



Diploma of Hospitality

SIT50307 Diploma of Hospitality

Course Overview

This qualification will provide the skills and knowledge to lead and manage a department in a large hospitality enterprise, or manage a small hospitality enterprise. Individuals that undertake this qualification will be able to operate independently and with discretion while leading a team in a range of hospitality settings. They will build their skill base and be able to use managerial knowledge to plan, carry out and evaluate their own work, and the work of others.

These skills can be applied in a range of hospitality settings, including restaurants, hotels, catering operations, motels, clubs, pubs, cafes and coffee shops.

An initial induction into the program is provided at the time of enrolment when IPS Institute will assess and recognise existing skills the participant may possess. This enables them to receive advanced-standing in the program and allows IPS Institute to focus on the skills they need to develop.

A coach is allocated to the participant and is available on-line or by phone Monday to Friday during working hours. Assessments are completed and submitted on-line to our qualified assessors who provide feedback in a timely manner.

This course is provided through a flexible delivery method, supported with online resources. This means the participant can undertake learning activities at a time convenient to workplace demands without having to leave the work site to attend workshops. All that is required is access to a computer and the internet. IPS Institute also has experience in consulting to determine blended delivery methods where applicable.

Suitable for:

- Restaurant Manager
- Kitchen manager
- Chef
- Motel manager
- Front office manager
- Housekeeper



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Total Number of Units Required for Qualification – 39

23 Core Units Required:

- Provide quality customer service
- Manage quality customer service
- Work with colleagues and customers
- Work in a socially diverse environment
- Deal with conflict situations
- Interpret financial information
- Manage financed within a budget
- Prepare and monitor budgets
- Develop and update legal knowledge required for business compliance
- Coach others in job skills
- Roster staff
- Lead and manage people
- Manage workplace diversity
- Receive and store stock
- Control and order stock
- Monitor work operations
- Develop and implement operational plans
- Establish and conduct business relationships
- Follow health, safety and security procedures
- Follow workplace hygiene procedures
- Implement and monitor workplace health, safety and security procedures.
- Establish and maintain an OHS system

Plus one of the following:

- Provide and coordinate hospitality service
- Prepare, cook and serve food for menus

In addition, 16 elective units:

- A minimum of 13 elective units must be selected from the attached list
- The remaining 3 units may be selected from hospitality or business electives offered by IPS Institute.

A list of the electives can be obtained by contacting IPS Institute.

Enrolment and Enquiries

Time required to complete the qualification: 3 years full-time or up to 6 years part-time.

Average time to complete: 2 years full time employed

This qualification is nationally recognised and portable throughout Australia. Federal government incentives of up to \$4,000.00 per participant may apply subject to meeting eligibility criteria and completion of qualifications.

Contact IPS Institute to organise enrolment today

Phone: (07) 3841 8011

Email: info@ipspeople.com

Website: www.ipspeople.com