



BRISBANE COLLEGE OF AUSTRALIA



Over 20 years of delivering quality
education and training in Australia

HOSPITALITY COURSE INFORMATION PACK

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ABOUT THIS COURSE

This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

CAREER AND STUDY PATHWAY

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming. Possible job titles include: espresso coffee machine operator, food and beverage attendant, front desk receptionist, front office assistant, function attendant, function host, gaming attendant, guest service agent, housekeeper, restaurant host, senior bar attendant and waiter.

LEARNING OUTCOMES

Upon completion of this course, a Certificate III in Hospitality will be issued. Students may continue on further studies in the Diploma of Hospitality or gain employment.

PROGRAM STRUCTURE

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.

Forms of assessment may include: written tasks, multiple choice tests, projects/assignments/reports, feedback given and response, role plays and questioning/interview/discussion. This may vary per unit of competency.



ENTRY REQUIREMENTS

INTERNATIONAL STUDENTS
- IELTS score of 5.5 with no band less than 5.0 (or equivalent).
- High school certificate and copy of highest level of qualification.

DOMESTIC STUDENTS
- High school certificate (or equivalent) OR copy of highest level of qualification

COST AND DURATION

View our course fees and duration [here](#)

COURSE DELIVERY

Face to face - Brisbane City Campus
Correspondence/Distance Learning (Domestic Students and non student visa holders)

APPLY

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UNITS OF COMPETENCY

This qualification requires students to complete 15 units of competency. It allows for 7 core units, then a further 8 elective units. 1 unit must be chosen from Group A, 5 units from Group B and 2 units from Group B, Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course. The elective units must be relevant to the work outcome and local industry requirements.

Students who have already completed any Certificate III in Hospitality units may apply for Recognition of Prior Learning towards the qualification.

CORE UNITS

- BSBWOR203B** **Work effectively with others**
This unit describes the performance outcomes, skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.
- SITHIND201** **Source and use information on the hospitality industry**
This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry.
- SITHIND301** **Work effectively in hospitality service**
This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during live service periods.
- SITXCCS303** **Provide service to customers**
This unit describes the performance outcomes, skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations and respond to complaints.
- SITXCOM201** **Show social and cultural sensitivity**
This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity and address cross cultural misunderstandings.
- SITXHRM30** **Coach others in job skills**
This unit describes the performance outcomes, skills and knowledge required to provide on-the-job coaching to colleagues. It requires the ability to explain and demonstrate specific skills, knowledge and procedures and to monitor the progress of colleagues until they are able to operate independently of the coach. This unit has no parity with units in TAE10 Training and Education Training Package, but covers the situation in workplaces where buddy systems and informal on-the-job training are extremely common.
- SITXWHS101** **Participate in safe work practices**
This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into all workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety

management practices.

ELECTIVE UNITS

Group A

SITHIND101

Use hygienic practices for hospitality service

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to maintain the health and wellbeing of self and others.

Group B

Accommodation Services

SITHACS202

Prepare rooms for guests

This unit describes the performance outcomes, skills and knowledge required to clean and prepare rooms, including bedrooms and bathrooms, in an accommodation establishment. It requires the ability to set up cleaning equipment and trolleys and to safely clean guest rooms using resources efficiently to reduce negative environmental impacts.

SITHACS203

Launder linen and guest clothes

This unit describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. It requires the ability to operate laundry equipment safely, complete the laundering process for a variety of items and use resources efficiently to reduce negative environmental impacts.

SITHACS301

Provide valet service

This unit describes the performance outcomes, skills and knowledge required to provide specialist valet or butler services. It requires the use of well-developed interpersonal communication skills plus the ability to care for client property and arrange personalised services.

SITHACS302

Conduct night audit

This unit describes the performance outcomes, skills and knowledge required to check and reconcile daily financial transactions and records, and produce reports relating to commercial accommodation establishment trading and revenue.

SITHACS303

Provide accommodation reception services

This unit describes the performance outcomes, skills and knowledge required to check guests in and out of commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms and complete relevant documentation.

Client and Customer Service

SITXCCS201

Provide visitor information

This unit describes the performance outcomes, skills and knowledge required to access general information on facilities, products and services available in the local area and to provide this to visitors.

Group C

Computer Operations and ICT Management

BSBITU306A

Design and produce business documents

This unit describes the performance outcomes, skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.

ABOUT THIS COURSE

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

CAREER AND STUDY PATHWAY

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include: banquet or function manager, bar manager, café manager, chef de cuisine, chef patissier, club manager, executive housekeeper, front office manager, gaming manager, kitchen manager, motel manager, restaurant manager, sous chef and unit manager catering operations.

LEARNING OUTCOMES

Upon completion of this course, a Diploma of Hospitality will be issued. Students will gain a wide variety of knowledge in hospitality and management. This qualification will equip students with the following employability skills: communication, initiative and enterprise, learning, problemsolving, planning and organising, self-management, teamwork and technology.

PROGRAM STRUCTURE

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.

Forms of assessment may include: written tasks, multiple choice tests, projects/assignments/reports, feedback given and response, role plays and questioning/interview/discussion. This may vary per unit of competency.



ENTRY REQUIREMENTS

INTERNATIONAL STUDENTS
- IELTS score of 5.5 with no band less than 5.0 (or equivalent).
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UNITS OF COMPETENCY

This qualification requires students to complete 28 units of competency. It allows for 13 core units and 15 elective units: 1 unit from Group A, 1 unit from Group B, 8 units from Group C and 5 units from Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course.

Students who have already completed any Diploma of Hospitality units may apply for Recognition of Prior Learning towards the qualification.

CORE UNITS

BSBDIV501

Manage diversity in the workplace

This unit describes the skills and knowledge required to manage diversity in the workplace. It covers implementing the organisation's diversity policy, fostering diversity within the work team and promoting the benefits of a diverse workplace.

BSBMGT517

Manage operational plan

This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.

SITXCCS007

Enhance the customer service experience

This unit describes the performance outcomes, skills and knowledge required to provide professional and personalised customer service experiences. It requires the ability to determine and meet customer preferences, develop customer relationships, respond to difficult service situations, and take responsibility for resolving complaints.

SITXCCS008

Develop and manage quality customer service experiences

This unit describes the performance outcomes, skills and knowledge required to develop, monitor and adjust customer service practices. It requires the ability to consult with colleagues and customers, develop policies and procedures for quality service provision, and manage the delivery of customer service.

SITXCOM005

Manage conflict

This unit describes the performance outcomes, skills and knowledge required to resolve complex or escalated complaints and disputes with internal and external customers and colleagues. It requires the ability to use effective conflict resolution techniques and communication skills to manage conflict and develop solutions. It does not cover formal negotiation, counselling or mediation.

SITXFIN003

Manage finances within a budget

This unit describes the performance outcomes, skills and knowledge required to take responsibility for budget management where others may have developed the budget. It requires the ability to interpret budgetary requirements, allocate resources, monitor actual income and expenditure, and report on budgetary deviations.

SITXFIN004

Prepare and monitor budgets

This unit describes the performance outcomes, skills and knowledge required to analyse financial and other business information to prepare and monitor budgets. It requires the ability to draft and negotiate budgets, identify deviations, and manage the delivery of successful budgetary performance.

SITXGLC001	<p>Research and comply with regulatory requirements</p> <p>This unit describes the performance outcomes, skills and knowledge required to comply with laws and licensing requirements for specific business operations. It requires the ability to access and interpret regulatory information, determine scope of compliance, and develop, implement and continuously review and update policies and practices for business compliance.</p>
SITXHRM002	<p>Roster staff</p> <p>This unit describes the performance outcomes, skills and knowledge required to develop, administer and communicate staff rosters. It requires the ability to plan rosters according to industrial provisions, operational efficiency requirements, and within wage budgets.</p>
SITXHRM003	<p>Lead and manage people</p> <p>This unit describes the performance outcomes, skills and knowledge required to lead and manage people including in teams and support and encourage their commitment to the organisation. It requires the ability to lead by example and manage performance through effective leadership.</p>
SITXMGT001	<p>Monitor work operations</p> <p>This unit describes the performance outcomes, skills and knowledge required to oversee and monitor the quality of day-to-day work. It requires the ability to communicate effectively with team members, plan and organise operational functions, and solve problems.</p>
SITXMGT002	<p>Establish and conduct business relationships</p> <p>This unit describes the performance outcomes, skills and knowledge required to establish and manage positive business relationships. It requires the ability to use high-level communication and relationship building skills to conduct formal negotiations and make commercially significant business-to-business agreements.</p>
SITXWHS003	<p>Implement and monitor work health and safety practices</p> <p>This unit describes the performance outcomes, skills and knowledge required to implement predetermined work health and safety practices designed, at management level, to ensure a safe workplace. It requires the ability to monitor safe work practices and coordinate consultative arrangements, risk assessments, work health and safety training, and the maintenance of records.</p>

ELECTIVE UNITS

Group A

SITHIND001	<p>Use hygienic practices for hospitality service</p> <p>This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to maintain the health and wellbeing of self and others.</p>
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Group B

SITHIND004	<p>Work effectively in hospitality service</p> <p>This unit describes the performance outcomes, skills and knowledge required to work effectively in a hospitality environment and provide service to customers during service periods.</p>
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Group C

Accommodation services

SITHACS001

Clean premises and equipment

This unit describes the performance outcomes, skills and knowledge required to carry out general cleaning duties. It requires the ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts.

SITHACS002

Provide housekeeping services to guests

This unit describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services to guests.

SITHACS003

Prepare rooms for guests

This unit describes the performance outcomes, skills and knowledge required to clean and prepare rooms, including bedrooms and bathrooms, in an accommodation establishment. It requires the ability to set up cleaning equipment and trolleys and to safely clean guest rooms using resources efficiently to reduce negative environmental impacts.

SITHACS004

Launder linen and guest clothes

This unit describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. It requires the ability to operate laundry equipment safely, complete the laundering process for a variety of items and use resources efficiently to reduce negative environmental impacts.

SITHACS005

Provide porter services

This unit describes the performance outcomes, skills and knowledge required to provide porter services in commercial accommodation establishments. It requires the ability to check and plan for daily arrivals, assist guests with luggage, and provide ancillary services for guests.

SITHACS006

Provide valet service

This unit describes the performance outcomes, skills and knowledge required to provide specialist valet or butler services. It requires the use of well-developed interpersonal communication skills plus the ability to care for client property and arrange personalised services.

SITHACS007

Conduct night audit

This unit describes the performance outcomes, skills and knowledge required to check and reconcile daily financial transactions and records, and produce reports relating to commercial accommodation establishment trading and revenue.

SITHACS008

Provide accommodation reception services

This unit describes the performance outcomes, skills and knowledge required to check guests in and out of commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms and complete relevant documentation.

Client and Customer Service, Crisis Management

SITXCCS004

Provide lost and found services

This unit describes the performance outcomes, skills and knowledge required to provide service to customers who have lost or found items. It requires the ability to determine and record details of items, investigate lost items, assist claimants and complete documentation.

Computer Operations and ICT Management

BSBITU301

Create and use databases

This unit describes the skills and knowledge required to create simple two-table relational databases with reports and queries, for storage and retrieval of information.

BSBITU306

Design and produce business documents

This unit describes the skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.

BSBITU402

Develop and use complex spreadsheets

This unit describes the skills and knowledge required to use spreadsheet software to complete business tasks and produce complex documents.

Finance

BSBFIA401

Prepare financial reports

This unit describes skills and knowledge required to record general journal adjustment entries and to prepare end of period financial reports.

SIT50316 ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT

ABOUT THIS COURSE

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions..

CAREER AND STUDY PATHWAY

This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include: area manager or operations manager, café owner or manager, club secretary or manager, executive chef, executive housekeeper, executive sous chef, food and beverage manager, head chef, motel owner or manager and room division manager.

LEARNING OUTCOMES

Upon completion of this course, an Advanced Diploma of Hospitality will be issued. Students will gain a wide variety of knowledge in hospitality and management. This qualification will equip students with the following employability skills: communication, initiative and enterprise, learning, problemsolving, planning and organising, self-management, teamwork and technology.

PROGRAM STRUCTURE

All units of competency are to be taught separately due to the wide range of possible combinations available. This allows for students to choose units which do not overlap with other units they have chosen, or have already completed.

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ENTRY REQUIREMENTS

INTERNATIONAL STUDENTS

- IELTS score of 5.5 with no band less than 5.0 (or equivalent).
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DOMESTIC STUDENTS

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UNITS OF COMPETENCY

This qualification requires students to complete 33 units of competency. It allows for 16 core units and 17 elective units: 1 unit from Group A, 1 unit from Group B, 9 units from Group C and 6 units from Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course.

Students who have already completed any Advanced Diploma of Hospitality units may apply for Recognition of Prior Learning towards the qualification.

CORE UNITS

- BSBDIV501** **Manage diversity in the workplace**
This unit describes the skills and knowledge required to manage diversity in the workplace. It covers implementing the organisation's diversity policy, fostering diversity within the work team and promoting the benefits of a diverse workplace.
- BSBFIM601** **Manage finances**
This unit describes the skills and knowledge required to undertake budgeting, financial forecasting and reporting and to allocate and manage resources to achieve the required outputs for the business unit. It includes contributing to financial bids and estimates, allocating funds, managing budgets and reporting on financial activity.
- BSBMGT517** **Manage operational plan**
This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.
- BSBMGT617** **Develop and implement a business plan**
This unit describes the skills and knowledge required to run a business operation and covers the steps required to develop and implement a business plan.
- SITXCCS008** **Develop and manage quality customer service practices**
This unit describes the performance outcomes, skills and knowledge required to develop, monitor and adjust customer service practices. It requires the ability to consult with colleagues and customers, develop policies and procedures for quality service provision, and manage the delivery of customer service.
- SITXFIN003** **Manage finances within a budget**
This unit describes the performance outcomes, skills and knowledge required to take responsibility for budget management where others may have developed the budget. It requires the ability to interpret budgetary requirements, allocate resources, monitor actual income and expenditure, and report on budgetary deviations.
- SITXFIN004** **Prepare and monitor budgets**
This unit describes the performance outcomes, skills and knowledge required to analyse financial and other business information to prepare and monitor budgets. It requires the ability to draft and negotiate budgets, identify deviations, and manage the delivery of successful budgetary performance.
- SITXFIN005** **Manage physical assets**
This unit describes the performance outcomes, skills and knowledge required to manage the physical assets of an organisation. It requires the ability to establish systems and practices for asset monitoring, maintenance and acquisition.
- SITXGLC001** **Research and comply with regulatory requirements**
This unit describes the performance outcomes, skills and knowledge required to comply with laws and licensing requirements for specific business operations. It

requires the ability to access and interpret regulatory information, determine scope of compliance, and develop, implement and continuously review and update policies and practices for business compliance.

SITXHRM003

Lead and manage people

This unit describes the performance outcomes, skills and knowledge required to lead and manage people including in teams and support and encourage their commitment to the organisation. It requires the ability to lead by example and manage performance through effective leadership.

SITXHRM004

Recruit, select and induct staff

This unit describes the performance outcomes, skills and knowledge required to coordinate the recruitment, selection and induction of new staff members within the framework of existing human resource policies and procedures. It requires the ability to identify recruitment needs, develop selection criteria, process and evaluate applications, select people according to their attitude, aptitude and fit to the position and coordinate induction programs.

SITXHRM006

Monitor staff performance

This unit describes the performance outcomes, skills and knowledge required to monitor staff performance within the framework of established performance management systems. It requires the ability to monitor the day-to-day effectiveness of staff and conduct structured performance appraisals and formal counselling sessions.

SITXMGT001

Monitor work operations

This unit describes the performance outcomes, skills and knowledge required to oversee and monitor the quality of day-to-day work. It requires the ability to communicate effectively with team members, plan and organise operational functions, and solve problems.

SITXMGT002

Establish and conduct business relationships

This unit describes the performance outcomes, skills and knowledge required to establish and manage positive business relationships. It requires the ability to use high-level communication and relationship building skills to conduct formal negotiations and make commercially significant business-to-business agreements.

SITXMPR007

Develop and implement marketing strategies

This unit describes the performance outcomes, skills and knowledge required to analyse internal and external business environments, and develop and evaluate marketing strategies and plans for products and services.

SITXWHS004

Establish and maintain a work health and safety system

This unit describes the performance outcomes, skills and knowledge required to develop, implement and sustain effective, professional and contemporary work health and safety (WHS) management practices. It requires the ability to establish and review systems, policies and procedures designed to ensure a safe workplace.

ELECTIVE UNITS

Group A

SITHIND001

Use hygienic practices for hospitality service

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to maintain the health and wellbeing of self and others.

Group B
SITHIND004

Work effectively in hospitality service

This unit describes the performance outcomes, skills and knowledge required to work effectively in a hospitality environment and provide service to customers during service periods.

Group C

Accommodation services

SITHACS001

Clean premises and equipment

This unit describes the performance outcomes, skills and knowledge required to carry out general cleaning duties. It requires the ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts.

SITHACS002

Provide housekeeping services to guests

This unit describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services to guests.

SITHACS003

Prepare rooms for guests

This unit describes the performance outcomes, skills and knowledge required to clean and prepare rooms, including bedrooms and bathrooms, in an accommodation establishment. It requires the ability to set up cleaning equipment and trolleys and to safely clean guest rooms using resources efficiently to reduce negative environmental impacts.

SITHACS004

Launder linen and guest clothes

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SITHACS005

Provide porter services

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SITHACS006

Provide valet service

This unit describes the performance outcomes, skills and knowledge required to provide specialist valet or butler services. It requires the use of well-developed interpersonal communication skills plus the ability to care for client property and arrange personalised services.

SITHACS007

Conduct night audit

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SITHACS008

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Client and Customer Service, Crisis Management

SITXCCS004

Provide lost and found services

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