

Five Key Things You Should Learn From a Quality Hospitality Management Course - Complete Hospitality Training

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Details:

Ask a prospective hospitality management course one question first: which units cover cost control, and what are their codes? A course that answers with unit codes is describing a curriculum. A course that answers with adjectives is describing a brochure. Nationally recognised qualifications publish their unit structure, so the content of a course is checkable before enrolling rather than discoverable afterwards.

Five areas make the difference between a management qualification and a long induction. For each one, the benchmark qualification — SIT50422 Diploma of Hospitality Management — has named core units you can check. That is the whole point of asking for codes.

1. Cost control and financial literacy

The central skill of venue management is understanding where margin is lost. That means food and beverage costing, stock control, purchasing and supplier terms, and reading an operating statement well enough to explain a variance rather than merely report it. A course that treats finance as one brief module produces managers who can describe last month but not change next month.

In SIT50422 this is two separate core units, not one: SITXFIN009 Manage finances within a budget and SITXFIN010 Prepare and monitor budgets. The distinction matters. The first is operating inside a budget someone else set; the second is building the budget. A Certificate IV has only the first. If a course claims to be a management qualification and has no budget-preparation unit, it is teaching you to work inside someone else's numbers.

Cost control at the recipe level sits in the cookery line rather than the management line — SITHKOP010 Plan and cost recipes is core in SIT30821 Certificate III in Commercial Cookery. If costing dishes is your actual problem, that is where the content is.

2. Rostering and labour cost

Wages are the largest controllable cost in most venues, and rostering is where that cost is decided. In SIT50422 this is the core unit SITXHRM008 Roster staff, which is also core in SIT40422 Certificate IV in Hospitality — the supervision qualification.

A serious course covers building a roster against forecast trade, the classification structure that determines what each person is paid, and the award framework itself. And the award framework has four destinations, not two. Coverage is decided by the nature of the premises, not the employee's job title — the single most common error in this area.

| Award | Code | Premises it covers | Level 4 floor? | | --- | --- | --- | --- | | Hospitality Industry (General) | MA000009 | Hotels, pubs, taverns, motels, resorts, casinos, caterers, accommodation | Yes | | Registered and Licensed Clubs | MA000058 | Not-for-profit registered clubs — RSL, bowls, golf, sporting, community | Yes | | Restaurant Industry | MA000119 | Standalone restaurants, cafes, night clubs, reception centres, roadhouses | Yes | | Fast Food Industry | MA000003 | Takeaway, food courts, food sold mainly to be eaten away from the counter | No |

Two traps a management course should teach explicitly. Clubs are not MA000009 — clause 4.4(d)(i) of that award expressly excludes clubs registered or recognised under State or Territory legislation, so a registered club sits under MA000058, and only where it is both registered under a liquor, gaming, associations or corporations statute and operating not-for-profit for members and the community. And night clubs are not MA000058 — a night club is a commercial venue, so it falls under MA000119. A food-court outlet is MA000003; the cafe two doors down with tables is MA000119, because the test is sit-down service rather than the menu.

One more thing to know before you roster anyone, yourself included: under MA000009, MA000119 and MA000058 a relevant AQF Certificate III or higher, used at work, sets a minimum classification of Level 4. A qualified person rostered below that classification is being underpaid. The fast food award has no equivalent provision. Three details matter: MA000009 and MA000119 require the employee to actually make use of the skills derived from those competencies, so it is not automatic on completion; MA000058 omits the words "or higher" and adds that the Fair Work Commission may require the employee to demonstrate they utilise the relevant skills; and the dispute route differs — clause 40 under MA000009, clause 34 under MA000119, referral to the Fair Work Commission under MA000058.

No pay rates are published here — rates re-set every 1 July, so use the Fair Work Ombudsman's Pay and Conditions Tool with the correct award code. See working hours, rosters and public holidays and steps for rostering and time management.

3. Compliance

Compliance in hospitality is three separate bodies of law: liquor licensing, food safety, and work health and safety. SIT50422 carries two core units here — SITXGLC002 Identify and manage legal risks and comply with law and SITXWHS007 Implement and monitor WHS practices — plus a mandatory Group A hygiene unit, either SITHIND005 or SITXFSA005.

Work health and safety is not uniform across the country. Victoria has not adopted the model work health and safety laws used in the other states and territories, so the duty-holder concepts differ and Victorian venues do not operate under the PCBU framework that applies elsewhere. A course teaching PCBU language to a Victorian venue is teaching the wrong framework. Ask which state's law the WHS content is written for.

Food safety is activity-based, not premises-based. Standard 3.2.2A commenced on 8 December 2023 and sorts businesses by what they do:

Category one — a caterer or food service business that processes unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat. Restaurants, cafes, pubs, fast food, bakeries, hospitals, aged care, childcare, school canteens. The legal test is whether the business performs that prescribed processing activity; having a kitchen or cooking is only a practical clue.

Category two — retail sale of ready-to-eat potentially hazardous food the business did not make. Slicing, weighing, repacking, reheating and hot-holding do not count as making it. Delis, butchers, some convenience stores.

Both categories need food handler training and a Food Safety Supervisor. Only category one carries the third tool, the substantiation records duty — records of receipt, storage, cooking, cooling, reheating, display, transport and cleaning, kept for three months and accessible at the premises. A manager who thinks a restaurant is category two has misread the rule that generates most of their paperwork.

In Victoria there is a second classification layer under the state Food Act: Class 1 for high-risk vulnerable populations, Class 2 for any unpackaged potentially hazardous food, Class 3A for accommodation-getaway premises and certain hot-fill acidic products, Class 3, and Class 4 which notifies rather than registers. Councils classify on the highest-risk activity at the premises. Classes 1, 2 and 3A require a Food Safety Supervisor; Classes 3 and 4 do not. See understanding Standard 3.2.2A

and how long do I need to keep records for .

Liquor licensing is state law. RSA is one unit, SITHFAB021 , under eight jurisdictional schemes with different acceptance, expiry and provider-approval rules. A manager moving a team between states needs to check each one.

4. People management

Recruitment, induction, supervision, performance conversations and the mechanics of running a team through a difficult service. This is the area most often reduced to platitudes, so check the codes: SIT50422 has SITXHRM009 Lead and manage people , SITXCOM010 Manage conflict and SITXMGT004 Monitor work operations as core. SIT50322 Diploma of Event Management adds SITXHRM010 Recruit, select and induct staff .

Look for assessment that requires the candidate to actually supervise people rather than write about supervision. That is not a preference, it is a requirement: under the principles of assessment , validity means assessment must include practical application components that let the student demonstrate the skills in a practical setting. Ask how the people-management units are assessed. If the answer is a written case study alone, the assessment is thin.

One structural tell for a supervision qualification: three of the nine core units in SIT40422 are HR units — SITXHRM007 Coach others in job skills, SITXHRM008 Roster staff, SITXHRM009 Lead and manage people. Counting HR units is a fast way to tell a management qualification from an operational one dressed up.

5. Service systems and operational quality

Management is the design of systems that produce consistent service without the manager present — opening and closing procedures, service standards, complaint handling and quality monitoring. If a venue only runs properly when one person is on shift, no system exists.

The relevant core units in SIT50422 are SITXCCS015 Enhance customer service experiences , SITXCCS016 Develop and manage quality customer service practices and SITXMGT005 Establish and conduct business relationships . Again the pairing is the point: SITXCCS015 is delivering good service, SITXCCS016 is building the system that makes other people deliver it. A Certificate IV has the first and not the second.

Sustainability is increasingly part of the same conversation, and it is on scope as real units: BSBSUS411 , BSBSUS412 , BSBSUS413 Evaluate and report on workplace sustainability , BSBSUS511 and BSBSUS601 Lead corporate social responsibility are all current. BSBSUS201 is superseded and ended on 31 January 2024, so a course still listing it is working from an old scope.

How to judge a course

| Ask | Weak answer | Strong answer | | --- | --- | --- | | Which units cover cost control? | We cover financials throughout | SITXFIN009 and SITXFIN010 , from the published packaging rules | | How many units, core and elective? | It varies | 28 units: 11 core, then 1 hygiene, 1 operations, 11 hospitality and 4 open electives | | Which state's WHS law is taught? | Standard WHS content | The framework for the state where the student will work | | Which award covers a club? | The hospitality award | MA000058 , because MA000009 excludes registered clubs | | Are the people-management units practically assessed? | There is a case study | Practical demonstration in a real or simulated operation | | What AQF level is it, and where does the provider stop? | It is an advanced course | AQF 5, and the provider's ceiling stated plainly | | Is it available in my state? | We deliver nationally | The scope entry, plus the delivery states confirmed by the provider | | Does my older certificate credit into it? | Everything counts | The equivalence status of the superseded code, unit by unit |

The benchmark qualification

SIT50422 Diploma of Hospitality Management is the standard reference point for venue management in Australia. It comprises 28 units — 11 core and 17 elective — and sits at AQF level 5, the management tier of the framework, above Certificate IV at supervisory level and Certificate III at operational level.

The elective structure is unusually open, and that is a feature: one unit from Group A (Hygiene), one from Group B (Operations), eleven from Group C (Hospitality), and four from Group C, Group D, elsewhere in the SIT package, or any other current training package or accredited course. At 39% core, SIT50422 has the lowest core ratio of any qualification on our scope — more room to shape it around the venue you actually want to run than any other option. Electives must still be guided by the job outcome sought, local industry requirements and the complexity appropriate to AQF 5.

Group B (Operations) is worth a look if you came off the floor rather than out of the kitchen: the options include SITHCCC043 Work effectively as a cook, SITHIND008 Work effectively in hospitality service and SITHKOP013 Plan cooking operations.

We deliver SIT50422 in Victoria only, under CRICOS 115534C, and deliver to AQF level 5 and no higher. SIT50322 Diploma of Event Management is also Victoria only, under CRICOS 118427D. See Diploma of Hospitality Management and Diploma of Event Management.

The alternative route, and what it trades away

Everything above assumes the hospitality-specific route. There is a second option at supervisory level, and a course comparison that leaves it out is incomplete.

BSB40520 Certificate IV in Leadership and Management is 12 units — 5 core and 7 elective, the smallest qualification on our scope. Its five core units are:

BSBLDR411 Demonstrate leadership in the workplace

BSBLDR413 Lead effective workplace relationships

BSBOPS402 Coordinate business operational plans

BSBXCM401 Apply communication strategies in the workplace

BSBXTW401 Lead and facilitate a team

Read that core list against the five areas above and the trade is visible. There is no costing unit, no rostering unit, no hygiene unit and no hospitality compliance unit. What you get instead is leadership and operational planning content that is not tied to a venue, in a qualification that is 12 units against SIT40422's 21. It is a portability decision, not a like-for-like swap.

Two facts about it change planning decisions:

It is equivalent to BSB42015, the qualification it superseded. An older certificate in that line credits cleanly rather than being written off, so if you already hold BSB42015 do not re-enrol without raising credit transfer first.

It is not CRICOS-registered. Only three of our courses are: SIT40422 (116358F), SIT50322 (118427D) and SIT50422 (115534C). Neither dedicated cookery qualification is CRICOS-registered either. An international student on a student visa therefore has no access to the business route with us, and the hospitality-specific versus generic question does not arise for them.

Equivalence is worth checking before you compare courses with an old certificate in hand, because it decides whether a whole qualification credits or only some units. Equivalent to their predecessors: SIT20322, SIT20421, SIT30821, SIT40521 and BSB40520. Not equivalent: SIT30622, SIT30722, SIT40422, SIT50322, SIT50422, BSB30120, BSB40120 and BSB50120. A superseded-but-not-equivalent qualification does not map unit for unit onto the current one, so ask the

provider to identify which specific units credit rather than assuming the whole thing carries over.

About us

We are Complete Hospitality Training , RTO 3722, CRICOS 04242E. Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact melbourne@cht.edu.au or +61 3 9654 1554 .

We link to the relevant course and regulatory sources in this guide. Check those sources for current requirements, and confirm course availability, delivery, fees and entry requirements with us before enrolling.

Source records and further guidance

We link the unit records and regulator guidance relevant to this page below. Check the current source before making an enrolment, licensing or employment decision.

SIT50422 Diploma of Hospitality Management

SIT40422 Certificate IV in Hospitality

SIT50322 Diploma of Event Management

BSB40520 Certificate IV in Leadership and Management

SIT30821 Certificate III in Commercial Cookery

Food Safety Supervisor certificate requirements (New South Wales)

Food Standards Code — Standards 3.2.2 and 3.2.2A (food safety practices and food safety management tools)

Hospitality Industry (General) Award 2020 (MA000009)

Restaurant Industry Award 2020 (MA000119)

Outcome Standards for Registered Training Organisations 2025 (full text)

What does AQF level 5 actually signal?

It marks the management tier of the framework: responsibility for planning, resources and the work of others, rather than for carrying out defined tasks under supervision. The AQF also expects a Diploma to represent a volume of learning typically equivalent to one to two years, and that volume must be sufficient for a graduate to achieve the learning outcomes.

Which single unit best separates a management course from a supervisory one?

SITXFIN010 Prepare and monitor budgets. Supervisory qualifications manage finances within a budget; a management qualification builds it. SITXCCS016 Develop and manage quality customer service practices is the second tell.

Is there a non-hospitality alternative to the Diploma route?

At supervisory level, yes: BSB40520 Certificate IV in Leadership and Management, 12 units with 5 core — demonstrating leadership in the workplace, leading effective workplace relationships, coordinating business operational plans, applying communication strategies in the workplace, and leading and facilitating a team. It carries no costing, rostering, hygiene or hospitality compliance unit, so it buys portability across industries rather than matching SIT40422 content for content.

I already hold BSB42015. Do I have to start again?

No. BSB40520 is equivalent to BSB42015, so the older qualification is not devalued. Raise credit transfer at the pre-training review — under Standard 1.7 it needs AQF certification documentation or an authenticated VET transcript and involves no reassessment.

Which of these courses can an international student enrol in?

Only the three that are CRICOS-registered: SIT40422 (116358F), SIT50322 (118427D) and SIT50422 (115534C). BSB40520 is not CRICOS-registered, and nor is either dedicated cookery qualification.

Which award covers the venue I will be managing?

It depends on the premises, not your title. Hotels, pubs, motels, resorts, casinos and caterers are MA000009. Not-for-profit registered clubs are MA000058 — the hospitality award expressly excludes them. Standalone restaurants, cafes, night clubs, reception centres and roadhouses are MA000119. Takeaway and food-court outlets are MA000003. A management course that only names two awards is teaching half the map.

Does the Level 4 classification floor apply under every award?

It applies under three of the four: MA000009, MA000119 and MA000058. The fast food award MA000003 has no equivalent provision. Under MA000009 and MA000119 the employee must also be making use of the skills; MA000058 drops "or higher" and lets the Fair Work Commission require the employee to demonstrate they use the relevant skills.

How many electives does the Diploma have, and does that matter?

Seventeen of its 28 units are elective, the most open structure on our scope. It matters a great deal: you can weight it toward food and beverage, accommodation, gaming or events depending on the venue you are aiming at. Compare SIT40521 Certificate IV in Kitchen Management, where only 6 of 33 units are elective.

Is a Diploma of Hospitality Management available nationally?

Not from every provider. We deliver SIT50422 in Victoria only, as we do SIT50322. Check the position for your own state before planning around it.

Is a Certificate IV enough to manage a venue?

It is built for supervision rather than management — SIT40422, 21 units, nine core, three of them HR units, named roles including duty manager and shift manager. For budget preparation, legal risk and quality systems you need the Diploma's core units.

Does a management qualification cover Food Safety Supervisor certification?

They are distinct. Standard 3.2.2A requires a Food Safety Supervisor in both category one and category two food businesses, appointed before the business engages in a prescribed activity and remaining reasonably available. The certificate must have been issued within the immediately preceding five years. In New South Wales it must come from a provider on the NSW Food Authority's approved list, and we are not on that list.

Does the Diploma teach me to write a food safety program?

It teaches you to identify and manage legal risks and to implement and monitor WHS and hygiene practices. Building a documented food safety program is a further step — in Victoria the regulator directs businesses to the FoodSmart tool for that. The related unit content sits in SITXFSA006 Participate in safe food handling practices, which covers controlling hazards at nine critical control points — receiving, storing, preparing, processing, displaying, serving, packaging, transporting and disposing — plus calibrating a temperature probe.

What should the WHS content look like for a Victorian venue?

Victorian, specifically. Victoria has not adopted the model work health and safety laws, so duty-holder concepts differ from the rest of the country. Ask the provider which jurisdiction the material is written for, and be sceptical of PCBU language in a Victorian classroom.

How should a management course assess me?

Against four principles — fairness, flexibility, validity and reliability — where validity requires practical application components in a practical setting, and reliability means another assessor would reach the same judgement. The evidence itself must be valid, sufficient, authentic and current. Ask to see how a management unit is assessed before you enrol.

Can I get credit for years of experience instead of sitting units?

Possibly, through RPL, which RTOs must offer under Standard 1.6. It is a genuine assessment against the same evidence requirements, raised at the pre-training review. With 17 elective units, SIT50422 has more room for credit than most.

Can a course be arranged for a whole team?

Yes. See workplace training for the Certificate IV in Hospitality ([/workplace-training/certificate-iv-in-hospitality/](#)) or lodge a course enquiry ([/contact/](#)). Workplace delivery also brings placement arrangements into play: a Placement Agreement must be completed before any placement starts, covering supervision, conduct and learning outcomes.

Where do I compare the management options side by side?

How far can a hospitality qualification take you ([/news/how-far-can-hospitality-qualification-take-you/](#)) sets out every qualification on scope with its unit count and core ratio, and five tips to help you get into hospitality management ([/news/five-tips-help-you-get-into-hospitality-management/](#)) covers the move itself.