

COURSE CODE

SIT50416

COURSE

Diploma of Hospitality Management

ENROL TODAY

TAFENSW.EDU.AU or 131 601

WHY CHOOSE TAFE NSW?



Opens career doors. Our industry relationships lead many students directly into work with a range of employers including agencies, studios, galleries and fashion houses.



Global prospects. TAFE NSW graduates possess the technical knowledge, creative-thinking and specialised skills that are highly sought after by employers around the world.



State-of-the-art facilities. Purpose-built creative studios and industry standard software mean you will master the same tools of the trade as leading professionals.



Industry exposure. TAFE NSW partners with industry to provide you with hands-on experience through networking, sponsor programs, competitions, talks, lectures and other creative industry events.



Recognised and respected. TAFE NSW has built its reputation on delivering trusted, industry aligned and nationally recognised training for over 130 years.

Diploma of Hospitality Management

National Course Code: SIT50416 | TAFE NSW Code: SIT50416-01V02-20NEP-102

Qualification Level	Diploma
Study Type	Full Time
Course Start Date	Enquire Now
Hours Per Week	18.3
Duration	36 Weeks
Delivery Locations	Nepean, Kingswood
Course Fees	Subsidised Prices First Qualification: \$3,750.00 Subsequent Qualification: \$4,230.00
Course Features	Nationally Recognised Training This training is subsidised by the NSW Government VET Student Loans Available

Course Description

The nationally accredited Diploma of Hospitality Management prepares you for management roles, including event and function manager and hotel manager, in the diverse and fast-growth hospitality sector. Learn the essentials of operational and financial hospitality management and refine your people leadership style for results.

LEARN NEW SKILLS

Through theoretical and practical course work, you will learn to:

- Lead hospitality services in real and simulated environments
- Manage and deliver operational plans
- Enhance customer service experiences
- Prepare and manage budgets
- Manage difficult situations and conflict
- Lead a team of professionals

DEVELOP YOUR TALENT

Develop the attributes needed to get ahead in this industry:

- An ability to build a positive team culture
- Strong communication skills
- The drive to provide outstanding customer service

ACHIEVE YOUR GOALS

Completing this course will provide you with:

- A nationally recognised qualification at Diploma level
- Confidence in your leadership approach
- Strong study pathways for career progression

Career outcomes and job roles:

- Bar manager
- Cafe manager
- Restaurant manager
- Licensed club manager
- Hotel manager

GROW YOUR CAREER

Take your career further with advanced study pathways:

- Advanced Diploma of Hospitality Management
- Bachelor of Events and Tourism Management - 279JA (in partnership with University of Canberra)
- Bachelor of Business

INDUSTRY DEMAND

Employment in the hospitality industry is expected to increase by 12.1% in the next five years which means an additional 91,000 jobs. The Diploma of Hospitality Management will prepare you for leadership roles in this exciting, growing and global sector.

Entry Requirements

When you study with TAFE NSW, we want you to succeed. Entry requirements allow us to make sure that you have the right pre-existing knowledge and skills to achieve your chosen qualification. You will need to provide evidence that you meet the requirements listed in this section.

There are no entry requirements for this qualification. You can enrol in this course now.

ADDITIONAL REQUIREMENTS

With 130 locations across the state, TAFE NSW tailors qualifications to meet the needs of the local community and specific student groups (like apprentices, fast-tracked and online students). To make sure this course is the right fit for you, we will need you to demonstrate that you can meet the additional requirements below.

COURSE ENTRY REQUIREMENTS

Work Placement is a requirement of this course. You are required to complete 8 shifts of external work placement for this course. For more information please discuss this with teachers at one of the information sessions

Information Sessions and more about the course

INFORMATION SESSIONS

There are no information sessions currently scheduled for this course.

STUDY COMMITMENT

This is a Full Time Blended course. You will need to attend approximately 18.3 hours of class, 3-4 days a week for 36 weeks.

You may also be required to complete approximately 4.4 hours of additional study each week outside of class hours, including assessment preparation, private study or service mandatory work experience.

IS THIS COURSE RIGHT FOR YOU?

This course delivery is designed for people who are learners are from diverse backgrounds including school leavers, mature age, career change, long term unemployed, returning to work and existing workers wanting formal qualifications.

This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

Training and assessment strategies reflect the skills and knowledge required of industry and industry practices are holistically assessed during the delivery of the units. This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, caf?s, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming.

SERVICES AND STUDY SUPPORT

TAFE NSW provides the following services to ensure a supported and successful learning environment for all students:

- Aboriginal and/or Torres Strait Islander Student Support and Services
- Accessibility and Disability Services
- Personal Counselling
- Vocational Counselling
- Learning Support
- International Student Support
- Scholarships
- Multicultural Support

Detailed current information on these Support Services are made available to staff and students at TAFE NSW Student Services. Additionally, every student is supported by a dedicated Student Services team at each campus location.

Tutorial support is available on needs basis following individual assessment using RU Ready/BKSB LLN assessment tool. Group tutorial sessions are offered up to 2 hrs per week timetabled for the cohort.

We offer student services and study support to ensure you can achieve your goals. Learn about TAFE NSW [Student Services](#)

As a TAFE NSW student in this course, you will have access to:

- LinkedIn Learning (formerly Lynda.com)
- Studiosity - online access to a real life tutor
- Easy computing online short courses

- Access to local TAFE libraries
- Accessibility and Disability Support Services
- Access to Read&Write learning support software at TAFE and at home

Attendance

To keep you safe while studying, some of our face to face classes may be replaced with online or connected learning. We have also modified our face to face classes to meet physical distancing requirements and increased cleaning on campus. As restrictions ease, the way you attend your class may change again. If work placement and the demonstration of practical skills are requirements of your course, due to the impacts of COVID 19 there may be a delay or modification in being able to undertake these aspects of your course in the planned timeframe. Be assured, we'll keep you informed every step of the way.

Monday (9 am-3.30 pm), Tuesday (9.30 am-2.30 pm), Thursday (9 am-12 pm) and Friday (9 am-1.30 pm). Required to complete service periods either on Tuesday or Wednesday according to a roster. This timetable may change and will be confirmed.

Fee Details

SMART AND SKILLED FEES

This course is government-subsidised, meaning you pay a portion of the full course fee to TAFE NSW and the NSW Government will pay the balance. However, you must meet certain eligibility criteria for this to apply.

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process.

For further information about eligibility and explanations of the different fee categories, visit [Are You Eligible?](#)

PAYMENT OPTIONS AND ASSISTANCE

This course is approved for a Commonwealth VET Student Loan (VSL). If you meet the VSL eligibility and academic suitability requirements, you are able to apply to the Commonwealth for a loan to cover all or part of your course fee. We will ask you whether you would like to apply for a VET Student Loan when you enrol and advise you of the process.

To complete your VET Student Loan application, you will need to provide:

- Your Tax File Number (TFN). If you don't have a TFN, [click here](#) for information on how to apply for one. You can complete your loan application with a Certificate of Application for a TFN, but must provide your TFN as soon as it is issued. If you don't provide your TFN before your first census day, you will need to pay the tuition fees for that unit of study.
- Your Commonwealth Higher Education Student Support Number (CHESSN). If you have previously accessed a loan via the Higher Education Loan Program (HELP), either at TAFE or university, you will

already have a CHESSN. You must use the same CHESSN whenever you access a student loan. If you don't have CHESSN, we will allocate one on your behalf.

To be eligible for a VET Student Loan, you will need to be assessed as academically suitable to undertake high level VET study. You will need to provide:

- A copy of your Australian Year 12 Certificate; OR
- A copy of a certificate showing that you have been awarded a qualification at level 4 or above in the Australian Qualifications Framework (where the language of instruction was English). If you previously completed a Certificate IV or higher qualification at TAFE NSW, just let us know where and when you studied in your application; OR
- Display competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test. We will let you know if this is required once you apply.

If you intend to apply for a VET Student Loan, it's important you know your [student obligations](#).

ADDITIONAL RESOURCES

This course contains licencing units that incur the following costs:

- Provide responsible service of alcohol \$85
- Provide responsible conduct of gaming \$40
- Food Safety Supervisor Certificate \$30
- Additional Cost of a Uniform is required approx \$150

Find out more about [VET Student Loans](#)

Direct payment by Unit of Study instalments is available for this course.

The Units of Study and associated fees for this course are detailed above. Fees are charged on the census day for each Unit of Study. To secure a loan for part or all of your course, you must be eligible and submit a valid application to the Commonwealth for a VET Student Loan. You may withdraw prior to the census date without incurring a fee.

READ BEFORE YOU ENROL

Learn about TAFE NSW [Fees](#)

Learn about TAFE NSW [Payment/Funding](#)

RECOGNITION

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required, reduce your course fees and allow you to achieve your qualification faster.

Learn about Recognition at TAFE NSW [Recognition](#)

Incidental Cost

- Student Association - \$20.00

How to Enrol

Enquire now for Semester 2 2020 and be notified when enrolments open.

TAFE NSW is open for business so to find out more information on this course including when it will start and how it will be delivered (face-to-face, in a virtual classroom, self-paced, online or a mixture), submit an online enquiry by clicking the Enquire Now button on this page. You can also call 131 601 during business hours* to chat with a member of our friendly customer service team.

*** Our customer service team are available from Monday to Friday, 9am to 5pm AEST.**

Units

SITXCCS008	Develop and manage quality customer service practices
SITXCCS007	Enhance customer service experiences
SITXMGT002	Establish and conduct business relationships
SITXWHS003	Implement and monitor work health and safety practices
SITXHRM003	Lead and manage people
SITXCOM005	Manage conflict
BSBDIV501	Manage diversity in the workplace
SITXFIN003	Manage finances within a budget
BSBMGT517	Manage operational plan
SITXMGT001	Monitor work operations
SITXFIN004	Prepare and monitor budgets
SITXGLC001	Research and comply with regulatory requirements
SITXHRM002	Roster staff
SITXFIN001	Process financial transactions
SITHFAB001	Clean and tidy bar areas
SITXFIN002	Interpret financial information
SITXHRM006	Monitor staff performance
SITHFAB003	Operate a bar
SITXFSA002	Participate in safe food handling practices
SITHFAB010	Prepare and serve cocktails
SITHFAB005	Prepare and serve espresso coffee
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB016	Provide advice on food
SITHGAM001	Provide responsible gambling services
SITHFAB002	Provide responsible service of alcohol
SITHFAB014	Provide table service of food and beverage
SITXHRM004	Recruit, select and induct staff
SITHIND002	Source and use information on the hospitality industry
SITXFSA001	Use hygienic practices for food safety

Career Opportunities

Possible job titles include:

banquet or function manager

bar manager

cafe manager

chef de cuisine

chef patissier

club manager

executive housekeeper

front office manager

gaming manager

kitchen manager

motel manager

restaurant manager

sous chef