REAL SKILLS | REAL HOTEL | REAL SITUATIONS

Career Training Institute of Australia (CTIA) and the Watermark Hotel & Spa are offering hands on practical training which will provide you with the skills required to work within the hospitality industry. Choose from various course designs to find the one that suits you.

Based within the Watermark Hotel & Spa, only CTIA can provide students with current industry experience that will find them work ready.

Vocational placement organised (as required) including ongoing mentoring support.
Fast track theory to get work ready sooner and into placement.

CERTIFICATE 3 GUARANTEE | COURSES FROM $45

Government subsidies are available for eligible participants under the Certificate 3 Guarantee. Full costs, $45.00 for concessional & $60.00 for non-concessional students (see over for eligibility)

COURSE DELIVERY
The Watermark Hotel & Spa, 3032 Surfers Paradise Boulevard, Surfers Paradise. All training is delivered within areas of the hotel to provide the most current, professional training available. The Certificate III in Hospitality is delivered by on-the-job and off-the-job training.

COURSE DESIGNS INCLUDE

- **Accommodation services** – Work within the housekeeping department of major hotels & resorts or apartments.
- **Bar operations** – Work as a bar attendant in a restaurant, bar or cocktail lounge
- **Restaurant / Event operations** – Food & beverage attendant within a restaurant or events venue
- **Hotel Operations** – Work within various department of an International Hotel

Theory delivery will be 9:00am – 4:00pm for 3 days a week, 6 weeks.
Industry placement will be rostered
Attire: Black trousers | white long sleeve shirt | Black closed in shoes
Presentation standards apply no visible tattoos or piercings. Applicants must adhere to the Watermark Hotel & Spa and industry grooming standards.

Class sizes are limited so book your enrolment consultation now for our next intake.
Practical skills learnt in a real operating hotel with industry professional trainers.

E: mabs@ctia.edu.au | P: 5564 9044 | www.ctia.edu.au
CAREER PROSPECTS: When you complete the Certificate III in Hospitality graduates will be qualified to apply for various positions including guest service agent, food & beverage waiter, function service staff in restaurants, hotels, resorts, clubs, casinos & many hospitality related businesses.

ARTICULATION: Students who successfully complete the Certificate III in Hospitality can gain credits for subjects included in the Certificate IV in Hospitality and the Diploma of Hospitality if they decide to continue their studies.

AWARD: Upon successful completion of all units of competencies in the course, students will be issued with a Certificate III in Hospitality. Should a student not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

ASSESSMENT STRATEGY: Assessment is competency based, in that the student will be required to demonstrate competency in a range of tasks. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair. Assessment strategies include a range of techniques, which include, but are not limited to the use of: Direct Observation, Questions & Answers, Practical Exercises, Projects/Assignments, Case Studies.

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, may apply for Recognition of Prior Learning (RPL) or Credit Transfer. For further information please refer to the Student handbook.

FUNDING: Funding is provided by Department of Education, Training & Employment (DETE) under the “Certificate 3 Guarantee Program”

LEARNER CONTRIBUTION FEE: It is a requirement that CTIA charges participants a Student Contribution Fee, Concessional students will be charged $45.00 and non-concessional fee will be $90.00. This contribution fee covers all essential training costs associated with the Delivery of the Certificate III in Hospitality.

PARTICIPANT ELIGIBILITY: To be eligible to receive a Government Contribution under the Certificate 3 Guarantee, prospective participants must meet the following eligibility criteria:

- the Program is for any Queensland resident who does not already hold, or is not already enrolled in, a post-school certificate III or higher level qualification from 1 July 2013 (this includes any equivalent certificate III or higher level qualification).

(Note: certificate III qualifications completed at secondary school are not counted & participants under the Single and Teenage Parent Program (STPP), are exempt from the eligibility criteria relating to previous qualification attained);

- prospective Participants must also be:
  - aged 15 years of age or above & no longer at school
  - a Queensland resident i.e. Australian citizen/Permanent resident residing in Qld or New Zealand citizen permanently residing in Queensland.

Employment status does not matter - a Participant can be unemployed and seeking work, or working on a full-time, part-time or casual basis.

CONCESSIONAL PARTICIPANTS: The definition of a Concessional Participant below only applies when the Participant or Participant’s family or guardian is responsible for the payment of any Student Contribution Fee. Under this Policy, Concessional Participants are defined as follows:

(a) the Participant holds a Health Care concession card or Pensioner concession card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care concession card or Pensioner concession card, and is named on the card; or

(b) the Participant issues the PQS with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is responsible for the payment of any Student Contribution Fee. Under this Policy, Concessional Participants are defined as follows:

(c) the Participant is an Aboriginal and Torres Strait Islander person.

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, complaints & appeals procedures, disciplinary procedures, access and equity, Recognition Prior Learning (RPL) & 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.

COURSE STREAMS: Choose from 3 streams (Design the outcome you want!); all core units must be completed followed by your chosen design:

- **CORE UNITS:**
  - BSBWOR203B Work effectively with others
  - SITHIND301 Work effectively in hospitality service
  - SITXCSS303 Provide service to customers
  - SITXCSS201 Provide visitor information

- **ELECTIVE UNITS:**
  - **Design 1: Accommodation Services**
    - SITHACS101 Clean premises and equipment
    - SITHACS201 Provide housekeeping services to guests
    - SITHACS202 Prepare rooms for guests
    - SITXINV201 Receive and store stock
    - BSBCMM201A Communicate in the workplace
  - **Design 2: Restaurant / Event operations**
    - SITHFAB201 Provide responsible service of alcohol
    - SITHFAB204 Prepare and serve espresso coffee
    - SITHFAB307 Provide table service of food and beverage
    - SITXEVT303 Coordinate on site event registration
    - SITXEVT304 Provide event staging support
  - **Design 3: Hotel Operations**
    - SITHACS202 Prepare rooms for guests
    - SITHFAB201 Provide responsible service of alcohol
    - SITHFAB202 Operate a bar
    - SITHFAB204 Prepare and serve espresso coffee
    - SITHFAB307 Provide table service of food and beverage

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 on 07 5564 9044 for a friendly chat.