

# SIT50416

## Diploma of Hospitality Management



**Qualification Outline**  
**Online/ Distance**

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## The Purpose of the Qualification Outline

The purpose of this document is to provide a robust platform for the delivery and assessment of the SIT50416 Diploma of Hospitality completed via online & distance delivery.

**This is your training and assessment plan.**

## SIT50416 Diploma of Hospitality Management

### About WISE EDUCATION GROUP

Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in the Hospitality sector for over 6 years and hold a strong portfolio of hospitality participants.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Employment Services
- Education Support
- Volunteering Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising
- Tourism & Events
- Accounting & Bookkeeping

### **As a Registered Training Organisation:**

- \* We provide flexible work based solutions for employers and staff
- \* Have a strong team of trainers expertise
- \* Have demonstrated knowledge in developing concepts for training regimes that reflect the employer business needs
- \* Have a strong account management structure
- \* Have a sound internal working management system that ensures we commit to our promise
- \* Have a culture that is built entirely on customer care

### The Need

**General:** The Hospitality industry typically is a volatile industry and the turnover of staff is quite common including staff in management or senior positions. They typically employ a base of casual, part time and full time staff normally with a larger mass of casuals in order to meet their seasonal needs. They are a service industry and

irrespective of their product the consumer will purchase quality service as part of their buying constitute.

**From an industry perspective:**

Working in hospitality is an industry of demand and sales are driven by the economy and the consumer choice for when they will spend. Having best practice customer liaisons is the key to hospitality outlets as well as quality services.

**From potential participants' perspective:**

Staff irrespective of the industry they are in, require training in order to undertake their roles effectively. They require internal on the job training and monitoring with the view of a training plan so they can also determine their job readiness. Staff also are looking to have these skills form part of a nationally recognised qualification so they can demonstrate their sound industry knowledge by way of an industry specific qualification. This strengthens their personal resume and provides a platform for determining their career path.

**Target Market**

Typically students will work in the following roles:

- banquet or function manager
- chef de cuisine
- chef patisserie
- executive housekeeper
- front office manager
- gaming manager
- kitchen manager
- motel manager
- restaurant manager
- sous chef
- unit manager (catering operations).

**Entry requirements**

Training Package: No entry requirements specified

The course is government funded through Queensland Department of Education and Training (DETE) and the learners have the opportunity to be assessed for eligibility into the program. Where students are ineligible for the funding, they can join the training program at our normal fee for service rate which is listed on our website.

Fees for Higher Level Skills funding:

\$99 (3.53 per unit of competency) non-concession

\$79 (2.82 per unit of competency) concession

To be eligible for the **Higher-Level Skills** a student **must**:

- not hold or be currently enrolled in a Certificate IV or higher level qualification
- be 15 years of age or older
- no longer at school

- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand resident
- Permanently reside in Queensland

Fee for service pricing as listed on Wise website, [www.wise.edu.au](http://www.wise.edu.au)

Wise Education Requirements: Participants must be able to fulfil the following specific requirements:

- Complete a language, literacy & numeracy test
- Good physical and mental health
- the ability to communicate in English orally and in writing in order to prepare accurate reports and effectively communicate with clients and co-workers once they enter the workforce.
- Participate in an induction into the training program where all enrolment paperwork will be completed and all course information provided to participants.

They can expect to receive:

- Enrolment form
- Provide evidence of being a concession card holder where applicable
- Sign a consent of disclosure of personal information authority form
- Provide evidence of drivers license or medicare card
- Provide a signed copy of the appropriate training plan
- Gain approval by student for applying for USI on their behalf
- Undertake an Orientation following enrolment with our Student Support Officer

N.B You may enter into a payment plan option with Wise Education Group. For further details visit our website

You will also be provided with a copy of the following

- Welcome email with access details to your profile on the student portal
- VET Handbook
- Qualification Outline
- Training Logbook
- First lot of training and assessment resources

## Outcomes

This program has been designed to equip participants at WISE EDUCATION GROUP (see target market) with the skills and experience required to work within the roles mentioned. They will obtain the following skills and knowledge:

- Enhancing customer experiences
- Managing conflict
- Coaching staff
- Managing hygienic practices
- Building strong relationships
- Providing and managing food and beverage service
- Roster staff
- Hazard identification assess and control risks

<p>Program overview</p>	<ul style="list-style-type: none"> <li>• Leading and managing people</li> </ul> <p>The delivery and assessment of this program is online or via paper distance delivery. All online learning modules are allocated to the Learning Management System, which is our own system. The distance based curriculum will be provided in print copy. Participants will be allocated 2 units of competency at a time. All assessment will be provided in print copy and posted to the participants address. The assessments are purchased assessments from Edu works and have been selected through extensive consultation</p> <p>Some of the embedded Certificate III unit assessments will be completed online. See Assessment resources table</p>
<p>Delivery and Assessment</p>	<p>The theory components are the first part of the online or distance experience. You will undertake each of your modules allowing up to 36 hours completing the module and at least 8 hours for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least 2-3 modules with assessment per month.</p> <p>At the conclusion of the module you will complete your assessment in print format or editable format on your usb key. Please keep in mind if you would like an editable version, please request this from Wise Education Group</p> <p>Assessment is to be conducted on unit by unit basis or in clusters as outlined in this document.</p> <p>Wise Education Group considers assessment conducted in a real workplace of paramount importance to meeting industry needs and expectations. The workplace provides the context for learners to respond to and research information relevant to their own situation. The assessment model applied in this course has a focus on workplace observation when work placement is being undertaken.</p> <p>All activities and tasks are assessed by the assessor and the learner is provided with detailed feedback. This allows the learner to monitor their own progress before progressing onto new activities so they may apply the lessons learned.</p> <p>Wise through consultation has purchased the Eduworks suite of assessments to be provided to the student separate to the Futura online LMS. Students will not complete the assessment provided on the Futura online LMS. These assessments will be provided in print copy at time of enrolment and the qualification outline details how the student will submit these assessments for marking.</p> <p>The following 4 units of competency will use Small print hard copy learning materials and Eduworks assessments that will be provided separately</p> <ul style="list-style-type: none"> <li>• BSBMKG413 Promote products and services</li> <li>• BSBSMB404 Undertake small business planning</li> <li>• BSBRES401 Analyse and present research information</li> <li>• BSBMKG401 Profile the market</li> </ul>
<p>Duration</p>	<p>This program will be delivered over a 12-month period.</p> <p>You will be allocated with 2-3 modules at a time and receive all of your assessments upon enrolment. Your Trainer/Assessor will monitor the completion of your assessments and mark these within 5 working days. You will receive an email notification of your competency.</p>

	Once you have been deemed competent your Assessor will allocate the next unit for completion.																																				
Pre requisites	There are no unit level pre requisites that participants must complete to enter this program. However, before undertaking your work placement you must have completed the Food Safety unit of competency																																				
Packaging	<p>To complete this qualification participants must complete a total of 28 units of competency as set out by the Training Package. This is to consist of 13 core units and 15 elective units.</p> <p>1 unit from Group A in elective units of training package rules</p> <p>1 unit from Group B in elective units of training package rules</p> <p>8 units from Group C in elective units of training package rules</p> <p>5 units from Group C, elsewhere in the SIT Training Package, or any other current Training Package</p>																																				
Units	<p>Wise Education Group is able to deliver and assess the following units of competency. Units of competency will be selected to create a specialisation that is specific to the client.</p> <table border="1"> <tr> <td>BSBDIV501</td> <td>Manage diversity in the workplace</td> <td>Core</td> </tr> <tr> <td>BSBMGT517</td> <td>Manage operational plan</td> <td>Core</td> </tr> <tr> <td>SITXCCS007</td> <td>Enhance the customer service experience</td> <td>Core</td> </tr> <tr> <td>SITXCCS008</td> <td>Develop and manage quality customer service practices</td> <td>Core</td> </tr> <tr> <td>SITXCOM005</td> <td>Manage conflict</td> <td>Core</td> </tr> <tr> <td>SITXFIN003</td> <td>Manage finances with a budget</td> <td>Core</td> </tr> <tr> <td>SITXFIN004</td> <td>Prepare and monitor budgets</td> <td>Core</td> </tr> <tr> <td>SITXGLC001</td> <td>Research and comply with regulatory requirements</td> <td>Core</td> </tr> <tr> <td>SITXHRM002</td> <td>Roster staff</td> <td>Core</td> </tr> <tr> <td>SITXHRM003</td> <td>Lead and manage people</td> <td>Core</td> </tr> <tr> <td>SITXMGT001</td> <td>Monitor work operations</td> <td>Core</td> </tr> <tr> <td>SITHIND004</td> <td>Work effectively in hospitality service</td> <td>Elective Group B</td> </tr> </table>	BSBDIV501	Manage diversity in the workplace	Core	BSBMGT517	Manage operational plan	Core	SITXCCS007	Enhance the customer service experience	Core	SITXCCS008	Develop and manage quality customer service practices	Core	SITXCOM005	Manage conflict	Core	SITXFIN003	Manage finances with a budget	Core	SITXFIN004	Prepare and monitor budgets	Core	SITXGLC001	Research and comply with regulatory requirements	Core	SITXHRM002	Roster staff	Core	SITXHRM003	Lead and manage people	Core	SITXMGT001	Monitor work operations	Core	SITHIND004	Work effectively in hospitality service	Elective Group B
BSBDIV501	Manage diversity in the workplace	Core																																			
BSBMGT517	Manage operational plan	Core																																			
SITXCCS007	Enhance the customer service experience	Core																																			
SITXCCS008	Develop and manage quality customer service practices	Core																																			
SITXCOM005	Manage conflict	Core																																			
SITXFIN003	Manage finances with a budget	Core																																			
SITXFIN004	Prepare and monitor budgets	Core																																			
SITXGLC001	Research and comply with regulatory requirements	Core																																			
SITXHRM002	Roster staff	Core																																			
SITXHRM003	Lead and manage people	Core																																			
SITXMGT001	Monitor work operations	Core																																			
SITHIND004	Work effectively in hospitality service	Elective Group B																																			

SITXMGT002	Establish and conduct business relationships	Core
SITXWHS003	Implement and monitor work health and safety practices	Core
SITXFSA001	Use hygienic practices for food safety	Elective Group A
SITHIND002	Source and use information on the hospitality industry	Core
BSBSUS501	Develop workplace policy and procedures for sustainability	Core
BSBADM502	Manage meetings	Elective
BSBCMM401	Make a presentation	Elective
BSBHRM405	Support the recruitment, selection and induction of staff	Elective
BSBITU306	Design and produce business documents	Elective
BSBMKG413	Promote products and services	Elective
BSBSMB404	Undertake small business planning	Elective
BSBRSK501	Manage risk	
BSBRES401	Analyse and present research information	Elective
BSBMKG401	Profile the market	Elective
BSBMGT516	Facilitate continuous improvement	Elective
SITXFIN001	Process financial transactions	Elective

#### Sequencing

See Appendix A

We have provided a sequence of learning at the end of this document and an assessment resource table in the Assessment section

#### Work environment

Participants enrolled in this qualification will be required to have full access to a workplace or have had previous access to a workplace. You will be required to complete a log book to demonstrate that you have participated in 36 shifts in a hospitality environment and have undertaken certain activities within this working environment.

If you have not worked or are not working in a hospitality environment, Wise Education Group will work with you to support work placement in order to fulfil this requirement.

Full competency is unable to be achieved without having satisfied this requirement. The unit of competency with this requirement is:

SITHIND004 Work effectively in hospitality service

**Assessment Resource**

Below we have summarised the assessment materials available for each unit of competency

Unit Code	Unit Name	Resource
BSBDIV501	Manage diversity in the workplace	Printed Eduworks assessment
BSBMGT517	Manage operational plan	Printed Eduworks assessment
SITXCCS007 SITXCCS008 SITXCOM005	Enhance the customer service experience Develop and manage quality customer service practices Manage conflict	Printed Eduworks assessment
SITXFIN003 SITXFIN004	Manage finances with a budget Prepare and monitor budgets	Printed Eduworks assessment
SITXGLC001	Research and comply with regulatory requirements	Printed Eduworks assessment
SITXHRM002	Roster staff	Printed Eduworks assessment
SITXHRM003 SITXMGT001 SITHIND004	Lead and manage people Monitor work operations Work effectively in hospitality service	Printed Eduworks assessment
SITXMGT002	Establish and conduct business relationships	Printed Eduworks assessment

SITXWHS003	Implement and monitor work health and safety practices	Printed Eduworks assessment
SITXFSA001	Use hygienic practices for food safety	Online assessment
SITHIND002	Source and use information on the hospitality industry	Online assessment Additional demonstration assessment
BSBSUS501	Develop workplace policy and procedures for sustainability	Printed Eduworks assessment
BSBADM502	Manage meetings	Printed Eduworks assessment
BSBCMM401	Make a presentation	Printed Eduworks assessment
BSBHRM405	Support the recruitment, selection and induction of staff	Printed Eduworks assessment
BSBITU306	Design and produce business documents	Printed Eduworks assessment
BSBMKG413	Promote products and services	Printed Eduworks assessment
BSBSMB404 BSBRSK501	Undertake small business planning Manage risk	Printed Eduworks assessment
BSBRES401	Analyse and present research information	Printed Eduworks assessment

BSBMKG401	Profile the market	Printed Eduworks assessment
BSBMGT516	Facilitate continuous improvement	Printed Eduworks assessment
SITXFIN001	Process financial transactions	Online assessment

**Assessment**

Assessment of learner competence is carried out on a unit-by-unit basis. Wise have paper based assessments that can be printed and posted to each student or alternatively provided on a usb key to allow for computer based population. These assessments are sent to the student upon commencement of program

A range of methods is used in order to facilitate a flexible approach.

Assessment tasks include the following which allows the assessment of multiple skills and knowledge integrated into actual workplace activities.

**1: Written Questions:** The learner is required to respond to a range of questions.

**2: Case studies:** The learner is required to read through developed case study scenarios, conduct their own research and provide answers in response to the situation.

**3: Role Play:** The learner is required to demonstrate a range of skills and apply knowledge relating to the unit of competency in a simulated environment with the Assessor.

**4: Practical Log Book:** The learner is provided with a log book which requires their workplace Supervisor to sign off the tasks they complete whilst undertaking their work placement.

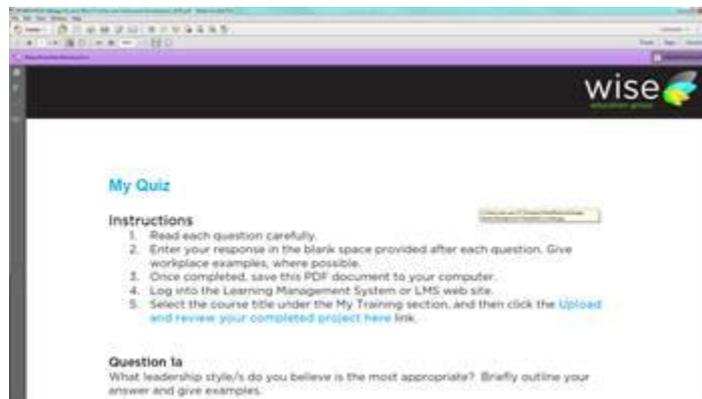
**For units of competency being assessed online**

When you have completed the content for your learning unit you will be presented with the following screen.



The participant can either click on the My Quiz or My Project section to gain access to their Quiz or Project

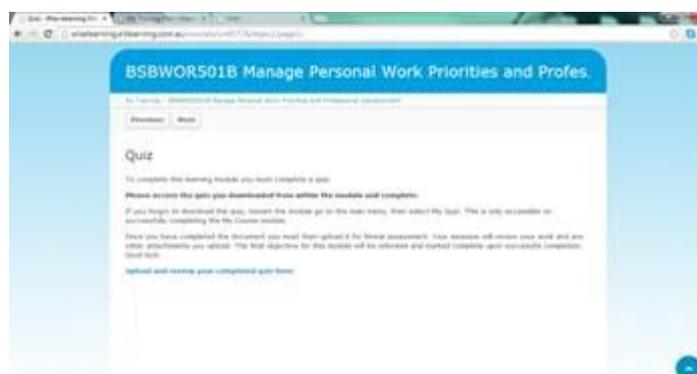
For My Quiz



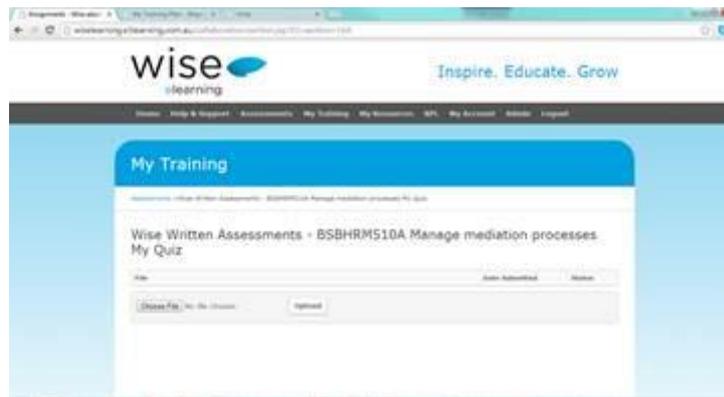
Click on the assessment document to download and save to your computer.

Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.

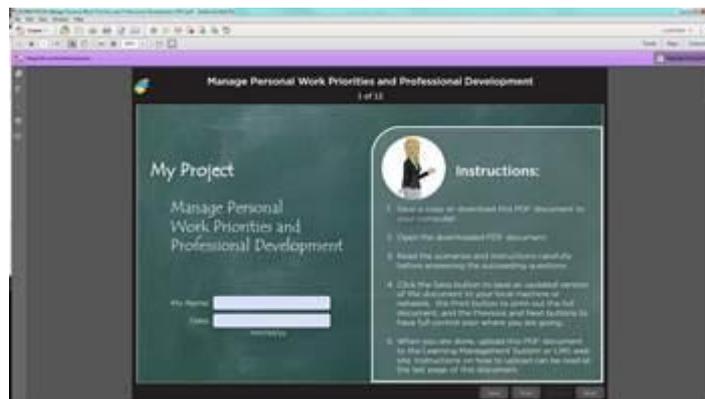
Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready are upload return to the Training screen and select the upload option.

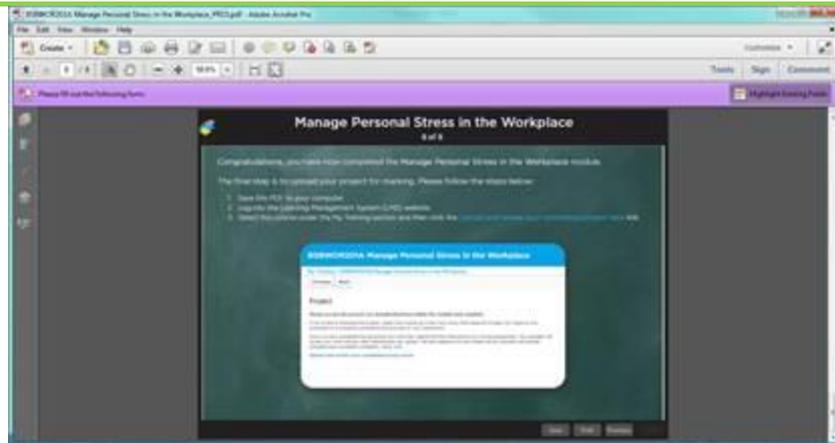


For My Project

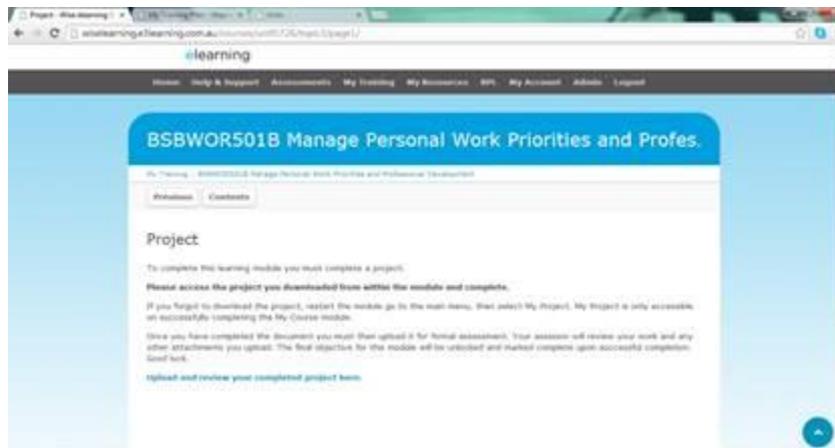


Click on the assessment document to download and save to your computer.

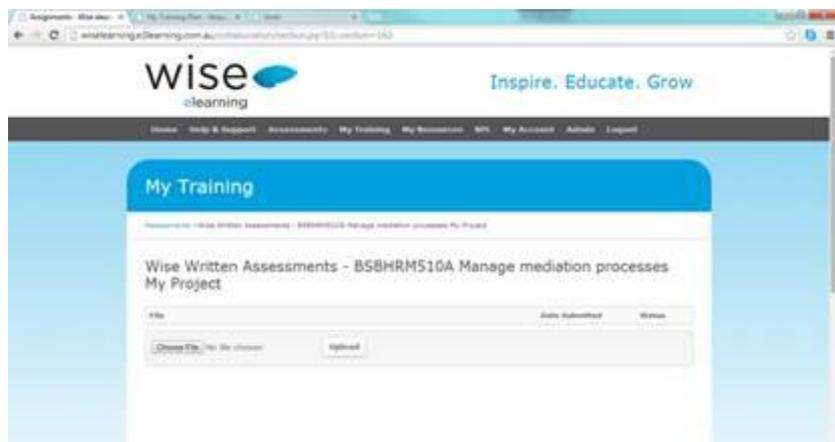
Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.



Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.



## RPL

All participants will be provided with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:

- RPL Ready Handbook
- RPL Application Kit available online
- RPL Evidence Guides available online
- RPL Competency Conversation conducted by the Trainer/ Assessor

Wise Education Group also provides the Trainer/ Assessors with a support guide to RPL

## Principles of Assessment

Assessment is conducted in accordance with the following:

### Principles of Assessment

**Reliability** - Wise Education Group seeks to gather and interpret evidence in a consistent manner that provides for reliable assessment both for the learner and for assessors. We achieve this by using assessors who have the required competencies in assessment and the relevant vocational competencies.

Our assessment resources also provide for standardised outcomes supported by model answers to guide assessors in their judgements. Reliability is also supported by the validation of assessment judgements.

**Fairness** - Wise Education Group assessment approach encourages fairness in assessment through consideration of the learner's needs and through making reasonable adjustments when it is required. Assessors achieve this through clear communication with the learners to ensure that the learner is fully informed about, understands and is able to participate in the assessment process.

The learner will be given the opportunity to challenge the result of any assessment task and undertake re-assessment if required.

**Validity** –Any assessment decision of Wise Education Group is justified, based on the evidence provided by the individual learner. Wise conducts assessment against the broad range of skills and knowledge identified within each unit of competency and which is integrated with the performance of workplace tasks.

We ensure that the assessment is transferable to different contexts and situations and all components of the unit of competency are being assessed.

**Flexibility** – Wise Education Group strives to provide assessment opportunities that reflect a learner's needs. Our chosen assessment strategies provide for recognition of a learner's current competency, employ a range of methods appropriate to the context

of the industry, the unit of competency and the learner themselves. Individual needs of learners are met as required as the learner notifies Wise Education Group's staff of their need.

### Rules of Evidence

**Currency** – Wise Education Group must be satisfied that the learner currently holds the skills and knowledge relating to a particular unit of competency. Assessment evidence submitted is to be based on the learner's performance either at the time of the assessment decision or in the very recent past.

**Sufficiency** - Learners are required to complete and submit the assessment tasks provided for each unit. The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competency. The assessment mapping ensures that all aspects of the unit of competency have been satisfied and that competency can be demonstrated repeatedly.

**Validity** – Each of the assessment tasks reflect the relevant unit of competency. They cover skills and knowledge required of an individual to perform a wide range of business functions. We collect evidence that directly aligns with the components documented within each unit of competency. The collected assessment evidence must replicate the outputs of the task as though it were being performed within an actual workplace.

**Authenticity** – Wise Education Group seeks evidence that is authentic for each learner. To support this, assessors must be assured that the evidence presented for assessment is the learner's own work. Learners will need to sign an authenticity declaration as part of submitting their work to state that it is the learner's own work.

### Resources

To adequately support the delivery of the qualification, WISE EDUCATION GROUP will provide requested documentation and handouts to participants in order for them to complete an appropriate assessment.

### Facilities and Equipment

Access to a computer. If you do not have access to a computer we are also able to provide your resources via distance learning. We will send to you via the post your workbooks and assessments which you can complete in print copy. You will then return your completed assessment for marking.

Access to a workplace with the following facilities & equipment:

- Operating location
- Organisational policies and procedures
- Learning curriculum
- Operational plans, business performance documentation
- Signage within the facility
- Technology
- Food and beverage service areas
- Point of sale equipment

**Trainer Materials**

The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format.

- Learners Guide with Facilitator notes
- Assessment Kit
- Assessors Marking Guide
- Mapping Guide

**Student Materials**

The following documents have been provided which describe the delivery and assessment of the qualification. The units of competency are in single unit format

- Qualification Outline
- Online Learners Guide or
- Printed Learners Guide
- Wise Assessment resources purchased through Eduworks
- Additional demonstration assessment for unit – SITHIND002 Source and use information on the hospitality industry
- Work Placement Log Book
- Work Placement Support Kit
- VET Handbook

**Trainer requirements**

To deliver this program WISE EDUCATION GROUP requires its trainers and assessors to:

- Hold a TAE40110 Certificate IV in Training and Assessment
- Hold the qualification SIT50416 Diploma of Hospitality (or equivalent or a level higher)
- Have worked as a Trainer/Assessor professional within the last 12 months
- Have worked in the Hospitality Industry for a minimum with a minimum of 3 years' experience
- Hold membership or that of a related industry body (updates from the Service Skills Industry)
- Have participated in specific professional development within the last 12 months; and
- Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan
- Have undertaken training and assessment professional development within the last 12 months.

**Trainer Allocation**

Wise Education Group will allocate a single Trainer where appropriate to a client site. Where single or multiple trainers are required, we have set out the Trainer responsible for undertaking the units of competency as below:

Unit Code	Unit Name	Trainer Name
BSBDIV501	Manage diversity in the workplace	Rebecca Clark Ann-Maree Andersen
BSBMGT517	Manage operational plan	Rebecca Clark Ann-Maree Andersen
SITXCCS007	Enhance the customer service experience	Rebecca Clark

SITXCCS008	Develop and manage quality customer service practices	Ann-Maree Andersen
SITXCOM005	Manage conflict	
SITXFIN003	Manage finances with a budget	Rebecca Clark
SITXFIN004	Prepare and monitor budgets	Ann-Maree Andersen
SITXGLC001	Research and comply with regulatory requirements	Rebecca Clark Ann-Maree Andersen
SITXHRM002	Roster staff	Rebecca Clark
SITXHRM003	Lead and manage people	Ann-Maree Andersen
SITXMGTO01	Monitor work operations	
SITHIND004	Work effectively in hospitality service	
SITXMGTO02	Establish and conduct business relationships	Rebecca Clark Ann-Maree Andersen
SITXWHS003	Implement and monitor work health and safety practices	Rebecca Clark Ann-Maree Andersen
SITXFSA001	Use hygienic practices for food safety	Rebecca Clark Ann-Maree Andersen
SITHIND002	Source and use information on the hospitality industry	Rebecca Clark Ann-Maree Andersen
BSBSUS501	Develop workplace policy and procedures for sustainability	Rebecca Clark Ann-Maree Andersen
BSBADM502	Manage meetings	Rebecca Clark Ann-Maree Andersen
BSBCMM401	Make a presentation	Rebecca Clark Ann-Maree Andersen
BSBHRM405	Support the recruitment, selection and induction of staff	Ann-Maree Andersen
BSBITU306	Design and produce business documents	Rebecca Clark Ann-Maree Andersen
BSBMKG413	Promote products and services	Rebecca Clark Ann-Maree Andersen
BSBSMB404	Undertake small business planning	Rebecca Clark
BSBRSK501	Manage risk	Ann-Maree Andersen
BSBRES401	Analyse and present research information	Rebecca Clark Ann-Maree Andersen
BSBMKG401	Profile the market	Rebecca Clark

		Ann-Maree Andersen	
	BSBMGT516	Facilitate continuous improvement	Rebecca Clark Ann-Maree Andersen
	SITXFIN001	Process financial transactions	Rebecca Clark Ann-Maree Andersen
Pathways	<p>Upon successful completion of this qualification, participants are able to continue their learning journey into:</p> <p>Advanced Diploma of Hospitality</p>		
Access & Equity	<p>Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the Learning and Assessment Strategies. Needs will be identified prior to students' commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.</p>		
Support Services	<p><b>Learning Support</b> – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services</p> <p>We are also able to coordinate face to face sessions or distance learning if the online environment is not conducive to your style of learning. Please advise your Trainer/ Assessor if you require changes to your delivery format</p> <p><b>Student Support</b> – Wise Account Manager and Wise Trainer</p> <p><b>Your Tutor</b>- This is a 3<sup>rd</sup> party tutoring service that we provide to students to allow additional support throughout their study. You can ask for a 245 hour writing service where a tutor will review your project and return the results within 24 hours or immediate support for researching, maths or english support.</p> <p><b>Orientation Call</b>- Once you have successfully enrolled you will receive a call from our Manager of Client services who will conduct an orientation with you. This is your opportunity to discuss how you would like to have the program work for you and the types of support you may require or request. This orientation checklist is also provided to the Trainer.</p> <p><b>Student Management System</b>- Access to your own personal profile on our Student Management system- JobReady</p>		
Participant Progress	<p>WISE EDUCATION GROUP will upkeep the progress of all students within the Learning Management System. These will then be entered into our Student Management System- JobReady.</p> <p>You will receive regular emails from your Trainer at least fortnightly to check on your progress.</p>		
Participant Satisfaction	<p>Wise Education Group at the completion of your qualification will request a training and assessment survey. We require this is returned to Wise Education Group for analysis within 3 months of the completion of your qualification. If we have not received the</p>		

	survey within 2 months we will send another reminder to ensure we meet the 3 month cut off.
<b>The Participant Commitment</b>	<ul style="list-style-type: none"><li>▪ Actively participate in your modules</li><li>▪ Liaise with your Trainer/ Assessor to receive adequate support</li><li>▪ Complete your modules and assessment in a timely manner</li></ul>

SEQUENCE OF LEARNING- Diploma of Hospitality Management				ASSESSMENT				
Unit of Competency		Month	Learning topics	Written Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book
SITHIND002	Source and use information on the hospitality industry	1	<ul style="list-style-type: none"> <li>- Source relevant industry information and compliance information in daily activities</li> <li>- Update personal and organisational information of industry</li> </ul>	✓	✓	✓		✓
				<i>Assessment due Month 1</i>	<i>Assessment due Month 1</i>	<i>Assessment due Month 1</i>		<i>Assessment due Month 12</i>
SITXFSA001	Use hygienic practices for food safety	1	<ul style="list-style-type: none"> <li>- Follow hygiene procedures</li> <li>- Report health issues</li> <li>- Prevent food contamination and cross contamination</li> </ul>	✓	✓	✓		✓
				<i>Assessment due Month 1</i>	<i>Assessment due Month 1</i>	<i>Assessment due Month 1</i>		<i>Assessment due Month 12</i>

SEQUENCE OF LEARNING- Diploma of Hospitality Management Online units of competency				ASSESSMENT				
Unit of Competency		Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book
BSBDIV501	Manage diversity in the workplace	2	<ul style="list-style-type: none"> <li>- Implement diversity policy</li> <li>- Foster respect for diversity in workplace</li> <li>- Promote benefits of diversity</li> </ul>	✓	✓	✓		✓
				<i>Assessment due Month 3</i>	<i>Assessment due Month 3</i>	<i>Assessment due Month 3</i>		<i>Assessment due Month 12</i>
BSBMGT517	Manage operational plan	2	<ul style="list-style-type: none"> <li>- Develop operational plan</li> <li>- Plan resource acquisition</li> <li>- Monitor and review operational performance</li> </ul>	✓	✓	✓		✓
				<i>Assessment due Month 3</i>	<i>Assessment due Month 3</i>	<i>Assessment due Month 3</i>		<i>Assessment due Month 12</i>
SITXCCS007 SITXCCS008	Enhance the customer service experience  Develop and manage quality customer service	3	<ul style="list-style-type: none"> <li>- Provide a quality service</li> <li>- Respond to difficult situations and resolve complaints</li> <li>- Develop customer relationships</li> <li>- Develop quality practices</li> <li>- Monitor and adjust customer service</li> <li>- Identify conflict</li> <li>- Evaluate conflict and resolutions</li> </ul>	✓	✓	✓		✓
				<i>Assessment due Month 4</i>	<i>Assessment due Month 4</i>	<i>Assessment due Month 4</i>		<i>Assessment due Month 12</i>
SITXCOM005	Manage conflict							
SITXFIN003		4	<ul style="list-style-type: none"> <li>- Allocate budget resources</li> <li>- Monitor financial activities</li> </ul>	✓	✓	✓		✓

SEQUENCE OF LEARNING- Diploma of Hospitality Management Online units of competency				ASSESSMENT				
Unit of Competency		Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book
SITXFIN004	Manage finances within a budget Prepare and monitor budgets		<ul style="list-style-type: none"> <li>- Identify and evaluate options for improved budget performance</li> <li>- Prepare and finalise budget</li> <li>- Monitor and review budget</li> </ul>	Assessment due Month 5	Assessment due Month 5	Assessment due Month 5		Assessment due Month 12
SITXGLC001	Research and comply with regulatory requirements	4	<ul style="list-style-type: none"> <li>- Research information for legal compliance</li> <li>- Communicate policies and procedures</li> <li>- Ensure compliance with legal requirements</li> <li>- Maintain knowledge of regulatory requirements</li> </ul>	✓	✓	✓		✓
				Assessment due Month 5	Assessment due Month 5	Assessment due Month 5		Assessment due Month 12
SITXHRM002	Roster staff	5	<ul style="list-style-type: none"> <li>- Develop and communicate rosters</li> <li>- Maintain roster records</li> <li>- Evaluate rosters</li> </ul>	✓	✓	✓		✓
				Assessment due Month 6	Assessment due Month 6	Assessment due Month 6		Assessment due Month 12
SITXHRM003 SITXMGT001	Lead and manage people Monitor work operations	6	<ul style="list-style-type: none"> <li>- Model high standards of team performance</li> </ul>	✓	✓	✓		✓

SEQUENCE OF LEARNING- Diploma of Hospitality Management Online units of competency				ASSESSMENT				
Unit of Competency		Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book
SITHIND004	Work effectively in hospitality service		<ul style="list-style-type: none"> <li>- Develop team commitment and cooperation</li> <li>- Monitor and improve operations</li> <li>- Plan and organise workflow</li> <li>- Solve problems and make decisions to support staff</li> </ul>	Assessment due Month 7	Assessment due Month 7	Assessment due Month 7		Assessment due Month 12
SITXMGTO02	Establish and conduct business relationships	7	<ul style="list-style-type: none"> <li>- Build relationships and conduct negotiations</li> <li>- Make formal business agreements</li> <li>- Foster and maintain relationships</li> </ul>	✓	✓	✓		✓
				Assessment due Month 8	Assessment due Month 8	Assessment due Month 8		Assessment due Month 12
SITXWHS003	Implement and monitor work health and safety practices	7	<ul style="list-style-type: none"> <li>- Provide information on health, safety and security and monitor work practices</li> <li>- Coordinate consultative arrangements</li> <li>- Implement and monitor procedures for identifying and assessing hazards</li> <li>- Implement training</li> <li>- Maintain WHS records</li> </ul>	✓	✓	✓		✓
				Assessment due Month 8	Assessment due Month 8	Assessment due Month 8		Assessment due Month 12
BSBSUS501		8	<ul style="list-style-type: none"> <li>- Develop and communicate sustainability policy</li> </ul>	✓	✓	✓		✓

SEQUENCE OF LEARNING- Diploma of Hospitality Management Online units of competency				ASSESSMENT				
Unit of Competency		Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book
	Develop workplace policy and procedures for sustainability		<ul style="list-style-type: none"> <li>- Implement sustainability policy</li> <li>- Review the implementation</li> </ul>					
				Assessment due Month 8	Assessment due Month 8	Assessment due Month 8		Assessment due Month 12
BSBCMM401	Make a presentation	8	<ul style="list-style-type: none"> <li>- Prepare and deliver a presentation</li> <li>- Review the presentation</li> </ul>	✓	✓	✓		✓
				Assessment due Month 8	Assessment due Month 8	Assessment due Month 8		Assessment due Month 12
BSBADM502	Manage meetings	8	<ul style="list-style-type: none"> <li>- Prepare and conduct meetings</li> <li>- Follow up meetings</li> </ul>	✓	✓	✓		✓
				Assessment due Month 8	Assessment due Month 8	Assessment due Month 8		Assessment due Month 12
BSBHRM405		9	<ul style="list-style-type: none"> <li>- Plan for recruitment and selection</li> <li>- Support the selection process</li> <li>- Induct successful candidate</li> </ul>	✓	✓	✓		✓

SEQUENCE OF LEARNING- Diploma of Hospitality Management Online units of competency				ASSESSMENT				
Unit of Competency		Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book
	Support the recruitment, selection and induction of staff			Assessment due Month 9	Assessment due Month 9	Assessment due Month 9		Assessment due Month 12
BSBITU306	Design and produce business documents	9	<ul style="list-style-type: none"> <li>- Select and prepare resources</li> <li>- Design and produce document</li> <li>- Finalise document</li> </ul>	✓	✓	✓		✓
				Assessment due Month 9	Assessment due Month 9	Assessment due Month 9		Assessment due Month 12
BSBMKG413	Promote products and services	10	<ul style="list-style-type: none"> <li>- Plan promotional activities</li> <li>- Coordinate promotional activities</li> <li>- Review and report on promotional activities</li> </ul>	✓	✓	✓		✓
				Assessment due Month 10	Assessment due Month 10	Assessment due Month 10		Assessment due Month 12
BSBSMB404 BSBR501	Undertake small business planning Minimise risk	10	<ul style="list-style-type: none"> <li>- Identify elements of a business plan and develop</li> <li>- Develop strategies for minimising risk</li> </ul>	✓	✓	✓		✓
				Assessment due	Assessment due	Assessment due		Assessment due Month 12

SEQUENCE OF LEARNING- Diploma of Hospitality Management Online units of competency				ASSESSMENT				
Unit of Competency	Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book	
			Month 10	Month 10	Month 10			
BSBRES401	11	<ul style="list-style-type: none"> <li>- Gather and organise information</li> <li>- Research, analyse and present information</li> </ul>	✓	✓	✓		✓	
			Assessment due Month 11	Assessment due Month 11	Assessment due Month 11		Assessment due Month 12	
BSBMKG401	11	<ul style="list-style-type: none"> <li>- Segment and identify market</li> <li>- Profile audience</li> <li>- Develop positioning strategy</li> </ul>	✓	✓	✓		✓	
			Assessment due Month 11	Assessment due Month 11	Assessment due Month 11		Assessment due Month 12	
BSBMGT516	12	<ul style="list-style-type: none"> <li>- Lead continuous improvement systems</li> <li>- Monitor and adjust performance</li> <li>- Manage opportunities for further improvement</li> </ul>	✓	✓	✓		✓	
		-	Assessment due	Assessment due	Assessment due		Assessment due Month 12	

SEQUENCE OF LEARNING- Diploma of Hospitality Management Online units of competency				ASSESSMENT				
Unit of Competency	Month	Learning topics	Short Answer Questions	Case Studies/ Project	Role Play	Portfolio	Practical Log Book	
			Month 12	Month 12	Month 12			
SITXFIN001	12	<ul style="list-style-type: none"> <li>- Process customer payments</li> <li>- Reconcile takings</li> </ul>	✓	✓	✓		✓	
			Assessment due Month 12	Assessment due Month 12	Assessment due Month 12		Assessment due Month 12	
<p><b><i>Undertake workplacement ensuring you complete 36 service shifts. This can be done over time and conducive to workplace requirements</i></b></p>								