DIPLOMA OF HOSPITALITY MANAGEMENT

JOB READY TRAINING

INDUSTRY ENDORSED

STUDENT SATISFACTION

SPENCER COLLEGE

HOSPITALITY

SIT50422
DIPLOMA OF HOSPITALITY MANAGEMENT

CRICOS CODE : 111948B

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions. Refer to www. spencercollege.edu.au for more details.

Entry Requirement

- 18 years or over
- Basic computer skills
- Meet all Student Visa requirements, including IELTS 5.5 (or equivalent) or English proficiency or Spencer College ACSF test level 3 PLUS
- Minimum Year 12 education or equivalent

Delivery Methods

- Lecture/workshops
- Workbooks
- Role plays/simulations
- Practical activities

Course Delivery

68 weeks classroom delivery, depending on intake (includes a maximum of 13 weeks holiday). Students must attend a minimum of 20 hours class time per week as part of your Student Visa requirements. Distance learning is not available.

Recognition of Prior Learning (RPL)

If you think you may be eligible to apply for RPL, please contact the College to discuss.

Assessment Requirements

To successfully complete this course Students are required to complete work-based training.

Enrolment & Further Information

Email **admin@spencercollege.edu.au** or via one of our Education Agents.

To receive an enrolment kit, please email **admin@spencercollege.edu.au**
RTO No: 31809 | CRICOS Provider No: 03093K
ABN: 59 131 437 968

Head office address: L 1, 344 Queen Street, Brisbane QLD 4000. For career opportunities and further study, please refer to **www.training.gov.au**

Units of Competency

SITXCCS015	Enhance customer service experiences
SITXCCS016	Develop and manage quality customer service practices
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFIN010	Prepare and monitor budgets
SITXGLC002	Identify and manage legal risks and comply with law
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXMGT005	Establish and conduct business relationships
SITXWHS007	Implement and monitor work health and safety practices
SITXFSA005	Use hygienic practices for food safety
SITHIND008	Work effectively in hospitality service
BSBCMM411	Make presentations
BSBTEC303	Create electronic presentations
SIRXOSM004	Analyse performance of social media and online business tools
SIRXOSM007	Manage risk to organisational reputation in an online setting
SIRXSTR001	Develop an ecommerce strategy
SITEEVT023	Plan in-house events
SITHKOP010	Plan and cost recipes
SITHKOP015	Design and cost menus
SITTTVL004	Sell tourism products or services
SITXCCS010	Provide visitor information
SITXFSA006	Participate in safe food handling practices
SITXFSA008	Develop and implement a food safety program
SITXHRM007	Coach others in job skills
SITXINV006	Receive, store and maintain stock
SITXINV008	Control stock