

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
SITXFA001 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