



Southbank
Institute of Technology
Education for aspiring minds

Hospitality, Tourism and Events

Program Guide 2012



CPI/COS Provider No. 00020E



Queensland Government



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Key

- Q** **QTAC**
Apply directly to Queensland Tertiary Admissions Centre (QTAC).
Note: QTAC codes in this guide are current for 2011.
- DE** **Direct Entry**
Apply directly to Southbank Institute of Technology.
- WB** **Workplace Based**
This course is delivered in your place of work.
- OL** **Online**
The course is offered online.
- FD** **Flexible Delivery**
A course delivered through a range of methods.
- FT** **Full-time**
The course is offered on a full-time basis.
- PT** **Part-time**
The course is offered on a part-time basis.
- VFH** **VET FEE-HELP approved**
This course is VET FEE-HELP approved. Please see page 18 for more information.



*Check out southbank.edu.au
for the latest VET FEE-HELP
course information.*

Information and courses contained within this booklet are correct as at June 2011 and are subject to change at any time without notice. For up to date information call 13 72 48 or visit southbank.edu.au

Why you should study with us.

Here's why more than 28,000 students from over 90 countries chose to study with us in 2010.

1 We will help shape your career

- we provide quality education for a range of careers
- our courses give you the practical skills so you are job ready
- we offer 140 formal pathways to university
- 88.2% of graduates go on to further study or get a job after*.

2 We are a leading training provider with highly skilled teachers

- our respected industry focused teachers strive to deliver you the best teaching
- we work with industry to deliver up-to-date training packages endorsed by the Australian Quality Training Framework.

3 We offer a world-class learning environment

- we recently completed a major redevelopment of our Southbank campus to create a world-class facility designed to inspire interactive and student-focused teaching and learning
- our campus offers open and flexible learning spaces so you can work at your own pace and be your best
- study modes available including full-time, part-time, short courses, online, flexible delivery and on-the-job training.

4 We are centrally located

- our Southbank Campus is located in the heart of Brisbane's cultural precinct and right next to the city centre. It is easily accessible to buses, trains and the City Cat
- newly opened student accommodation is available next door to our main campus.

5 We provide an international perspective

- we currently have 3,500 international students studying with us from more than 90 countries
- we can provide international students an excellent pathway into university or further training
- international students can access a first class support network, including a dedicated International Student Support team, an International Student Social Club and English Language Intensive Courses for Overseas Students (ELICOS)
- we can point you in the right direction to help you find accommodation.

6 We will support you

We offer a wide range of services to help you when you need it most, including:

- scholarships and bursaries
- career counselling
- AccessAbility services
- library
- literacy and Learning Centre
- Indigenous Australian student support
- student employment opportunities
- a 24 hour security team.

7 We offer a wide variety of courses of highly sought after disciplines

Choose from a range of courses in the following areas:

- Health Services
- Biotechnology
- Engineering
- Multimedia
- Hospitality and tourism
- Creative industries
- Business services.

Where to from here?

Visit our website southbank.edu.au for information on courses available and study options or contact us on 13 72 48.



Check us out on **facebook**/SBITBrisbane



Follow us on **Twitter** @SBITBrisbane

*Source: National Centre for Vocational Education Research (NCVER), 2009 Summary of Graduate Outcomes.



Why choose hospitality, tourism or events at Southbank Institute?

A Southbank Institute of Technology qualification can make all the difference to your future, giving you the competitive edge you need to shape your career in the hospitality, tourism or events industry.

At Southbank Institute you will enjoy premium access to real world teachers, up-to-the-minute industry relevant courses, simulated working environments and hands-on, practical tuition. You will also enjoy the benefits of world-class learning facilities with the recent completion of our multi-million dollar redevelopment program.

Tourism Whether you are just starting on your career path, looking for a career-change or to up-skill, Southbank Institute provides globally recognised, industry-relevant tourism training that will give you the skills and confidence you need to gain employment in this diverse and exciting field. At Southbank Institute you will also develop skills in leadership, and participate in valuable industry networking to enhance your future career.

Events As an events student at Southbank Institute you have the opportunity to become a skilled operator, before you even graduate, due to the high level of experience gained from real-world projects as part of your studies. With a team of colleagues, you will work directly with a client to produce a major event from start to finish. This, alongside the specialised training we offer, will significantly enhance your employment and career prospects.

Hospitality Hospitality graduates from Southbank Institute are highly regarded. This is because the training we offer is designed in direct consultation with industry, and our teachers are experts in their field. Our facilities are second to none: a 200-seat fine dining restaurant and professional kitchen, a 100 seat bistro and kitchen, 10 state of the art training kitchens, including 3 dedicated patisserie kitchens and a 60 seat theatre featuring a demonstration kitchen. You will benefit from significant work experience in our restaurant and bistro which are open to the public for dining, and special events and functions throughout the year. You may also participate in a work placement with one of our industry partners as part of your course.

Our **commercial cookery** apprentices have the opportunity to compete for Southbank Institute's Apprentice Chef of the Year Award, and our hospitality students, for the Ann Garms Award for Excellence in Hospitality. The winners of these awards receive a work experience placement overseas.

Why study with us? Because your talent, passion and dedication - combined with Southbank Institute's superb facilities, smaller classes, practical teaching and pathways to university - will give you exactly what you need to fast-track a successful career in the dynamic tourism, events or hospitality industry.





Travel and tourism

Diploma of Tourism



Course No	Duration	Entry criteria
SIT50107 QTAC Code 155652 155650	1½ years (full-time)	There are no formal entry requirements, however the Southbank Institute of Technology selection process bases entry on the following criteria: - School leavers must have completed Year 12 or equivalent with a sound achievement in English and Mathematics or - Applicants are selected according to eligibility and merit; vocational experience, previous study and personal competencies or - Successful completion of an Australian Qualifications Framework Certificate III or higher in any area of study requiring formal written communication and numeracy skills or - Relevant experience in the travel/tourism industry

You can enrol in the above Diploma or one of the pathway courses below. Successful completion guarantees direct entry, with study credits, into the university degree without the need to re-apply through QTAC.

Course No	Pathway to university (guaranteed entry)
QTAC Codes 155654 155656	Diploma of Tourism / Bachelor of Business (Hotel, Tourism, Events, Real Estate & Property, and Sport) (GU). 3½ years in total.

Career opportunities Airport ground staff, sales or reservations officer for airlines, travel consultant, tour and cruise operator, product wholesale and tourist information officer.

Description Career opportunities abound nationally and internationally in a diverse range of tourism industry sectors including airlines, cruise operators, tour wholesalers and travel

agencies. This course will equip you with the job-ready skills you need to make your mark in this exciting industry. In the first two semesters you will obtain globally recognised industry training in Galileo and Cross Check reservations software, Qantas Standard Fares and Qantas Promotional Fares. In addition to these industry qualifications, you will study Australian retail airfares, tour creation, front line selling, customer relations, global destinations and travel products. The final semester builds on these skills by incorporating studies in advanced tourism business operations and regulations, marketing and management. You will develop skills in leadership and participate in valuable industry networking to enhance your future career.

Southbank Institute has built links with universities to give you more options for further study. This means you will benefit from direct entry into university and gain a dual qualification in almost the same time it takes to gain a degree. Your studies will combine practical skills and theoretical knowledge that will hold great appeal to potential employers.

Further study options Bachelor of Business (USQ), Bachelor of Business Administration (USQ). Credit towards these degree programs is available to graduates of the diploma. Students must apply for university entry through QTAC.



*A massive thank you to your amazing teachers... I got a job!
Student, Tourism 2010.*



Events

Diploma of Events



Course No	Duration	Entry criteria
SIT50207 QTAC Codes 155692 155696	1½ years (full course, inc. Cert. III in Events) (full-time). 1 year diploma only (full-time).	There are no entry requirements for the full course which incorporates the Certificate III in Events as the first semester. You may enter at the Diploma level if: - You hold a Certificate III in an events-related area. Certificate III qualifications which are particularly relevant include those in the areas of business, entertainment, hospitality, museums and libraries, music, sport and recreation and tourism. - You have paid or voluntary employment experience at an operational, coordination or management level in an events-related field. As a minimum, employment experience must reflect the breadth, depth and complexity of a qualification at Certificate III level, as defined in AQF guidelines.

Description This qualification provides you with the skills and knowledge to operate with a high level of competence in the field of events. You will develop significant communication, planning, organisational and operational skills that will enable you to gain employment in a range of diverse organisations that require these skills in areas such as exhibition and event management companies, sporting associations, community or cultural organisations, hospitality, venues and charities.

Further study options Bachelor of Business (USQ), Bachelor of Business Administration (USQ). Credit towards these degree programs is available to graduates of the diploma. Students must apply for university entry through QTAC.

You can enrol in the above Diploma or the pathway course below. Successful completion guarantees direct entry, with study credits, into the university degree without the need to re-apply through QTAC.

Course No	Pathway to university
QTAC Codes 155668 155666	Diploma of Events / Bachelor of Business (Event Management) (GU). 3½ years in total.

Career opportunities Event, venue, exhibitions coordinator, professional conference organiser, incentives, sales, data entry officer, staging assistant, banquet/function supervisor.



"The practical and hands-on approach of the Diploma of Events allows students to learn invaluable skills to step straight into the events industry. Presenting the 'live event' in final semester was something I could never have experienced by reading a text book alone." Student, Events 2011



Commercial cookery

Certificate III in Hospitality (Commercial Cookery) Apprenticeship

WB

Course No	Duration	Entry criteria
SIT30807	Completed within apprenticeship period (negotiable between employer and apprentice)	You must be registered as an apprentice with an employer before commencing training.

Career opportunities Qualified chef in hotels, restaurants, hospitals or any commercial catering establishment.

Description This comprehensive course has been designed in direct consultation with industry and provides the basis of training to a trade level in the professional cookery industry. The course covers everything from cookery techniques to food service and preparation, menu planning, food hygiene, health and safety procedures and more.

Recognition of prior learning may be applicable subject to assessment of previous experience.

Certificate IV in Hospitality (Patisserie) DE PT

Course No	Duration	Entry criteria
SIT40707	dependent on units selected (part-time)	There are no entry requirements for this program, however SITXOH5002A 'Follow workplace hygiene procedures' is desirable.

Career opportunities Second in charge to a chef patissier.

Description This course will provide you with the necessary higher technical expertise to advance towards becoming a chef patissier. You will develop the ability to work efficiently in a wide variety of commercial food outlets across the hospitality industry, and learn additional skills to enable you to specialise in commercial patisserie.

Recognition of prior learning may be applicable subject to assessment of previous experience.

Apprentice Chef of the Year offers a fantastic career boost for a rising chef. The 2010 winner received a life-changing opportunity to spend time overseas working at the Pullman Bangkok King Power Hotel, part of Accor Group Australia, alongside a three hat chef to experience the operations of a large, high profile hotel.

Up-skilling the next generation of industry leaders.





Hospitality

Advanced Diploma of Hospitality/ Bachelor of Business (Tourism and Hospitality Management) Griffith University

(incorporating Diploma of Hospitality)



Course No	Duration	Entry criteria
SIT50307 - SIT60307 QTAC Codes 155902 155906	Diploma- 1½ years, Advanced Diploma- 2 years, Total inc. degree- 3 years (full-time)	There are no formal entry requirements, however the Southbank Institute of Technology selection process bases entry on the following criteria: - School leavers must have completed Year 12 or equivalent with a sound achievement in English and Mathematics or - Applicants are selected according to eligibility and merit; vocational experience, previous study and personal competencies or - Successful completion of an Australian Qualifications Framework Certificate III or higher in any area of study requiring formal written communication and numeracy skills or - Relevant experience in the hospitality industry

Career opportunities Trainee management positions in sectors such as hotels, resorts, clubs and casinos, restaurants and bars, conference, convention, special events management and hospitality sales and marketing.

Description Southbank Institute has built links with Griffith University so you can benefit from direct entry into university and gain a dual qualification in almost the same time it takes to gain a degree. Your studies will combine practical skills and theoretical knowledge that will hold great appeal to potential employers.

Start with the basics of food and beverage, housekeeping, front office and kitchen operations, and progress to the next level with client service, finance, management and legal studies. With the skills and ability to open a huge number of doors, this is the perfect program to work your way to the top. There is an opportunity to exit this program after eighteen months with a Diploma of Hospitality qualification.

Further study options Bachelor of Business (Hotel, Tourism, Event, Real Estate and Property, Sport) (GU), Bachelor of Business (USQ), Bachelor of Business Administration (USQ). Successful completion of the diploma will assist you to gain entry into these university courses through the usual QTAC process and will contribute towards study credits.

Ann Garms Award for Excellence in Hospitality is a unique opportunity that is afforded only to Southbank Institute of Technology's finest students. The winner of this award will spend one year training with an international hotel, providing the deserving winner with a significant career boost.

Diploma of Hospitality



Course No	Duration	Entry criteria
SIT50307 QTAC Codes 155992 155996	1½ years (full-time)	There are no formal entry requirements, however the Southbank Institute of Technology selection process bases entry on the following criteria: - School leavers must have completed Year 12 or equivalent with a sound achievement in English and Mathematics or - Applicants are selected according to eligibility and merit; vocational experience, previous study and personal competencies or - Successful completion of an Australian Qualifications Framework Certificate III or higher in any area of study requiring formal written communication and numeracy skills or - Relevant experience in the hospitality industry

You can enrol in the above Diploma or the pathway course below. Successful completion guarantees direct entry, with study credits, into the university degree without the need to re-apply through QTAC.

Course No	Pathway to university
QTAC Codes 155902 155906	Advanced Diploma of Hospitality/Bachelor of Business (GU)

Career opportunities Function or catering supervisor, food and beverage supervisor, housekeeping or restaurant supervisor, concierge, purchasing officer, accounts clerk, guest service agent, bar or bistro supervisor, shift supervisor.

Description This course provides thorough training in hospitality management, from food and beverage to housekeeping and front office. Students have the opportunity to progress through the ranks by gaining greater levels of experience in supervisory roles across a variety of departments.

Further study options Bachelor of Business - Hotel, Tourism, Events, Real Estate and Property, and Sport (GU), Bachelor of Business - Tourism and Hospitality Management (GU), Bachelor Business (USQ), Bachelor of Business Administration (USQ). Successful completion of this course will assist you to gain entry into these university courses and will contribute towards study credits.





Retail baking and meat retailing

Certificate III in Food Processing (retail baking – bread) Apprenticeship

WB FD

Course No	Duration	Entry criteria
FDF30603	Block release training periods scheduled throughout the year.	You must be registered as an apprentice with an employer before commencing training. Sign up is accepted any time throughout the year.

Career opportunities Trade qualification as a bread baker.

Description This comprehensive course includes thorough training in all aspects of bread baking. Practical, hands-on and industry relevant, this training takes place through convenient block release combined with on-the-job programs scheduled to fit easily around your work duties.

Certificate III in Food Processing (retail baking – cakes and pastry) Apprenticeship

WB FD

Course No	Duration	Entry criteria
FDF30503	Block release training periods scheduled throughout the year.	You must be registered as an apprentice with an employer before commencing training. Sign up is accepted any time throughout the year.

Career opportunities Trade qualification as a pastry cook.

Description This course combines the two interrelated fields of pastry and cake-making. Southbank Institute's unique course includes a course that will develop and extend your practical skills in the research and development of recipes. You will acquire the skills and knowledge to evaluate bakery products and modify or create new recipes according to trends and market developments. As part of this process you will also conduct product tastings and evaluate results. These skills will give you a competitive edge when seeking employment as a qualified pastry cook.

Certificate III in Food Processing (retail baking – combined) Apprenticeship

WB FD

Course No	Duration	Entry criteria
FDF30703	Block release training periods scheduled throughout the year.	You must be registered as an apprentice with an employer before commencing training. Sign up is accepted any time throughout the year.

Career opportunities Trade qualification as a baker and pastry cook.

Description This course combines the two interrelated fields of pastry and cake-making. Southbank Institute's unique course includes a course that will develop and extend your practical skills in the research and development of recipes. You will acquire the skills and knowledge to evaluate bakery products and modify or create new recipes according to trends and market developments. As part of this process you will also conduct product tastings and evaluate results. These skills will give you a competitive edge when seeking employment as a qualified pastry cook.

Certificate III in Meat Processing (meat retailing) Apprenticeship

WB FD

Course No	Duration	Entry criteria
MTM30807	Flexible delivery	You must be registered as an apprentice with an employer before commencing training. Sign up is accepted any time throughout the year.

Career opportunities Trade qualification as a butcher.

Description Enhance your apprenticeship with this comprehensive formal qualification and add value to yourself and your employer. Training includes all aspects of health and safety, quality and productivity. Our convenient on-the-job training programs are designed to easily fit around your work duties.





Food safety

Food Safety Supervisor (face to face or online)

DE OL FD

Course No	Duration	Entry criteria
class-based FFS504 online FFS504-1	class-based (1 day) online (4 weeks)	You must have an industry contact, as a third party report must be completed as an assessment item. This could include a head chef, sous chef, owner, manager or colleague.

Career opportunities Food Safety Supervisor in the hospitality, food processing or retail industries.

Enhanced employment prospects in the:

- hospitality and retail industry: supermarkets, convenience stores, grocers, delicatessens, restaurants, hotels, take aways and cafes, private function catering, food markets and stalls
- food processing industry: flour mills, canneries, packers, bakers, breweries, airline catering, ice manufacturing, wine production, pre-prepared meals.

Description Under the Food Act 2006, every licensable food business in Queensland is now required to have a Food Safety Supervisor. At Southbank Institute you can choose to do this course as a class-based or online course. You will gain a thorough understanding of food safety planning and learn about food safety measures including hazard identification, corrective actions, critical control points and operational policies and procedures.

Online course You must supply a current, valid email address and have access to the following:

- PC running Windows 95 or above, with sound output
- a 56k modem or broadband internet connection (Internet Explorer 6 or equivalent)
- Microsoft Word
- Microsoft Outlook or another email program
- Flash 8 player.

*Essential for
Government compliance.
Best practice delivery,
flexible learning options.*

Responsible Service of Alcohol (RSA)

DE OL

Course No	Duration	Entry criteria
FFS186-1	on average, 4 hours (max. 4 weeks from the date of enrolment to completion)	You must supply a current, valid email address, have internet access and be able to commence the course upon enrolment

Career opportunities Professional development for licensees, liquor serving staff and security employees. This is an essential training course for all staff involved in the sale and supply of liquor to ensure compliance with liquor licensing laws in Queensland. This qualification is also often a pre-requisite for employment in a wide range of occupations in the hospitality industry.

Description You will acquire the knowledge and skills to provide the best possible protection against potential breaches of the current Queensland Liquor Act. Breaches could occur when serving minors, unduly intoxicated or disorderly patrons. On successful completion of the course, you will receive two certificates: a Nationally Accredited Statement of Attainment, and a Queensland Office of Liquor, Gaming and Racing RSA Certificate.

Bar Training with RSA

DE OL PT

Course No	Duration	Entry criteria
FFS476	4 weeks onsite, plus online component	There are no entry requirements for this course. The online component can be completed from home, or Southbank Institute's e-learn centre.

Career opportunities Working behind the bar at a restaurant, bistro, hotel, night club, functions centre or resort. These are 'portable' skills, great for travellers, part-time or seasonal workers seeking employment.

Description This course will teach you how to work a bar. Learn the secrets behind bar area preparation, making standard drinks, care of bar equipment and customer service. With additional practical advice on problem solving, plus the essentials of the responsible service of alcohol, this hands-on course will have you skilled up and job-ready.

Course content is Queensland Liquor Licensing Department approved and is delivered by Queensland Liquor Licensing Department approved trainers. Successful students will receive a Queensland Liquor Licensing certificate valid for three years.



Pathways to university*

Southbank Institute of Technology is a recognised centre of excellence for its pathways to universities. We have partnered with major Queensland universities to give diploma, advanced diploma and associate degree graduates recognition for the quality of education and training they receive at Southbank Institute.

Many Southbank Institute diplomas and advanced diplomas articulate into degree courses with our partner universities. If you didn't get the right OP it's not the end of the world. By completing a diploma or advanced diploma at Southbank Institute, you can improve your OP score and heighten your chances of securing a place to university.

For more information about pathways visit southbank.edu.au or check out our Pathways to your Future brochure.

Need more information?

We have a range of brochures designed to help you to make the right decision and include:

- The Southbank Experience
- Parents Guide
- Support for Students
- Pathways to your Future
- Post-Degree Study

Our brochures are the perfect way to assist you with what Southbank Institute has to offer. Alternatively, if you would like to speak to us you can call 13 72 48.

VET FEE-HELP

VET FEE-HELP assists eligible students undertaking certain Vocational Education and Training (VET) courses at Southbank Institute to pay for all or part of their tuition costs (excludes incidental fees). VET FEE-HELP is an Australian Government initiative and is an extension of FEE-HELP, as part of the Higher Education Loan Program (HELP). Students repay the loan to the Australian Government through the tax system once a student reaches the minimum income threshold level for repayment.

For further information

Visit southbank.edu.au/vetfeehelp

*University abbreviations:	ACU	Australian Catholic University National
	CQUni	Central Queensland University
	CSU	Charles Sturt University
	GU	Griffith University
	QUT	Queensland University of Technology
	UQ	The University of Queensland
	USC	University of the Sunshine Coast
	USQ	University of Southern Queensland

Enrol in four easy steps

1. Select the course you want to study



2. Contact Student Administration

Phone 13 72 48 for the most recent up-to-the-minute information or go to our website southbank.edu.au



3. Apply to QTAC or Southbank Institute of Technology

Apply to QTAC (Queensland Tertiary Admissions Centre) or to Southbank Institute of Technology, depending on the course you choose (the courses listed in our careers booklets will let you know whether or not a QTAC application is required).



4. Secure your enrolment

Pay your fees before the course commences to secure your enrolment. Limited places are available in most courses.

For further information about how to enrol:
Visit southbank.edu.au/howtoenrol or call 13 72 48.



Don't forget to 'like' our Facebook page and follow what's happening on Twitter!

**Southbank Institute
of Technology**

66 Ernest Street
Locked Mail Bag 14
South Brisbane
Queensland
Australia 4101

13 72 48

enquiry@southbank.edu.au
southbank.edu.au

