

# Higher Level Skills

## Funded training for eligible Queenslanders

### Diploma of Hospitality Management – SIT50416



**Career Training Institute of Australia (CTIA)** are offering hands on practical training which will provide you with the skills and knowledge required to work within the hospitality, tourism or events industry. CTIA can provide students with current industry experience that will find them work ready.

A participant can be unemployed and seeking work, or working on a full-time, part-time or casual basis.

Higher Level Skills program funded by the Queensland Government allows us to provide training that can fast track theory to get work ready sooner.

Training is flexible it can take place within your workplace at a time that suits you; speak to one of our course consultants.

#### **REAL SKILLS, REAL SITUATIONS**

#### **HOW MUCH WILL IT COST**

Student Contribution Fee:

<b>Student Fees Concessional</b>	<b>Non-Concessional</b>	<b>Non-Funded</b>
\$140 (\$5 per unit)	\$280 (\$10 per unit)	\$6,145

\*Non-funded means student is not eligible for any government funding and is Fee For Service.

\*Co-contribution fees will be charged at the commencement of the course or on a per unit basis.

#### **YOUR COURSE**

This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills 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 sector of the hospitality industry as a departmental or small business manager.

Participants undertaking the Diploma level Qualification are required to complete 36 shifts as it forms part of your assessment. This will require you to work (unpaid) through vocational placement arrangements or paid employment in a live working environment.

#### **Skilled but not qualified?**

Looking for a new job, a promotion, career change, a pay rise or just to have a qualification?

If you have the knowledge and skills but don't hold a nationally recognised qualification to back it up, this may be holding you back from gaining employment or progressing in your career.

Recognition of Prior Learning (RPL) is a process where you demonstrate that you currently have the required skills and knowledge, to gain a nationally recognised qualification. RPL focuses on your life and work experiences and how they meet the criteria of the national qualifications.

Through your industry experiences you may be able to gain a full or partial qualification.

If you want to study or RPL contact one of our course consultants to arrange who will help you explore the best option for you and to ensure that you receive the right qualification for your desired career path.

Choose electives from a number of functional areas including, events, food and beverage, front office, administration or housekeeping.



**For enquires:**

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[www.ctia.edu.au](http://www.ctia.edu.au)



# Frequently Asked Questions

## WHAT ARE THE BENEFITS OF UNDERTAKING THIS QUALIFICATION?

When you complete the Diploma of Hospitality Management graduates will be qualified to apply for various positions including banquet or function manager, executive housekeeper, front office manager, gaming manager, kitchen manager, motel manager, restaurant manager.

## WHO IS ELIGIBLE TO PARTICIPATE?

To be eligible to receive a Government Contribution under the Higher Level Skills Program, participants must meet the following eligibility criteria:

- be aged 15 years or over, and no longer at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school or foundation skills.

Employment status does not matter - a Participant can be unemployed and seeking work, or working on a full-time, part-time or casual basis.

**CONCESSIONAL PARTICIPANTS:** Concessional student status applies when:

- (a) the student holds a health care concession card or pensioner concession card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care concession card or pensioner concession card, and is named on the card
- (b) the student provides the PQS with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a health care or pensioner concession card
- (c) the student is an Aboriginal or Torres Strait Islander
- (d) the student has a disability
- (e) the student is an adult prisoner.

Students are only able to access funding for Higher Skills on one occasion, please read all the information on this course carefully so you can make an informed decision.

## WHAT ARE PARTICIPANTS AWARDED AT COMPLETION?

Upon successful completion of all units of competencies in the course, participants will be issued with a Diploma of Hospitality Management SIT50416. Should a participant not complete the entire course then a Statement of Attainment will be given for the units successfully completed. Students who successfully complete SIT50313 Diploma of Hospitality, could progress to SIT60313 Advanced Diploma of Hospitality or higher education qualifications. CTIA is responsible for quality training and assessment in compliance with the Standards for RTO (2015) and issuance of AQF qualifications. NB: Students are required to complete a student training and employment survey within 3 months of completion or discontinuation of the course.

## HOW WILL PARTICIPANTS BE ASSESSED?

Assessment is competency based, in that the participant will be required to demonstrate competency in a range of tasks. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible and fair. Assessment strategies include a range of techniques, which include, but are not limited to the use of; direct observation, questions & answers, practical exercises, and case studies. Participants who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course, may apply for Recognition of Prior Learning (RPL) or Credit Transfer.

## HOW IS THE COURSE DELIVERED AND HOW LONG WILL IT TAKE?

The above program is delivered flexibly, so you can study at a time and place that suits you. Dependent on RPL/Credit Transfers and the completion of 36 Industry service periods where required (coordinated by CTIA) CTIA endeavours to deliver the course within 12 months. Participants study via a combination of face-to-face tutorials; on line theory and practical workshops.

## SERVICES

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request: Welfare and guidance services, complaints & appeals procedures, disciplinary procedures, access and equity, Recognition Prior Learning (RPL) & Credit transfer arrangements, client selection, enrolment and induction/orientation procedures, course information including content and vocational outcomes, fees/charges, including refund policy and exemptions (where applicable), provision for language, literacy and numeracy assessment, client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures.

Further information is provided in the student handbook located at <http://www.ctia.edu.au/how-to-apply-further-information-2/>

## WHAT UNITS MAKE UP THE DIPLOMA?

### CORE UNITS:

BSBDIV501 Manage diversity in the workplace  
BSBMGT517 Manage operational plan  
SITXCCS007 Enhance the customer service experience  
SITXCCS008 Develop and manage quality customer service  
SITXCOM005 Manage conflict  
SITXFIN003 Manage finances within a budget  
SITXWHS003 Implement & monitor work health & safety practices  
SITXFIN004 Prepare and monitor budgets  
SITXGLC001 Research & comply with regulatory requirements  
SITXHRM002 Roster staff

SITXHRM003 Lead and manage people  
SITXMGTO01 Monitor work operations  
SITXMGTO02 Establish and conduct business relationships  
SITHIND004 Work effectively in hospitality service  
SITXFSA001 Use hygienic practices for food safety  
**Food & Beverage**  
SITHFAB002 Provide responsible service of alcohol  
SITHFAB003 Operate a bar  
SITHFAB004 Prepare & serve non-alcoholic beverages  
SITHFAB005 Prepare and serve espresso coffee  
SITHFAB007 Serve food and beverage

### Housekeeping

SITHACS001 Clean premises and equipment  
SITHACS002 Provide housekeeping services to guests  
SITHACS003 Prepare rooms for guests

### Administration

BSBADM502 Manage meetings  
SITXFIN001 Process financial transactions  
SITXCCS004 Provide lost and found

### Events

SITXEVT001 Access information on event operations  
SITXEVT005 Plan in-house events or functions  
**\*Elective units may be changed.**

## WHO DO I TALK TO IF I HAVE QUESTIONS?

Further information on the program please contact us on 07 5564 9044 or e-mail [mabs@ctia.edu.au](mailto:mabs@ctia.edu.au)