



# Hospitality Training

## SIT50416 Diploma of Hospitality Management



### Course Description

This course is designed to provide participants with the skills, knowledge and attitudes to meet the demands of the culinary industry. Additionally, this course provides you with the management skills required to successfully run a hospitality operation.

The course provides students with 'hands-on' training in hospitality management. It focuses on training students for supervisory and management level positions in hotels and restaurants.

Students in this course develop a broad awareness and understanding of the hospitality industry, with a particular emphasis on skills required by managers and supervisors

### Locations

#### Main Campus

14-18 Douglas Road QUAKERS HILL NSW 2763

#### Sydney CBD Campus:

474 Kent Street, Sydney NSW 2000

#### Canberra Campus:

5/118-128 Mawson Place, Mawson ACT 2607

### Classes Scheduled

AAMS's teaching hours are from 8.30am to 10.15pm and classes will be organised for consecutive days between Monday and Saturday during the day or 4 evening classes Monday – Thursday (Total 20hrs face to face and blended learning with additional student resources available online through the AAMS learning management system including forum discussions, additional online resources etc.)

Note: Work experience hours may be outside these scheduled hours.

### Target Group

This course is aimed at individuals who wish to become Head chefs and/or also be able to manage a restaurant. Therefore, it is appropriate for students who may wish to start their own restaurants on managing the food and beverage division.

**Entry Requirement:** Students must have good health, achieve English proficiency of 5.5 as minimum in IELTS or recognized equivalent, and meet the necessary academic and financial entry criteria for the courses.

The minimum requirements to enrol in AAMS is a High School Certificate or its equivalent with a minimum of overall Pass mark in Year 12. Students must be 18 years of age or older at the time



of their initial application. Australian Academy of Management and Science will not enrol students under the age of 18 years.

## Qualification

On successful completion of the course students are eligible to receive SIT50416- Diploma of Hospitality Management and a Statement of Results.

## Accreditation

AAMS is a registered training organisation by the Australian Skills Quality Authority (ASQA) with the RTO code 91354 and CRICOS Provider code 02882M to deliver the SIT50416- Diploma of Hospitality Management. This qualification is recognised under Australian Qualifications Framework (AQF).

## Course Duration and Enrolment

This course duration is 57 weeks including holidays; the training delivery contains 800 hours face to face tuition with 300 hours of self-study and 100 hours of work placement.

International students are required to undertake fulltime course work of 20 hours per week with a minimum of 80% of class room attendance. This is a requirement of the student visa.

The course introduces front of house skills and focuses on management subjects.

## Holidays

AAMS holiday periods are at the end of each 10 week training period. There are 2 weeks break in April, June, September and 6 a week's break in December.

## Career Pathway

*Pathways into the qualification.*

It is strongly recommended that individuals undertake lower level qualifications, and/or gain industry experience prior to entering SIT50416 Diploma of Hospitality Management, however this is not mandatory.

*Pathways from the qualification.*

After achieving SIT50416 Diploma of Hospitality Management, individuals could progress to SIT60316 Advanced Diploma of Hospitality or Higher Education qualifications in management.

You may prefer to manage a restaurant or food and beverage operation.

## Vocational Outcome

Graduates of the SIT50416- Diploma of Hospitality Management may gain employment as a departmental or small business manager. These may include:

- banquet or function manager
- bar manager
- café manager
- chef de cuisine
- club manager
- executive housekeeper
- front office manager
- gaming manager
- kitchen manager



- motel manager
- restaurant manager
- sous chef
- unit manager catering operations

## Teaching Methods / Resources

Training will be delivered using a blended learning approach, combining facilitator-led theory sessions in small groups and classroom based delivery at AAMS and full access to additional learning material and resources through the AAMS online learning management system.

- Practical training in Commercial Catering operations
- Qualified trainers with extensive industry experience
- Class rooms are fitted with modern audio/visual facilities
- Computer facilities with internet access + Wi-Fi

## Assessment Methods

Assessment is based on competency, that is the ability to perform specific skills and is done through a combination of observation, discussion, written assignments, tests, examinations, and/or practical application and work related projects.

When conducting a competency based assessment, the assessor will work with you to collect evidence of your work performance using the competency standards as benchmarks. Competency based assessment is generally activity based and practical. However, competence also means that you must display an understanding of the knowledge that underpins the performance of the task.

## Disciplinary Procedures

All AAMS students are subject to Australian civil and criminal laws and to the AAMS Disciplinary Policy and Procedure.

International students that do not adhere to student visa conditions and 80% minimum attendance and with unsatisfactory academic progress will be subject to the academy's warning and reporting procedures. Furthermore, serious breach of the academy's policies and procedures such as non-payment of tuition fees sexual harassments carrying and usage of drugs discrimination against any race, gender, culture or religion will be subject to possible expulsion and reported to IMMI.

## Access and Equity

All staff members of the Academy are required to practice the Academy's Access and Equity policies and procedure which demand all staff to provide the same level of services to all prospective and enrolled students at all times.

## National Recognition

AAMS is committed to its obligation under the Standards for NVR registered training organisation for national recognition.

National recognition is the process that credit award for Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO) enabling individuals to receive national recognition of their achievements.



Credit can be either a direct recognition of a course completed at another RTO or a combination of national recognition and credit transfer. Contact AAMS for further information.

## **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the process that recognises student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies.

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Students will need to contact the academy for information on the RPL process and apply at the time of their initial application to the Academy. To apply for RPL students will need to complete the RPL form and provide supporting evidence. Evidence may include:

- Interview/professional conversation
- Observation and questioning including workplace visits
- Portfolio of work, which may include completed assessment items from previous study
- Supplementary assessment tasks or challenge test - oral, written or practical
- Assessment where no training is involved
- Trade test
- Authentication of evidence by supervisor or employer

Unsuccessful applicants have a right to formally appeal the RPL assessment, through the Academy's appeals and complaints process.

## **Welfare and Guidance**

The Academy is committed to accommodate special circumstances (such as a disability) of individual students.

The Academy provides student induction every term. For students who apply offshore, the Academy offers various other support services such as

- Airport pick-up \*
- Accommodation \*

\* These services are provided on actual cost recovery basis.

Students may make an appointment at any time to see AAMS for free advice relating to study on issues such as:

- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Our staff will assist you in how to seek help with local welfare and guidance services as required. However, students with welfare and guidance needs beyond the expertise of AAMS staff will be referred to external specialist agencies.



**Fees**

The course fee is \$8,490

**Additional Mandatory Fees**

Enrolment fee: \$250.00 (non-refundable)

**First Instalment of Fees Payable**

At the time of admission, the students are required to pay:

Enrolment fee + upfront tuition fee + OSHC premium

**Terms and Conditions of Enrolment**

Once enrolment has been confirmed, you will be advised of the Orientation date.

Please note: overseas health cover (OSHC) is compulsory for students on a student visa.

Payment must include the following: (Please note tuition and OSHC fees are subject to change.)

**Payment Details**

Enrolment Fee (Non-refundable)	\$250.00
Course fee (Total tuition fee)	\$
Course fee (First Instalment)	\$
OSHC (Single/ Family) (..... Year)	\$
Airport Greeting	\$
Accommodation Placement	\$
Home stay (_____ weeks)	\$
<b>Other Chargers</b> (please specify)	\$
<b>TOTAL</b> (All prices are in Australian dollars)	\$
<b>Payment Required Now</b>	\$
<b>Balance payment</b> (payable in instalments during studies)	\$

**Fees**

Fees are levied on all courses offered. Please refer to the fee schedule available on our website or through Administration for detailed current course fees.

A non-refundable enrolment fee of \$250.00 is required at the time of enrolment and this guarantees your place in the course. The enrolment deadline is 14 days prior to the commencement of courses.

Remaining course fees can be:

- paid in advance in their entirety; or
- paid using a flexible payment plan available as semi-annual payments, quarterly payments or monthly payment. Payments are paid in advance and are due two weeks prior to divided payment terms. Please note: the fee payment schedule is determined on a case by case basis.

Students who pay fees for courses will be issued with receipts. The management of the Australian Academy of Management and Science Pty Ltd will be responsible for ensuring that those fees are accounted for within a separate section of the financial control centre and are identified as fees paid in advance.

**Course fees do not include:**

- Learning Resources which may cost \$250.00 approximately
- Responsible Service of Alcohol course \$110 approximately
- The cost of travel between sites (where applicable)
- RPL fee (if applicable): \$100 per unit assessed.

**OSHC Bupa Premium Price List Guide**

	Single	Family
1 Year	\$605	\$2,508
2 Years	\$1,561	\$7,194

It is an essential requirement of your student visa that you have adequate health cover while you are studying in Australia. You are required by law to pay for Overseas Student Health Cover (OSHC). If you do not have health cover (also called ‘health insurance’) you fail to meet your visa conditions and risk having your visa cancelled. OSHC helps pay for medical and hospital care should you become ill during your stay in Australia. AAMS preferred health care provider for Overseas Student Health Cover (OSHC) is Bupa. For information about overseas student health cover prices (premiums) and the services you will receive from Bupa OSHC.

**FEES AND REFUND POLICY**

For the purpose of this document, the Organisation shall refer to AAMS. All requests for refunds must be lodged in writing to the Chief Executive Officer; The Organisation respects and protects the rights of its students in accordance with the Privacy Act. Where a refund has been deemed payable the payment will be made within 14 days. Where a student’s Visa has not been granted, a full fee refund less the \$250 enrolment fee will be granted.

**Refunds paid if AAMS defaults when:**

- All fees paid by the student including any administration fees will be refunded within two (2) weeks after the default day
- AAMS, as a member of the ACPET OSTAS, if unable to fulfil its obligations to complete a course, the student will be offered a no cost enrolment (i.e. no enrolment fee) into another ACPET OSTAS member college
- Students will be provided with a statement explains how the refund amount has been worked out

**AAMS defaults when:**

- The course does not start on the agreed starting day, or
- The course ceases to be provided before it is completed.
- The course is not provided in full to the student.

**Refunds paid if the student defaults:**

- If the student’s application for Australian student visa is rejected, any course fees paid (less enrolment fee) will be refunded. If the visa has not been issued on time for commencement of the course, the student must contact AAMS in writing and another commencement date will be organised without any additional cost. If AAMS does not receive any information at the time of commencement of the course, then the student will not be entitled for a refund of the course fee paid for the first term.



- If the student fails to commence the course after the visa has been granted or withdraws after commencement of studies, then the student will not be eligible for any refund for the course fees paid in advance.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- Students are able to pursue other legal remedies where in disagreement with the Academy's decision regarding their tuition fee refund.

### **Aim of work Placement**

The placement of students into appropriate work sites is an essential and rewarding component of their learning experience. Appropriate placements will enable students to:

- Apply theory to practice
- Practice and consolidate their knowledge and skills
- Demonstrate competence in pre-determined units of the course
- Demonstrate their ability to communicate and work productively with staff and agency clients
- Enhance their personal and professional development
- Build their professional confidence

### **Work placement training of 100 hours**

Is provided at the end of the course

### **AAMS Adheres to:**

- Sex Discrimination Act 1984
- Human Rights and Equal Opportunity Act 1986
- Racial Discrimination Act 1975
- Anti-Discrimination Act (NSW) 2009
- Disability Discrimination Act (Commonwealth) 2005
- ESOS Act 2000
- National Vocational Education & Training Regulator Act 2011
- National Code of Practice (2007)
- Privacy Act 1988
- Australian Qualifications Framework (AQF)



# Hospitality Training

## SIT50416 Diploma of Hospitality Management



SIT50416 Diploma of Hospitality management Units		
Code	Unit	Core / Elective
BSBDIV501	Manage diversity in the workplace	C
SITXCOM005	Manage conflict	C
SITXCCS007	Enhance customer service experiences	C
SITXCCS008	Develop and manage quality customer service practices	C
SITXHRM003	Lead and manage people	C
SITXGLC001	Research and comply with regulatory requirements	C
SITXHRM004	Recruit, select and induct staff	E
SITXHRM002	Roster staff	C
SITXMGT001	Monitor work operations	C
SITXHRM006	Monitor staff performance	E
SITXWHS003	Implement and monitor work health and safety practices	C
SITXFSA001	Use hygienic practices for food safety	E
SITHFAB002	Provide responsible service of alcohol	E
SITHFAB004	Prepare and serve non-alcoholic beverages (Pre-requisite SITXFSA001)	E
SITHFAB005	Prepare and serve espresso coffee – (Pre-requisite SITXFSA001)	E
SITHKOP004	Develop menus for special dietary requirements	E
SITHFAB016	Provide advice on food	E
SITXFSA004	Develop and implement a food safety program	E
SITXINV004	Control stock	E
BSBSUS401	Implement and monitor environmentally sustainable work practices	E
SITXFIN002	Interpret financial information	E
SITXMGT002	Establish and conduct business relationships	C
SITXINV003	Purchase Goods	E
SITXMPR007	Develop and implement marketing strategies	E
BSBMGT517	Manage operational plan	C
SITXFIN004	Prepare and monitor budgets	C
SITXFIN003	Manage finances within a budget	C
SITHIND004	Work effectively in hospitality service (work placement) 36 shifts	E