

Diploma of Business (Hospitality Management) (DIPBUSHOS16)

1. About the Diploma of Business (Hospitality Management)

The Diploma of Business (Hospitality Management) (DIPBUSHOS16) has been designed to provide a broad understanding of business for those graduates wishing to enter the hospitality sector in Australia, and globally.

The purpose of the Diploma qualification type is to qualify individuals who apply integrated technical and theoretical concepts in a broad range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning.

The course aims to develop graduates with attitudes of intellectual curiosity, independent thinking, a commitment to lifelong learning, and to be ethical, reflective professional practitioners.

This qualification reflects the role of individuals who possess a sound theoretical knowledge base in business and demonstrate a range of skills to ensure that hospitality functions are effectively conducted in an organisation.

Graduates may find a range of career pathways and employment opportunities and use their acquired skills to develop successful hospitality practice. The proposed course structure will prepare graduates for, and provide pathway opportunities to, further academic and professional study.

Graduate employment opportunities

Graduates may find a range of career pathways and employment opportunities including:

- Banquet or Function Supervisor
- Front Office Supervisor
- Guest Relations Supervisor
- Restaurant Supervisor

Course Overview

Course Title	Diploma of Business (Hospitality Management) (DIPBUSHOS16)		
Study Options – Domestic Australian students	<p>Face to Face delivery at the Surry Hills campus</p> <p>Online delivery</p> <p>Hybrid delivery at Melbourne, Adelaide (Domestic students only)</p> <p>Full-time, accelerated and part-time options available.</p>	Study Options – International students	<p>Full-time Blended (Face to face on campus plus facilitated online – no more than 33% online)</p> <p>International students are allowed to study a maximum of 33% of their total course through online learning.</p> <p>International students must study at least one subject that is not online in each compulsory study period.</p>
Start Dates	<p>February, June, September</p> <p>For specific dates visit the website.</p>	Course Length	<p>Full-time: 1 year</p> <p>Accelerated: 2 trimesters</p> <p>Part-time: 2 years</p>
Payment Options - Domestic Australian students	<p>Upfront payment This means tuition fees will be invoiced each trimester and payment is required on or before the due date.</p> <p>FEE-HELP FEE-HELP is Australian Government’s loan scheme for higher education degree courses. It can assist you in paying for all, or part of, your course fees. Repayments commence via the tax system once your income rises above a minimum threshold. Just like with any other debt, a FEE-HELP debt is a real debt that impacts your credit rating.</p> <p>Further information about FEE-HELP, including eligibility, is available at:</p> <ul style="list-style-type: none"> ○ FEE-HELP website: http://studyassist.gov.au/sites/studyassist/help-payingmyfees/fee-help/pages/fee-help ○ FEE-HELP booklets: http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications 	Payment Options – International students	<p>Upfront payment This means tuition fees will be invoiced each trimester and payment is required on or before the due date.</p>
Course study requirements	<p>Each subject involves 10 hours of study per week, comprising 3 hours of facilitated study and 7 hours self-directed study.</p>	Assessment	<p>Practical demonstration, reflective journal, essay, presentation and work integrated learning project work</p>

Locations	Sydney, Adelaide, Melbourne	Delivered by	William Blue College of Hospitality Management at Torrens University Australia
Provider	Torrens University Australia Ltd is registered as a self-accrediting Australian university by the Tertiary Education Quality and Standards Agency (TEQSA).	CRICOS Course Code	094177G
Provider obligations	Torrens University is responsible for all aspects of the student experience, including the quality of course delivery, in compliance with the Higher Education Standards 2021	Accrediting body	Torrens University Australia Limited ABN 99 154 937 005, CRICOS Provider Code: 03389E. RTO No. 41343
Course Fees	For details, refer to the website .	Any other fees	For details, refer to the website .

2. Essential requirements for admission

The general admission criteria that apply to Torrens University Australia courses can be located by visiting the Torrens University Australia website - <https://www.torrens.edu.au/general-admission-information-for-torrens-university-australia-ltd>.

3. Student Profile

The table below gives an indication of the likely peer cohort for new students in this course. It provides data on students who commenced in this course in the most relevant recent intake period, including those admitted through all offer rounds and international students studying in Australia.

Applicant background	Trimester one / Full year intake [2020]	
	Number of students	Percentage of all students
(A) Higher education study (includes a bridging or enabling course)	<5	0%
(B) Vocational education and training (VET) study	6	21%
(C) Work and life experience (Admitted on the basis of previous achievement not in the other three categories)	6	21%



(D) Recent secondary education: <ul style="list-style-type: none">Admitted solely on the basis of ATAR (regardless of whether this includes the consideration of adjustment factors such as equity or subject bonus points)Admitted where both ATAR and additional criteria were considered (e.g. portfolio, audition, extra test, early offer conditional on minimum ATAR)Admitted on the basis of other criteria only and ATAR was <i>not</i> a factor (e.g. special consideration, audition alone, schools recommendation scheme with no minimum ATAR requirement)	0 0 6	0% 0% 21%
International students	9	31%
All students	29	100%

Notes: "**<5**" – the number of students is less than 5.
N/A – Students not accepted in this category.
N/P – Not published: the number is hidden to prevent calculation of numbers in cells with less than 5 students.

4. Admission Criteria

Title of course of study	Diploma of Business (Hospitality Management) (DIPBUSHOS16)
Applicants with higher education study	A completed higher education qualification at AQF level 5 (diploma) or above, or equivalent, from an Australian University or another accredited higher education provider OR Successful completion of at least 1 EFTSL (equivalent full-time student load, or one full year) of an AQF level 6 (Associate Degree) or above, or equivalent, from an Australian University or another accredited higher education provider
Applicants with vocational education and training (VET) study	A completed vocational education qualification at AQF level 4 (Certificate IV) or above, or equivalent, from a registered training organisation (RTO) OR Successful completion of at least 1 EFTSL (equivalent full-time student load, or one full year) of an AQF level 5 (Diploma) or above, or equivalent, at a registered training organisation (RTO)
Applicants with work and life experience	Demonstrated ability to undertake study at the required level: <ul style="list-style-type: none"> • broadly relevant work experience (documented e.g. CV), demonstrating a reasonable prospect of success; OR • formal, informal or non-formal study, completed or partially completed, demonstrating a reasonable prospect of success; OR • written submission to demonstrate reasonable prospect of success.
English Language Proficiency (applicable to international students, and in addition to academic or special entry requirements noted above)	Equivalent IELTS 5.5 (Academic) with skills band no less than 5.0
Applicants with recent secondary education (within the past two years) with ATAR or equivalent* (for applicants who will be selected wholly or partly on the basis of ATAR)	Year 12 or equivalent

Title of course of study	Diploma of Business (Hospitality Management) (DIPBUSHOS16)								
<p><i>*ATAR profile for those offered places wholly or partly on the basis of ATAR in T1 2020:</i></p> <table border="1"> <thead> <tr> <th>(ATAR-based offers only, across all offer rounds)</th> <th>ATAR (OP in QLD) (Excluding adjustment factors) *</th> </tr> </thead> <tbody> <tr> <td>Highest rank to receive an offer</td> <td>0</td> </tr> <tr> <td>Median rank to receive an offer</td> <td>0</td> </tr> <tr> <td>Lowest rank to receive an offer</td> <td>0</td> </tr> </tbody> </table> <p><i>Notes: * "<5" – indicates less than 5 ATAR-based offers were made</i></p>		(ATAR-based offers only, across all offer rounds)	ATAR (OP in QLD) (Excluding adjustment factors) *	Highest rank to receive an offer	0	Median rank to receive an offer	0	Lowest rank to receive an offer	0
(ATAR-based offers only, across all offer rounds)	ATAR (OP in QLD) (Excluding adjustment factors) *								
Highest rank to receive an offer	0								
Median rank to receive an offer	0								
Lowest rank to receive an offer	0								

Other admission options

(For applicants who will be selected on a basis other than ATAR)

Special Entry	Applicants in any category whose study, work or life experiences have been impacted by disability, illness or family disruption will be given special consideration for admission. Each application will be considered on its merit, based on the evidence supplied by the applicant attesting to the circumstances of the applicant. Applicants for special entry may need to complete written or numerical tasks to assist with assessing eligibility for admission.
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5. How to apply

Via direct application to the institution

- <https://apply.torrens.edu.au/>

6. Advanced standing/academic credit/recognition of prior learning (RPL)

You may be entitled to credit for prior learning, whether formal or informal. Formal learning can include previous study in higher education, vocational education, or adult and community education. Informal learning can include on the job learning or various kinds of work and life experience. Credit can reduce the amount of study needed to complete a degree.

Applicants admitted based on prior higher education study may be eligible for Advanced Standing in the form of credit and/or recognition of prior learning (RPL) under the Torrens University Australia [Credit Policy - \(https://www.torrens.edu.au/policies-and-forms\)](https://www.torrens.edu.au/policies-and-forms).

- Students with completed subjects may be eligible for specified credit and/or elective exemptions
- Students who have completed a qualification at AQF level 5 (diploma) or above may be eligible for block credit (where a block credit agreement exists)

- Students with a mix of formal study and informal and/or non-formal learning may be eligible for recognition of prior learning in addition to any credit approved.

Credit will not be applied automatically. Applicants must apply for credit and/or RPL as early as possible prior to each study period, with applications not accepted after week 2.

For further information about credit and recognition of prior learning please see

<https://www.torrens.edu.au/how-to-apply/course-credits>.

7. Where to get further information

- Torrens University Australia (TUA) Website
 - <https://www.torrens.edu.au/>
- Universities Admissions Centre (UAC) Website
 - <https://www.uac.edu.au/>
- Quality Indicators for Learning and Teaching (QILT) Website
 - <https://www.qilt.edu.au/>

8. Additional Information

Course Structure

The Diploma of Business (Hospitality Management) course structure comprises 4 common business core subjects, 3 specialised hospitality subjects and 1 elective subjects over level 100.

Course Rules

To be awarded the Diploma of Business (Hospitality Management) students must complete 80 credit points over 8 subjects. Each subject has a value of 10 credit points.

Subjects

SUBJECT DETAILS
SUBJECT TITLE, DESCRIPTOR
<p>BIZ101 Business Communications</p> <p>The aim of this subject is to provide you with the knowledge and skills to enhance your personal effectiveness, employability, and academic success. This subject introduces you to the concepts of business communications and transferable academic skills.</p> <p>You will examine the different stakeholders and communication contexts which occur in the internal and external business environment, developing the skills and knowledge to effectively interpret and deliver messages in a variety of business situations. This subject will provide you with essential business skills in information literacy, presenting, writing, academic integrity and the use of technology.</p>
<p>MKT101A Marketing Fundamentals</p> <p>Students will gain a solid foundation in the marketing discipline introducing relevant and contemporary concepts, theories and models. The unit magnifies the importance of understanding consumer behaviour, market segmentation, targeting and positioning, the extended marketing mix and ethics in marketing. Industry relevance provides students with the opportunity of applying key concepts in practical settings. These marketing foundations are expanded on in other subjects available as electives.</p>
<p>BIZ102 Understanding People and Organisations</p> <p>The aim of this subject is to develop an understanding of how people collaborate within organisations to achieve objectives and deal with the uncertainty of the economy.</p> <p>This knowledge will form a foundation of theoretical knowledge required in relation to personal and group behaviour that will be built on in future subjects. Moreover, it will examine and over time develop the student's emotional intelligence and the understanding of key positive attributes and their application in the business context. These learning objectives will be achieved through a mixture of theoretical readings, class discussions and group projects focusing on how theoretical concepts apply to the work environment. Additionally, reflective journals will be used to apply theory to develop the students own professional capability.</p>
<p>BIZ104 Customer Experience Management</p> <p>The 21st Century economy is dynamic and driven by customers ever changing wants and needs. To remain competitive businesses need to understand what their customers want and how to deliver a quality customer experience that goes beyond the product or service offering. This subject explores how a customers' perceptions – both conscious and subconscious – effect their relationship with a brand's value proposition. Students will explore how a customer's interactions with a brand during the customer life cycle will determine levels of customer satisfaction. Students will analyse Customer Journey Mapping techniques, Employees engagement in the customer experience strategy and metrics of satisfaction, loyalty and advocacy.</p>
<p>THE101 Introduction to Tourism, Hospitality and Events</p>

SUBJECT DETAILS
SUBJECT TITLE, DESCRIPTOR
<p>This subject explores the major components and organisational structure of the hospitality, tourism and events industries. It presents historical development, opportunities and current trends in relation to food service, lodging, tourism, and event management. Topics will include key issues within the larger visitor economy discipline including transportation and distribution systems, attractions, accommodation, and event management. This subject will introduce students to both global and local brands as well as develop skills required to source information on the tourism, hospitality and events industries. In addition, students will investigate potential career paths in the tourism, hospitality & events industry and incorporate their Gallup Strengths into their future career planning.</p>
<p>FOO101 Front Office Operations</p> <p>The Rooms Division within a hotel is a key revenue generating area within the context of hotel operations. This subject will introduce students to the Front Office department within the Rooms Division and how it plays an integral role in the overall customer experience. In particular, students will learn how critical the effective use of Property Management System (PMS) Micros Opera can contribute to the overall guest experience through the various functions within it. Students will cover daily front desk/reception tasks like:</p> <p>Complete guest reservation, check daily arrivals accurately, allocate rooms, complete guest registration, check guests in and out of their rooms and complete invoicing of guest charges within typical workplace time constraints. In addition prepare and distribute relevant departmental reports.</p>
<p>EGY101 Exploring Gastronomy</p> <p>This subject introduces the student to gastronomy and gastronomic heritage, focusing on the role of beverages, the history of meals and their significance to both guests and service providers, the history and importance of restaurants and the development of gastronomic writing. Contemporary regional and indigenous cuisines are explored, including the importance of ethical foods such as organics, the slow food movement, socially responsible food and sustainable or eco gastronomy. This subject focuses strongly on gastronomic tourism, and uses case studies and practical assessments of both Australian and international gastronomic destinations to illustrate the rise, opportunities and challenges and innovations of sustaining such tourism. The impacts of gastronomic tourism, issues relating to regional destination marketing, and the growth of both food and wine tourism are examined through an introduction to wine varieties and their influence on food.</p>
<p>Students are required to choose an additional 1 subject from the Bachelor of Business suite.</p>

*Note that some of the above subjects have pre-requisite requirements.

Locations

The Bachelor of Business (Hospitality Management) (BBUSHOS16) can be studied fully online or at the below Torrens University Campuses:

- Sydney
 - Surry Hills – 17-51 Foveaux Street, Surry Hills NSW 2010
 - William Blue Dining - 105-107 George Street, Sydney NSW 2000
- Adelaide – 82-98 Wakefield Street, Adelaide SA 5000
- Melbourne – 196 Flinders Street, Melbourne VIC 3000

Campus Facilities and Services

All campuses are designed to provide students with professional spaces in which to learn and work. They have been planned with student study needs in mind with well-equipped accessible learning spaces as well as student breakout areas for group work and spending time with friends.

A positive student experience

Torrens University Australia values the importance of a positive student experience, and therefore has robust processes to resolve student complaints. The Student Complaints Policy, and associated procedures, can be accessed from the [website \(https://www.torrens.edu.au/policies-and-forms\)](https://www.torrens.edu.au/policies-and-forms).

Paying for your qualification

We offer two payment options for this course:

- **Upfront payment**

If you want to complete your qualification debt-free you can choose to pay as you go. This means tuition fees will be invoiced each semester and payment is required on or before the due date using EFTPOS, credit card or direct transfer.
- **FEE-HELP**

FEE-HELP is Australian Government's loan scheme for higher education degree courses. It can assist you in paying for all, or part of, your course fees. Repayments commence via the tax system once your income rises above a minimum threshold. Just like with any other debt, a FEE-HELP debt is a real debt that impacts your credit rating.

Further information about FEE-HELP, including eligibility, is available at:

- FEE-HELP website:
<http://studyassist.gov.au/sites/studyassist/helppayingmyfees/fee-help/pages/fee-help->
- FEE-HELP booklets:
<http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications>

Austudy and Abstudy

Students enrolled in this course may be eligible for government assistance, such as [Austudy](#) or [Abstudy](#).