

Diploma in Hospitality Management

BSI Learning, Australia

The management component of the “Diploma in Hospitality Management” by BSI Learning focuses on developing leadership, operational, and business management skills required in the hospitality industry.

Students learn how to lead and manage teams, prepare staff rosters, monitor workplace operations, and handle conflict professionally. The course also emphasizes customer service excellence, quality service practices, and building strong business relationships. Students gain knowledge in budgeting, financial management, and controlling operational costs within a business environment. Strong focus is given to food safety, workplace health and safety, and legal compliance to ensure professional industry standards.

This programme prepares students for supervisory and managerial roles in hotels, restaurants, catering, and hospitality operations.

ONLINE LMS TOPICS

[SITXFSA005](#) Use hygienic practices for food safety

[SITXHRM009](#) Lead and manage people

[SITXMGT005](#) Establish and conduct business relationships

[SITXHRM008](#) Roster staff

[SITXMGT004](#) Monitor work operations

[SITXCOM010](#) Manage conflict

[SITXFIN009](#) Manage finances within a budget

[SITXFIN010](#) Prepare and monitor budgets

[SITXCCS015](#) Enhance customer service experiences

[SITXCCS016](#) Develop and manage quality customer service practices

[SITXGLC002](#) Identify and manage legal risks and comply with law


[SITXWHS007](#) Implement and monitor work health and safety




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PROGRAMME SYLLABUS

Pastry and Hospitality Management

DUAL QUALIFICATION

City & Guilds UK + BSI Learning Australia



**International Institute
of Culinary Arts, New Delhi**

Sharing Knowledge, Building Happiness
Est. 2005



Level 2 Diploma in Bakery and Patisserie

The Level 2 of the pastry programme focuses on building a strong foundation in hospitality and professional kitchen operations. Students learn the fundamentals of baking. The course introduces cookies, cupcakes, muffins, breads, cakes, etc. Students also develop knowledge of guest service, sustainability, and workplace professionalism in the hospitality industry. Emphasis is placed on learning the responsibilities of a pastry chef, teamwork, mise en place, and developing discipline required for a successful pastry career.

THEORY TOPICS

Unit 201 Understand the hospitality industry

Unit 202 Understand business success

Unit 203 Provide guest service

Unit 204 Awareness of sustainability in the hospitality industry

Unit 205 Professional workplace standards

Unit 206 Understand own role in self-development

Unit 207 Food safety

Unit 208 Meet guest requirements through menu planning

Unit 209 Mise en place

Unit 215 Prepare, cook and finish cakes, biscuits and sponge products using standardized recipes

Unit 216 Prepare, cook and finish pastry products using standardized recipes

Unit 217 Produce, cook and finish dough products using standardized recipes

Unit 218 Prepare, cook and finish hot desserts using standardized recipes

Unit 219 Prepare, cook and finish cold desserts using standardized recipes

Unit 220 Prepare and finish simple chocolate products



PRACTICAL LEARNING

Hands-on training in fundamental baking techniques including:

- Cookies
- Pies and tarts
- Travel cakes
- Celebration cakes
- Wedding cakes
- Breads
- Chocolates
- Petit fours
- Basic macarons and choux
- Basic viennoiserie
- Sugar confectionery

Baking techniques for various ingredients:

- Prepare, cook and finish cakes, biscuits and sponge products using standardized recipes
- Prepare, cook and finish pastry products using standardized recipes
- Produce, cook and finish dough products using standardized recipes
- Prepare, cook and finish hot desserts using standardized recipes
- Prepare, cook and finish cold desserts using standardized recipes
- Prepare and finish simple chocolate products

Workstation setup and ingredient storage techniques



Level 3

The last three months of the course focus on developing supervisory and operational skills required for professional bakery kitchen management. Students learn effective team management, resource planning, and coordination to ensure smooth bakery operations. The course also emphasizes food cost control, inventory management, and expense monitoring to improve efficiency and profitability. Practical exposure helps students build leadership qualities, decision-making abilities, and professional work ethics essential for the hospitality industry.

THEORY TOPICS

Unit 302 The principles of food safety supervision for catering

Unit 320 Supervisory skills in the hospitality industry

Unit 321 Produce dough and batter products

Unit 322 Produce petit fours

Unit 323 Produce paste products

Unit 324 Produce hot, cold and frozen desserts

Unit 325 Produce biscuits, cakes and sponges

Unit 326 Produce display pieces and decorative items

Unit 327 Exploring gastronomy

PRACTICAL LEARNING

Hands-on training in advanced baking techniques including:

- Advanced choux pastry
- Advanced macarons
- Advanced viennoiserie
- Advanced plated desserts
- Chocolate sculpture
- Sugar sculpture
- Bread sculpture
- Entremets and petit gateaux
- Frozen desserts

OUTDOOR EXPOSURE

Bake sales, market visits, hotel/bakery visits, food exhibitions, equipment manufacturing companies, food competitions, student convocation, pastry production units

TEAM ASSIGNMENT

Bake sale assignments are designed to develop managerial and operational skills among students. Students are responsible for planning, organizing, and executing bake sales including setup, production, guest service, menu planning, purchasing, costing, marketing, and decoration.

After the event, students must compile a detailed report including operational manuals, recipe costing, event analysis, guest feedback, photographs, profit/loss statements, improvement points, and conclusions.

