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# DIPLOMA OF HOSPITALITY

ST50307

## ABOUT THE QUALIFICATION

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, such as restaurants, hotels, catering operations, motels, clubs, pubs, cafes and coffee shops. This qualification is not suitable for an Australian apprenticeship pathway.

## QUALIFICATION PATHWAYS

The Diploma of Hospitality is the lead up to the Advanced Diploma of Hospitality. Candidates, who complete units of competency from within these qualifications can, subject to conditions at the time of applying, seek credit against Hospitality courses at many of our leading universities.

Please speak with our Learning & Development Manager if you are interested in pursuing this option at the completion of your course.

## COURSE CONTENT

For this qualification you are required to complete twenty-three (23) core units of competency and sixteen (16) elective units of competency, making a total of 39 units of competency.

Of your sixteen (16) electives, at least thirteen (13) electives must be from specified areas within the Tourism, Hospitality and Events Training Package.

The remaining three (3) electives can be from any other relevant endorsed Training Package.

In all cases, selection of electives must be guided by job outcomes sought, local industry requirements and the level of the qualification.

We will be happy to sit and discuss these options with you prior to you enrolling in your course.

## COURSE DURATION

Each person undertaking this qualification brings their own education and skill levels to the table, impacting on the overall time taken to complete their course.

With the on-line web-based learning facilities and trainer support, all Institute of Excellence students have the capacity to complete their training in real-time yet at a pace that is reflective of their learning requirements.



NATIONALLY RECOGNISED  
TRAINING



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## 23 CORE UNITS OF COMPETENCY

- 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 finances 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 practices
- Establish and maintain an OHS system

## 16 ELECTIVE UNITS OF COMPETENCY FROM THE FOLLOWING CATEGORIES

- Accommodation Services
- Administration
- Asian Cookery
- Client and Customer Service
- Commercial Cookery and Catering
- Communication and Teamwork
- Computer Operations and ICT Management
- Environmental Sustainability
- Events
- Finance First
- Aid
- Food and Beverage
- Food Safety
- Franchising
- Gaming
- Human Resource Management
- Inventory
- Languages other than English
- Management and Leadership
- Marketing and Public Relations
- Merchandising
- Occupational Health and Safety
- Patisserie
- Quality and Innovation
- Risk Management and Security
- Sales
- Tourism Sales and Operations
- Working in Industry - Hospitality

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