

“Employers seek you out if you are a graduate of William Angliss Institute”

Shakti Sobron:

Diploma of Resort Management (Spa)
Country – Mauritius



Life before William Angliss Institute

Before coming to Australia I was already doing massages in my country, my Dad was a massage therapist in Mauritius so we learnt a lot from him.

Why William Angliss Institute?

I had the choice to study in England or Australia but was told that William Angliss Institute was more professional in hospitality.

What I love about my job

Helping people and meeting new people every day. I get to do all sorts of treatments, which means I don't get bored of massage or just one type of treatment. I can do body scrubs, facials. It is a peaceful environment to work in and keeps you very calm.

Biggest hurdle and how I triumphed

One day I had a client who was a lawyer, and not confident in me providing a facial treatment because I was male. Once I started to explain the treatment in detail and showed my knowledge, she regained her confidence in me. The best thing is, at the end she gave me excellent feedback.

At William Angliss we learnt to deal with conflict and how to speak to clients. At the end of the course we are all very confident because we get a lot of practice throughout the course and when we graduate we are trained professionals.

The future

I am planning on completing an Advanced Diploma at William Angliss next year while I am working full time.

Resort Management

White sand, azure blue waters and sunscreen

Any job title that contains the word 'resort' is bound to be a great one. It conjures vivid images of white sand, azure blue waters and sunscreen. Resort Management is about just that - managing resorts.

William Angliss Institute trains students in one of three Resort Management streams, Dive, Spa or Water Recreation. You will learn everything you need to know about becoming a specialist in this booming industry.

William Angliss Institute is Australia's premier Resort Management training provider. With a huge network of industry contacts, many of our industry partners offer students work placements during their studies and full time jobs upon graduation. In fact, the career prospects are so good that William Angliss Institute receives more requests from employers for qualified Resort Management graduates than they are able to fill.

Work Experience

There are a variety of work experience opportunities throughout these courses, particularly during the summer break, when many students work in Queensland island resorts.

Awards

The Diploma of Resort Management won the Tourism Education and Training category of the Victorian Tourism Awards in 2003 and 2004, and received a merit award in 2005, demonstrating how highly industry regards the quality of the courses.



Resort Management Course Information Guide

CRICOS Course Code	NTIS Code	Course/Qualification Title	Duration	Semester Tuition Fee	Total Course Fee	Intakes
064610M	21865VIC	Diploma of Resorts Management (specialising in Dive)	2 years	A\$8,000	A\$32,000	Feb, July
064560E	21865VIC	Diploma of Resorts Management (specialising in Spa)	2 years	A\$7,000	A\$28,000	Feb, July
064638K	21865VIC	Diploma of Resorts Management (specialising in Water Recreation)	2 years	A\$7,000	A\$28,000	Feb, July

Diploma of Resort Management (Dive) Dip

Scuba diving is a booming industry, and Australian diving instructors are known for their high professional standards.

The Diploma of Resort Management (Dive) gives you a perfect mix of theoretical and practical training, including scuba diving in all conditions. It's designed to multi-skill you in hospitality and tourism management, marine environment studies, boat handling, and recreational scuba diving to instructor level. In undertaking this course, you will also receive the 'Coxswains Certificate': a TDM20101 Certificate II in Transport and Distribution (Maritime Operations). Course fees include a dive resort study tour, including airfares, accommodation, meals and transport. Fees also include all required texts, membership of the divers alert network, all dive certificate courses and boat/shore diving, a resort induction program, level two first aid, and oxygen therapy training.

Upon completion of the course you will be highly employable in a variety of positions within resorts such as dive instructor and operations manager.

Semester One

You will initially study subjects in areas including: workplace hygiene, finance, customer relations in resorts, diversity and conflict, food and beverage service, first aid and oxygen therapy, financial information, open water diver, advanced open water diver, office procedures and rescue diver.

Additional Entrance Requirements

- High level of fitness
- Ability to swim proficiently
- Pass specific recreational dive medical examination by a member of the South Pacific Underwater Medicine Association or equivalent (AS4005.1 Recreational Diver Medical) – visit www.spums.org.au

Semester Two

Semester two covers subjects such as: budgeting, human resources in the resort industry, marketing, landscape marine environments, and cultural and heritage environments, legal knowledge for resorts, resort reception services, resort tour guiding, and dive master.

* To undertake the Resort Management (Dive) program, you will need to pass a specific recreational dive medical examination undertaken by a member of the South Pacific Underwater Medicine Association or equivalent (AS4005.1 Recreational Diver Medical) as well as a fitness and swim proficiency test.

Semester Three and Four

Semesters three and four include subjects in the areas of: operations management, managing assets, risk management, stock control, assistant dive instructor, dive instructor development, and dive equipment maintenance. As you begin the Coxswains Certificate, specialist maritime subject areas also cover: occupational health and safety at sea, nautical knowledge for coxswain, engineering knowledge, and marine radiotelephone operation.

Course Fee Includes

- All required texts and uniforms
- Two-day resort orientation program
- Accommodation at Queenscliff for marine interpretation studies
- All dive course certificates
- All boat and/or shore dives
- Level 2 First Aid, oxygen therapy and defibrillation training
- Membership of Divers Alert Network
- Certificate II in Transport and Distribution (Maritime Operations)
- All inclusive eight-day Queensland dive resort industry tour, incorporating four-day live-aboard dive charter on the Great Barrier Reef

Note: Dive training and practical experience is conducted off site (not at the Institute's city campus). The Institute will organise transport to these sites. The course fee does not include diving equipment and you are expected to purchase suitable equipment at the commencement of the course.

POSSIBLE CAREERS:

Our Resort Management (Dive) course could lead you to positions such as:

- Dive Instructor
- Tour guide
- Deck hand
- Water Sports Supervisor
- Operations Manager
- Office Manager
- Resort Manager

You might work in businesses like:

- Cruise liners
- Resorts
- Marinas
- Hotels
- Charter-boat Companies

Diving Equipment

(required by students)

- Exposure suit appropriate for Victorian conditions
- Buoyancy vest
- Weights
- Fins/mask/snorkel
- Dive knife
- Dive torch
- Regulator set including timing device/computer
- Tanks x 2

Diving equipment varies in quality and price. You should purchase equipment that will last you beyond the duration of the course and an exposure suit that is suitable for year-round diving in Victorian conditions. The water temperature varies between 20C in summer (December to March) and 10C in winter (June to August). The cost of the equipment will range between A\$3500 and A\$6000 depending on the quality, type and brand.

Diploma of Resort Management (Spa) Dip

The spa industry has experienced significant growth over the past several years. The industry is now recognised as a high-yield segment of the Australian (and global) tourism industry with a proliferation of spa-dedicated media and international conventions highlighting the massive industry growth and opportunities. With the global growth of spa products available, there is unprecedented demand for spa supervisors, managers and directors. It is no longer enough for these positions to be filled by therapists who have risen through the ranks without formal management qualifications.

The Diploma of Resort Management (Spa) features specialist study in massage, body treatments, facials, merchandising and spa program management. You will also study specialist spa management units with the internationally renowned Elly Lukas Beauty Therapy College in Melbourne (01867G).

Course fees include an all-inclusive spa study tour, required texts and membership of the Australasian Spa Association (ASPA) and LI'TYA treatment training.

Upon completion of the course, you will be qualified for various positions including spa therapist, spa merchandising manager, and spa manager.

Spa applicants need to attend an interview and a two day observation program with Elly Lukas Beauty Therapy College as part of the selection for this course.

On successful completion of the Diploma of Resort Management (Spa), you may obtain pathway entry into the Diploma of Beauty Therapy (029447B) at the Elly Lukas Beauty Therapy College. You will receive full credits for the specialist spa units and support modules completed. Diploma of Beauty Therapy graduates are eligible to sit for CIDESCO (Swiss), ITEC and CIBTAC (UK) international examinations, which offer worldwide recognition of the beauty and spa therapy diplomas.

Semester One

You will initially study subjects in the areas of: massage, facials, beauty therapy treatments, finance, office procedures, customer relations and resort industry knowledge.

Semester Two

Semester two covers subjects such as: body treatments, aromatherapy massage, science and anatomy, budgeting, human resource management, including leadership and staff recruitment and marketing strategies.

Semester Three and Four

Semesters three and four cover subject areas such as: advanced facials, spa planning, advanced massage, risk management, resort operational management, managing assets, and stock control.

POSSIBLE CAREERS:

Our Resort Management (Spa) course could lead you to positions such as:

- Spa Therapist
- Massage Therapist
- Spa Manager
- Merchandising Manager
- Operations Manager
- Office Manager
- Resort Manager

You might work in businesses like:

- Cruise liners
- Day Spas
- Resorts
- Hotels
- Charter-boat Companies



Additional Entrance Requirements

- Medical Report form signed by a medical practitioner indicating that you are of good health with no skin or medical conditions that could affect your ability to participate in the course and work as a spa therapist. It is highly recommended that you are immunised against communicable diseases such as Hepatitis B.
- Signed Consent, Authority and Release form indicating an understanding of the requirements associated with body therapy treatments. You are required to perform and receive all treatments on each other throughout the spa therapy course.
- Applicants need to attend an interview and a one-day observation program with Elly Lukas Beauty Therapy College as part of the selection for this course.

Course Fee Includes

- LI'TYA training program at Hepburn Springs, a 90-minute drive northwest of Melbourne
- Tuition at William Angliss Institute and Elly Lukas Beauty Therapy College
- All texts, uniforms and equipment
- Membership of the Australasian Spa Association
- Industry excursions

Diploma of Resort Management (Water Recreation)

Dip

If you've dreamt of a career on an island resort, with the beach as your office, you've just found your course nirvana.

The Diploma of Resort Management (Water Recreation) combines resort management training with specialist skills in yachting, snorkelling and kayaking. Specialist marina and yachting qualifications are undertaken with the highly respected Sandringham Yacht Club. Here you'll receive extensive practical sail and power-boat training in a challenging but controlled environment.

In undertaking this course, you'll also receive the 'Coxswains Certificate': a TDM20101 Certificate II in Transport and Distribution (Marina Operations).

Course fees include your resort orientation program, required texts, honorary Yacht Club Membership, extensive onsite theory & practical training, industry excursions to view local marina and charter operations, and the resort study tour.

Upon completion of the course, you will be qualified for exciting and specialised career opportunities all over the world. Typically, graduates from this course work in operational, supervisory and management positions in environments such as island resorts, marina developments, yacht clubs, bareboat charter operations, or private charter boats.

Semester One

Semester one covers subjects such as: food & beverage service, instructor training, first aid, RSA, RSF, industry knowledge, office procedures, customer relations, finance.

Semester Two

Semester two covers subjects such as: reception services, business legal knowledge, marketing strategies, budgeting, supervision, and human resources in the resort industry.

Semester Three and Four

Semesters three and four cover subjects such as: financial operations, property management, risk management, stock management.

Specialist Training subjects offered over the duration of the course include subjects such as: OH&S at Sea, Nautical Knowledge, Engineering Knowledge, Deep Water Rescue, Maintaining the marine environment, Recreational sailing and power boating, Maritime Rules and Regulations, Instructor Snorkelling and Sea Kayaking.

POSSIBLE CAREERS:

Our Resort Management (Water Recreation) course could lead you to positions such as:

- Sailing Instructor
- Tour guide
- Deck hand
- Water Sports Supervisor
- Operations Manager
- Office Manager
- Resort Manager

You might work in businesses like:

- Cruise liners
- Resorts
- Marinas
- Hotels
- Charter-boat Companies

