

# Diploma of Hospitality

## SIT50307



NSW Vocational  
Education & Training  
Accreditation Board



NATIONALLY RECOGNISED  
TRAINING

## 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
SITHACS001A	Establish and maintain an OHS system
SITHIND003A	Provide and coordinate hospitality service
SITHACS003A	Provide porter service
SITHACS005A	Prepare rooms for guests
SITHACS007A	Launder linen and guest clothes
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information
SITXCCS001B	Provide visitor information
SITXCCS001A	Apply point-of-sale handling procedures
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
SITXEVT005A	Organise in house events or functions
SITXHRM006A	Monitor staff performance
SITXHRM008A	Manage workplace relations
SITHIND001A	Develop and update hospitality industry knowledge

Recognition of Prior Learning (RPL)  
available!

### When and Where?

- ✓ **Ongoing enrolments**
- ✓ Delivered through Distance Learning and Recognition of Prior Learning (RPL) process
- ✓ Telephone and email support available during business hours
- ✓ Workshops and classes may be available to support students studying via Distance Education.

### Cost

- ✓ **\$621** DET NSW Admin Fee per semester (classroom delivery complete in one semester) OR
- ✓ **\$50** Concession Fee for eligible recipients of Government Allowances (eg Newstart, Parenting Payment etc)
- ✓ **FREE** for Aboriginal and Torres Strait Islanders and People in receipt of DSP
- ✓ **All texts books FREE**



### About the Course

This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. This individual would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team. Work would be undertaken in various hospitality settings particularly in hotels and accommodation services.

Possible job titles may include:

- ✓ Front Office Manager,
- ✓ Duty Manager,
- ✓ Department Manager,
- ✓ Motel Manager

This *training* is funded by the  
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