

# Hospitality & Tourism

Join one of the fastest growing career sectors in the world! Hospitality and tourism are international industries, offering unlimited opportunities for work both within Australia and overseas.

Whether its beverage studies to work in a London pub or an events management program to run the Mardi Gras in Rio, you'll find WideBay TAFE has the program that will open the doors of the world to you! If you're thinking about becoming a chef, a hotel manager, a travel agent or a tour guide, this is the place to start. WideBay TAFE has more programs, facilities (including on-campus training restaurants) and experienced teachers than you can pack in your suitcase.

So grab your passport, enrol with WideBay TAFE, and get ready to fly!

## Certificate I in Hospitality (Operations) (THH11002)

ft pt rpl

Start your career in the international hospitality industry! This first qualification will give you the skills to find employment in bars anywhere in Australia or around the world. It includes the 'Provide Responsible Service of Alcohol' competency which is mandatory for all bar workers. This is a short program for people who want to gain the skills required to work in a bar.

**Delivery Mode:** On Campus

**Campus:** Bundaberg

**Program Intake:** Semester 1, Semester 2

**Careers:** Hospitality Worker, Bar Attendant.

## Certificate II in Hospitality (Kitchen Operations) (THH22002)

ft ap tr rpl

Do you aspire to cook like a professional? Develop your skills in the specialist area of commercial kitchen operations. You'll gain practical cookery experience and enhance your employment prospects with this exciting program designed to meet strict industry standards. Learn how to prepare food in a variety of situations, then develop your skills in the on-campus training restaurant, which is open weekly to the public.

**Delivery Mode:** On Campus

**Campus:** Bundaberg, Gympie, Hervey Bay

**Program Intake:** Semester 1, Semester 2

**Careers:** Kitchen Attendant, Kitchen Hand, Apprentice Chef, Cook.

## Certificate III in Hospitality (Operations) (THH33002)

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Your career will reach boiling point with this hands-on program designed to enhance your supervisory skills in the liquor, food and beverage industry. If you need to gain skills, or would like recognition of your existing skills, this nationally-accredited qualification can be used for credit towards additional hospitality programs offered by TAFE and other Registered Training Organisations.

You'll have the opportunity to develop your practical skills in a special training restaurant, which is open to the public.

**Delivery Mode:** On Campus

**Campus:** Bundaberg, Gympie, Hervey Bay

**Program Intake:** Semester 1, Semester 2

**Careers:** Sales Person, Marketing Assistant, Cashier, Concierge, Housekeeper, Valet, Accounts Clerk, Reception, Room Attendant, Bar Person, Food & Drink Waiter, Barista (Coffee Maker).

## Certificate IV in Hospitality (Commercial Cookery) (THH41302)

rpl fd

Advance your hospitality career with this high-level qualification! Learn the skills to take a supervisory or team leading role in the kitchen. This program covers areas including monitoring catering revenue and costs, lead and manage people, monitor work operations, control and order stock, establish and maintain quality control, develop a food safety program, interpret financial information, and implement workplace health, safety and security procedures.

**Delivery Mode:** Off Campus

**Campus:** Bundaberg

**Entry Requirements:** Post trade qualification in THH31502 Certificate III Commercial Cookery or equivalent qualification.

**Program Intake:** Rolling Start

**Careers:** Executive or Sous Chef position.



# Hospitality & Tourism

## Certificate IV in Hospitality (Supervision) (THH42602)

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Ready to take the next step in the hospitality industry? This program will give you the generic management knowledge and specific hotel management skills required to be a Supervisor or Shift Leader in a hospitality operation. You will study a wide range of hospitality skills with a special focus on leading and managing people.

The program has established a strong reputation for providing participants with the hands on and theoretical skills required for the role of a supervisor within the hotel industry.

**Delivery Mode:** Off Campus

**Program Intake:** Semester 1, Semester 2, Rolling Start

**Careers:** Supervisory/trainee executive positions in the areas of hotel/motel management, food and beverage management, front office management, housekeeping supervision, administration, sales and marketing.

## Diploma of Hospitality Management (THH51202)

pt ft rpl qt

Open the doors to the world of hospitality! This advanced qualification is your passport to exciting employment opportunities in domestic and international hospitality organisations such as resorts, hotels, restaurants, bistros, clubs, casinos, conference and convention centres. This Diploma can be studied as a valuable stand-alone qualification at WideBay TAFE or as part of Diploma/Degree programs developed jointly with the University of Southern Queensland.

**Delivery Mode:** On Campus

**Campus:** Hervey Bay

**Program Intake:** Semester 1

**Entry Requirements:** Please speak with a Customer Care Officer about entry requirements.

**Careers:** Trainee executive positions in the areas of Hotel/Motel Management, Food and Beverage Management, Front Office Management, Housekeeping Supervision, Administration and Sales and Marketing.

## Certificate II in Tourism (Operations) (THH20502)

ft ap tr rpl

Tourism is a dynamic growth industry, offering plenty of career opportunities around the world. Increase your chances of securing work with this endorsed qualification designed to meet a broad range of industry needs. Develop your skills and knowledge for employment within the local and international tourism industry. You'll also have the chance to hear from local tourism operators and undertake field trips to various tourist locations in Queensland.

**Delivery Mode:** On Campus

**Campus:** Bundaberg

**Program Intake:** Semester 1, Semester 2

**Careers:** Tour Operator, Attractions Officer, Cruise Operator, Visitor Information Officer and Museum Guide.

## Certificate III in Tourism (Visitor Information Services) (THH30602)

ft rpl

Visitors are the lifeblood of the tourism industry. If you're serious about being a tourism professional, or currently have dual information/sales roles at a tourist destination, this program provides the knowledge, skills and attitudes required for employment or career advancement within the Visitor Information sector of the tourism industry.

**Delivery Mode:** On Campus

**Campus:** Bundaberg

**Program Intake:** Semester 1, Semester 2, Rolling Start

**Careers:** Sales/Office Operations, Planning and Product Development, Sales and Marketing, Meetings and Events, Tour Operations, Health, Safety and Security, General Administration, Financial Administration.

## Certificate III in Tourism (Operations) (THH31002)

ft pt ap tr rpl

Your tourism career will really take off with this advanced program designed to meet a broad range of industry needs. Use this national Tourism Training Package-endorsed qualification to increase your employment opportunities within the local and international tourism industry. This exciting program offers high-level skills and knowledge, contact with local tourism operators and the opportunity to participate in field trips to various Queensland tourist locations.

**Delivery Mode:** On Campus, Off Campus

**Campus:** Bundaberg

**Program Intake:** Semester 1, Semester 2

**Careers:** Tour Operators and Cruise Operators in Small Tourism businesses, Airline Reservations, Retail Travel, Tour Wholesalers, and Visitor Information Services.

## Certificate IV in Tourism (Operations) (THH40202)

pt ft rpl fd

Need to upgrade your tourism skills? Enrol in this program, and watch your career really take off. If you're already working in the tourism industry, this program will develop your leadership and management skills and provide you with a formal qualification. It is the pathway to that much-deserved promotion. Management skills taught in this program include evaluation, planning, supervision and computers.

**Delivery Mode:** On Campus, Off Campus

**Campus:** Bundaberg

**Program Intake:** Semester 1, Rolling Start

**Careers:** General and Financial Administration, Computer Technology, Front Office, Leadership and Management Museums, Attractions, Travel Agencies, Airlines, Tour Operators and Wholesalers.

# Hospitality & Tourism

## Certificate III in Meetings and Events (THT30102)

pt ft rpl fd

Promote your career in the exciting events industry! If you're already working in the industry, or you'd like to make your start, then this is the program for you. Learn how to arrange and co-ordinate a diverse range of conferences, meetings and events.

**Delivery Mode:** On Campus

**Campus:** Bundaberg

**Entry Requirements:** Semester 1, Rolling Start

**Careers:** Conference Co-ordinator, Events Co-ordinator or Meetings Co-ordinator.

## Special Interest Programs

### Safe Food Handling (TTH41302 and HLT32807)

Food safety is at the core of all successful commercial catering operations and a Food Safety Program is becoming an essential tool within these businesses. This program incorporates essential introductory basic hygiene practices for all food handlers at level 1. Whereas level 2 is designed to provide the additional necessary training relating to the principles of HACCP and food safety management for food handling establishments. Under standard 3.2.2 of the Food Safety Standards, all food handlers are required to have the skills and knowledge they need to handle food safely.

**Delivery Mode:** On Campus, Off Campus

**Campus:** Bundaberg, Gympie, Hervey Bay

### Responsible Gaming Services (TTH33002)

If you are seeking work in the gaming industry, certification is now mandatory. These units offer the skills and knowledge required to satisfy the requirements for responsible gaming services under State/Territory legislation with a particular focus on the Queensland legislation.

**Delivery Mode:** On Campus

**Campus:** Bundaberg, Gympie, Hervey Bay

**Entry:** Expression of Interest

### School Leavers Bar (TTH11002)

This program has been created for students who will be finishing school (Year 12) and wishing to gain some Hospitality skills to assist with part-time work within the Bar area.

**Delivery Mode:** On Campus

**Campus:** Bundaberg

**Program Intake:** Semester 2

### Responsible Service of Alcohol

(TTH11002 and TTH33002)

If you are seeking work in the hospitality industry, certification is now mandatory in some venues. This unit offers the skills and knowledge required to satisfy the requirements for responsible service of alcohol under State/Territory legislation with a particular focus on the Queensland legislation. All elements are undertaken in accordance with the legal provisions of the relevant liquor legislation. You must complete this unit if you are undertaking training as part of a national certificate in the service of alcohol.

**Delivery Mode:** On Campus

**Campus:** Bundaberg, Gympie, Hervey Bay

**Entry:** Expression of interest.

“I train tomorrow's chefs at WideBay TAFE in Bundaberg. Our programs are aimed at preparing you for a future within the hospitality industry”

David Scherer, Teacher

