

Diploma of Hospitality

SIT50416

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 specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team.

Work would be undertaken in various hospitality settings, such as restaurants, hotels, catering operations, motels, clubs, pubs, cafés and coffee shops.

The qualification is suitable for an Australian apprenticeship pathway. This course is suitable for both new and existing workers to gain a nationally recognised vocational qualification.



TRAINING REQUIREMENTS

To attain the SIT50416 Diploma of Hospitality, the participant must achieve competence in 28 units. This is made up of all 13 Core units, plus a total of 15 Elective units. These elective units can be chosen when consulting one of the Brisbane Business & Hospitality staff who can offer you guidance and assistance to choose the right stream for you.

LOCATION

Brisbane Business & Hospitality Training can deliver this training throughout Metropolitan and Regional Queensland.

COURSE DURATION

This course is structured through competency based training and assessment. Course duration is based on individual training requirements.

ENTRY REQUIREMENTS

Students who wish to enrol in Brisbane Business & Hospitality Training programs are required to obtain a copy of the Student Handbook before making a final decision on training.

DELIVERY MODES

This course may be delivered through a combination of class, workplace, self-paced and distance learning.

COURSE FEES

Please phone Brisbane Business & Hospitality Training to discuss fee details for this course.

ENROLMENTS

Brisbane Business & Hospitality Training has a rolling intake. Continuous enrolments allow students to commence training at any time. Enrolments for traineeships involve a consultant visiting your workplace to complete paperwork and answer questions. **Call Brisbane Business & Hospitality Training on 07 3117 9722 or 0409 890 298 or email info@bbht.com.au for details.**

MANDATORY CORE UNITS

BSBDIV501	Manage diversity in the workplace
BSBMGT517	Manage operational plan
SITXCCS007	Enhance customer service experiences
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

PLUS 15 ELECTIVE UNITS

MUST COMPLETE 1 HYGIENE UNIT:

SITHIND001	Use hygienic practices for hospitality service
SITXFSA001	Use hygienic practices for food safety

MUST COMPLETE 1 INDUSTRY EFFICIENCY UNIT:

SITHCCC020	Work effectively as a cook
SITHIND004	Work effectively in hospitality service
SITHKOP005	Coordinate cooking operations

PLUS 13 JOB SPECIFIC UNITS:

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

GAMING MANAGER IN A CLUB, HOTEL OR CASINO

BSBRK501	Manage risk
BSBWRT401	Write complex documents
SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar
SITHGAM001	Provide responsible gambling services
SITHGAM002	Attend gaming machines
SITHGAM004	Conduct Keno games
SITHGAM005	Analyse and report on gaming machine data
SITHGAM014	Manage gaming activities
SITXHRM004	Recruit, select and induct staff
SITXHRM006	Monitor staff performance
SITXMGT502	Manage projects
SITXMPR007	Develop and implement marketing strategies

KITCHEN MANAGER OR CHEF

BSBSUS501	Develop workplace policy and procedures for sustainability
SITHCCC018	Prepare food to meet special dietary requirements
SITHCCC020	Work effectively as a cook
SITHFAB016	Provide advice on food
SITHFAB017	Provide advice on food and beverage matching
SITHKOP003	Plan and display buffets

SITHKOP004	Develop menus for special dietary requirements
SITHKOP006	Plan catering for events or functions
SITHKOP007	Design and cost menus
SITXFSA004	Develop and implement a food safety program
SITXHRM006	Monitor staff performance
SITXINV004	Control stock

MANAGER OF A CAFE OR SMALL RESTAURANT

BSBRK501	Manage risk
SITHFAB002	Provide responsible service of alcohol
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITHFAB012	Provide advice on Australian wines
SITHFAB016	Provide advice on food
SITHFAB017	Provide advice on food and beverage matching
SITHFAB019	Plan and monitor espresso coffee service
SITHFAB020	Manage the sale or service of wine
SITXFSA004	Develop and implement a food safety program
SITXHRM004	Recruit, select and induct staff
SITXHRM006	Monitor staff performance
SITXMPR007	Develop and implement marketing strategies

MOTEL MANAGER

BSBEBU501	Investigate and design e-business solutions
BSBEBU502	Implement e-business solutions
BSBFIA301	Maintain financial records
BSBMGT516	Facilitate continuous improvement
BSBRK501	Manage risk
SITHACS003	Prepare rooms for guests
SITHACS008	Provide accommodation reception services
SITTTSL007	Process reservations
SITTTSL010	Use a computerised reservations or operations system
SITXHRM004	Recruit, select and induct staff
SITXEBS003	Build and launch a small business website
SITXMPR001	Coordinate production of brochures and marketing materials
SITXMPR004	Coordinate marketing activities
SITXMPR007	Develop and implement marketing strategies

RESTAURANT MANAGER IN A FINE DINING RESTAURANT

BSBINN502	Build and sustain an innovative work environment
BSBMGT516	Facilitate continuous improvement
SITHFAB002	Provide responsible service of alcohol
SITHFAB011	Provide advice on beers, spirits and liqueurs
SITHFAB012	Provide advice on Australian wines
SITHFAB013	Provide advice on imported wines
SITHFAB015	Provide silver service
SITHFAB016	Provide advice on food
SITHFAB017	Provide advice on food and beverage matching
SITHFAB020	Manage the sale or service of wine
SITEEVT005	Plan in-house events or functions
SITXHRM004	Recruit, select and induct staff
SITXHRM006	Monitor staff performance

Other Quality Training Programs Offered by BBHT

Certificate II in Hospitality | Certificate III in Hospitality | Certificate IV in Hospitality | Diploma of Hospitality
Certificate II in Retail | Certificate III in Retail | Certificate IV in Retail
Certificate IV in Training and Assessment

Short Courses Programs on Offer include

Responsible Service of Alcohol | Responsible Gambling Services | Responsible Management of Licensed Venues
Customer Liaison Officer Training Program | Food Safety | Food Safety Supervisor | Coffee Making (Barista)
Introduction to Bar Operations | Introduction to Gaming Operations
Introduction to Accommodation Housekeeping | Custom Made Programs | First Aid Course