

INTERNATIONAL



MAYFAIR  
COLLEGE



# DIPLOMA OF HOSPITALITY MANAGEMENT

(FRONT OF HOUSE)

SIT50416

CRICOS COURSE CODE: 094789B



## COURSE DESCRIPTION

The Diploma of Hospitality Management (Front of House) provides entry level candidates and experienced front of house personnel knowledge and skills specializing in front of house operations within a service industry venue. It reflects the roles of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound industry knowledge to coordinate hospitality operations. They can operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides students with the foundation skills and knowledge to be an effective team member within their chosen hospitality career.

## CAREER PATHWAY OPTIONS

Upon successfully completing this qualification, individuals have a pathway to work in any hospitality industry sector as a departmental supervisor or small business manager. The diversity of employers includes: restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. This qualification also allows for multiskilling and for specialization within the industry. Career progression can also be enhanced by enrolling in the Advanced Diploma of Hospitality Management course – see <http://training.gov.au> for further information and the list of institutions offering these courses.

### **Possible job roles upon graduating the Diploma of Hospitality Management include:**

- Banquet or function manager
- Bar manager
- Café manager
- Front office manager
- Restaurant manager
- Club manager

If you have the passion to provide exceptional customer service, have an eye for detail, want to create culinary delights, have the drive to lead by example, and the motivation to work in a strong and committed team, then this qualification will give you the opportunity for a career that is both challenging and rewarding.



## EMPLOYMENT OPPORTUNITIES

Mayfair College has partnered with one of Australia's premier and well-respected hospitality organisations, Mantle Group Hospitality.

Mantle Group is synonymous with names like Jimmy's on the Mall restaurant, Pig 'N' Whistle British style pubs, The Charming Squire restaurant and brewery, and Phuc Deli Café and eatery. The partnership between Mayfair College and Mantle Group will allow you to take part in professional, hands-on vocational placement at any one of Mantle Group's well-established restaurants. You also have the unique opportunity to showcase your acquired knowledge and skills with the potential of securing employment or professional development.

## EMPLOYABLE SKILLS

The skills and knowledge gained by studying with Mayfair College are recognized Australia wide and is endorsed nationally. Some essential skills you gain to learn include how to lead and manage people, monitor work operations, communication in the workplace and supervising shift roles among many others. Detailed information on this course including units covered, duration, tuition fees, entry requirements, training and assessment methods, and vocational placement requirements are shown in the Course Information section.

**Mayfair College students receive the most up-to-date and relevant theoretical knowledge and the most innovative hands-on practical training in a real-world industry environment by highly skilled trainers possessing extensive industry experience.**

*Be educated, be prepared and be part of the team!*

# COURSE INFORMATION

**Course code & title:** SIT50416 Diploma of Hospitality Management (Front of House)

**CRICOS course code:** 094789B

**Course tuition fees:** \$13,500 \$AUD (includes uniforms – see ‘Course Uniform requirements’ for further details)

*Please note: fees have the potential to change prior to your application being accepted. Course Progression Payment Plans are also available to approved applicants.*

**Intake dates:** 1st September 2017 & 15th January 2018

**Campus locations:** The main classroom is situated in the heart of the Brisbane CBD, located within the iconic Queen Street Mall. Our modern and stylish theory classrooms offer a relaxed learning environment that will enhance your learning experience. Situated within 10 mins of our main classroom we also have a fully functional and state-of-the-art bar and restaurant training facility; equipped to serve every aspect in your practical training and is easily accessible by public transport.

**Course duration:** Total duration is 96 weeks, based on 20 hours per week study mode, 78 weeks tuition & 18 weeks college break (see Class Scheduling for breakdown of Semesters and Terms), and, also includes up to 468 hours of vocational placement.

*\*Please note: Course duration is dependent on individual candidate criteria, study mode, and applications, such as RPL and CT (Recognised Prior Learning and Credit Transfer)*

**Course structure:** 28 units to be completed; 13 x core units, 15 x elective units. Students must attain competency in all units in order to graduate the full qualification.

<b>Course units, Core:</b>	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	Manages 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
<b>Course units: Elective</b>	SITHIND004	Work effectively in hospitality service
	BSBITU306	Design and produce business documents
	BSBADM502	Manage meetings
	SITHFAB003	Operate a bar
	SITHFAB005	Prepare and serve espresso coffee
	SITHFAB007	Serve food and beverage
	SITHFAB014	Provide table service of food and beverage
	SITHFAB017	Provide advice on food and beverage matching
	SITHFAB002	Provide responsible service of alcohol
	SITXFSA001	Use hygienic practices for food safety
	SITXFSA002	Participate in safe food handling practices
	SITXHRM004	Recruit, select and induct staff
	SITXHRM006	Monitor staff performance
	SITXINV003	Purchase goods
	SITXINV004	Control stock

# COURSE INFORMATION CONTINUED

**Methods of delivery:** A blended delivery method which incorporates:

- Supervised instruction – Institutional classroom based face-to-face lectures & practical sessions
- Simulated work/industry environment – Institutional classroom and work/industry functional premises face-to-face training and tuition
- Work industry/Vocational Placement – On the job hands-on job skills experience
- Online self-paced study – Online e-learning through student login and progress reviews

*Please note: The trainer may provide additional learning material or tuition where gaps are identified in either the participant's underpinning knowledge or skills.*

**Assessment methods:** Students are required to achieve competency in all units (28) to graduate the Diploma of Hospitality Management (SIT50416). Assessment strategies include:

- Written and/or oral questions and answers
- Practical activity/observation and assessment
- Project/assignment submissions
- Student Logbook compilation and submission during vocational placement

**Special delivery and assessment considerations:** Mayfair College provides excellent learning and assessment experiences for all our students. We consider flexible arrangements for learning and assessment wherever possible and should you believe that you require special arrangements then speak to your trainer/assessor or contact College Administration before your course commences.

**Class scheduling:** Monday to Friday 7:45am to 12:00pm (with 15 min break) or Monday to Friday 12:45pm to 5:00pm (with 15 min break), 5 x 4 hour sessions 5 days per week totaling 20 hours per week. The below breakdown is based on a study mode of 20 hours per week:

- Term 1 Weeks 1 – 11 academic/study (11 weeks) plus vocational placement of up to 6 hours per week  
Weeks 12-13 College break (2 weeks)
- Term 2 Weeks 14 – 23 academic/study (10 weeks) plus vocational placement of up to 6 hours per week  
Weeks 24-25 College break (2 weeks)
- Term 3 Weeks 26 - 35 academic/study (10 weeks) plus vocational placement of up to 6 hours per week  
Weeks 36 - 37 College break (2 weeks)
- Term 4 Weeks 38 - 46 academic/study (9 weeks) plus vocational placement of up to 6 hours per week  
Weeks 47 - 52 College break (2 weeks)
- Term 5 Weeks 53 - 63 academic/study (11 weeks) plus vocational placement of up to 6 hours per week  
Weeks 64 - 65 College break (2 weeks)
- Term 6 Weeks 66 - 76 academic/study (11 weeks) plus vocational placement of up to 6 hours per week  
Weeks 77 - 78 College break (2 weeks)
- Term 7 Weeks 79 - 88 academic/study (10 weeks) plus vocational placement of up to 6 hours per week  
Weeks 89 - 90 College break (2 weeks)
- Term 8 Weeks 91 - 96 academic/study (6 weeks) plus vocational placement of up to 6 hours per week



**Course entry requirements:** Applicants must be over the age of 18 years and successfully meet the entry requirements for Mayfair College as detailed in the ‘International Student Handbook’. These include, but are not limited to:

- English proficiency of IELTS 5.5 (International English Language Testing System)
- English Certificate of Upper Intermediate or Higher
- Provide academic evidence of Year 12 level education or higher
- 18 years of age minimum
- FSAT (Foundation Skills Assessment Tool) & LLN (Literacy, Language & Numeracy) Assessment

*Please note; RPL (Recognised Prior Learning), CT (Credit Transfer), and RCC (Recognised Current Competency) will be considered on each application on an individual basis as per the guidelines set out in the ‘International Student Handbook’. Students who feel they are eligible should contact Mayfair College before enrolment.*

**Course Uniform requirements:** All students will be required to wear the course uniform at all practical assessment periods and whilst on vocational placement. Uniforms will be provided to all successful applicants at Orientation Day and include white button up long sleeve shirt, long black pants, name badge and waiter’s friend (tool for opening bottles). This is included in your tuition fees. Students are required to purchase their own footwear; must be black, closed in and be of suitable nature for service in the hospitality industry – NO SANDSHOES, THONGS, SANDALS OR HIGH HEELS.

**Course Resource & facilities requirements:** Where theory elements of the course are undertaken, Mayfair College will provide the materials needed for that unit. This includes student handouts, supplementary books, student work log books and resource material in the form of electronic course content or multi-media presentations. Vocational Placement Student Logbooks will be assigned to all students throughout their vocational placement and must be compiled, completed and submitted to the trainer/assessor for all vocational placement sessions.

Printing facilities for extra theory resources will be available on request when necessary.

*Please note: Mayfair College does not supply computers, laptops or tablets – STUDENTS MUST SUPPLY THEIR OWN DEVICES.*

**Course policies and procedures:** Course policies and procedures, some of which are listed below, are available on the Mayfair College website and by viewing or downloading the ‘International Student Handbook’ from the website: [mayfaircollege.com.au/internationalstudenthandbook](http://mayfaircollege.com.au/internationalstudenthandbook)

These policies and procedures include, but are not limited to:

- Course RPL & CT procedures (Recognised Prior Learning & Credit Transfer)
- Refund policy, deferment, suspension or cancellations
- Entry and exit options from the qualification
- Complaints and academic appeals
- The ESOS (Educational Services for Overseas Students) framework
- Living in Australia
- Living in Brisbane
- Schooling in Australia
- Accommodation options
- Disciplinary procedures
- Legislative compliance
- Student support services
- Access and equity

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**CHARMING**  
THE FINEST OF  
DEPARTMENTS *open*



## MAYFAIR COLLEGE

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