

Certificate 2 in Hospitality (Hotel Front Office & Reception)



Course duration: 10 Weeks

Co-requisite: First Aid

Study areas include:

- Hospitality Industry
- Front Office
- Communication Skills
- Sales and Marketing
- Computing
- Computerised Reservation System (FIDELIO)
- Hospitality Accounting
- Communication Skills
- Cultural Awareness
- Safety, Security and Hygiene
- Law and Industrial Relations

Certificate 2 in Hospitality (Hospitality Services)



Course duration: 15 Weeks including above course information
Co-requisite: First Aid

Study areas include:

- Hospitality Industry
- Food and Beverage Service
- Communication Skills
- Sales and Marketing
- Computing
- Hospitality Accounting
- Customer Relations
- Cultural Awareness
- Safety, Security and Hygiene
- Law and Industrial Relations
- Industry Experience

Study streams include

- Hotel Front Office
- Housekeeping

Certificate 3 in Hospitality (Accommodation Operations)



Course duration: 20 Weeks including above course information
Co-requisite: First Aid

Study areas include:

- Hospitality Industry
- Front Office
- Sales and Marketing
- Customer Relations
- Computing
- Computerised Reservation System (**FIDELIO**)
- Room Attendant
- Safety, Security and Hygiene
- Hospitality Accounting
- Communication Skills
- Cultural Awareness
- Law and Industrial Relations
- Staff Supervision and Training
- Industry Experience

Certificate 4 in Hospitality (Accommodation Supervision)



Course duration: 30 Weeks including above course information
Co-requisite: First Aid

Study areas include:

- Hospitality Industry
- Front Office
- Sales and Marketing
- Customer and Guest Relations
- Computing
- Communication Skills
- Room Attendant
- Safety, Security and Hygiene
- Hospitality Accounting
- Hospitality Administration
- Cultural Awareness
- Staff Supervision and Training
- Law and Industrial Relations
- Quality Assurance
- Industry Experience

Provider Options:

- Japanese Language I-III
- Other electives can be chosen from accredited programs in hospitality, travel/tourism, and business.

Diploma of Hospitality (Management)



Course duration: 50 Weeks including above course information
Co-requisite: First Aid

Study areas include:

- Hospitality Industry
- Front Office
- Advanced Sales and Marketing
- Customer and Guest Relations
- Advanced Computing
- Computerised Reservation System (**FIDELIO**)
- Hospitality Accounting
- Hospitality Administration
- Communication Skills
- Cultural Awareness
- Room Attendant
- Safety, Security and Hygiene
- Staff Supervision and Training
- Hospitality Management
- Law and Industrial Relations
- Quality Assurance
- Industry Experience

Provider Options:

- Japanese Language I-III
- Other electives can be chosen from accredited programs in hospitality, travel/tourism, and business.