

HOSPITALITY MANAGEMENT AND TOURISM

Course	Intake details	Admission	Employment opportunities	Further study
<i>Hospitality Management – Advanced Studies</i> Advanced Diploma of Hospitality CRICOS 073332J, Course SIT60307	6 Months Dandenong February \$5,200	Equivalent Academic IELTS 5.5 Completion of any Diploma of Hospitality	Food and beverage manager Front office manager Housekeeping manager Sales and promotions manager Restaurant manager Leisure and entertainment manager Small business operator	Bachelor of Business (major choices) at Holmes Institute See page 18
<i>Commercial Cookery - Chef</i> Diploma of Hospitality/ Certificate III in Hospitality (Commercial Cookery) CRICOS 064974E, Course SIT50307 CRICOS 064971G, Course SIT30807 Note: the final intake for this course is February 2012	2 Years Dandenong February 2012 only \$10,500 pa + \$1,810 MF	Equivalent Academic IELTS 5.0 Equivalent Year 11 or work experience	Commercial/professional chef in a large restaurant Cook in a café or small restaurant Food and beverage supervisor Restaurant supervisor Graduates may seek employment in resorts, hotels, restaurants, hospitals, clubs, bistros, function venues.	Advanced Diploma of Hospitality at Chisholm Bachelor of Business (major choices) at Holmes Institute See page 18
Certificate III in Hospitality (Commercial Cookery) CRICOS 064971G, Course SIT30807 Note: the final intake for this course is February 2012	1 Year Dandenong February 2012 only \$10,500 + \$980 MF	Equivalent Academic IELTS 5.0 Equivalent Year 11 or work experience	Commercial/ professional chef in a large restaurant Cook in a café or small restaurant Graduates may seek employment in resorts, hotels, restaurants, hospitals, clubs, bistros, function venues.	Diploma of Hospitality at Chisholm
<i>Patisserie – Pastry Chef</i> Diploma of Hospitality/ Certificate III in Hospitality (Patisserie) CRICOS 064974E, Course SIT50307 CRICOS 064972G, Course SIT31107	2 Years Dandenong February/July \$10,500 pa + \$1,855 MF	Equivalent Academic IELTS 5.0 Equivalent Year 11 or work experience	Commercial/professional Pastry chef Pastry cook Food and beverage supervisor Restaurant supervisor Graduates may seek employment in resorts, hotels, restaurants, hospitals, clubs, bistros function venues.	Advanced Diploma of Hospitality at Chisholm Bachelor of Business (major choices) at Holmes Institute See page 18

*MF Materials fee



Overview

This qualification encompasses high level operational, financial and people management skills. You'll acquire the skills for a management role in a hotel or restaurant, or to run your own hospitality business. Students develop sound knowledge and skills to become senior managers in the hospitality industry, including how to analyse, design and execute judgements using wide-ranging technical, creative, and managerial skills. This course prepares students to develop and implement business plans, develop and manage marketing strategies, manage finances and ensure high quality customer service. Students also develop management skills, learn how to recruit, select and monitor staff, and establish a safe workplace.

This course provides skills and training for those wishing to pursue a career in commercial cookery as professional chef or cook, combined with other hospitality skills including management, business and customer service skills. This course covers knowledge and theoretical concepts relating to: menu-based catering, food safety, restaurant cookery, food for buffets, poultry and game preparation, cooking of seafood, hot and cold desserts, menus for special dietary and cultural needs, and workplace sales and communication. It includes extensive training in a range of operational areas of the hospitality industry including food, beverage and accommodation services. There is a strong emphasis on supervisory skills required of graduates entering the various sectors of the hospitality industry. Students learn a whole of business approach – experiencing all elements of a fully functioning commercial restaurant and commercial kitchens on campus.

This course provides vocational training for those wishing to pursue a career in commercial cookery as professional chef or cook. Students learn a whole of business approach – experiencing all elements of a fully functioning commercial restaurant and commercial kitchens on campus. This course covers knowledge and theoretical concepts relating to: menu-based catering, food safety, restaurant cookery, food for buffets, poultry and game preparation, cooking of seafood, hot and cold desserts, menus for special dietary and cultural needs, and workplace sales and communication.

- Prepare appetisers and salads
- Prepare stocks, sauces and soups
- Prepare vegetables, fruit, eggs and farinaceous dishes

This course provides skills and training for those wishing to pursue a career as a pastry chef, combined with other hospitality skills including management, business and customer service skills. Pastry Chefs work in restaurants, hotels, patisseries, catering companies and bakeries, and are highly skilled in making desserts, pastries and many other baked goods. Responsibilities include ordering, costing, budgeting, menu planning and supervising/training other staff. They may also develop new recipes or research new recipe concepts.

Students learn a whole of business approach – experiencing all elements of a fully functioning commercial patisserie and in commercial kitchens on campus. The course encompasses blended learning delivery to offer students a range of learning tools including: classroom delivery, practical experience and Didasko online learning tools, which include activities, videos and interactive activities.

- Develop and implement operational plans
- Monitor work operations
- Work with colleagues and customers
- Plan and manage meetings
- Organise in-house events or functions
- Manage finances within a budget
- Prepare and monitor budgets
- Manage physical assets
- Manage financial operations
- Business compliance
- Coach others in job skills
- Recruit, select and induct staff
- Roster staff
- Lead and manage people
- Monitor staff performance
- Develop and implement a business plan
- Establish and conduct business relationships
- Develop and manage marketing strategies
- Provide and coordinate hospitality service

The course encompasses blended learning delivery to offer students a range of learning tools including: classroom delivery, practical experience and Didasko online learning tools, which include activities, videos and interactive activities.

- Prepare appetisers and salads
- Prepare stocks, sauces and soups
- Prepare vegetables, fruit, eggs and farinaceous dishes
- Select, prepare and cook poultry
- Select, prepare and cook seafood
- Select, prepare and cook meat
- Prepare hot and cold desserts
- Prepare pastries, cakes and yeast goods
- Develop cost-effective menus
- Prepare foods according to dietary and cultural needs
- Coach others in job skills
- Provide responsible service of alcohol
- Prepare and monitor budgets
- Business compliance
- Roster staff
- Lead and manage people
- Manage workplace diversity
- Control and order stock
- Develop and implement operational plans
- Establish and conduct business relationships

- Select, prepare and cook poultry
- Select, prepare and cook seafood
- Select, prepare and cook meat
- Prepare hot and cold desserts
- Prepare pastries, cakes and yeast goods
- Develop cost-effective menus
- Prepare, cook and serve food for food service
- Prepare, cook and serve food for menus
- Prepare foods according to dietary and cultural needs
- Develop and update hospitality industry knowledge
- Work with colleagues and customers
- Work in a socially diverse environment
- Deal with conflict situations
- Implement food safety procedures
- Coach others in job skills
- Provide responsible service of alcohol
- Organise and prepare food

- Prepare hot and cold desserts
- Prepare and produce pastries
- Prepare and produce cakes
- Prepare bakery products for patisseries
- Prepare and present gateaux, tarte and cakes
- Prepare and produce yeast goods
- Prepare and display petit fours
- Present desserts
- Prepare and model marzipan
- Prepare desserts to meet special dietary requirements
- Coach others in job skills
- Manage quality customer service
- Manage finances within a budget
- Develop and update legal knowledge required for business compliance
- Roster staff
- Lead and manage people
- Control and order stock
- Monitor work operations
- Develop and implement operational plans
- Establish and conduct business relationships

HOSPITALITY MANAGEMENT AND TOURISM

Course	Intake details	Admission	Employment opportunities	Further study
Certificate III in Hospitality (Patisserie) CRICOS 064972G, Course SIT31107	1 Year Dandenong February/July \$10,500 + \$1,005 MF	Equivalent Academic IELTS 5.0 Equivalent Year 11 or work experience	Professional/commercial pastry chef Pastry cook Graduates may seek employment in resorts, hotels, restaurants, hospitals, clubs, bistros function venues.	Diploma of Hospitality at Chisholm
Entry Level Hospitality Certificate II in Hospitality (Kitchen Operations) CRICOS 064970J, Course SIT20307	6 Months Dandenong February/July \$6,500 + \$910 MF	Equivalent Academic IELTS 5.0 Equivalent Year 10	Basic cook in hotels, restaurants, hospitals, clubs, bistros function venues.	Diploma of Hospitality/ Certificate III in Hospitality (Commercial Cookery) at Chisholm Diploma of Hospitality/ Certificate III in Hospitality (Patisserie) at Chisholm
Events and Tourism Diploma of Events/Diploma of Tourism CRICOS 067964E, Course SIT50207 CRICOS Pending, Course SIT 50107 Duration includes Certificate III in Events/ Certificate III in Tourism	2 Years Dandenong February \$11,500 Y 1 + \$775 MF \$10,400 Yr 2 + \$850 MF	Equivalent Academic IELTS 5.5 Equivalent Year 11	Tourism supervisor Visitor information centre officer Tourism management Travel consultant Professional conference organiser Exhibition and event management companies Sporting organisation event manager Event organiser Event coordinator	Relevant university degree studies
 Certificate III in Events/ Certificate III in Tourism CRICOS 067826D Course SIT30607 CRICOS 073288G, Course SIT30107	6 Months Dandenong February \$6,300 + \$775 MF	Equivalent Academic IELTS 5.5 Equivalent Year 11	Events management in festivals, conventions and conferences. Tourism supervisor visitor Information centre officer Travel consultancy Travel tourism management	Diploma of Events/Diploma of Tourism at Chisholm
 Diploma of Events CRICOS 067964E, Course SIT50207 CRICOS 067826D, Course SIT30607 Duration includes Certificate III in Events	1.5 Years Dandenong February \$10,400 pa + \$1,330 MF	Equivalent Academic IELTS 5.5 Equivalent Year 11	Events management in festivals, conventions and conferences.	Relevant university degree studies

*MF Materials fee



Overview

This course provides skills and training for those wishing to pursue a career as a pastry chef. Pastry chefs work in restaurants, hotels, patisseries, catering companies and bakeries, and are highly skilled in making desserts, pastries and many other baked goods. Students learn a whole of business approach – experiencing all elements of a fully functioning commercial patisserie and commercial kitchens on campus.

- Prepare hot and cold desserts
- Prepare and produce pastries
- Prepare and produce cakes
- Prepare bakery products for patisseries
- Prepare and present gateaux, tarte and cakes
- Prepare and produce yeast goods
- Prepare and display petit fours
- Present desserts
- Prepare and model marzipan
- Prepare desserts to meet special dietary requirements
- Organise and prepare food
- Present food
- Receive and store kitchen supplies
- Clean and maintain kitchen premises
- Use basic methods of cookery
- Implement food safety procedures

This entry level course provides students with the basic principles and skills of commercial food preparation. Practical experience gained in the commercial training kitchens is a key element of cookery training at Chisholm.

- Organise and prepare food
- Present food
- Receive and store kitchen supplies
- Use basic methods of cookery
- Prepare, cook and serve food for food service
- Prepare appetisers and salads
- Work with colleagues and customers
- Work in a socially diverse environment
- Follow health, safety and security procedures
- Follow workplace hygiene procedures
- Develop and update hospitality industry knowledge

This dual qualification delivers a detailed knowledge of tourism management, plus skills in planning, organising and managing events. Specialisations include tourism operations, product development and marketing. Students are prepared for planning and delivery of tourism products and services. Students develop a sound theoretical knowledge base to be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team. Areas of study include: budgeting, customer service, event management, legal obligations, meetings and conventions management, occupational health and safety, restaurant operations, supervisory skills, sustainable business practices, and tourism. The course teaches students both wholesale and retail ticketing and equips them with knowledge and skills in the following internationally used airline ticketing systems: SABRE, Galileo and Amadeus.

These systems are used by travel agents and travel operators worldwide. Participants also use current industry event management software. Students actively participate in real events such as: Disability Awareness Week, The Longest Lunch, Knox City Council, and major sporting events.

- Prepare and monitor budgets
- Lead and manage people
- Monitor work operations
- Develop and implement operational plans
- Plan and manage meetings
- Make presentations
- Develop and update tourism industry knowledge
- Write business documents
- Develop workplace policy and procedures for sustainability
- Determine event feasibility
- Select event venues and sites
- Manage quality customer service
- Identify hazards, and assess and control safety risks
- Organise in-house events or functions
- Establish and conduct business relationships
- Interpret financial information
- Manage event staging
- Access and interpret product information
- Manage quality customer service

This qualification provides the skills and knowledge required for administrative, planning, sales and operational roles in the tourism and events industries.

Tourism – students develop skills and knowledge to work in tourism sales, operations and tour delivery, working in an office environment or in the field where tourism services are delivered. The course teaches students both wholesale and retail ticketing and equips them with knowledge and skills in the following internationally used airline ticketing systems: SABRE, Galileo and Amadeus. These systems are used by travel agents and travel operators worldwide.

Events – The course prepares students for event support, logistics management and hospitality management for events including professional conferences, exhibitions, sporting events, community events and cultural events. Students actively participate in real events such as: Disability Awareness Week, The Longest Lunch, Knox City Council, and major sporting events.

Entry level hospitality skills covered in the course include preparing and serving drinks at a bar; preparing and serving espresso coffee; and serving food, wine and other beverages at tables.

- Provide visitor information
- Develop and update tourism industry knowledge
- Access and interpret product information
- Sell tourism products and services
- Develop conference programs
- Develop and update event industry knowledge
- Provide event staging support
- Work with colleagues and customers
- Develop and update hospitality industry knowledge
- Serve food and beverage to customers
- Clean and tidy bar areas
- Coach others in job skills
- Provide responsible service of alcohol
- Provide and coordinate hospitality service
- Provide table service of alcoholic beverages
- Work in a socially diverse environment

This course focuses on developing the skills and knowledge required for the planning and operation of events, conferences and meetings with practical hospitality knowledge and skills. There is a strong emphasis on the marketing and management skills required in the events and hospitality industries. Students also learn to interpret and use financial data and use business technologies used in the work place.

- Organise in-house events or functions
- Organise and monitor event infrastructure
- Research event industry trends and practices
- Event regulatory requirements
- Serve food and beverage to customers
- Clean, tidy and operate bar areas
- Develop conference programs
- Follow workplace hygiene procedures
- Manage and support event staging and meetings
- Select event venues/sites and manage projects
- Develop event concepts and operational plans
- Receive, store, control and order stock
- Coach others in job skills and lead and manage people