

“The practical experience I’ve gained in industry is very useful”

Charlotte Lam Ka Yan

Advanced Diploma of Hospitality
Country - Hongkong



What have you enjoyed most about your course?

The course is very hands on, it's not just lectures! The students (both international and local) have helped me make a smooth transition into Australian culture and taken the time to explain areas I might find difficult to understand. I enjoy working front of house because I like to mix with different cultures and provide a friendly dining experience for the customers.

Why William Angliss Institute?

I was interested in studying hospitality abroad and I have a brother that lives in Melbourne who told me that William Angliss Institute was the best place to study Hospitality.

Are you currently working?

I'm currently working in a Chinese Restaurant which is great because I get to put what I've learnt in class into practice. The skills I have learnt throughout the course have given me the confidence to apply for jobs. My knowledge of wine, coffee and food has increased and the practical experience I've gained in industry is very useful.

The Future

I am interested in applying for the Disney Hospitality program through William Angliss Institute. I would also like to work in a hotel in a front of house role and then work towards a management position.

Hospitality

A Career in Enjoying Life to the Fullest

Hospitality means many things to people. William Angliss Institute recognises this, and as a result has developed Hospitality training that can be everything to everyone. Whether you are interested in managing your local café or becoming Front of House manager for an International hotel or Facility Manager of a venue, Hospitality at William Angliss Institute can take you there.

William Angliss Institute is Australia's largest hospitality training provider. The multitude of specialist subjects on offer benefit students in many ways. Firstly, students can select a range of highly specialised subjects in one area to establish the platform for their chosen career pathway in hospitality. Alternatively, you can choose to study multiple topics from our wide range of subjects for more universal training.

Hospitality at William Angliss Institute is a completely integrated way of learning, combining theory and practical skills training in modern facilities, specialist training in industry or training in one of our three restaurants, hotel reception and accommodation rooms. If you have significant industry experience, you can apply to our Skills Recognition Unit for subject credits. William Angliss Institute offers the most flexible, integrated and customised Hospitality training in Australia. This contemporary approach gives our graduates a world of opportunities.



Hospitality Course Information Guide

CRICOS Course Code	NTIS Code	Course/Qualification Title	Duration	Semester Tuition Fee	Total Course Fee	Intakes
064731B	SIT30707	Certificate III in Hospitality	6 months	A\$6,600	A\$6,600	Feb, July
064732A	SIT40307	Certificate IV in Hospitality	1 year	A\$6,600	A\$13,200	Feb, July
064733M	SIT50307	Diploma of Hospitality	1.5 years	A\$6,600	A\$19,800	Feb, July
064734K	SIT60307	Advanced Diploma of Hospitality	2 years	A\$6,600	A\$26,400	Feb, July

Hospitality

The Advanced Diploma of Hospitality is your ticket into the spectacular, multi-faceted hospitality industry. You could be part of a world-renowned hotel team, work at functions such as the Australian Open or the Spring Racing Carnival, or even manage your own hospitality business. This course will catapult your career to heights you've only dreamt of.

The course comprises essential, core subjects for your career, plus an amazing array of elective choices from the hospitality, tourism, events and culinary departments. By offering you an array of choice right from the start, William Angliss Institute puts you in the driver's seat, allowing you to steer your own career onto the highway to success.

Essential Subjects for Your Career

You will need to complete essential core subjects as well as your choice of electives in semester 2, 3 and 4.

Work Experience

There is an abundance of work experience opportunities throughout these courses, on-campus in our training restaurants, in industry, and at special events.



POSSIBLE CAREERS:

Our Hospitality courses could lead you to positions such as:

- food and beverage operator
- guest services attendant
- reservations manager
- function coordinator
- manager
- supervisor
- housekeeper

You might work in businesses like:

- hotels
- restaurants
- clubs, pubs, bars and cafes
- catering and food service organisations
- holiday resorts
- casinos
- convention and conference centres
- shipping or cruise liners

Semester One

Certificate III in Hospitality

CIII

First semester covers relevant theoretical knowledge in areas such as: customer relations in hospitality, food and beverage, health, safety, security and hygiene procedures, bar and liquor studies and food knowledge.

Semester Three

Diploma of Hospitality

Dip

This qualification gives you a broad understanding of hospitality, and begins to explore, in substantial depth, theoretical concepts relating to: business operations, hospitality budgeting, workplace diversity, legal knowledge, rostering, and hospitality service and quality.

Semester Two

Certificate IV in Hospitality

CIV

The emphasis moves from operations to supervision with a specific focus on: introductory finance, safety and security, stock control.

Semester Four

Advanced Diploma of Hospitality

ADip

Your final stage brings together your learning from stages 1, 2 and 3, and further develops your knowledge in the areas of: business planning, finance, human resources, marketing, and property management.

“Always provide good service and show a positive attitude”

Gusti Raka

Executive Assistant Manager, Kuta Beach Club Hotel and Spa
Advanced Diploma Hospitality Management
Country - Indonesia



How did you end up in your current position?

I joined the company in 2006, and for two years I worked as an operations supervisor. My role involved being in charge of all the rooms, making sure they stayed clean and bright. In 2008 I was promoted to Executive Assistant Manager, which is my current position.

What do you do in your current position?

As the Executive Assistant Manager, my role is to manage the daily operations of the hotel, as well as help the sales team with promotional campaigns for the Asian and Australian markets.

What are the main things that you learned during your course?

You have to work hard and try to figure out the new trends, such as what the guests are looking for in a holiday. You need to figure out how to make guests choose to stay in your hotel instead of another hotel, which is what will make you successful.

What aspects of your study have you found to be most valuable?

The things I found to be most valuable were learning how to be a good leader, how to manage staff, and how to create a marketing product.

Hospitality Continued

Choose Your Specialty Stream

To complement the base knowledge gained from your core subjects, you may undertake electives of your choice. These specialised subjects will be offered throughout your course (subject to demand).

Hotel Management

Do you see yourself in a management role in a five-star hotel? From front office to food and beverage management, hotels offer a vibrant atmosphere with wide and varied career opportunities. Build your career with positions in operations, supervision and management in front office, food and beverage, housekeeping, banquets or finance.

The Hotel Management stream could include specialist subjects in accommodation services; hotel reception services; hotel guest services; specialist food knowledge; and wine studies.

Small Business Ownership/Management

Have you always wanted to own or manage a restaurant, cafe or bar?

From writing a business plan to meeting legislative requirements for a small business, this course will equip you with the skills and knowledge required to build your own successful business.

The Small Business Ownership/Management stream could include specialist subjects in coffee shop planning; food knowledge; wine studies; cookery; and marketing materials.

Functions Management

Does managing functions and hospitality venues sound like your goal? From weddings and parties to big events, the Institute's close ties to industry mean you will gain a variety of work experience throughout your course. Employment opportunities include working as a function coordinator, food and beverage supervisor, reception centre manager and corporate and boardroom function caterer.

The Functions Management stream could include specialist subjects in function management; wine studies; event management services; event catering; and functions and exhibition studies.

Clubs and Gaming

Does working among the bright lights of gaming venues or clubs appeal to you? From big-city casinos and gaming venues and high-profile nightclubs to small venues or even sports clubs, this specialist stream gives you the skills and knowledge to embark on a career as a gaming operator or supervisor – or you could be working in food and beverage and functions, with opportunities for supervisory and management positions as you build your career.



Hospitality – Industry Placement Program Course Information Guide

CRICOS Course Code	NTIS Code	Course/Qualification Title	Duration	Semester Tuition Fee	Total Course Fee	Intakes
064937K	SIT30707	Certificate III in Hospitality – Industry Placement Program (Placement Semester - A\$3,400)	1 year	A\$6,600	A\$10,000	Feb, July
064938J	SIT50307	Diploma of Hospitality – Industry Placement Program (Placement Semesters - A\$3,400)	2 years	A\$6,600	A\$20,000	Feb, July
064939G	SIT60307	Advanced Diploma of Hospitality – Industry Placement Program (Placement Semesters - A\$3,400)	2.5 years	A\$6,600 ^c	A\$26,400	Feb, July

Hospitality Industry Placement Program (IPP)

An alternative to the traditional classroom-based delivery of the Diploma and Advanced Diploma of Hospitality is the Industry Placement Program (IPP), involving structured workplace learning. IPP was created in response to the hospitality industry's need for quality staff committed and properly trained to work in entry level positions across all occupation groups within the hospitality industry. The IPP is an example of the Institute's innovative, industry-focussed and flexible approach to training.

The two year IPP is focused on flexible learning, combining two semesters of William Angliss Institute training with a further two semesters of structured workplace learning. The benefits to students include:

- Gaining valuable work experience – maximising your employability
- Experience a cross-section of hospitality roles before selecting a specialist stream
- Opportunity to 'taste test' your future career

Certificate III in Hospitality – IPP



Semester One

This semester involves hospitality core subjects, including workplace instruction; customer relations; finance; safety; and security. Specialist units such as liquor studies; first aid; beverage service; accommodation services; and hotel operations are also covered.

Semester Two

Industry Placement – 324 hours. Initial training is provided at the Institute and units on food and beverage and coffee service are assessed during the placement.

Advanced Diploma of Hospitality – IPP



Semester Five

This qualification gives you specialised, comprehensive knowledge in the areas of business planning; financial operations; managing human resources; marketing strategies; and property management.

Diploma of Hospitality – IPP



Semester Three

This semester involves core units including supervision; stock control; hospitality budgeting; business operations; and business legal knowledge. Specialist units such as wine studies; hotel guest services; and hospitality reception services are also covered.

Semester Four

Industry Placement – 648 hours. Initial training is provided at the Institute and units that cover workplace diversity and rostering staff are assessed during the placement.



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- supervisor
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- catering and food service organisations
- holiday resorts
- casinos
- convention and conference centres
- shipping or cruise liners