

Certificate IV in

Hospitality (Catering Operations)

National Course Code: **THH42502**

General Information

The National Hospitality Training Package, produced by the Office of Training and Further Education, is to replace the current curriculum for 2000 and beyond. The content was developed in consultation with Tourism Training Australia, Tourism Training Victoria and representatives of the Victorian Hospitality and Tourism TAFE Management Committee.

The package covers the areas of Hospitality and Cookery There are 35 separate qualifications covering Levels 1 – 6 of the Australian Qualifications Framework. The package is Nationally endorsed by the Hospitality Industry and all State and Territory Governments and provides a clear pathway of qualifications from Certificate I to Advanced Diploma.

The Hospitality Management program consists of 3 stages:

- Stage 1: Certificate IV (any stream)
- Stage 2: Diploma of Hospitality (Management)
- Stage 3: Advanced Diploma of Hospitality (Management)

Career Opportunities

The Certificate IV reflects the role of the chef or cook who also performs a supervisory or team leading role in the kitchen.

Mode of Study and Location

This course is provided at the Horsham Campus on a full time basis over 1 year (2 semesters) or part time subject to class size.

Entry Requirements

Current Year 12 students - satisfactory completion of the VCE.

All other applicants will be considered for eligibility on the basis of previous life experience, work history and educational background.

Course Structure

To be awarded the Certificate IV a student must have completed all units up to a total of 1087 hours.

Certain subjects cannot be commenced until prerequisite units are completed.

Course Content

Unit Code	Modules - Core
THHCOR01B	Work with Colleagues and Customers
THHCOR02B	Work in a Socially Diverse Environment
THHCOR03B	Follow Health, Safety and Security Procedures
THHCO01B	Develop and Update Hospitality Industry Knowledge
THHCHS01B	Follow Workplace Hygiene Procedures
THHBKA01B	Organise and Prepare Food
THHBKA02B	Present Food
THHBKA03B	Receive and Store Kitchen Supplies
THHBKA04A	Clean and Maintain Kitchen Premises
THHBCC01B	Use basic Methods of Cookery
THHCCH01A	Prepare, Cook and Serve Food (holistic unit)
THHBCC11B	Implement Food Safety Procedures
THHBCAT02B	Package Prepared Foodstuffs
THHGLE02B	Implement Workplace Health, Safety and Security Procedures
THHGGA01B	Communicate on the Telephone
THHGGS02B	Promote Products and Services to Customers
THHGGS03B	Deal with Conflict Situations
THHGTR01B	Coach Others in Job Skills
THHS2CC1B	Monitor Catering Revenue and Costs
THHS2CC2B	Establish and Maintain Quality Control
THHS2CC3B	Develop a Food Safety Plan
THHGGA07B	Control and Order Stock
THHGLE01B	Monitor Work Operations
THHGLE02B	Implement Workplace Health, Safety and Security Procedures
THHGLE08B	Lead and Manage People
THHBCATO3B	Transport & Store Food in a safe and Hygienic Manner
THHBCAT06B	Apply Catering Control Procedures
THHBCC13B	Plan and Control Menu Based Catering
THHADCAT01B	Develop Menus to Meet Special Dietary and Cultural Needs
THHGFA06A	Interpret Financial Information
Unit Code	Modules - Electives
THHBCAT01B	Prepare Foods According to Specific Dietary and Cultural Needs
THHBCC02B	Prepare Appetisers and Salads
THHBCC03B	Prepare Stocks and Sauces
THHBCC04B	Prepare Vegetables, Eggs and Farinaceous Dishes
THHBCC05B	Prepare and Cook Poultry and Game
THHBCC06B	Prepare and Cook Seafood
THHBCC07B	Identify and Prepare Meat/Select, Prepare and Cook Meat
THHBCC08B	Prepare Hot and Cold Desserts
THHBCC09B	Prepare Pastry, Cakes and Yeast Goods
Total Nominal Hours	1087

Assessment

Competency Based Training

Competency Based Training is concerned with assisting people to gain specific competencies required in the workplace.

This course has been designed to meet the particular skills and knowledge appropriate to this vocational area.

A student will be assessed as Competent with Merit, Competent or Not Competent by performing set tasks at specified standards, under prescribed conditions.

Fees

Enrolment fees are payable at the time of enrolment. For further information a Fees and Charges leaflet is available from the Student Centre.

Recognition of Prior Learning

If what you have learned at work, from other courses, from life experience or training provided at work is relevant to this course, you may be entitled to gain subject credits or exemptions. For further details contact the staff listed under 'Course Enquiries'.

Application Information

Students seeking a place in this course should contact the staff listed under 'Course Enquiries' to obtain information and/or make an appointment for interview.

All applicants must complete an enrolment form and pay their fees at the Student Centre before the enrolment process is complete. All enrolments must first be approved by the relevant department.

Course Enquiries

For further course information contact:

Horsham Campus

School of Business Services – Hospitality
Telephone (03) 5362 2600

Certificate III in

Hospitality (Commercial Cookery)

National Course Code: **THH31502**

General Information

The National Hospitality Training Package, produced by the Office of Training and Further Education, is to replace the current curriculum for 2000 and beyond. The content was developed in consultation with Tourism Training Australia, Tourism Training Victoria and representatives of the Victorian Hospitality and Tourism TAFE Management Committee.

The package covers the areas of Hospitality, Cookery. There are qualifications covering Levels 1 – 6 of the Australian Qualifications Framework. The package is Nationally endorsed by the Hospitality Industry and all State and Territory Governments and provides a clear pathway of qualifications from Certificate I to Advanced Diploma.

Career Opportunities

The Certificate III reflects the role of the chef or cook in the kitchen.

Mode of Study and Location

This course is provided on a block release basis, full or part time subject to class size, at SMB, Stawell or Horsham.

Entry Requirements

Students must be currently employed as an apprentice chef,

OR

Current Year 12 students - satisfactory completion of the VCE.

All other applicants will be considered for eligibility on the basis of previous life experience, work history and educational background.

Course Structure

To be awarded the Certificate III a student must have completed all units.

Some campuses may offer different electives.

Certain subjects cannot be commenced until prerequisite units are completed.

Course Content

Unit Code	Modules - Core
THHCOR01B	Work with Colleagues and Customers
THHCOR02B	Work in a Socially Diverse Environment
THHCOR03B	Follow Health, Safety and Security Procedures
THHTCO01B	Develop and Update Hospitality Industry Knowledge
THHGHS01B	Follow Workplace Hygiene Procedures
THHBKA01B	Organise and Prepare Food
THHBKA02B	Present Food
THHBKA03B	Receive and Store Kitchen Supplies
THHBKA04B	Clean and Maintain Premises
THHBCC01B	Use basic Methods of Cookery
THHCCH01A	Prepare, Cook and Serve Food (holistic unit)
THHBCC02B	Prepare Appetisers and Salads
THHBCC03B	Prepare Stocks, Sauces and Soups
THHBCC04B	Prepare Vegetables, Eggs and Farinaceous Dishes
THHBCC05B	Prepare and Cook Poultry and Game
THHBCC06B	Prepare and Cook Seafood
THHBCC07B	Select, Prepare and Cook Meat
THHBCC08B	Prepare Hot and Cold Desserts
THHBCC09B	Prepare Pastry, Cakes and Yeast Goods
THHBCC11B	Implement Food Safety Procedures
THHBCC10B	Plan and Prepare Food for Buffets
THHBCAT01B	Prepare Foods According to Dietary and Cultural Needs
THHBCC13B	Plan and Control Menu-Based Catering
THHGGA01B	Communicate on the Telephone
THHGCS02B	Promote Products and Services to Customers
THHGCS03B	Deal with Conflict Situations
THHGTR01B	Coach Others in Job Skills
THHCCH02A	Prepare, Cook and Serve Food for Menus (holistic unit)

Unit Code	Modules - Elective
THHADCC05B	Handle and Serve Cheese
THHGHS03B	Provide First Aid
BSBCMN205A	Use Business Technology
THHBCC00B	Prepare Sandwiches

Total Nominal Hours

925

Assessment

Competency Based Training

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This course has been designed to meet the particular skills and knowledge appropriate to this vocational area.

A student will be assessed as, Competent or Not Competent by performing set tasks at specified standards, under prescribed conditions.

Fees

Enrolment fees are payable at the time of enrolment. For further information a Fees and Charges leaflet is available from the Student Centre.

Recognition of Prior Learning

If what you have learned at work, from other courses, from life experience or training provided at work is relevant to this course, you may be entitled to gain subject credits or exemptions. For further details contact the staff listed under 'Course Enquiries'.

Application Information

Students seeking a place in this course should contact the staff listed under 'Course Enquiries' to obtain information and/or make an appointment for interview.

All applicants must complete an enrolment form and pay their fees at the Student Centre before the enrolment process is complete. All enrolments must first be approved by the relevant department.

Course Enquiries

For further course information contact:

SMB Campus - Ballarat

Sonia Turner
School of Business Services – Hospitality
Telephone (03) 5327 8186

Stawell Campus

Bruce McIlvride
School of Business Services – Hospitality
Telephone (03) 5358 7200

Certificate II in

Hospitality (Kitchen Operations)

National Course Code: **THT22002**

General Information

The Certificate II in Hospitality (Kitchen Operations) is designed to introduce the student to basic principals and methods of food preparation. It enables the student to utilise the knowledge gained in the preparation of meals in a commercial environment, and to gain employment as a cook (ASF 2).

The course will enable the student to:

- understand the basic methods, principles and disciplines of food preparation;
- utilize the knowledge so gained in the preparation of foods in all areas of catering, that is to say, in the Table d'hôte and a la carte situation in restaurants, motels, hotels, hospitals, clubs, industrial canteens and short order outlets;
- move into any put let with full confidence to carry out at least the duties of assistant cook, and with 'on the job' training and experience, proceed to higher duties;
- understand the behaviour and properties of foods during preparation and storage;
- understand the role of nutrients in maintaining good health; and
- draw up menus which are nutritionally well balanced for all age groups.

NOTE:

This course is part of the recently endorsed and accredited Hospitality training package, which allows transition up to Advanced Diploma where available.

Certificate II in Hospitality (Operations)
Certificate II in Hospitality (Kitchen Operations)
Certificate IV in Hospitality (Supervision)
Diploma of Hospitality Management
Advanced Diploma of Hospitality Management

Career Opportunities

This course reflects the role of employees who perform a range of tasks in the kitchen at hotels, clubs, hospitals or bistro's.

Mode of Study and Location

The Certificate II in Hospitality (Kitchen Operations) is provided at the Horsham and Stawell Campuses and is normally undertaken on a full-time basis over 1 semester (18 weeks).

Entry Requirements

Satisfaction of "mature age" entry requirements whereby a prospective student can demonstrate the ability and experience required to achieve the aims of the course.

Selection will also be based on consideration of merit which includes school results, work interests and interview.

Course Structure

The course is conducted over 485 hours of instruction in addition to private study.

Course Content

Unit Code	Modules - Core
THHBKA03B	Receive and Store Stock
THHBKA04B	Clean and Maintain Premises
THHBCC01B	Use Basic Methods of Cookery
THHCCH01A	Prepare, Cook and Serve Food
THHBCC02B	Prepare Appetisers and Salads
THHBCC03B	Prepare Stocks and Sauces
THHBCC04B	Prepare Vegetables, Eggs and Farinaceous Dishes
THHBCC05B	Prepare and Cook Poultry and Game
THHBCC08B	Prepare Hot and Cold Sweets

Total Nominal Hours **406**

Assessment

Competency Based Training

Competency Based Training is concerned with assisting people to gain specific competencies required in the workplace.

This course has been designed to meet the particular skills and knowledge appropriate to this vocational area.

A student will be assessed as Competent with Merit, Competent or Not Competent by performing set tasks at specified standards, under prescribed conditions.

Fees

Enrolment fees are payable at the time of enrolment. For further information a Fees and Charges leaflet is available from the Student Centre.

Recognition of Prior Learning

If what you have learned at work, from other courses, from life experience or training provided at work is relevant to this course, you may be entitled to gain subject credits or exemptions. For further details contact the staff listed under 'Course Enquiries'.

Application Information

Students seeking a place in this course should contact the staff listed under 'Course Enquiries' to obtain information and/or make an appointment for interview.

All applicants must complete an enrolment form and pay their fees at the Student Centre before the enrolment process is complete. All enrolments must first be approved by the relevant department.

Course Enquiries

For further course information contact:

SMB Campus - Ballarat

Sonia Turner

School of Business Services – Hospitality

Telephone (03) 5327 8186

Diploma of

Hospitality Management

National Course Code: **THH51202**

General Information

The National Training Package, produced by the Office of Training and Further Education, is to replace the current curriculum for 2000 and beyond. The content was developed in consultation with Tourism Training Australia, Tourism Training Victoria and Tourism TAFE Management Committee.

The package covers the areas of Hospitality, Cookery and Security. There are qualifications covering Levels 1 - 6 of the Australian Qualifications Framework. The package is Nationally endorsed by the Hospitality Industry and all State and Territory Governments and provides a clear pathway of qualifications from Certificate I to Advanced Diploma.

The Hospitality Management program consists of 3 stages:

- Stage 1 Certificate IV (any stream)
- Stage 2 Diploma of Hospitality Management
- Stage 3 Advanced Diploma of Hospitality Management

Career Opportunities

This program is designed to train students to be able to operate at a supervisory level in a variety of Hospitality outlets ranging from hotels to catering institutions. The Diploma of Hospitality (Management) program is Stage 2 of a three-stage course.

Mode of Study and Location

The course is provided on a full-time and part-time basis at the SMB, Horsham and Stawell Campuses. Students not wishing to undertake the whole Diploma may apply to study selected units only.

Entry Requirements

Satisfactory completion of **ANY** Certificate IV in Hospitality.

Course Structure

To be awarded the Diploma of Hospitality students must complete Stage 1 (Certificate IV) and a minimum of 494 hours for Stage 2. Course content requires some prerequisite subjects.

Course Content

Unit Code	Core - Modules Stage 2
THHGLE03B	Develop and Implement Operational Plans
THHGLE04A	Establish and Maintain a Safe and Secure Workplace
THHGLE05B	Roster Staff
THHGLE14B	Prepare and Monitor Budgets
THHGLE20B	Develop and Maintain Legal Knowledge Required for Business Compliance
TTHGLE11A	Manage Quality Customer Service
THHGLE13B	Manage Finances Within a Budget
THHGCS08A	Establish and Conduct Business Relationships
THHGLE09B	Manage Workplace Diversity

Unit Code	Electives
THHGCS04B	Make Presentations
THHGCS07B	Co-ordinate Marketing Activities
THHSCAT04B	Design Menus to meet Market Needs
THHCAT02B	Plan the Catering for an Event or Function
THHGGA05B	Plan and Manage Meetings

Total Nominal Hours **514**

Please note: Individual Campuses may offer different electives.

Assessment

Competency Based Training

Competency Based Training is concerned with assisting people to gain specific competencies that are required in the workplace.

This course has been designed to meet the particular skills and knowledge appropriate to this vocational area.

Fees

Enrolment fees are payable at the time of enrolment. For further information a Fees and Charges leaflet is available from the Student Centre.

Recognition of Prior Learning

If what you have learned at work, from other courses, from life experience or training provided at work is relevant to this course, you may be entitled to gain subject credits or exemptions. For further details contact the staff listed under 'Course Enquiries'.

Application Information

Students seeking a place in this course should contact the staff listed under 'Course Enquiries' to obtain information and/or make an appointment for interview.

All applicants must complete an enrolment form and pay their fees at the Student Centre before the enrolment process is complete. All enrolments must first be approved by the relevant department.

Course Enquiries

For further course information contact:

Horsham/Stawell Campus

School of Business Services – Hospitality
Telephone (03) 5362 2600

SMB Campus - Ballarat

Sonia Turner
School of Business Services – Hospitality
Telephone (03) 5327 8186

Advanced Diploma of

Hospitality Management

National Course Code: **THH60202**

General Information

The Hospitality Management program consists of three stages:

- Stage 1: Certificate IV (Supervision)
 Stage 2: Diploma of Hospitality Management
 Stage 3: Advanced Diploma of Hospitality Management

Career Opportunities

The Advanced Diploma in Hospitality Management prepares students for middle management positions in hotels, motels, restaurants, clubs, reception rooms, employee food services, hospitals, public cafeterias and institutions.

Mode of Study and Location

The course is provided on a full-time and a full-time and part-time basis at the SMB Campus.

Students not wishing to undertake the whole Advanced Diploma may apply to study selected units only.

Entry Requirements

Satisfactory completion of the Diploma of Hospitality Management

Course Structure

To be awarded the Advanced Diploma of Hospitality Management, the student must complete Stage 1 which comprises approx 961 hours (see the Certificate IV in Hospitality (Supervision) brochure), Stage 2 Diploma comprising at approx 514 hours, and Stage 3 Advanced Diploma comprising at approx 365 hours.

Course Content

Certain subjects cannot be commenced until pre-requisite subjects are completed, ie stages one and two.

Unit Code	Core - Stage 3
THHGLE15B	Manage Financial Operations
THHGLE12B	Develop and Manage Marketing Strategies
THHGLE16B	Manage Physical Assets
THHGLE06B	Monitor Staff Performance
THHGLE07B	Recruit and Select Staff
THHGLE19B	Develop and Implement a Business Plan

Plus electives

Unit Code	Stage 3
THHGCS04B	Make Presentations
THHGCS06B	Plan and Implement Sales Activities
BSBCMN205B	Use Business Technology
BSZ401A	Plan Assessment
BSZ402A	Conduct Assessment
BSZ403A	Review Assessment
BSZ404A	Train Small Groups

Total Nominal Hours **365**

Please Note. Each Campus may offer different electives

Assessment

Competency Based Training
 Competency Based Training is concerned with assisting people to gain specific competencies required in the workplace. A student will be assessed as Competent or Not Competent by performing set tasks at specified standards, under prescribed conditions.

This course has been designed to meet the particular skills and knowledge appropriate to this vocational area.

Fees

Enrolment fees are payable at the time of enrolment. For further information a Fees and Charges leaflet is available from the Student Centre.

Recognition of Prior Learning

If what you have learned at work, from other courses, from life experience or training provided at work is relevant to this course, you may be entitled to gain subject credits or exemptions. For further details contact the staff listed under 'Course Enquiries'.

Application Information

Students seeking a place in this course should contact the staff listed under 'Course Enquiries' to obtain information and/or make an appointment for interview.

All applicants must complete an enrolment form and pay their fees at the Student Centre before the enrolment process is complete. All enrolments must first be approved by the relevant department.

Course Enquiries

For further course information contact:

SMB Campus - Ballarat
 Sonia Turner
 School of Business Services – Hospitality
 Telephone (03) 5327 8186

Certificate IV in

Hospitality (Supervision)

National Course Code: **THH42602**

General Information

The National Hospitality Training Package, produced by the Office of Training and Further Education, replaces the curriculum for 1999 and beyond. The content was developed in consultation with Tourism Training Australia, Tourism Training Victoria and representatives of the Victorian Hospitality and Tourism TAFE Management Committee.

The package covers the areas of Hospitality and Cookery. There are qualifications covering levels 1 - 6 of the Australian Qualifications Framework. The package is Nationally endorsed by the Hospitality Industry and all State and Territory Governments and provides a clear pathway of qualifications for Certificate I to Advanced Diploma.

The Hospitality Management program consists of 3 stages:

Stage 1	Certificate IV (any stream)
Stage 2	Diploma of Hospitality Management
Stage 3	Advanced Diploma of Hospitality Management

Career Opportunities

This Certificate IV prepares students for work in Food and Beverage, tourism or gaming operations at an operational level with some supervisory skills for positions in hotels, motels, restaurants, clubs, cafes, conference and reception facilities, hospitals and catering institutions.

Mode of Study and Location

This course is provided on a full time basis over 1 year (2 semesters) or part time subject to class size, at SMB, Stawell and Horsham.

Entry Requirements

Satisfactory completion of the VCE. or Mature age applicants (students not currently undertaking a Year 12 program who have been out of full time study for at least 12 months).

Course Structure

To be awarded the Certificate IV a student must have completed and passed all units up to a total of 961 hours. Please note that units offered at each campus may vary. Certain subjects cannot be commenced until prerequisite units are completed.

Course Content

Unit Code	Modules - Core
THHCOR01B	Work With Colleagues and Customers
THHCOR02B	Work in a Socially Diverse Environment
THHCOR03B	Follow Health Safety and Security Procedures
THHCO01B	Develop and Update hospitality Industry Knowledge
THHGHS01B	Follow Workplace Hygiene Procedures
THHGGA01B	Communicate On the Telephone
THHGCS02B	Promote Products and Services to Customers
THHGCS03B	Deal With Conflict Situations
THHGTR01B	Coach Others in Job Skills
THHGGA07B	Control and Order Stock
THHGLE01B	Monitor Work Operations
THHGLE02B	Implement Workplace Health, Safety & Security Procedures
THHGLE08B	Lead and Manage People
THHGFA06A	Interpret Financial Information
THHGGA06B	Receive & Store Stock

Unit Code	Modules - Electives
THHBF01B	Operate a Bar
THHBF00B	Clean and Tidy Bar Areas
THHBF03B	Provide Food and Beverage Service
THHBF04B	Provide Table Service of Alcohol Beverages
THHBF02B	Provide a Link Between Kitchen and Service Areas
THHBF09B	Provide Responsible Service of Alcohol
THHBF11B	Develop and Update Food & Beverage Knowledge
THHBF12B	Prepare and Serve Espresso Coffee
THHGFA01B	Process Financial Transactions
THHBKA01B	Organise and Prepare Food
THHBKA02B	Present Food
THHBCC01B	Use Basic Methods of Cookery
THHCCH01A	Prepare, Cook and Serve Food
THHBKA04B	Clean and Maintain Kitchen
THHBCC11B	Implement Food Safety Procedures
THTSQP06B	Receive and Process Reservations
THHBFO02B	Provide Accommodation Reception Services
THHBH03B	Prepare Rooms for Guests
THHBCC13B	Plan and Control Menu Based Catering
THHBH01B	Provide Housekeeping Services to Guests
BSBCMN205A	Use Business Technology
THHGGA02B	Perform Office Procedures
BSBCMN213A	Produce Simple Word Processed Documents
THHGCS05B	Organise In-House Functions

Total Nominal Hours

961

Please note: Each campus may offer different electives

Assessment

Competency Based Training

Competency Based Training is concerned with assisting people to gain specific competencies that are required in the workplace.

This course has been designed to meet the particular skills and knowledge appropriate to this vocational area.

Fees

Enrolment fees are payable at the time of enrolment. For further information a Fees and Charges leaflet is available from the Student Centre.

Recognition of Prior Learning

If what you have learned at work, from other courses, from life experience or training provided at work is relevant to this course, you may be entitled to gain subject credits or exemptions. For further details contact the staff listed under 'Course Enquiries'.

Application Information

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Course Enquiries

For further course information contact:

Horsham Campus

School of Business Services – Hospitality
Telephone (03) 5362 2600

SMB Campus - Ballarat

Sonia Turner
School of Business Services – Hospitality
Telephone (03) 5327 8186

Stawell Campus

Kirsty Cameron
School of Business Services – Hospitality
Telephone (03) 5358 7200

Certificate IV in

Tourism

(Sales and Marketing)

National Course Code: **THT40102**

General Information

This course is designed to reflect the role of individuals who work in a tourism context and perform a range of skilled tasks.

Career Opportunities

Employment options include working as a sales executive, marketing co-ordinator or as a promotions officer.

Mode of Study and Location

This course is conducted as a workplace delivery and assessment or on the job training.

Entry Requirements

This course is available to these participants who are already working in the tourism industry and can demonstrate a genuine interest in gaining Nationally Accredited Qualifications.

Course Structure

Students must complete all Core Units and a minimum of two additional elective units.

Course Content

Unit Code	Modules - Core
THHCOR01B	Work With Colleagues and Customers
THHCOR02B	Work in a Socially Diverse Environment
THHCOR03B	Follow Health, Safety and Security Procedures
THTTCO01B	Develop and Update Tourism Industry Knowledge
THHGGA01B	Communicate on the Telephone
THHGGA02B	Perform Office Procedures
THHGCS03B	Deal with Conflict Situations
BSBCMN205A	Use Business Technology
BSBCMN213A	Produce Simple Word Processed Documents
THTSOP04B	Sell Tourism Products & Services
THHGCS04B	Make Presentations
THHGCS06B	Plan & Implement Sales Activities
THHGCS07B	Coordinate Marketing Activities
THHGCS08B	Establish & Conduct Business Relationships
THTSMA02B	Create a Promotional Display
THHGGA04B	Prepare Business Documents
THHGGA06B	Plan and Manage Meetings

THHGFA06A	Interpret Financial Information
THHGLE13B	Manage Finances within a Budget

Elective Areas

A minimum of two additional units selected. The elective may be selected from one or more of the areas listed below:

- Sales/Office Operations
- Guiding
- Tour Operations
- Attractions and Theme Parks
- Wine Tourism
- Meetings and Events

Total Nominal Hours **690**

Assessment

Competency Based Training

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Fees

Enrolment fees are payable at the time of enrolment. For further information a Fees and Charges leaflet is available from the Student Centre.

Recognition of Prior Learning

If what you have learned at work, from other courses, from life experience or training provided at work is relevant to this course, you may be entitled to gain subject credits or exemptions. For further details contact the staff listed under 'Course Enquiries'.

Application Information

Students seeking a place in this course should contact the staff listed under 'Course Enquiries' to obtain information and/or make an appointment for interview.

All applicants must complete an enrolment form and pay their fees at the Student Centre before the enrolment process is complete. All enrolments must first be approved by the relevant department.

Course Enquiries

For further course information contact:

Horsham Campus

School of Business Services – Hospitality
Telephone (03) 5362 2647