



**Central  
Regional**



Course

# Pre-Enrolment Guide

Training Area:

**Hospitality**

Training Product:

**SIT50422 Diploma of  
Hospitality Management**



# Your Future. Your Choice. Your TAFE.

Central Regional TAFE spans four regions and around 57% of Western Australia, with nine campuses delivering training that reflects the industries driving our state's economy. From the Midwest and Wheatbelt to the Gascoyne and Goldfields, our footprint is vast – and so are the opportunities.

Studying regionally connects you directly with the jobs that matter. With most agricultural, health, and construction roles based in regional WA, training close to home ensures you build skills where the demand is.

Each campus is shaped by its community and industries. Whether it's aquaculture on the coast, mining in the Goldfields, or agriculture in the Wheatbelt, we work hand-in-hand with employers to make sure your training is current, practical, and linked to real apprenticeships and work placements.

Wherever you live, your local campus is ready to help you succeed – while keeping skills, jobs, and opportunities right here in regional WA.





# Your Campus. Your Training. Your Career.

At Central Regional TAFE, it's all about you. We're here to help you shape the future you want, with the right support every step of the way.

Learn from industry experts who bring real-world knowledge into the classroom and gain the confidence and skills employers are looking for. With over 300 nationally recognised courses – from Certificate I through to Advanced Diploma – plus a wide range of short courses, there's a pathway for every ambition.

We know life is busy, so our flexible and online study options help you balance training with work, family, and everything else you've got going on. Add to that payment plans and tailored support, and achieving your goals has never been easier.

Whether you're leaving school, changing careers, or upskilling, you'll find a place at TAFE – and a pathway to a future that works for you.

Train where you live. Build real skills. Shape a future that works – with Central Regional TAFE.



# Course Information

## SIT50422 Diploma of Hospitality Management

<b>Release number</b>	2
<b>Required number of units for course completion</b>	<p>28 units must be completed:</p> <ul style="list-style-type: none"> <li>• 11 core units</li> <li>• 17 elective units, consisting of: <ul style="list-style-type: none"> <li>○ 1 unit from Group A</li> <li>○ 1 unit from Group B</li> <li>○ 11 units from Group C</li> <li>○ 4 units from Group C, Group D, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.</li> </ul> </li> </ul>
<b>Duration</b>	The course is delivered in 4 stages over 12 months, 4 terms, 10 weeks per term.
<b>Location</b>	GER
<b>Delivery mode</b>	Blended

### IS THIS COURSE RIGHT FOR ME?

Before you choose this course, it's a good idea to think about the skills and knowledge you might need. The information below will help you decide if the course is a good fit for you, or if there are areas where you might need some extra support.

#### Information you need to know about the course

You must have completed a Certificate III in Commercial Cookery, Patisserie or Hospitality to complete this course in 12 months.

Students will only be enrolled into the 11 core units for SIT50422 Diploma of Hospitality as a default action. Students coming from a cookery or patisserie Cert III Pathway will receive credit transfers for previously completed unit that will make up the 17/17 electives required for the packaging rules and will only need to complete the core units.

Students coming from a Hospitality Cert III Pathway will receive credit transfers for previously completed unit that will make up 13/17 electives required for the packaging rules and will need to complete the core units as well as 4 more electives from Group C. These electives will have to be selected in discussion with the course lecturer.

The 4 additional elective units will need to be completed outside of the core scheduled training hours for SIT50422 Diploma Of hospitality management and will add to the total hours necessary to complete the SIT50422 Diploma of Hospitality Management.

This course contains several project assessments that will require a strong ability to manage your own time and priorities to complete assessments within timeframes and accept personal responsibilities for accurate and timely completion of work.

There is a requirement for self-paced study and work outside of the timetabled TAFE hours. You will have to expect to spend a minimum of 6 hours per week outside of regular scheduled hours to complete assessments and study.

You need to consider the following skills:

### **Communication skills and abilities**

- Speaking clearly and directly (e.g. perform duties such as passing enquiries to others)
- Listen actively (e.g. to be able to understand instructions)
- Written communication (e.g. able to record basic information)
- Responding to feedback and questions from the customer and staff
- Using appropriate language and respect when working with customers and staff. (e.g. understand and respond to verbal communication accurately and appropriately)
- Using appropriate language and respect when working with staff and customers from other cultures
- Be able to carry out verbal instructions in a timely and accurate manner
- The ability to always communicate with customers in a professional manner

### **Technical and/or motor skills and abilities**

- Physically fit (e.g. hospitality industry work long hours and require stamina to be able to stand on their feet for long periods of time).
- Good mobility (e.g. ability to bend, stretch, twist and reach)
- Work effectively in various environments (e.g. the ability to work in changing conditions, including indoor/ outdoor, different temperatures etc.)
- Use basic mathematics effectively (e.g. to be able to add and subtract effectively)
- Good level of digital literacy, including basic skills in Microsoft Excel or similar spreadsheet software.
- Good working memory (e.g. able to recall procedures and information)

### **Cognitive skills and abilities**

- Reading and understanding written materials (e.g. brochures, price lists and promotional materials)
- Be able and willing to follow instructions
- Carry out work in a certain order or sequence
- Time management (e.g. able to work accurately within time constraints)
- Accept personal responsibility for accurate completion of work and seek help when required
- Able to prioritise tasks (e.g. self-motivated to get things done and works to agreed outcomes)
- Able to work under direct supervision
- Engages in continuous learning opportunities learning (e.g. willing to learn new products or services)
- Understand and follow policies and procedures (e.g. for legal compliance)
- Able to be responsible for self and others' health and safety

### **Behavioural and social skills and abilities**

- Genuine interest in working with people
- Flexible (e.g. people in the hospitality industry often have unusual hours or longer hours and may be required to take on a different or multiple roles at any given time.)
- Tolerance of working long hours, including weekends and shift work
- Maintain a neat personal appearance, including a high level of personal hygiene
- Works as part of a team
- Interpersonal skills (e.g. customer service skills/ability to contribute and work as a member of a team)
- Ability to work under pressure
- Punctuality

### **You will also need to consider:**

- Workplace requirements: WWCC, First Aid, vaccinations, immunisation etc.
- Willing and available to complete written assessments and project assessments outside of scheduled TAFE hours

### **Course Pathways**

This course aims to help you develop skills and knowledge that may support entry into a range of job roles or further study.

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. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

Further details can be found on our website [here](#).

### **National Course Entry Requirements**

NIL.

### **Central Regional TAFE (CR TAFE) Entry Requirements**

You must have a Unique Student Identifier (USI) to enrol in and complete any nationally recognised training in Australia. If you do not have a USI or need help getting one, we can assist you with the process.

You must have previously completed a Certificate III in either Commercial Cookery (SIT30821), Patisserie (SIT31021), Hospitality (SIT30622) to complete this course in 12 months as the electives required for SIT50422 will derive from the Certificate III qualifications.

Contact and discuss with the lecturer if you need assistance and wish to discuss options.

**Before you enrol**, CR TAFE is required to review your language, literacy, numeracy and digital (LLND) skills to help you decide if the course is right for you, identify any support you might need, or whether other learning options may be better suited to you at this time.

For this course, the method of LLND review will be online LLND quiz. This will be managed through the CRTAFE LLND Robot system. A link will be sent via email to the student email address on record.

### **Fees and Payments**

Whether you are enrolling in individual units and/or full qualifications at CR TAFE, you are responsible for paying the enrolment fee for each unit you enrol in.

You will find detailed information about your course costs and how they are calculated on our website [here](#).

You can also check the drop-down box for FEES on your course page on the website which has details about the course fees.

Further information on:

- key payment terms and conditions
- availability of any relevant government training entitlements and subsidies
- our withdrawal and refund requirements

is available under the Fees and Payment Options section in the Student Handbook on our website [here](#).

Our Student Business Systems team can help if you are unsure about any fee information. Please refer to the Contacts section, on how to contact us.

### **Learning Resources**

All learning resources will be provided by your lecturer.

### **Resources and equipment you need to bring**

Working in the hospitality industry and being in an adult learning environment, you are expected to be well presented and ready to learn

You are required to provide (at your own expense) the following list of resources/equipment:

**For regular class attendance:**

Clothes: Business casual and professional looking. Clean, good condition, ideally freshly laundered and ironed. This also implies no offensive script or images. Clothes must not be revealing (low cut tops, midriff or very short skirts / shorts).

Shoes: Closed in shoes, preferably black, appropriate for business casual setting, non-slip safe and cushioned support.

**Front of house uniform, during service only:**

- Long black pants, freshly cleaned, ironed and presentable. Straight cut, wide or tapered. No skintight pants accepted.
- Black skirt passed or on knee acceptable. Must be worn with tights – black or skin coloured acceptable.
- ¾ or long sleeve collared shirt, freshly cleaned, ironed and presentable. Buttoned up to top - Provided.
- Apron – Provided.

**You must also consider the below:**

- Clean skin and minimal offensive body odour.
- Fingernails: trimmed short and clean. Gel / acrylics accepted if maintained and neutral coloured. No press on nails.
- Hair: Clean and tied back. Hair accessories firmly secured.
- Facial hair: Should be clean-shaven or well-trimmed.
- Jewellery: Covered or removed. 1x Small earrings acceptable. Wedding ring and discreet, religious necklace acceptable.
- Make-up: Discreet or appropriate for the workplace. Not heavy.
- Wounds and bandages: Covered, with clean, bandages to be food safe and coloured bright to be easily identified

Bring your own device (BYOD) in the form of a laptop is strongly encouraged but not essential. If you don't have access to a computer and internet connection at home, we recommend using our library computers during library hours.

**CR TAFE online library resources**

Our online library has a wide range of electronic resources useful to your course. You can find our online library on the CR TAFE website [here](#). Library staff are available to assist you as required.

**Work Experience**

Work experience can be a valuable part of this course. Although there are no mandatory work placement hours, your lecturer has recommended work experience to help you develop practical skills and complete some assessment tasks in a real-world setting. Your lecturer will help identify and organise a suitable workplace for you, but you may also already have an existing workplace that can be suitable. This will be discussed with your lecturer upon entry into the course.

**My Portal**

There is a variety of information available to students on our website under [Current Students](#). Once you are enrolled, the Student Portal will allow you to view the following:

- My application - view the status of your application to study
- My payments - view your payment history and instalment plan details (if relevant)

- My study - view your course details, units and academic records
- My details - view and update your personal information
- My tasks - view any notices from Central Regional TAFE
- Blackboard - links directly to the Blackboard e-learning platform

## Recognition of Prior Learning

Recognition of prior learning (RPL) means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product. If you think you have existing knowledge and skills in one or more of your units of study, you may apply for RPL. Should you apply for RPL, you will be supported through the process by a lecturer. For further information visit our website [here](#).

## Credit

Credit can be given if you have successfully completed a unit or module that has the same code or is deemed equivalent to one in your current course. You may have completed this unit/module at a Registered Training Organisation or at an alternate authorised organisation such as a university.

You will have to provide some evidence you have successfully completed the unit or module. This might include authenticated VET transcripts or other AQF certification documents like Statements of Attainment, Records of Results etc.

You won't be charged for credit. If you think this might apply to you, contact your lecturer to discuss eligibility, the application process and the evidence you need to provide.

**Note:** CR TAFE will not issue an Award or Statement of Attainment that is achieved wholly through crediting units completed at another RTO.

## Appeals and Feedback

CR TAFE values student feedback and recognises that opportunities to improve products and services arise from the effective handling of student complaints. Complaints are processed in a way that balances the interests of students and CR TAFE while making sure the process is fair for everyone.

Students are supported to [provide feedback and make complaints](#). Students have the right to appeal decisions made by the lecturer/assessor and CR TAFE. For example, if you have concerns about your assessment results, please approach your lecturer to discuss the issue and/or refer to our website for details [here](#).

## Student Support Services

CR TAFE aims to provide a supportive learning environment for all students. If you have any support needs, either before you enrol or during your course, we encourage you to speak with your lecturer or the Student Support Services team. CR TAFE will provide, or help you access, the support that can assist you in your studies.

### Training Support:

You are encouraged to identify any training support that you may need before you enrol and at any point during your learning journey. This may include but not limited to:

- Study Skills
- Accessing and using technology
- Assessments
- Disability support
- Aboriginal and Torres Strait Islander support

## Wellbeing Support:

CR TAFE is dedicated to supporting students and to providing a safe and inclusive learning environment for all students including a culturally safe learning environment for Aboriginal people. CR TAFE recognises that student wellbeing is important for a successful learning journey and may provide, or support access to, appropriate services where needed. Wellbeing support may include, but not limited to:

- Counselling and mental health resources (external)
- Career Services and Guidance (internal)
- Financial (fee and debt payment options, scholarships) (internal)
- Abuse, harassment, bullying (internal and external)
- Crisis and Support Lines (external)
- Support for Aboriginal students (internal and external)
- Aboriginal Counselling Support (external)
- Support for students with disability (internal and external)
- Support for international students (internal)

For confidential, no obligation contact information for wellbeing support, please contact our Student Support Services team who can help you with more information on how to access these support services, or go to our [website](#).

## Contacts:

### Lecturers contact details:

Name: Emil Skrutvold

Phone number: 99562782

Email: [emil.skrutvold@crtafe.wa.edu.au](mailto:emil.skrutvold@crtafe.wa.edu.au)

Building: U Block, Geraldton Campus

Availability: Monday to Friday

To speak to our Student Business System Team, Student Support Services Team, our Technical Support Team, Aboriginal Support Services or your local Access and Equity Inclusion Officer, contact: 1800 672 700 or [enquiries@crtafe.wa.edu.au](mailto:enquiries@crtafe.wa.edu.au). Alternatively, you can complete an online enquiry form [here](#).

For help with all things career, training and employment, contact our Jobs and Skills Centres at either our Geraldton, Kalgoorlie or Northam campuses, or call 13 64 64 or go to [www.jobsandskills.wa.gov.au](http://www.jobsandskills.wa.gov.au).

## Award

Upon successful completion of this course, you are entitled to an Award and a Record of Achievement. Should you not have successfully completed all the units of competency required for the Award, you are entitled to a Statement of Attainment for the individual units for which you have been assessed as competent.

## Further Resources and Information

More information can be found in our Student Handbook, available for download off our website [here](#).

## Notification of Changes to the Course

You will be informed in writing by your lecturer of any changes that affect your course after enrolment. You will be supported throughout the change to ensure there is minimal disruption to your learning journey.

## Timetable and Training Hours

The timetable provided helps you plan your week and understand your study commitments. The timetable shows which days and times you need to attend training. It helps you plan and manage your participation. It's recommended to avoid scheduling appointments on TAFE delivery days as missing any delivery days can jeopardise the completion of units and the course.

<b>Term 1 2026: Starts on February 2 and ends on April 1.</b>					
Time	Monday	Tuesday	Wednesday	Thursday	Friday
09.00-12.00	- Face to face classes - Supervised workshops				
Lunch break 12.00-12.45					
12.45-16.15	Unsupervised workshop, not mandatory				
<b>Term 2 2026: Starts on April 20 and ends on June 30.</b>					
Time	Monday	Tuesday	Wednesday	Thursday	Friday
09.00-12.00	- Face to face classes - Supervised workshops				
Lunch break 12.00-12.45					
12.45-16.15	Unsupervised workshop, not mandatory				
<b>Term 3 2026: Starts on July 20 and ends on September 25.</b>					
Time	Monday	Tuesday	Wednesday	Thursday	Friday
09.00-12.00	- Face to face classes - Supervised workshops				
Lunch break 12.00-12.45					
12.45-16.15	Unsupervised workshop, not mandatory				
<b>Term 4 2026: Starts on October 12 and ends on December 17.</b>					
Time	Monday	Tuesday	Wednesday	Thursday	Friday
09.00-12.00	- Face to face classes	- Face to face classes	- Face to face classes		
Lunch break 12.00-12.45					
12.45-16.15	- Face to face classes	- Face to face classes	- Face to face classes		

## Assessment Methods

For this course, assessments may include the following:

- Knowledge questions: This involves answering questions, either orally or in writing relating to the unit of competency.
- Observations: This involves your assessor or a third party (workplace supervisor) observing you perform tasks in the workplace and/or simulated workplace to check that you have the knowledge and skills required for the unit of competency.
- Project: This involves completing tasks or activities in the workplace and/or simulated workplace to show that you can apply the knowledge and skills required for the unit of competency.
- Portfolio: This is a collection of evidence you put together, such as documents, examples of your work, or completed activities, to show that you have the knowledge and skills required for the unit of competency.

Note: The specific assessments required for each unit of competency will be outlined in the Training and Assessment Plan (TAP) for that unit. You will receive a copy of the TAP for each unit when you enrol.

## Overview of Training Hours

The table below outlines the units you need to complete. It shows the types of training you are required to do and approximately how much time they should take. This will help you understand how much time you will need to set aside for each unit you are enrolled in.

Stage	National ID	Unit Of Competency	Face to Face	Workshops	Work Placement	Structured Out Of Class Activities	Tutorial Study Support	Total	Assessment	Delivery Mode	Core / Elective	Pre-Requisites National Code/s
Credit transfer cookery/patisserie pathway, enroll semester 1 for hospitality pathway	SITHCCC023	Use food preparation equipment [OEA16]						0.00			Elective	SITXFSA005
	SITXFSA006	Participate in safe food handling practices [OEA32]						0.00			Elective	
	SITXINV006	Receive, store and maintain stock [OEA92]						0.00			Elective	SITXFSA005
Credit transfer hospitality pathway	SITHFAB021	Provide responsible service of alcohol [OEA84]						0.00			Elective	
	SITHFAB023	Operate a bar [OEA56]						0.00			Elective	SITXFSA005, SITHFAB021
	SITHFAB024	Prepare and serve non-alcoholic beverages [OEA80]						0.00			Elective	SITXFSA005
	SITHFAB025	Prepare and serve espresso coffee [OEB31]						0.00			Elective	SITXFSA005
	SITHFAB030	Prepare and serve cocktails [OEC69]						0.00			Elective	SITXFSA005, SITHFAB023, SITHFAB021
	SITHIND006	Source and use information on the hospitality industry [OEA38]						0.00			Elective	
	SITHIND008	Work effectively in hospitality service [OEC54]						0.00			Elective	
	SITHPAT017	Prepare and model marzipan [OEB57]						0.00			Elective	SITXFSA005
	SITXCCS014	Provide service to customers [OEA19]						0.00			Elective	
	SITXCCS017	Use a computerised booking system [OEA15]						0.00			Elective	
	SITXCOM007	Show social and cultural sensitivity [OEB22]						0.00			Elective	
	SITXHRM007	Coach others in job skills [OEB42]						0.00			Elective	
	SITXWHS005	Participate in safe work practices [OEC43]						0.00			Elective	


Stage	National ID	Unit Of Competency	Face to Face	Workshops	Work Placement	Structured Out Of Class Activities	Tutorial Study Support	Total	Assessment	Delivery Mode	Core / Elective	Pre-Requisites National Code/s
Credit transfer patisserie pathway	HLTAID011	Provide First Aid [OCD30]						0.00			Elective	
	SITHASC028	Prepare Asian desserts [OEB17]						0.00			Elective	SITXFSA005
	SITHKOP010	Plan and cost recipes [OEB55]						0.00			Elective	
	SITHPAT011	Produce cakes [OEB11]						0.00			Elective	SITXFSA005
	SITHPAT012	Produce specialised cakes [OEB59]						0.00			Elective	SITXFSA005
	SITHPAT013	Produce pastries [OEA94]						0.00			Elective	SITXFSA005
	SITHPAT014	Produce yeast-based bakery products [OEB58]						0.00			Elective	SITXFSA005
	SITHPAT015	Produce petits fours [ODZ84]						0.00			Elective	SITXFSA005
	SITHPAT016	Produce desserts [OEC55]						0.00			Elective	SITXFSA005
Enroll semester 1, Hospitality pathway	SITHFAB036	Provide advice on food [OEB24]						0.00			Elective	
Enroll semester 1, Patisserie Pathway	SITHKOP013	Plan cooking operations [OEB61]						0.00			Elective	SITXFSA005
STAGE 1 SEM 1	SITXFIN009	Manage finances within a budget [ODZ93]	5.00					5.00	6.00		Core	
	SITXFIN010	Prepare and monitor budgets [ODZ87]	10.00					10.00	8.00	Blended Delivery	Core	
	SITXMG005	Establish and conduct business relationships [OEA63]	15.00					15.00	10.00	Blended Delivery	Core	
STAGE 2 SEM 1	SITXGLC002	Identify and manage legal risks and comply with law [OEB44]	15.00					15.00	8.00	Blended Delivery	Core	
	SITXWHS007	Implement and monitor work health and safety practices [ODZ95]	15.00					15.00	8.00	Blended Delivery	Core	
STAGE 3 SEM 2	SITXCCS016	Develop and manage quality customer service practices [OEA17]	25.00					25.00	10.00	Blended Delivery	Core	
	SITXCOM010	Manage conflict [OEA40]	5.00					5.00	4.00	Blended Delivery	Core	

Stage	National ID	Unit Of Competency	Face to Face	Workshops	Work Placement	Structured Out Of Class Activities	Tutorial Study Support	Total	Assessment	Delivery Mode	Core / Elective	Pre-Requisites National Code/s
STAGE 4 SEM 2	SITXCCS015	Enhance customer service experiences [OEA18]	55.00					55.00	10.00	Blended Delivery	Core	
	SITXHRM008	Roster staff [OEC45]	40.00					40.00	8.00	Blended Delivery	Core	
	SITXHRM009	Lead and manage people [OEA96]	55.00					55.00	10.00	Blended Delivery	Core	
	SITXMGT004	Monitor work operations [OEC66]	30.00					30.00	8.00	Blended Delivery	Core	
		<b>Total</b>	270.00	0.00	0.00	0.00	0.00	270.00	90.00			

Cluster	Unit Of Competency	Core / Elective
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 [enquiries@crtafe.wa.edu.au](mailto:enquiries@crtafe.wa.edu.au)

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