

Career Opportunities:

Banquet or Function Manager
Bar Manager
Cafe Manager
Executive Housekeeper
Front Office Manager
Gaming Manager
Motel Manager
Restaurant Manager
Sous Chef
Unit Manager Catering Operations

How do I Enrol?

- Visit our Training Office
- Call to make an appointment
- attend an information and enrolment session
Visit the www.agb.edu.au for more information.

Payment Options:

Fee for Service Students

Deposit of 10% or no less than \$200 whichever is the greater is required prior to commencement of course.

Fortnightly or monthly payments must be paid as per direct debit payment schedule. Payment must be made in full eight (8) weeks prior to course completion date.

Skills First Funded Students

Full payment of \$500 prior to commencement of course

or

Deposit of \$200 prior to commencement of course with the remaining \$300 to be paid via direct debit payment plan of \$50 per fortnight or \$100 per Month, payment to be made in full by the end of 3 months.

AGB Training currently offers Diploma of Hospitality Management.

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.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafes, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Mode of Delivery:

Classroom, Blended, Workplace

Assessment:

Methods of assessment may include:

- Knowledge Evidence
- Direct demonstration and observation
- Portfolios
- Projects
- Role plays, case studies and presentations

Pathways:

On successful completion students will have the knowledge and skills required for further training in SIT60316 Advanced Diploma of Hospitality or other relevant qualifications.

Course Duration: 48 weeks **Duration inclusive of Holidays up to:** 61 weeks

Course Fees:

Fee for Service Admin Fee: \$3,000

Skills First Funded Students Admin Fee: \$500

Victorian Government Contribution for skills First Funded Students: \$5,280

Text Book Fee: \$120

Entry Requirements:

There are no AQF Pre Requisites for this qualification. The applicant will be required to successfully complete a Language Literacy and Numeracy (LLN) assessment and a Pre-Training Review.

For current policy, procedures, fees and funding eligibility relating to this course please visit our website www.agb.edu.au

P: 1300 123 242

www.agb.edu.au

E: training@agb.edu.au

RTO 21832 CRICOS 03356C

Packaging Rules:

To achieve this qualification, the candidate must demonstrate a competency in 28 units of competency (13 core units and 15 elective units)

Course Program

Manage Risk

| | | |
|----------|----------|-------------|
| Elective | BSBRK501 | Manage Risk |
|----------|----------|-------------|

Communication and Teamwork

| | | |
|----------|------------|-------------------------------|
| Elective | BSBCMM401 | Make a Presentation |
| Elective | SITXCOM004 | Address protocol requirements |

Manage Customer Service in Hospitality

| | | |
|------|------------|---|
| Core | SITXCCS007 | Enhance customer service experiences |
| Core | SITXCCS008 | Develop and manage quality customer service practices |
| Core | SITXCOM005 | Manage conflict |

Manage Hospitality Business

| | | |
|------|------------|---------------------------------|
| Core | SITXFIN003 | Manage finances within a budget |
| Core | SITXFIN004 | Prepare and monitor budgets |

Manage Operational Plan

| | | |
|------|------------|--|
| Core | SITXGLC001 | Research and comply with regulatory requirements |
| Core | BSBMGT517 | Manage operational plan |
| Core | SITXWHS003 | Implement and monitor work health and safety practices |

Human Resource Management

| | | |
|----------|------------|----------------------------------|
| Elective | SITXHRM004 | Recruit, select and induct staff |
| Elective | SITXHRM005 | Manage volunteers |
| Elective | SITHRM006 | Monitor Staff Performance |
| Elective | BSBHRM604 | Manage employee relations |

Manage Staff

| | | |
|----------|------------|--|
| Core | SITXHRM002 | Roster staff |
| Core | SITXHRM003 | Lead and manage people |
| Core | SITXMGTO01 | Monitor work operations |
| Core | BSBDIV501 | Manage diversity in the workplace |
| Elective | BSBHRM506 | Manage recruitment selection and induction process |

RPL and Credit Transfer:

For information about Recognition of Prior Learning (RPL) and/or Credit Transfers please contact AGB Training or visit our website. <http://www.agb.edu.au/local-training-courses/recognition-of-prior-learning>

Modes of Delivery/Training Locations

31 Barwon Terrace, South Geelong, Vic 3220
Suite 125, St Kilda Road Towers, 1 Queens Road, Melbourne, Vic 3004

Extra - These units are above the minimum requirements for this course. They have been selected in consultation with industry to meet needs for industry.

Disclaimer: AGB Training has endeavoured to ensure that the information contained in this publication is correct at the time of printing.

This information may be subject to corrections or change without notice. AGB Training reserves the right to alter, change or discontinue programs without notice.

Course Program

Environmental Sustainability

Elective BSBSUS501 Develop workplace policy and procedures for sustainability

Supervise Safe Food Handling SSFH & SFH

Elective SITXFSA001 Use hygienic practices for food safety
 Extra SITXFSA002 Participate in safe food handling practices

Work effectively in hospitality service

Extra SITHIND004 Work effectively in hospitality service

Administration

Elective BSBADM502 Manage meetings
 Elective BSBRES401 Analyse and present research information

E-Business

Elective BSBEBU501 Investigate and design e-business solutions
 Elective SITXEBS002 Develop, implement and monitor the use of social media in a business

Menus and Stock Control

Core SITXMGT002 Establish and conduct business relationships
 Extra SITHKOP007 Design and cost menus
 Elective SITXINV004 Control Stock

RPL and Credit Transfer:

For information about Recognition of Prior Learning (RPL) and/or Credit Transfers please contact AGB Training or visit our website.
<http://www.agb.edu.au/local-training-courses/recognition-of-prior-learning>

Modes of Delivery/Training Locations

31 Barwon Terrace, South Geelong, Vic 3220
 Suite 125, St Kilda Road Towers, 1 Queens Road, Melbourne, Vic 3004

Extra - These units are above the minimum requirements for this course. They have been selected in consultation with industry to meet needs for industry.

Disclaimer: AGB Training has endeavoured to ensure that the information contained in this publication is correct at the time of printing.

This information may be subject to corrections or change without notice. AGB Training reserves the right to alter, change or discontinue programs without notice.