



JOAN LAWMAN
COLLEGE

Joan Lawman School of Beauty Pty Ltd t/a Joan Lawman College

www.jlc.edu.au

Phone: +61 3 8669 1438

Email: info@jlc.edu.au

Address: Mezzanine, 58 Franklin Street
Melbourne, Vic 3000 Australia

RTO No: 40697 CRICOS No 03634G

SIT50416 Diploma of Hospitality Management

CRICOS COURSE CODE 095988J

Course Description

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.

Course structure

Students must successfully complete a total of 28 units of competency to achieve the SIT50416 Diploma of Hospitality Management. This comprises 13 core units and 15 elective units.

Core Units

BSBDIV501 Manage diversity in the workplace
BSBMGT517 Manage operational plan
SITXCCS007 Enhance customer service experiences
SITXCCS008 Develop and manage quality customer service practices
SITXCOM005 Manage conflict
SITXFIN003 Manage finances within a budget
SITXFIN004 Prepare and monitor budgets
SITXGLC001 Research and comply with regulatory requirements
SITXHRM002 Roster staff
SITXHRM003 Lead and manage people
SITXMGT001 Monitor work operations
SITXMGT002 Establish and conduct business relationships
SITXWHS003 Implement and monitor work health and safety practices



Elective Units

SITHIND001 Use hygienic practices for hospitality service
SITHIND004 Work effectively in hospitality service
BSBR501 Manage risk
SITHIND002 Source and use information on the hospitality industry
BSBADM502 Manage meetings
BSBCMM401 Make a presentation
BSBRES411 Analyse and present research information
BSBITU306 Design and produce business documents
BSBSUS501 Develop workplace policy and procedures for sustainability
BSBMKG401 Profile the market
BSBMKG501 Identify and evaluate marketing opportunities
BSBCMM301 Process customer complaints
BSBHRM405 Support the recruitment, selection and induction of staff
BSBMKG413 Promote products and services

Course currency status: Current

Location

Training and assessment will take place at the Joan Lawman College Mezzanine, 58 Franklin Street, Melbourne, Victoria Australia 3000.

Course Start Dates

Four intakes per year

v5.0

Qualification

Upon successful completion of 28 units of competency, students will be issued a Nationally Recognised SIT50416 Diploma of Hospitality Management. Students who successfully complete some but not all of the units of competency in the course will be issued a Statement of Attainment indicating the units they have successfully completed.

Delivery Method

A blended delivery mode is employed including work placement, independent study and face to face training. The following techniques are employed during face to face delivery depending on the subject matter: trainer presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

During independent study students will undertake homework activities, research, reading, practice applying their cooking and English language knowledge and skills. Students also prepare for assessments and undertake out of class assessments during this time. Students will be provided support via telephone, and e-mail by trainers. Refer to the Work placement section below for details on work placement delivery arrangements.

Assessment Method

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations, journal/ log book and A third party report. Each unit of competency in the course will be assessed via a standalone assessment method i.e. assessed independently from other units. Students will undertake multiple assessment tasks for each unit of competency.

Work Placement

To satisfy Training Package requirements for the unit SITHIND004 Work effectively in hospitality service, students must complete a minimum of 36 complete service periods (shifts) in a hospitality workplace undertaking work tasks relevant to the unit content. Each service period must last for a minimum of 4 hours. Total minimum hours of work placement are 108 hours.

JLC will arrange/ secure work placements for each student. Students will access a hospitality workplace with a commercial kitchen that serves customers to address the requirements of this unit. Workplaces may include restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential caterers, in flight and other transport caterers, and event and function caterers.

Students undertake duties as per work placement organisation and training package requirements under the supervision of a workplace supervisor. JLC trainers will support each student during the period of work placement via the phone, email and during visits. Students must address work placement assessment requirements including completing a log book to indicate tasks completed during 36 service periods/ shifts and being observed completing workplace tasks.

Students will commence work placements from the end of the second term onwards and complete the 36 shifts before the end of the course. Students develop some hospitality skills and knowledge during the first 2 terms that can then be applied during the period of work placement.

JLC will provide students the Student handbook and Student Work placement roles and responsibilities document pre-enrolment so they are aware of the expected roles and responsibilities during work placement. A review of this documentation is completed by the trainer/ assessor with each student to assist students identify and understand their roles and responsibilities.

Course Duration and Demands

This course is delivered over 76 weeks including holidays. This includes 66 weeks of term time and 10 weeks' holiday. Term time consists of six 11 week terms. Holiday periods include five 2-week term holidays. During term time students attend scheduled face to face classes for 20 hours per week.

Classes are scheduled for 2.5 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Work placement – 36 weeks x 4 hours per week = 144 hrs (Students may spend variable amounts of time per week while on work placement. However, a minimum of 144 hours of work placement must be completed during the course). Total study commitment per week is 32 hours (not including work placement). Total course study commitment is 32 hours x 66 weeks term time = 2,112 plus 144 hours work placement = 2,256 hours.

Entry requirements

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

Academic entry requirements

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicants' home country equivalent to an Australian Year 11* or 12 qualifications. (*Subject to the country Assessment Level) and course.

English Language entry requirements

International Students applying for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Department of Home Affairs (DHA). Students may undertake the College English Test to demonstrate their English language proficiency. This can be arranged by contacting info@jlc.edu.au.

Pre Training Review and LLN Test

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. Applicants LLN ability is assessed in conjunction with their knowledge, skills, experience and qualifications in accordance with this Training and assessment strategy.

Each applicant will complete a Pre-training review form and Language literacy and numeracy test during the application process. On completion of the application process Joan Lawman College will then review this information and respond to you with the outcome of the review

The Language, Literacy and Numeracy skills that students must demonstrate during the application process to gain entry to this course are:

Reading: ACSF level 3 Writing: ACSF level 3 Numeracy: ACSF level 3

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Training Pathway

On successful completion of this course students may progress onto the SIT60316 Advanced Diploma of Hospitality Management or related courses.

Employment Pathway

This qualification may provide entry into employment 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.

Students who successfully complete this qualification with Joan Lawman College may be able to access the relevant job opportunities. However, students should note that this does not guarantee that you will secure employment in a job role/ industry, furthermore this does not guarantee that you will address any specific Migration criteria.

Tuition fee - \$ 16,550

Enrolment Fee: \$350

Material Fee: \$100

Payment – The course fee is paid in equal instalments over six terms. The first instalment is paid prior to the commencement of the term one.

Recognition of prior learning fee - \$500 per unit of competence. All fees indicated are in Australian dollars.

Further information

Students should consider the information provided in this flyer and if interested in the course, request copies of the Student handbook and Student work placement roles and responsibilities document. Students are encouraged to contact the college to clarify any information in the pre-enrolment information.

Please contact the Training Manager on 61 3 8669 1438 or by e-mail at info@jlc.edu.au or visit the campus at Mezzanine, 58 Franklin Street, Melbourne, Victoria 3000.