



SIT50422

CRICOS CODE: 110485C



Diploma of Hospitality Management

Open up a world of managerial opportunities in any functional area of hospitality and kick-start a rewarding career.

This qualification provides the skills and knowledge for you to be competent as a manager in any hospitality functional area. You will develop a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate your own work and/or the work of your team.



Develop your
interpersonal skills



Expert
Trainers



Gain real-world
experience



Establish **effective**
workplace **relationships**



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PROSPECTIVE CAREER OUTCOMES

Front Desk Manager
Hotel Reservation Manager
Cafe Manager
Restaurant Manager

GAIN SKILLS IN

- Developing and managing quality customer service practices
- Managing conflict
- Managing finances within a budget
- Identifying and managing legal risks and complying with the law
- Rostering staff
- Leading and managing people
- Monitoring work operations
- Establishing and conducting business relationships

SUBJECTS

1. Hospitality Industry Information
2. Hospitality Products
3. Social and Cultural Sensitivity
4. Reception Services
5. Porter Services
6. Visitor Information
7. WHS 1
8. Hotel Booking Systems
9. Customer Service & Sales Techniques
10. Workplace Coaching
11. Hygiene Practices for Hospitality Services
12. Hospitality Work Placement
13. Manage Budgets
14. Human Resource Management
15. WHS 2
16. Staff Management
17. Business Relationships
18. Customer Service Management
19. Event Management
20. Work Operations
21. Managing Risk

Work Placement: This course includes mandatory (unpaid) work placement of 36 service periods (144 hours in total) in addition to timetabled classes.

ACADEMIC ENTRY REQUIREMENTS

Successful completion of Australian Year 10 or equivalent.

ENGLISH LANGUAGE PROFICIENCY

General English - Upper Intermediate Level; or English Proficiency Skills test result as per APC requirements.

ASSESSMENTS

All APC vocational courses are assessed through a combination of assessment types that may include short answer questions, studio projects, essays, reports, group tasks, case studies, role plays, portfolios and/or presentations.



PATHWAYS

Students who successfully complete the Diploma of Hospitality Management may continue onto the other Diploma or Advanced Diploma courses at Australian Pacific College. Student may be eligible for advanced standing in courses at universities or other higher education providers.

INTAKE DATES

4 intakes per year.
See our website for latest intake dates.

DURATION

Full-time: 6 terms (approx. 18 months).
Part-time*: 12 terms (approx. 3 years).
*Part-time option only available for domestic students.

DELIVERY

International Students:

On Campus, Online (up to 1/3 of the units of the course) and blended options available

Domestic Students:

On Campus, Online and blended options available

LOCATION

Sydney CBD
Manly Beach
Online

COURSE FEES

\$10,800

Application fee: \$150 for international students only

HOW TO PAY

Direct deposit or credit card before the course start date.
VET Student Loans available for eligible domestic students.

NOTE:

- Information correct at time of publication. Visit website for most up-to-date information.
- Course and campus availability subject to demand.
- One term is equal to 9 weeks of study.
- For a free assessment of your current English level, please go to apc.edu.au/apply/pre-arrival-test
- For more info about our University pathways, visit apc.edu.au/study/university-pathways

DEFINITIONS:

International students: A temporary resident of Australia and/or a resident or citizen of any other country.

Domestic students: An Australian citizen or Australian permanent resident.



AUSTRALIAN
PACIFIC COLLEGE

APC.EDU.AU

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APC Diploma of Hospitality Management Course Flyer_V1.6R_14NOV24