

# Industry Training

National Skills Solutions for the Service Industry  
Hospitality, Business and Tourism Operations



## Training for a competitive advantage

Recent growth in accommodation, restaurants, cafes and retail food outlets has led to increased competition from superior operators and a struggle to secure experienced, highly skilled staff.

To be successful in attracting and retaining the best employees, hospitality, tourism and food retail businesses are seeing the benefits of providing real career paths for staff.

A key strategy in developing careers is the provision of professional, relevant training opportunities that benefit the individual as well as the business.



## Industry Training / National skills solutions for the service industry – hospitality, business and tourism operations

### About us

William Angliss Institute is the largest specialist training provider to the service industry in Australia. Combining extensive industry collaboration with industry skilled trainers, access to comprehensive resources and 75 years, experience in delivering dynamic industry training, the Institute is uniquely positioned to deliver relevant training for today's businesses.

William Angliss Institute only employs professional academic staff that have vast industry experience and strong links with the local hospitality industry.

### Flexible Training

To meet the needs of businesses within the industry, whether they be small businesses or large national clients, William Angliss Institute offers a number of different training methods including:

- Workplace delivery and assessment
- E-Learning

Blended combinations of workplace delivery and online in addition to choosing a suitable delivery mode, employers can choose from a range of different training programs depending on the business or individual learner's needs.

### Training Programs

#### Traineeships

Traineeships have been designed to encourage businesses to

employ new staff and upgrade the skills of existing employees. They combine practical work with structured training to provide a valuable and relevant nationally recognised qualification.

The Institute offers enrolment into nationally recognised courses in hospitality, retail and business.

The following programs are all delivered in the workplace and are customised to reflect the business operational requirements.

Accredited programs include:

- > Certificate II in Hospitality
- > Certificate III in Hospitality
- > Certificate IV in Hospitality
- > Certificate III in Business
- > Certificate IV in Business
- > Certificate IV in Frontline Management
- > Certificate IV in Leadership & Management
- > Diploma in Leadership and Management
- > Certificate III in Retail Operations
- > Certificate IV in Retail Operations
- > Certificate IV in Workplace Health & Safety
- > Certificate IV in Training and Assessment
- > Certificate III in Travel
- > Certificate IV in Customer Engagement

In addition to accredited programs, we offer a number of Skill Builder Sets that are all

delivered online in the following subject areas. These include:

- > Events
- > Finance
- > Leadership & Communication
- > Marketing
- > Quality and Innovation
- > Sales
- > Team Building
- > Work Health & Safety

### Compliance Training

The Institute works in partnership with Government, industry associations and organisations to provide training for employees in licensed hospitality businesses.

There are a range of compliance courses on offer that are tailored to suit the various legislative and code of practice requirements in each state and territory. The William Angliss Institute delivers compliance training in alcohol and food.

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) Assessments can be conducted for people who have been working in commercial kitchens but do not have an accredited qualification.

### Contact us

For further details on funding opportunities and full Conditions of Enrolment, please contact us:

T: 03 9606 2241

E: [watraining@angliss.edu.au](mailto:watraining@angliss.edu.au)