



WISEMAN

& CO. Advanced Learning

INSTITUTE

RTO: 45415 | CRICOS PROVIDER: 03709E

2020 - 2021

SIT50416
Diploma of Hospitality Management
(0101155)

Course flyer

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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. 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, cafés, and coffee shops.

Training Location

Classroom Training and Practical: Wiseman & Co Advanced Learning Institute (Wiseman Institute)
Shop 3/ 157-171, Shop 4/ 132-136 Haldon Street, Lakemba NSW 2195

Work placement

Commercial hospitality establishments as organised by Wiseman Institute and/or by the individual student which will need to be submitted for approval by Wiseman Institute before work placement is commenced due to requirements needing to be met by the provider.

Work placement

Work placement hours are as according to shift hours of the commercial operation and therefore may be outside these scheduled training hours. However, students must maintain their student visa requirement of a minimum of 20 hours per week of study. Whilst a student is at work placement during the unit "SITHIND004 - Work effectively in hospitality service" the compulsory work placement hours will be counted as learning times and a minimum of 200-hour shift times are required to be shown. This does not limit the student to only partake Work placement is available at Ekush Restaurant subject to availability of spots during a specific section or shift time. Please enquire directly to Wiseman Institute if any assistance is needed for Work placement.

Target Group

This training is provided by Wiseman Institute for international students who wish to enter the culinary industry as a commercial chef in a wide range of commercial operations e.g.

Restaurants / Clubs / Pubs / Hotels / cafes and coffee shops etc. As an international student:

- You may have overseas experience, but it is anticipated that you will have limited experience with Australian hospitality industry and commercial kitchens. This information is provided in the selection of course core and elective units and in the learning material.
- As international students you might have limited Australian LLN proficiency and must demonstrate this proficiency as a condition of registration – as detailed below in the Wiseman Institute Entry Requirements
- You are physically fit and capable to stand for a maximum of 4 hours without break.

Note 1: As this course involves the handling and service of food items applicants must inform Wiseman Institute at the time of application (and during training) of any illness that is communicable.

Training Schedule

Wiseman Institute Shift times – 4 days' x evening, totaling only 1 session that can be chosen from for the time Duration per week (20 hours on premises) at this moment in time.

The availability of spots may vary depending on popularity of the chosen time. (Limited to 12 students per shift session, per trainer available)

Shift: 1	
Monday -	5.00pm – 10.30pm (includes 30 min for break)
Tuesday -	5.00pm – 10.30pm (includes 30 min for break)
Wednesday -	5.00pm – 10.30pm (includes 30 min for break)
Thursday -	5.00pm – 10.30pm (includes 30 min for break)
20 hours (based Student on Visa conditions)	

Wiseman Institute Entry Requirements:

1. **Applicants must** demonstrate English proficiency of 5.5 as a minimum in IELTS or recognised equivalent.

Applicants who cannot demonstrate an IELTS 5.5 or equivalent test score and must demonstrate that they have the required English proficiency

A. **Have completed** another accredited course in Australia at AQF level V
Or

B. **Complete** the Wiseman Institute's Certificate level LLN Test and be deemed suitable in English language, literacy and numeracy to undertake training.

Students not able to demonstrate English proficiency will be directed to obtain the required English training from another RTO prior to continuing their registration with Wiseman Institute.

2. **Meet** the necessary academic minimum requirement to enroll in Wiseman Institute which is the Australian High School Certificate or its equivalent (with a minimum of overall Pass mark in Year 12.) or overseas equivalent school qualifications. Showing adequate core skills of being able to learn, read, write, research, use technology, work in teams and use numeracy as these skills are embedded in the study of this program.

3. **Meet** the Wiseman Institute financial registration criteria (for all courses). i.e. sign an agreement that they agree to meet fee instalment requirements when due.

4. **Must** sign a written agreement that they agree to study for full time hours i.e. 20 hours per week and maintain satisfactory academic performance at all times- as per the Wiseman Institute training schedule

5. **Must** sign a written agreement that they agree to undertake their work placement at suitable commercial operations as organised by Wiseman Institute e.g. Restaurants / Clubs / Pubs / Hotels /

cafes and coffee shops etc. Maintain their student visa requirements whilst at work placement and cover all costs i.e. travel to work placement locations

6. **Must** agree to maintain all Wiseman Institute terms and conditions including acquiring the Chef's uniform as required

7. **Applicants** must be 18 years of age or older at the time of their initial application. Wiseman Institute does not enroll students under the age of 18 years.

8. **Students** must demonstrate/explain some prior experience, affinity or involvement with commercial cookery work as evidence of personal suitability (refer to enrolment form)

9. **Be able to** physically fit enough to stand on your feet for a maximum of 4 hours without break.

Note 2: This course involves the handling and service of food items including seafood, meat, including pork, beef, lamb, nuts etc. applicants must be able to handle these food items.

What students may need to bring with them to classes.

Students are required to bring their own stationary such as a pen, electronic device such as laptop or tablet like an iPad, safety boots when attending practical classes. They must also carry with them the given chef hat, apron, and chef jacket with student ID that has been provided by the RTO to the student on orientation day at all times when attending classes.



Supplied by Wiseman institute to the student at no extra cost, on orientation day.

Qualification

On successful completion of the course students are eligible to receive SIT50416 – Diploma of Hospitality Management and a Statement of Results. Otherwise students will receive a Statement of Attainment of the units have completed and have been deemed competent

Accreditation

Wiseman Institute is a registered training organisation by the Australian Skills Quality Authority with the **RTO code 45415 and CRICOS Provider code 03709E to deliver the SIT50416 – Diploma of Hospitality Management.** This qualification is recognised under Australian Qualifications Framework (AQF).

Course Duration and Enrolment

The course duration is 66 weeks including holiday; the training delivery contains 1344 hours, plus 50 service periods of work placement at the minimum limit of 200 hours.

International students are required to undertake full time course work of 20 hours per week with a minimum of 80% attendance and satisfactory academic performance at all times. Only exempt when the work placement unit is being completed where 5 weeks is allocated to learning at the workplace. These are requirements of the student visa and must be met to not breach any conditions. Students who do not complete the work placement hours within the time given will have to complete the remaining shifts within their own time after 20 hours of study and will not achieve the qualification until they complete the work placement components.

Holidays

Wiseman Institute holiday periods are at the end of each 10-12 week term and 1, 12-week term. There are 3, 2 week breaks between Terms 1 & 2, Terms 2 & 3, Term 3 & 4, and at the end of Term 4 being a 4-week holiday for end of year break. Then 2 weeks' holiday between at the end of Term 5 (likely around the Christmas/New Year period or at the middle of the year depending on the commencement date). The position of the 4-week holiday will vary depending on when student takes admission.

Academic exit pathway

After achieving SIT50416 Diploma of Hospitality Management, individuals could progress to the SIT60316 Advanced Diploma of Hospitality Management.

Vocational Outcome

Graduates of the SIT50416 Diploma of Hospitality Management are eligible to apply for employment as a manager in a small business. These may include:

- Kitchen manager
- Restaurant manager
- Hospitality business manager

Students will be provided with

- All learning and assessment material
- A chef jacket, Chef hat, and Wiseman branded Apron to own at no extra cost.
- Practical training in a simulated commercial kitchen on premises
- Qualified trainers with extensive industry experience
- Class rooms fitted with learning facilities and training resources
- Internet access for students for personal study whilst on premises.
- Kitchen tools for use, only in the simulated commercial kitchen on premises including; French Cooks Knife 25cm, Boning Knife 12cm, Filleting Knife 20cm. Turning Knife, Paring Knife, Sharpening Steel 30cm, Palette Knife 20cm, Vegetable Peeler, Sauce Whisk, Wooden Spoon, Forcing Bag 40cm, Plain Piping Tubes 3, 5 & 10mm, Star Piping Tubes 5 & 10mm, Tea Towels, Oven Cloth, Stainless Steel Tongs and many more items which can not be removed from the institute premises.

Provided by students

Commercial Cookery Uniform: further quantities of Chef Jacket, Chef hat, aprons will need to be purchased. Items such as Black Trouser, Chef Fabric hat, Neckerchief, Chef Waist apron, Kitchen Boots. Wiseman Institute will provide students with contract details for suppliers of the commercial cookery uniform if they do not wish to purchase directly from Wiseman. Students are welcome to find their own suppliers and Wiseman Institute does not recommend any particular supplier. It is anticipated that students should provide/ have funds available of a minimum of \$300 for their uniform. Note: if student want to buy their own chef tool kit they should budget \$250. All these items can be found on Wisemaneducation.com.au for purchase also.

Training methods

Classrooms and practical kitchens: Supervised face to face training -under the supervision of Wiseman Institute trainers. Work placement: Supervised face to face training in work placement under the supervision of Wiseman Institute trainers and or approved workplace supervisors.

Self-study: as required by the student as per their individual study needs.

Assessment Methods

Assessment is based on competency that is the ability of the student to demonstrate that they have the required knowledge and can perform required skills. Competency is required to be demonstrated through unit assessment which includes a range of evidence gathering methods such as a combination of observation, discussion, written assignments, tests, examinations, and practical application and work related projects and third party observations during work placement. Summative assessment, Workbooks, multiple choice.

Disciplinary Procedures

All Wiseman Institute students are subject to Australian civil and criminal laws and to the Wiseman Institute Disciplinary Policy and Procedure.

International students that do not adhere to students' visa conditions of study and 80% minimum attendance, unsatisfactory academic progress will be subject to the academy's warning and reporting procedures. Furthermore, serious breach of the academy's policies and procedures such as non-payment of tuition fees sexual harassment, carrying and usage of drugs discrimination against any race, gender, culture or religion will be subject to possible expulsion and reported to DIBP.

Access and Equity

All Wiseman Institute's staff is required to practice the Access and Equity policies and procedures which demand all staff at all times to provide the same level of services to all prospective and enrolled students.

National Recognition

Wiseman Institute is committed to its obligation under the Standards for NVR registered training organisation for national recognition.

National recognition is the process that credit award for Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO) enabling individuals to receive national recognition of their achievements.

Credit can be either a direct recognition of a course completed at another RTO or a combination of national recognition and credit transfer. Contact Wiseman Institute for further information.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

If students have received a competent result for a unit with the exact same code as listed on the Wiseman Institute course structure they may apply for CT at the time of registration. If students have any previously acquired and evidenced knowledge and skills (through formal/informal training, work and life experience and through third party recognition) they can apply for RPL for whole units also at the time of registration. Students will need to contact Wiseman Institute for application forms and information on the RPL / CT process.

To apply for Recognition of Prior Learning students will need to complete the RPL / CT form and provide supporting evidence

Evidence may include:

- Interview/professional conversation
- Observation and questioning including workplace visits
- Portfolio of work, which may include completed assessment items from previous study
- Supplementary assessment tasks or challenge test - oral, written or practical
- Assessment where no training is involved
- Trade test
- Authentication of evidence by supervisor or employer

Unsuccessful applicants have a right to formally appeal the RPL / CT outcome, through the Academy's appeals and complaints process.

Welfare and Guidance

Wiseman Institute is committed to accommodate special circumstances (such as a disability) of individual students through reasonable adjustment where possible.

Students may make an appointment at any time to see Wiseman Institute student support staff for advice relating to study on issues such as:

- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself
- welfare and medical services eg clothing, food, accommodation, medical, health, lifestyle
- legal and police
- cultural, religious

Our staff will assist you in how to seek help with local welfare and guidance services as required. However, students with welfare and guidance needs beyond the expertise of Wiseman Institute staff will be referred to external specialist agencies. Enrolment process

Once enrolment has been confirmed, and you have signed a letter of offer / student agreement you will receive your COE and be required to make the first payment. Following this all students must attend an induction and you will be advised of the induction date.

Please note: overseas health cover (OSHC) is compulsory for students on a student visa. Payment must include the following: (Please note tuition and OSHC fees are subject to change)

Course Fee (payable to Wiseman Institute)

The total course fee is \$ 19,820. This is comprised of the following mandatory fees:

1. Tuition fee (payable in instalments) = \$ 19,820.
2. Enrolment fee = \$300.00 (non-refundable, included in the fee above)

Overseas Student Health Cover (OSHC).

It is an essential requirement of your student visa that you have adequate health cover while you are studying in Australia. You are required by law to pay for Overseas Student Health Cover (OSHC). If you do not have health cover (also called 'health insurance') you fail to meet your visa conditions and risk having your visa cancelled. OSHC helps pay for medical and hospital care should you become ill during your stay in Australia. Wiseman Institute preferred health care provider for Overseas Student Health Cover (OSHC) is Bupa (we recommend), but are not limiting the student to have their own choice of insurers. For information about overseas student health cover prices (premiums) and the services you will receive from Bupa OSHC, please refer to the website: <http://www.bupa.com.au>

Extra uniform cost (payable directly to the uniform supplier)

Students should reserve approximately \$300-\$500 for their chef's uniform. Wiseman Institute will provide a list of local suppliers. However, students are welcome to source their own suppliers. Wiseman Institute does not guarantee any uniform costs or endorse any supplier

Other optional fees (payable upon usage)

Course fees do not include:

- The cost of travel to work placement (payable by the student directly to the transport provider).
- RPL fee (if applicable): \$250 per unit assessed. No charge for CT. (payable by the student directly to Wiseman Institute).

Fee instalment schedule

International Student:

\$ AU 19,820.00 (including administration fee)

Administration Fee:

A non-refundable Administration Fee of \$300 is to be paid with the deposit, this is included in the full deposit and is not additional to the payment plan below.

Payment Plan:

Three payments will be made. First payment is due prior to course commencement and includes admin fee deposit, and one third of total:

\$ AU 7,808.00 + \$ AU 300.00 = \$ AU 8,108.00

Second payment to be paid at the beginning of week 27:

\$ AU 7,808.00

Third payment to be paid at the beginning of week 53:

\$ AU 3,904.00

Total over 66 weeks: \$ 7,808.00 + \$ 300 + \$ 7,808.00 + \$ 7,808.00 = \$ 19,820.00

Fees

Fees are levied on all courses offered. A non-refundable enrolment fee of \$300.00 is required at the time of enrolment. The enrolment deadline is 14 days prior to the commencement of courses.

Remaining course fees must be paid in advance in their instalment entirety as per the schedule above. Students will be issued with receipts of payment owing and that which has been paid.

Fees and refund policy

All requests for refunds must be lodged in writing to the Chief Executive Officer using the Wiseman Institute Fee Refund Request Form. Wiseman Institute respects and protects the rights of its students in accordance with the Privacy Act. Where a refund has been deemed payable the payment will be made within 14 days. Where a student's Visa has not been granted, a full fee refund less the \$300 enrolment fee will be granted.

Refunds paid if Wiseman Institute defaults:

- All course fees paid by the student will be refunded within two (2) weeks after the default date.
- Students will be provided with a statement explains how the refund amount has been determined.

Wiseman Institute defaults when:

- The course does not start on the agreed starting day, or
- The course ceases to be provided before it is completed. or
- The course is not provided in full to the student.

Refunds paid if the student defaults:

- If the student's application for Australian student visa is rejected, any course fees paid (less enrolment fee) will be refunded. If the visa has not been issued on time for commencement of the course, the student must contact Wiseman Institute in writing and another commencement date will be organised without any additional cost. If Wiseman Institute does not receive any information at the time of commencement of the course, then the student will not be entitled for a refund of the course fee paid for the first term.

Refunds denied if the student defaults:

- If the student fails to commence the course after the visa has been granted or withdraws after commencement of studies, then the student will not be eligible for any refund for the course fees paid in advance.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- Students can pursue other legal remedies where in disagreement with the Academy's decision regarding their tuition fee refund.

Work Placement - Duration

The course includes a mandatory work placement in a commercial licensed/regulated operation totaling the hours as per the training schedule. Work placement hours are as according to shift hours of the commercial operation and therefore may be outside the Wiseman Institute scheduled training hours. However, students must maintain their student visa requirement of 50 service periods whilst at work placement (Unpaid).

Work Placement - Organisation

Wiseman Institute will organise appropriate commercial operations for students to undertake work placement. These operations will provide all of the facilities, equipment and resources required by the student to undertake work and unit requirements. As far as possible the locations will be in the local area of the training premises – however if this is not possible Wiseman Institute will need to locate work placements where available. Students can also apply to organise their own work placement to be approved by Wiseman Institute before commencing work placement.

Work Placement - Agreements

Students will be required to sign a written agreement that they agree to undertake their work placement at the suitable commercial operations as organised by Wiseman Institute maintained their student visa requirements whilst at work placement and cover all costs i.e. travel to work placement locations

Work Placement - Purpose

The purpose of work placement is to provide students the opportunity to demonstrate the knowledge and skill requirements of the units in the course for which performance at an actual work site is required (or for which Wiseman Institute cannot provide a closely simulated environment). During the placement students will receive both training and assessment including:

- Apply theory to practice
- Practice and consolidate their knowledge and skills
- Demonstrate competence in predetermined units of the course
- Demonstrate their ability to communicate and work productively with staff and agency clients
- Enhance their personal and professional development
- Build their professional confidence

Note: can be asked to stand for 4 hours straight without break. But not more than 4 hours.

Documentation

Wiseman Institute will provide students with all required placement documentation including: Student Manual containing all organisational details including: relevant policies, procedures, terms and conditions, duties and obligations, behavior, uniform, student support.

Wiseman Institute will also provide all required student learning and assessment material form placement including recording registers for shift times as well as journals etc. as required.

Costs

The cost for Wiseman Institute to organise and operate work placements is covered in the tuition fee. Students will be required to pay for any travel costs, own personal costs as well as any specific dress or uniform costs.

Student support

All students are supported throughout the enrolment process and whilst they are training at Wiseman Institute – both in classrooms as well as on work placement - this support includes:

- Information covering living, working, and studying in Australia
- Reasonable adjustment
- Learning support
- Assessment support
- Assistance with sourcing external support for personal issues
- Critical incident
- Support whilst on work placement

This information is available to all applicants and students on the Wiseman Institute website. Whilst on placement students are able to contact Wiseman Institute Student Services whenever they need to, liaise with their Trainer/Assessor during scheduled visits, talk to their work placement employer or supervisor.

Trainer/Assessor Scheduled Visits

The dedicated Wiseman Institute Trainer/Assessor will make a workplace site visit at scheduled times for the purposes of: training, assessment, student support, meetings, complaints and appeals, issues etc. The Wiseman Institute trainer/assessor will also make unscheduled site visits if required i.e., any emergency, accident, termination of placement, behavior issues, WHS, critical-incident, bullying, harassment, or discrimination etc.

Shift Scheduling

All work placements occur at scheduled shift times as per the requirements of the placement provider. These times are shown on the training schedule as attached at the end of this information flyer. Any changes to scheduled times will be notified to all parties as early as possible

Attendance and Progress

Whilst at placement students are required to maintain all student visa, Wiseman Institute and employer requirements with regards to attendance, academic progress, dress and behavior

Wiseman Institute Adheres to:

- Sexual Discrimination Act 1984
- Human Rights and Equal Opportunity Act 1986
- Racial Discrimination Act 1975
- Anti-Discrimination Act (NSW) 2009
- Disability Discrimination Act (Commonwealth) 2005
- ESOS Act 2000
- National Vocational Education & Training Regulator Act 2011
- National Code of Practice (2007)
- Privacy Act 1988
- Australian Qualifications Framework (AQF)

Third Parties involved

Wiseman Institute uses Student Recruitment Agents in the marketing of training and in the recruitment and selection of students. These agents act, under written agreement, to represent Wiseman Institute to prospective students. Wiseman Institute monitors and governs the marketing and recruitment activities of all its agents and provides all agents with official Wiseman Institute RTO, product and service information. Wiseman Institute does not condone or support any agent offering inducements to register or guaranteeing any training outcome as no inducement or guarantee exists. Wiseman Institute does not offer training through any other third-party providers.

Course Structure

	SIT50416	Diploma of Hospitality Management Units	28
	Code	Unit	Core / Elective
1	BSBDIV501	Manage diversity in the workplace	Core
2	BSBMGT517	Manage operational plan	Core
3	SITXCCS007	Enhance customer service experiences	Core
4	SITXCCS008	Develop and manage quality customer service practices	Core
5	SITXCOM005	Manage conflict	Core
6	SITXFIN003	Manage finances within a budget	Core
7	SITXFIN004	Prepare and monitor budgets	Core
8	SITXGLC001	Research and comply with regulatory requirements	Core
9	SITXHRM002	Roster Staff	Core
10	SITXHRM003	Lead and manage people	Core
11	SITXMGTO01	Monitor work operations	Core
12	SITXMGTO02	Establish and conduct business relationships	Core
13	SITXWHS003	Implement and monitor work health and safety practices	Core
14	HLTAID003	Provide first aid	Elective
15	SITXFSA001	Use hygienic practices for food safety	Elective
16	SITXFSA002	Participate in safe food handling practices	Elective
17	SITHCCC006	Prepare appetisers and salads	Elective
18	SITHCCC007	Produce stocks, sauces and soups	Elective
19	SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes	Elective
20	SITHCCC012	Prepare poultry dishes	Elective
21	SITHCCC013	Prepare seafood dishes	Elective
22	SITHCCC014	Prepare meat dishes	Elective
23	SITHKOP004	Develop menus for special dietary requirements	Elective
24	SITXINV004	Control stock	Elective
25	SITHPAT006	Produce desserts	Elective
26	BSBSUS401	Implement and monitor environmentally sustainable work practices	Elective
27	SITXHRM004	Recruit, select and induct staff	Elective
28	SITHIND004	Work effectively in hospitality service	Elective

Completion of qualification after successful completion of 28 units.

Students can apply for a credit transfer for any attained units previously which may result in a shorter volume of learning if approved.

Term Structure

Training Schedule	SIT50416 Diploma of Hospitality Management	28 units	
Week	Subject	Kitchen & Classroom	Work placement
	Orientation session		
1-12	SITXHRM003 Lead and manage people SITXCCS007 Enhance customer service experiences BSBDIV501 Manage diversity in the workplace SITXMGT001 Monitor work operations SITXCOM005 Manage conflict SITXHRM002 Roster Staff HLTAID003 Provide First Aid SITXFSA001 Use hygienic practices for food safety	240 + 22 hours self-study	
13-14	Term break 1 (2 weeks)		
15-26	SITXFSA002 Participate in safe food handling practices safety practices SITHCCC006 Prepare appetizers and salads SITHCCC007 Prepare stocks, sauces, and soups SITHCCC008 Produce vegetable, fruit, egg and farinaceous dishes SITHCCC012 Prepare poultry dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes	240 + 22 hours self-study	
27-28	Term break 2 (2 weeks)		
29-38	SITXFIN003 Manage finances within a budget SITHKOP004 Develop menus for special dietary requirements SITXINV004 Control stock SITHKOP005 Coordinate cooking operations SITXWHS003 Implement and monitor work health and safety practices BSBSUS401 Implement and monitor environmentally sustainable work practices	200 + 20 hours self-study	
39-40	Term break 3 (2 weeks)		
41-50	SITXCCS008 Develop and manage quality customer service practices SITXMGT002 Establish and conduct business Relationships BSBMGT517 Manage operational plan SITXFIN004 Prepare and monitor budgets SITXGLC001 Research and comply with regulatory requirements	200 + 20 hours self-study	

51-54	Term break 4 (4 weeks)		
55-66	SITXHRM004 Recruit, select and induct staff SITHIND004 Work effectively in hospitality service	240 + 24 hours self-study	
	External Work placement @ 50 service periods (Course completion)		200

NB: Term break holiday duration is subject to date of commencement

Variations to Total Course Duration: The time for completion may be influenced by individual learner requirements eg: existing skills and experience and any gap and full unit training requirements.

Applicant Questions:

If you have any questions please contact Wiseman Institute by phone 1800 905 091 or email admin@wisemaneducation.com.au (or come in to our head office)

Thank you for considering Wiseman Institute for your learning needs



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