Course Overview

SIT50422 - Diploma of Hospitality Management

Qualification/Course	SIT50422 - Diploma of Hospitality Management
Purpose	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. This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming. The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.
Course Provider/Delivery site	Australian Academy of Higher Learning Pty Ltd trading as Technical Institute Of Victoria RTO: 21994 CRICOS: 02924F Campus: 34 – 38 Steel Street, North Melbourne VIC 3051 **Commercial Kitchen Location**- 3 Miller Street , Prahran, VIC 3181 Unit-1, 578 Plummer street, Port Melbourne Vic 3207 Ph.: 03 9639 3525 Email: info@techinstitute.vic.edu.au
Delivery Mode	Face to Face delivery
Course Duration	The duration for this qualification is 92 weeks inclusive of term break/holidays. TIV will deliver this qualification by scheduling face to face for 20 hours per week
Career Outcomes	This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming. • Possible job titles include: • Café manager • Chef de cuisine • Kitchen manager • Sous chef
Education Pathways	• Individuals can exit these qualifications with skills to work in industry as departmental, operational or small business managers. • After achieving the SIT50422 Diploma of Hospitality Management, students may undertake a range of Advanced Diploma level qualifications within the SIT - Tourism, Travel and Hospitality Training Package (Release 2.0) or other Training Packages and gain credit for common units of competency in those qualifications.
Units of Competency	28 units must be completed: 11 core units 17 elective units

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Consistent with the qualification packaging rules, TIV will deliver the units listed below for this qualification.

Unit Code	Unit Title	Core/Ele
SITHCCC027*	Prepare dishes using basic methods of cookery	Elective
SITHCCC028*	Prepare appetisers and salads	Elective
SITHCCC029*	Prepare stocks, sauces and soups	Elective
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes	Elective
SITHCCC031*	Prepare vegetarian and vegan dishes	Elective
SITHCCC035*	Prepare poultry dishes	Elective
SITHCCC036*	Prepare meat dishes	Elective
SITHCCC037*	Prepare seafood dishes	Elective
SITHCCC039*	Produce pates and terrines	Elective
SITHCCC041*	Produce cakes, pastries and breads	Elective
SITHCCC042*	Prepare food to meet special dietary requirements	Elective
SITHKOP013*	Plan cooking operations	Elective
SITHPAT016*	Produce desserts	Elective
SITXFSA005	Use hygienic practices for food safety	Elective
SITXFSA006	Participate in safe food handling practices	Elective
SITXINV006*	Receive, store and maintain stock	Elective
SITXCCS015	Enhance customer service experiences	Core
SITXCOM010	Manage conflict	Core
SITXFIN009	Manage finances within a budget	Core
SITXFSA008*	Develop and implement a food safety program	Elective
SITXHRM008	Roster staff	Core
SITXHRM009	Lead and manage people	Core

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	SITXMGT004	Monitor work operations	Core
	SITXWHS007	Implement and monitor work health and safety practices	Core
	SITXCCS016	Develop and manage quality customer service practices	Core
	SITXFIN010	Prepare and monitor budgets	Core
	SITXGLC002	Identify and manage legal risks and comply with law	Core
	SITXMGT005	Establish and conduct business relationships	Core

	* These units have a prerequisite requirement that must be met. Prerequisite unit(s) must be assessed before assessment of any unit of competency with a prerequisite requirement. The elective units have been selected through consultation with the industry experts to ensure learners get a thorough understanding of the practices used in the industry.
Entry Requirements	International Students entering this course at TIV must meet the following entry requirements: **Age Requirement** All international students must be at least 18 years old at the time of course application. **Academic Requirement** All international students must have completed Satisfactory completion of Senior secondary school certificate (Year 12 or its equivalent) overseas qualification. **English Language Requirement** International students must have obtained or completed one of the following: Have obtained an IELTS band score of at least 6.0 - or equivalent; or 5.5 where the test score is combined with at least 10 weeks ELICOS or 5.0 where the test score is combined with at least 20 weeks ELICOS. For more information please visit: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility Federal Register of Legislation - Migration (English Language Tests and Evidence Exemptions for Subclass 500 (Student) Visa) Instrument (LIN 24/022) 2024 Note - IELTS - results are valid for two years only: reference: https://support.cambridgeenglish.org/hc/en-gb/articles/202838296-How-long-are-my-results-and-certificate-valid-for-); or

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Have completed any Certificate III or Certificate IV in ESL or EAL from the ESL/EAL Framework (VIC). Have completed the ELICOS Course: General English – Intermediate Level Academic Requirement; or,

Have completed a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV level or higher that was conducted in Australia and in English, while the applicant was holding a student visa

LLN

All students wanting to study at TIV are required to undertake LLN Test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

Although a student is expected to have pre-developed LLN skills achieved through the prior qualification, still Institute will assess the student's LLN skills to ensure that the student possesses sound LLN skills to complete the course successfully; therefore, students will be required to undertake LLN assessment.

LLN test will be conducted using an ACSF mapped online LLN assessment tool - LLN Robot. All students are required to undertake a language, literacy and numeracy test (LLN) according to the following qualification:

SIT50422 - Diploma of Hospitality Management- ACSF Level 4

Students are required to achieve the expected level of performance level as per the required level. Where a student does not achieve the required LLN scores for the qualification into which they are seeking enrolment, another opportunity and LLN support* will be provided to the student.

*LLN support-If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support, which will be provided by the Institute with ACSF Support Plan, or students may also be asked to take further Language, literacy and numeracy training, such as ELICOS programs at other Institute to ensure that students are provided with support and proper guidance. TIV does not offer ELICOS programs.

Note :TIV does not:

• 	guarantee any job or employment outcomes.

• 	Guarantee a successful education assessment outcome for the student or intending student.

• 	Claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by TIV .

A Unique Student Identifier (USI):
In addition, students, will need to provide RTO with their Unique Student Identifier number.A Unique Student Identifier (USI) is a reference number made up of numbers and letters, unique to each student. This USI allows them to link their previous and future VET qualifications into a single authenticated transcript, through the National Vocational Education and Training Data Collection, and prevents them from losing their record. This

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	letsthem see all their training results, from all their previous providers. A USI Number will stay with the student for life and must be recorded with any nationally recognised VET course they undertake. In addition, students, will need to provide RTO with their Unique Student Identifier number. A Unique Student Identifier (USI) is a reference number made up of numbers and letters, unique to each student. This USI allows them to link their previous and future VET qualifications into a single authenticated transcript, through the National Vocational Education and Training Data Collection, and prevents them from losing their record. This lets them see all their training results, from all their previous providers. A USI Number will stay with the student for life and must be recorded with any nationally recognised VET course they undertake.
Intakes	Monthly Intakes available
Training Arrangements	Class sessions are planned to ensure that you have a mixture of practical and theoretical components and those classes cater for a wide variety of learning styles. Additionally, workplace practices and environments will be regularly simulated and used to conduct skills based assessments in accordance with unit requirements. Unsupervised Studies may include research, readings from related textbooks and continuing to work on assessment tasks. Students are provided with the learner guides to support learning. The Practical Observation tasks will be observed at the commercial kitchen facilities.
Support Services	Educational and support services are available to meet the needs of the students. Support service is provided to all students who have any needs, questions or difficulties regarding their current training or guidance to their future career development. The services aim to provide students with the support and information they need to help their training and career path. There are procedures of TIV to identify the needs of students throughout the student life cycle at college, from enrolment (e.g. acknowledge needs through LLN test and PTR) and training (e.g. special circumstances and intervention strategies) to completing (e.g. financial plans) and guiding for future careers (e.g. career counselling). Student course progress will be carefully monitored and trainers will identify and report to the academic support staff\RTO Manger, if a student is facing challenges in completing projects and assessments, time management, research skills. Trainers will ensure that academic support and counselling (where required) services are provided to these students. Students will encouraged to access additional support where course progress requirements does not meet. RTO Manger and/or student support officer(s) will organise meeting with identified students and discuss an intervention strategy which may involve one or more of the following support services to avail as required but not limited to: • Guide the students to enrol in an ELICOS course for additional English language support

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	• One on one (or a small group) support with the specialist trainer • Provision of additional attempts to complete assessments • Extension of enrolment where students require additional time to complete the course (as part of intervention Strategy). However, the quality of the qualification will not be compromised.
Assessment Arrangements	Assessment will be conducted individually/in groups. You will be provided with a Student Assessment Booklet for each unit of competency/cluster/topic which includes: • A full description of all assessment tasks for the unit of competency • Assessment instructions for each unit of competency • Assessment resources for each unit of competency • Details about when assessment will occur • Details about assessment submission There are a variety of assessment methods used for this qualification including: • Written questions • Projects • Case studies • Role Plays • Research Activities • Reports • Practical demonstration You will be required to complete assessments in class and there may be a need for some work to be done as homework. You will be advised by your trainer and assessor about the assessment requirements for each unit at the commencement of delivery for that unit. Submission of assessment tasks will be in in person to the trainer/assessor / online via the student portal/via workplace supervisor.
Re-assessment	All students will be given an opportunity for re-assessment. Each student has three (3) attempts to achieve a competent outcome, including two re-submission attempts. Student will only work on the component(s) of the Task(s) that were marked "Not Satisfactory". The re-assessment must be completed within the specified time frame provided by the trainer/assessor after assessment feedback given to the student by trainer/assessor. Please note that TIV will provide two (2) chances for re-assessment at no cost. If student is not able to achieve competency with these opportunities, student is required to repeat the unit at own cost which will also impact on student's extension of study period. In case of practical tasks like role-playing, student has to redo the task by arranging the time and date with trainer/assessor.
TIV's Reasonable Adjustments	In line with Standards for Registered Training Organisations (RTOs) 2015, TIV will follow its Reasonable Adjustments Policy and Procedures for students who require a reasonable adjustment made to their training and assessment tasks for Units of Competency within this qualification to cater for their specific needs. This process will be communicated to all

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	students prior to their enrolment, at orientation, in their Student Handbook and as well as in Assessment tools.
Satisfactory course progress	Student must maintain satisfactory course progress. At a minimum, successfully completing or demonstrating competency in more than 50% of the course requirements in a given study period is considered to be satisfactory course progress. If academic progress falls below 50% for two consecutive terms, TIV will report student to the Department of Home Affairs for not achieving satisfactory course progress. Risk interventions will be implemented on ongoing basis to identify the students at risk and will organise a student support plan
Attendance Requirement	TIV requires that student attend classes for 20 hours per week (for the course duration) as per the student visa conditions, and maintain minimum of 80% attendance while enrolled with TIV. Student will undertake Course-related information sessions, supervised study sessions and assessment sessions and all assessments and attend the orientation and enrolment program at TIV preceding the start date of the Course as outlined in the Letter of Offer. If falls short, TIV will consider it as 'not maintaining course requirement' and report to the DHA for un-satisfactory course progress.
Course Credit	TIV can grant you credit towards your course for units of competency that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit in your course, and the subject or unit you have completed. There is no charge to apply for Credit. To apply, fill in the Credit Application Form and submit it as part of your enrolment. * Note that where you are granted credit this will reduce your course duration and you will be informed of this in writing.
Recognition of Prior Learning (RPL)	Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. TIV has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course. During the entry process and interview stage TIV will discuss with you the process and options for RPL. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence. A trainer/assessor will be available to assist you throughout this process.

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	* As an international student you should note that where you are granted RPL this will reduce your course duration and you will be informed of this in writing.
Appeals	The areas in which a student may appeal a decision made by institute may include (but is not limited to): • assessment decisions and outcomes, • deferral, suspension or cancellation decisions made in relation to a student's enrolment, or • any other conclusion/decision that is made after a complaint has been dealt with by institute in the first instance. For any further information on any Policy and procedure please refer to the website/handbook.
Costs	Monthly installment plans are available *Please refer to the website/ Student handbook for further information on Fees and Charges.
How to apply	Complete the International Student Application Form available from the Institute Reception ordownload from our website: www.techinstitute.vic.edu.au Ensure to complete all sections of the form including the declaration .Lodge your completed Application Form together with all the certified copies of your supporting documents through one of the following: Personally submit or send via post to 34 – 38 Steel Street, North Melbourne VIC 3051 or Send an email to info@techinstitute.vic.edu.au Thereafter, an Authorised Delegate will contact you to inform you on the next process. More details can be found on the website : http://techinstitute.vic.edu.au/ Note: 1. Technical Institute of Victoria does not guarantee for any of its student(s), successful completion of the course, any employment outcome or any migrationoutcome. 2. Technical Institute of Victoria also enroll students directly, please contact TIV formore information. 3. You are required to make your own travel arrangements to TIV's training Kitchen for the practical classes. In the event, you are unable to make your travel arrangements, please

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	contact Student Support team at info@techinstitute.vic.edu.au or call 00 61 3 9639 3525. TIV will provide guidanceto you. Alternatively, should you require TIV can make travel arrangements for you at additional cost. Please be sure to liaise with us at least 48 hours prior to your scheduled class.