

Master of International Hotel Management (MIHM16)

1. About the Master of International Hotel Management

This program of study is designed to provide graduates with a specialised and contemporary understanding of business practices, principles and theory suitable for international hotel management.

The Master's program is intended for people with diverse backgrounds who aspire to leadership careers in hotel management. The program seeks to ensure that graduates are able to provide innovative and sophisticated solutions to complex problems in hotel services and management.

Graduates would be encouraged to find managerial positions in small medium or large hotels. Alternatively, graduates may also elect to be self-employed and run their own hospitality business.

Graduate employment opportunities

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

- Accommodation and Hospitality Manager
- Hotel Team Leader Receptionist
- Food and Beverage Supervisor
- Marketing Specialist
- Sales Assistant (general)
- Cafe or Restaurant Manager
- Café Supervisor
- Bar Supervisor or Manager
- Hotel Service Manager
- Hotel or Motel Manager
- Recruitment Consultant
- Customer Service Manager
- Experience Manager
- Advertising and Marketing Professional
- Sales, Marketing and Public Relations Professional
- Conference and Event Organiser
- Hospitality Consultant

Course Overview

Course Title	Master of International Hotel Management (MIHM16)		
Study Options – Domestic Australian students	Face to Face delivery Hybrid delivery (max 25% online) Full-time and part-time options available.	Study Options – International students	International students on a student visa must not enrol into any more than a third or 33% of online subjects over their course and must study at least one subject that is face to face in each term. International students on a student visa are required to study full time, i.e. the student must complete a minimum of 1.0 EFTSL of study per year.
Start Dates	January, April, July, September For specific dates visit the website .	Course Length	Full-time: 2 year Part-time: 4 years
Payment Options - Domestic Australian students	Upfront payment This means tuition fees will be invoiced each term and payment is required on or before the due date. 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.	Payment Options – International students	Upfront payment This means tuition fees will be invoiced each term and payment is required on or before the due date.
Course study requirements	The course involves 24 hours of study per week, comprising 8 hours of student contact (2 online) and 16 hours self-directed study.	Assessment	Essays, reports, presentations scenario and case studies, and reflective journals.
Locations	<ul style="list-style-type: none"> • Sydney Town Hall campus Level 4, 540 George Street Sydney, NSW 2000 • Melbourne Flinders campus 196 Flinders St, Melbourne, Victoria 3000 Adelaide campus 88 Wakefield St, Adelaide SA 5000 	Delivered by	Blue Mountains International Hotel Management School and Torrens University Australia

Torrens University Australia Ltd, ABN 99 154 937 005, RTO41343 CRICOS 03389E T/A Blue Mountains International Hotel Management School at Torrens University Australia (Sydney, Blue Mountains, Adelaide and Melbourne). Information provided in this document is current at the time of publishing (February 2021).

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	089931K
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 2015	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. Admission Criteria

Title of course of study	Master of International Hotel Management (MIHM16)
Applicants with higher education study	A bachelor degree (equivalent to AQF 7), or for international qualifications, as recognised by NOOSR
Applicants with vocational education and training (VET) study	N/A
Applicants with work and life experience	Three years supervisory/managerial work experience as deemed relevant by the Dean or nominee and/or documented assessment of the applicant's overall ability to undertake the program of study and to achieve the course learning outcomes
English Language Proficiency (applicable to international students, and in addition to academic or special entry requirements noted above)	Equivalent IELTS 6.0 minimum (Academic)
Applicants with recent secondary education (within the past two years) with ATAR or equivalent*	A bachelor degree (equivalent to AQF 7), or for international qualifications, as recognised by NOOSR

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(for applicants who will be selected wholly or partly on the basis of ATAR)	

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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4. How to apply

Via direct application to the institution

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

5. 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 <http://www.torrens.edu.au/apply-online/course-credits>.

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6. Where to get further information

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

7. Additional Information

Course Structure

The course structure is based on 8 terms (each of 12 weeks duration), with two subjects taught in each term in full time mode. It comprises 11 compulsory core subjects, 1 elective subject and 1 compulsory industry placement subject.

Course Rules

Students must complete a minimum of 600 hours of industry placement.

Before undertaking Industry Placement students must complete MFB402 Food and Beverage Operations and MRD403 Management of Rooms Division (and pass all assessments including the applied assessments) unless they have been granted an exemption (through recognised prior learning).

Subjects

SUBJECT DETAILS
SUBJECT TITLE, DESCRIPTOR
<p>HGE401 Hotels and the Guest Experience</p> <p>Current consumer culture is more competitive than it has ever been. Today, hotels must battle for an increasing share of the customer revenue and loyalty. Increasingly recognising that the complete experience enjoyed by customers is critical to customer retention, profitability and growth.</p> <p>This subject engages the student in critically examining ways to improve guest experiences. It begins with an introduction to the fundamental concepts associated with hotel services. Leading to the development of a framework that can be applied to designing “customer experience” that will leave lasting impressions, increase revenue and encourage repeat business and referrals.</p>
<p>MFB402 Managing Food & Beverage Operations</p> <p>This subject gives a comprehensive insight in the food and beverage industry. Students will gain an insight into the multifaceted nature of opening and managing a restaurant, bar, club or catering facility. The subject examines in detail the importance of product differentiation, staff management strategies and cost control. Additionally students will gain a detailed understanding of current and emerging trends as well as the technologies that are shaping the industry now and into the future.</p>
<p>MRD403 Management of Rooms Division</p> <p>Rooms Division management is a key contributor to any lodging and hotel business. Therefore a thorough understanding of guests’ expectations and service delivery is of the utmost importance to ensuring business survival. This subject introduces the roles of the Front Office and Housekeeping departments as key components of the Rooms Division. It incorporates knowledge of budget control and productivity, Quality Assurance, Work Health & Safety, Security, Facility Management and Sustainability.</p> <p>The subject engages the student in complaint handling skills, reservations and check-in/out procedures, as well as the diverse areas of Housekeeping, quality assurance and laundry processes. Students obtain a working knowledge of the Opera Property Management System.</p>
<p>SDM404 Service Design and Management</p> <p>Through a comprehensive examination of the ‘art’ and ‘science’ of service, this subject aims to develop an understanding of the fundamental concepts and practical implications of providing exceptional service. Following an introductory overview of the role and nature of services, topics associated with the ‘art’ of service will be explored. Additionally the performance of service by frontline service providers will be</p>

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<p>examined along with contemporary strategies for managing service behaviour in interactive service encounters. Topics associated with the 'science' of service focus on management and measurement of key service functions and outcomes, including service quality and customer satisfaction, service failure and recovery, customer relationship management and managing capacity and demand in a highly competitive global environment. Collectively this subject develops a critical understanding of the interrelationship of service management with hotel functions such as operations management, services marketing, human resource management and facilities management.</p>
<p>CHM601 Contemporary Hotel Marketing The hospitality industry operates in a competitive global marketplace where an ability to think strategically and weave together traditional marketing practices and new technologies across a mixed marketing spectrum is essential to compete and thrive. In order to survive and prosper hospitality organisations need to develop a more convenient, informed, valuable and sustainable relationship with their customers. This subject will introduce contemporary aspects of hospitality marketing, which are distinct in their application to the hospitality products and services. It will explore the techniques and concepts that practicing marketers use to develop effective marketing campaigns by applying a variety of theoretical assumptions based on practical examples that underpin the insights that marketers will need to understand and apply to develop successful marketing campaigns.</p>
<p>LGH602 Leadership for Global Hospitality Creating and delivering engagement and value for stakeholders is a key challenge in the hospitality industry. This subject will examine core theories of global leadership and how they potentially impact on the effectiveness of a Department Head, GM or other senior hotel executive. The subject will explore how hotels are placing more emphasis on 'people, learning and culture' that contribute towards competitive advantage rather than traditional HR practices.</p>
<p>HFR603 Hotel Finance & Revenue Hotel Managers must provide leadership in creating a culture that focuses on optimizing the totality of hotel revenue throughout in order to maximize profitability. Hotel Managers must also be able to interpret financial reports to enhance their capacity to make quality decisions in a timely way in a dynamic environment that is strongly influenced by the perishable nature of its products and services. This subject allows students to develop the knowledge and skills necessary for effective revenue management and financial reporting.</p>
<p>EHL604 Entrepreneurship for Hospitality Leaders Visionary attitudes can transform existing organisations through commercialising new ideas. This subject examines the fundamentals of entrepreneurship, innovation and creativity as they apply to hotels and hospitality organisations competing in an internet-enabled world. The subject will also address commercialising a new business, product or service concept from inception to market, with a focus on leveraging evolving distribution channels and disruptive technology.</p>
<p>INP605 Industry Placement Industry placement is a key component of the Master's program, designed to give students real world experiences in their pursuit of practical operational and leadership skills. During their external placement from the School within a hotel organization, students will be able to link their studies to the workplace environment, optimise their career pathway and meet industry expectations.</p>
<p>BRH606 Business Research for Hoteliers An essential component of decision-making in business is research. Business Research Methods familiarises students with the advanced skills and knowledge required for completing research projects at the post-graduate level and for making high quality business decisions. The combination of BRH606 and IAP607,</p>

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<p>enables students to develop a comprehensive understanding as to how research concepts relate to and supports the successful completion of the IAP607 project. Students will develop a research proposal in BRH606 that will provide the framework for their IAP607 project.</p>
<p>IAP607 Independent Critical Analysis Project In this capstone subject, students have the opportunity to demonstrate the core attributes of written communication, information literacy, synthesis of complex information, and logical and critical thinking. This is achieved by completing a substantive hotel consultancy project based on experiential learning and the analysis of an actual business situation and/or contemporary topic that has significance to industry.</p>
<p>SHM608 Strategic Hotel Management Strategy is a broad formula for how a business is going to compete, what its goals should be and what policies are needed to deliver those goals. Utilising an online simulation, Strategic Hotel Management introduces students to a set of contemporary strategy concepts, theories and practices to help them think and act critically and creatively to manage a competitive and sustainable hotel and solve the business problems they will encounter as leaders now and into the future.</p>
<p>Students are required to choose an additional 1 subject from the electives below.</p>
<p>BEG609 Business Events in a Global Context Business events contribute to the community and industry through shared social and economic contexts, in which people meet to share ideas, sell products, advance knowledge, network and build relationships. Business Events in a Global Context aims to develop students' knowledge, skills and abilities to astutely examine the global economic, social, political and environmental influences impacting stakeholders and affiliated MICE associations.</p> <p>A key focus of this subject is providing an overview of the environment of meetings, conventions and expositions integrate with the hospitality and tourism industry. Students are guided through the complexities associated with planning, managing and staging a variety of business events.</p>
<p>STE610 Sustainability and the Environment Strategy is a broad formula for how a business is going to compete, what its goals should be and what policies are needed to deliver those goals. Utilising an online simulation, Strategic Hotel Management introduces students to a set of contemporary strategy concepts, theories and practices to help them think and act critically and creatively to manage a competitive and sustainable hotel and solve the business problems they will encounter as leaders now and into the future.</p>

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

Locations

The Master of International Hotel Management can be studied at the below Torrens University Campuses:

- Sydney Town Hall campus Level 4, 540 George Street Sydney, NSW 2000
- Melbourne Flinders campus 196 Flinders St, Melbourne, Victoria 3000
- Adelaide campus 88 Wakefield St, Adelaide SA 5000

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 (\$45, 881 in 2019-20). 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/help-payingmyfees/fee-help/pages/fee-help)
<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)
<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](#).