guide you through the RPL process.

Credit Transfer (CT)

Students may be able to shorten the length of their chosen course by taking into account previous studies. ANIBT recognises ASQA/AQTF registered organisations for credit transfers.

Please contact ANIBT directly on +61 3 9620 3099 to discuss your previous studies and we will be able to guide you through the credit transfer process.

Special requirements

It is expected that all students will have access to their own personal computer and the internet. This is essential for regular research and also on-line based assessment work throughout the course.