



Pacific
Training Group



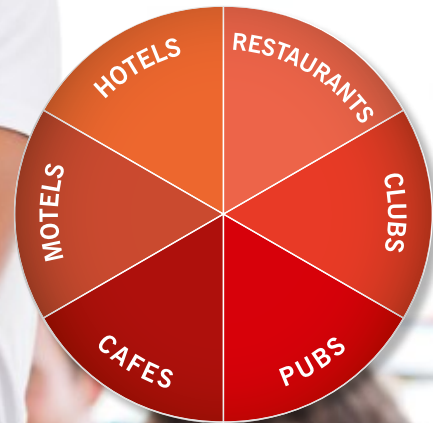
Hospitality

- ★ *Train in class, online and in the workplace*
- ★ *20-week work placements included in all courses*
- ★ *Access our hospitality employment network*

A world of opportunities

Successful careers start here.

Whether you're looking for casual work or a long-term career, the hospitality industry offers a world of employment opportunities and a fast-paced, service-oriented vibe that you'll love.



On-the-job training with Pacific Training Group

Unique to **Pacific Training Group**, all hospitality courses feature a 20-week work placement where you'll undertake hands-on, on-the-job training. This is your chance to gain valuable work experience, make industry connections and put into practice what you've learnt in the classroom.

Enjoy access to an exciting range of work experience and employment opportunities through PTG's extensive industry partner network.

More reasons to choose Pacific Training Group

- Centrally located, ultra-modern campuses
- Award-winning trainers and mentors
- Extensive connections to industry
- World-class eLearning resources with Didasko
- A range of timetable options combined with online learning
- Complimentary academic and language support classes
- Pathways to second year university



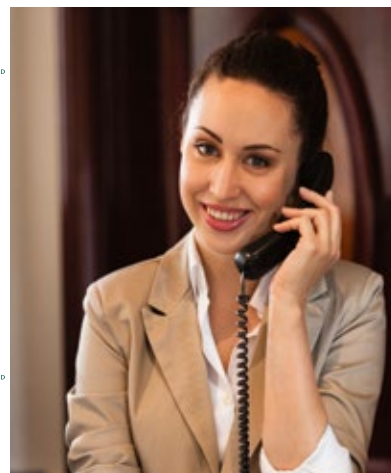
Course Options

★ SIT30616 Certificate III in Hospitality

.75 academic years (3 terms of 10 weeks plus term breaks)

Get started with this practical course designed to develop core hospitality skills in the areas of service, sales and operations.

Possible SERVICE, SALES AND OPERATIONAL positions: food and beverage attendant, restaurant host, waiter, senior bar attendant, guest service agent, front desk receptionist, function attendant/host, gaming attendant, housekeeper



★ SIT50416 Diploma of Hospitality Management

1.5 academic years (6 terms of 10 weeks plus term breaks) including SIT30616 Certificate III in Hospitality

Aiming to succeed at a senior operations level? Prepare for roles where you'll operate independently, take responsibility for others and make operational business decisions.

Possible SENIOR OPERATIONS positions: banquet or function manager, restaurant manager, front office manager, motel manager, executive housekeeper, bar manager



★ SIT60316 Advanced Diploma of Hospitality Management

2 academic years (8 terms of 10 weeks plus term breaks) including SIT30616 Certificate III in Hospitality and SIT50416 Diploma of Hospitality Management

Prepare for senior hospitality positions where you'll be responsible for strategic business management and operational decisions. Develop specialised managerial skills and substantial industry knowledge.

Possible SENIOR MANAGEMENT positions: café owner or manager, food and beverage manager, rooms division manager, motel owner or manager, club secretary or manager



Course Pathways

Year 1	Term 1	<ul style="list-style-type: none"> • SIT30616 Certificate III in Hospitality <i>Earn your Certificate III qualification in 9 MONTHS</i>
	Term 2	
	Term 3	
	Term 4	
Year 2	Term 5	<ul style="list-style-type: none"> • SIT50416 Diploma of Hospitality Management <i>Select this course and exit with a Certificate III and Diploma after 1.5 YEARS</i> • SIT60316 Advanced Diploma of Hospitality Management <i>Graduate with this highly regarded qualification plus your Diploma in just 2 YEARS</i>
	Term 6	
	Term 7	
	Term 8	

Study mode Classroom, online and workplace-based training. Minimum study commitment 20 hours per week.

Entry requirements Minimum 18 years, IELTS 5.5 or equivalent, Australian Year 11 or equivalent.

Study Topics

Working in industry	★
Work health and safety	★
Workplace effectiveness	★
Accommodation services	★
Cleaning operations	★
Communication and teamwork	★
Client and customer service	★
Management and leadership	★
Information and communication technology	★
Governance and legal compliance	★
Human resource management	★
Finance	★
Marketing and public relations	★

★ Certificate ★ Diploma ★ Advanced Diploma

For full details including terms and conditions visit www.pacifictraining.edu.au

PLEASE
MAKE UP
ROOM

For a price list and application form, visit www.pacifictraining.edu.au

UNITS OF COMPETENCY	SIT30616 Certificate III in Hospitality	SIT50416 Diploma of Hospitality Management	SIT60316 Advanced Diploma of Hospitality Management
BSBWOR203 Work effectively with others	*		
SITXHRM001 Coach others in job skills	*		
SITXCCS006 Provide service to customers	*	*	
SITXWHS001 Participate in safe work practices	*	*	
SITHIND002 Source and use information on the hospitality industry	*	*	*
SITHIND004 Work effectively in hospitality service WORK PLACEMENT	*	*	*
SITXCOM002 Show social and cultural sensitivity	*	*	*
SITHIND001 Use hygienic practice for hospitality service	*	*	*
SITXFSA001 Use hygienic practices for food safety	*	*	*
SITHACS002 Provide housekeeping services to guests	*	*	*
SITHACS003 Prepare rooms for guests	*	*	*
CPPCLO2035A Maintain cleaning storage areas	*	*	*
CPPCLO2009A Clean glass surfaces	*	*	*
CPPCLO2001 Maintain hard floor surfaces	*	*	*
CPPCLO2004A Maintain carpeted floors	*	*	*
SITXWHS002 Identify hazards, assess and control safety risks		*	*
BSBITU203 Communicate electronically		*	*
SITXHRM002 Roster staff		*	*
SITXCOM005 Manage conflict		*	*
SITXCCS007 Enhance customer service experiences		*	*
SITXWHS003 Implement and monitor work health and safety practices		*	*
SITXFIN003 Manage finances within a budget		*	*
SITXFIN004 Prepare and monitor budget		*	*
SITXGLC001 Research and comply with regulatory requirements		*	*
BSBDIV501 Manage diversity in the workplace		*	*
BSBMGT517 Manage operational plan		*	*
SITXMGT001 Monitor work operations		*	*
SITXHRM003 Lead and manage people		*	*
SITXMGT002 Establish and conduct business relationships		*	*
SITXCCS008 Develop and manage quality customer service practices		*	*
SITXWHS004 Establish and maintain a work health and safety system			*
BSBMGT617 Develop and implement a business plan			*
SITXHRM004 Recruit, select and induct staff			*
SITXHRM006 Monitor staff performance			*
SITXMPT007 Develop and implement marketing strategies			*
BSBFIM601 Manage finances			*
SITXFIN005 Manage physical assets			*

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All information contained in this brochure is correct at time of printing and subject to change without notice.

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