

Diploma of Hospitality

SIT50307



Government Funded Training

Units of Competency

SITXCCS002A	Provide quality customer service
SITXCCS003A	Manage quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM001A	Coach others in job skills
SITXHRM003A	Roster staff
SITXHRM005A	Lead and manage people
SITXHRM007A	Manage workplace diversity
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXMGT002A	Develop and implement operational plans
SITXMGT006A	Establish and conduct business relationships
SITXOHS001A	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004A	Implement and monitor workplace health, safety and security practices
SITXOHS005A	Establish and maintain an OHS system
SITHIND003A	Provide and coordinate hospitality service
SITXCOM004A	Communicate on the telephone
SITHFAB002A	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITHFAB012A	Prepare and serve espresso coffee
SITHFAB018A	Provide silver service
SITHGAM006A	Provide responsible gambling services
SITXHRM002A	Recruit, select and induct staff
SITXHRM006A	Monitor staff performance
SITXMPR002A	Create a promotional display or stand
SIRXSL001A	Sell products and services
SIRXRSK001A	Minimise theft
SITHIND001A	Develop and update hospitality industry knowledge

**Recognition of Prior Learning (RPL)
available!**

When and Where?

- ✓ **Commencing November & December 2009**
- ✓ Delivered through Distance Learning and Recognition of Prior Learning (RPL) process
- ✓ Telephone and email support available during business hours
- ✓ Classes may be available in Penrith and Campbelltown.
- ✓

Cost

- ✓ **\$607** DET NSW Admin Fee per semester (classroom delivery complete in one semester) OR
- ✓ \$50 Concession Fee for eligible recipients of Govt Allowances
- ✓ FREE for Aboriginal and Torres Strait Islanders and People in receipt of DSP
- ✓ **All texts books FREE**



Participant Eligibility

To be eligible to enrol in this training, participants must:

- ✓ Not already be enrolled in secondary or tertiary education or training
- ✓ Must be an Australian citizen, permanent resident or Humanitarian Refugee
- ✓ Must live or work in NSW
- ✓ Have worked at least one hour the week prior to enrollment

About the Course

This qualification covers a wide range of hospitality skills as well as equipping participants for management roles in the Hospitality industry. The course is ideal for those entering the industry or those looking to further develop their industry skills.



This *training* is funded by the NSW Government in partnership with the Australian Government