

# HOSPITALITY.

**SPECIALIST TRAINING DEVELOPED JUST FOR YOU**

**Industry Partnerships** / William Angliss Institute has been inspiring people with a passion for food for nearly 80 years. We are a recognised specialist centre and learning community with a reputation for nurturing careers in the real world. With strong ties to some of the industry's finest, we provide our students with that extra advantage in their training and career development.



William Angliss Institute is committed to providing flexible training solutions to the hospitality industry while nurturing students' careers with expert training, education and mentoring.

## CERTIFICATE III IN HOSPITALITY

Course Code:	SIT30616
Duration:	24 months
Mode of study:	Workplace Training
Entry req:	Employer required under a contract of training

This is a nationally accredited course. Government funding is available to eligible students. William Angliss Institute can assist with confirming eligibility.

This 24 month traineeship features on the job training designed to provide you with the skills and knowledge required to work in a range of roles in the hospitality industry. The program allows for both multi-skilling and specialisations in either accommodation services or food and beverage. Throughout the course you will complete a range of practical subjects which will help you to develop a sound knowledge of hospitality service, sales and operational skills.

The course covers topics such as:

- > Hygiene practices
- > Workplace health & safety
- > Customer service
- > Communication skills
- > Working with diversity
- > Information on the hospitality industry
- > Workplace coaching
- > Food & beverage service
- > Barista service
- > Responsible service of alcohol
- > Accommodation reception services
- > Housekeeping services

### Career Paths

This course could lead you to positions such as:

- > Food and Beverage Attendant
- > Barista
- > Bar Attendant
- > Front Desk Receptionist
- > Porter or Concierge
- > Guest Service Agent
- > Housekeeper

## FLEXIBLE TRAINING SOLUTIONS

We value our strong relationship with industry and we are committed to understanding your business and meeting your training needs and expectations.

The training options we offer are designed to meet the specific needs of a hospitality business. Learning will occur at your workplace, integrating your practices, policies and procedures to ensure the skills and knowledge learnt reflect the needs of your business. We understand that each business has its own unique constraints when it comes to training, and the flexible delivery and assessment model that we offer provides solutions to these. Talk to us to establish the best training option for you.

## SPECIALIST TRAINING

Our passionate trainers are proud of their industry and encourage students to innovate and express their creativity throughout their training, bringing those skills back to the business.

## QUALITY LEARNING SUPPORT

William Angliss Institute's trainers will provide the appropriate assistance to any student in need of help in undertaking and completing a course. This support responds to the individual student's needs to maximise their learning opportunities. This assistance and support includes:

- > Literacy and numeracy assistance
- > One-on-one training set at a pace appropriate for each individual student
- > Competency based assessment with a focus on demonstrating practical skills and knowledge developed in the workplace
- > Recommending and applying reasonable adjustment to assessments when required

## WHAT IS COMPETENCY-BASED COMPLETION?

Trainees are now able to complete their training in negotiation with their employer and with William Angliss Institute.

Under this system the traineeship can be completed when the training provider receives confirmation from an employer that their trainee has demonstrated the competencies necessary to complete their qualification and their training contract.

## RECOGNITION OF PRIOR LEARNING

Prior experience can count towards your qualification. Our RPL team manages the assessment of previously gained skills and qualifications.

## WHERE CAN I FIND OUT MORE?

Talk to a William Angliss Institute representative or your employer for further information and how to apply.

## CONTACT DETAILS

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## DISCLAIMER

Every effort has been made to ensure that the information contained in this document is correct at the time of printing. Visit [www.angliss.edu.au](http://www.angliss.edu.au) for the most up-to-date information.

\* For a full list of accredited units included in each course, please speak to a William Angliss Institute representative.

