DIPLOMA OF HOSPITALITY & DIPLOMA OF EVENTS

Watermark Hotel & Spa is a 388 room 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 Watermark Hotel & Spa 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 Accredited double Diploma of Hospitality and the Diploma of Events, 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, Tourism & Events Training Package SIT13 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 the hotel uniform 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 & Diploma of Events are delivered by on-the-job training and off-the-job training. The course is 40 weeks in duration, delivered Monday to Thursday from 0900 – 1500 each day. Vocational Placement is 5 days a week and is rostered according to the individual departments here students are placed.

ACCREDITATION
The Course is Nationally Recognised.
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
- Simulations of workplace activities
- Oral questioning
- Practical exercises
- Projects/assignments
- 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 or contact CTIA.

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

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, complaints and grievance procedures
- disciplinary procedures
- staff responsibilities for access and equity
- Recognition Prior Learning (RPL) arrangements

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.

COURSE COSTS:

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Duration</th>
<th>Deposit</th>
<th>Term 1 - Tuition Fees</th>
<th>Term 2 - Tuition Fee</th>
<th>Term 3 - Tuition Fee</th>
<th>Term 4 - Tuition Fee</th>
<th>Total</th>
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<tr>
<td>Diploma of Hospitality and Events</td>
<td>11 months</td>
<td>$500</td>
<td>$3175.00</td>
<td>$3175.00</td>
<td>$3175.00</td>
<td>$3175.00</td>
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ENTRY REQUIREMENTS
Prospective students must:

- 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: