



# DIPLOMA OF HOSPITALITY MANAGEMENT & DIPLOMA OF EVENT MANAGEMENT



**G**old Coast International Hotel is a 296 room five star International Hotel situated in Surfers Paradise, the centre of Australia's most famous holiday playground on Queensland's beautiful Gold Coast.

The *Career Training Institute of Australia* (C.T.I.A) and the Gold Coast International Hotel (GCI) have formed a strategic alliance to create The School of Hotel Management, Queensland's only Hotel Management School situated within a five star international hotel, offering a Nationally Recognised double Diploma of Hospitality Management and Diploma of Event Management, that runs for one year.

To complement and build on their theory knowledge, students are trained on-the-job by qualified Hotel staff. Students train in all areas of the Hotel including Reception, Reservations, Concierge, Meetings & Events, Restaurants, Bars and Housekeeping. Students learn in real situations, interact with Hotel employees and work with real guests.

## **CAREER OPPORTUNITIES**

Students who successfully complete and meet the requirements including work experience, competence in all units and meet the required standards, have the opportunity to be placed at a number of locations around Australia.

## **COMPETENCY BASED TRAINING**

Competency profiles for each skill area are based on the Hospitality Training Package THH02 & the Tourism Training Package THT02 as formulated by the Tourism Training Australia and the Hospitality Industry and ratified by the National Training Board.

## **SMALL GROUPS**

Only a few small groups are accepted each year, which ensures individual attention is given to all students and their chances of employment within the Hotel and Industry generally are increased.

## **INDIVIDUAL TRAINING PROGRAMS**

Each student has an individual program for on-the-job training. If a student has not grasped a skill in the allocated time frame it is possible for that student to program extra time on the job.

## **WORK ETHICS**

Students are treated as employees of the Hotel on entry. They wear uniforms and are subject to employee guidelines. Shift times are those of normal employees and students use the Staff Canteen. No concessions are allowed and students soon learn the code of behavior and dress as expected in an International Hotel.

## **CASUAL/PART TIME WORK**

All students who are accepted have an opportunity to be employed on a casual basis during their studies. The School helps and encourages students to work casual or part time in the industry during the course. Over 90% of the students elect to work, and in the one year of the Diploma course can earn between \$8,000 and \$16,000. Students must however compete with other applicants and are only employed when their skills are comparable.

## **DELIVERY OF THE COURSE**

The Double Diploma of Hospitality (Management) & Diploma of Event Management are delivered by on-the-job training and off-the-job training.

## **ACCREDITATION**

The Course is Nationally Recognised, Australian Hospitality Review Panel (AHRP) approved, and has been placed on the National Register of Approved Courses for overseas students.



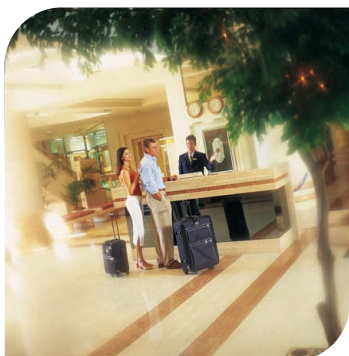
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## ASSESSMENT STRATEGY

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. The assessment coding which will apply is either C or NYC, where C is Competent and NYC is Not Yet Competent. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair and cost effective. Assessment strategies encompass a range of techniques, which include, but are not limited to the use of:

- Direct observation of performance
- Oral questioning
- Projects/assignments
- Simulations of workplace activities
- Practical exercises
- Work portfolios



## RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER

Students who can demonstrate that they are already competent in the knowledge and skills of a unit of competency, or have previously completed a course with another Institution, may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information please refer to the Student handbook.

## ARTICULATION

For students wishing to further their studies, the Course will be granted credit points towards a Degree in Hotel Management at Universities.

## OVERSEAS STUDENTS

The Career Training Institute of Australia is registered to accept overseas students. CRICOS Registration 01861B.

## SERVICES

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request:

- ✓ welfare and guidance services
- ✓ appeals and complaints procedures
- ✓ disciplinary procedures
- ✓ staff responsibilities for access and equity
- ✓ Recognition Prior Learning (RPL) and Credit Transfer arrangements
- ✓ client selection, enrolment and induction/orientation procedures
- ✓ course information including content and vocational outcomes
- ✓ fees/charges, including refund policy and exemptions (where applicable)
- ✓ provision for language, literacy and numeracy assessment
- ✓ client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures

Further details of any of the above services may be obtained from your student handbook, pre-course introduction session or contacting any of our staff.

## INDUSTRY PLACEMENT

Industry Placement is an essential part of the course. The purpose of industry placement is to satisfy the practical training and experience requirements of the Diploma. You will have the opportunity to participate in a program that involves structured assessable workplace learning, which is a mandatory part of your course. Your work-based learning will focus on linking your knowledge and skills with situations in the workplace. It will provide you with the opportunity to put theory into practice and make you more ready for work.

## ENTRY REQUIREMENTS

Prospective students must:

- Have English language proficiency: IELTS 5.5 or equivalent (however all applicants will be judged on their merits). Applicable for International Students.
- Have completed Year 10 or equivalent or may qualify via mature age entry
- Display an interest in the Hospitality Industry and demonstrate a commitment to a career in that Industry
- Display a mature attitude and a willingness to learn
- Like working with people
- Be self disciplined, resourceful and self motivated
- Be well groomed and willing to adhere to the dress code of an International Hotel



## FOR FURTHER INFORMATION PLEASE CONTACT:

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- Finalist** – “Tourism Education & Training” Queensland Tourism Awards 2006
- Winner** – “Tourism Education & Training” Whitsunday Tourism Awards 2006
- Winner** – “Industry Education” Fraser Coast South Burnett Tourism Awards for Excellence 2006
- Winner** – “Tourism, Education & Training” Central Queensland/Southern Reef Tourism Awards 2005 & 2006
- Winner** – “New Tourism Project” Central Queensland/Southern Reef Tourism Awards 2004
- Winner** – “Outstanding Contribution by Tourism Training Provider” - Tourism Training Queensland 2002
- Winner** – “Outstanding Contribution by a Large Tourism Organisation” - Tourism Training Queensland 2002