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, parttime 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.

This program is designed to be delivered between 1-2 years or 1200-2400 hours, flexible arrangements can be made to meet your specific needs as far as contact visits, industry consolidation visits and monitoring visits to ensure you remain on track to successfully complete your qualification. This may result in completing the qualification in less than the allocated time/hours.

REAL SKILLS, REAL SITUATIONS

HOW MUCH WILL IT COST

Student Contribution Fee:

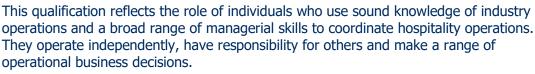
Non-Funded **Student Fees Concessional** Non-Concessional

> \$140 (\$5 per unit) \$280 (\$10 per unit)

*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 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.



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.





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Australian Qualifications = Framework



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

SITXHRM002 Roster staff

SITXFIN004 Prepare and monitor budgets SITXGLC001 Research & comply with regulatory requirements

SITXHRM003 Lead and manage people SITXMGT001 Monitor work operations

SITXMGT002 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

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

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