

Hospitality and Tourism

Hospitality
Events
Tourism
Retail Travel

Looking for a skill that will provide you with an opportunity to travel the world? With a qualification in hospitality and/or tourism from Gold Coast Institute of TAFE, students are prepared for a career where the opportunities are truly global. With our industry tested and practical training, graduates leave us career ready and fully qualified to secure an exciting future in the location of their dreams.



Certificate III in Hospitality

Program Description:
Acquire knowledge about stock control, financial management, food and beverage service and Workplace Health and Safety. Gain hands on experience in the provision of food and beverage services, in the Institute's restaurants.

Duration: 6 months full time
Offering: Semester 1 and 2
Campus: Ashmore

Career Outcomes: Food Attendant, Cocktail/Bar Attendant, Food Service Waiter, Coffee Shop Waiter.

Diploma of Events

Program Description:
Develop knowledge specific to the events industry and acquire a range of skills such as management, budgeting, venue selection, event themes/concepts, operational planning and event project management. Focuses on hospitality, conferencing and entertainment events where work would be undertaken in both an office environment and on the event site.

Duration: 1 year full time
Offering: Semester 1 and 2
Campus: Ashmore

Career Outcomes: Conference or Events Supervisor, Team Leader, Hospitality Supervisor in conference or function centres, restaurants and hotels.

Certificate III in Tourism (Retail Travel Sales)

Program Description:
Gain comprehensive operational skills including reservations and fares and ticketing relevant to the travel and tourism industry, including training on specialist industry software such as Cross Check and Galileo. Develop knowledge in fares and ticketing, customer service and sales, domestic and international tourist destinations and processing travel and tourism itineraries.

Duration: 6 months full time
Offering: Semester 1 and 2
Campus: Ashmore

Career Outcomes: Travel Consultant, Airline or Agency Processing Clerk, Fares and Ticketing Consultant/Sales Clerk, Customer Service Officer, Airline Reservations.

Retail Travel Sales (Tourism Foundation (online) - Fares and Ticketing - Galileo (Computerised Reservation System))

Program Description:
These skill sets are designed for people wanting to gain employment in the travel industry or formalise existing industry expertise. Improve employability and career options by obtaining the industry certification that is available for Galileo.
Note: Galileo is a computer based subject and therefore computers skills are essential.

Duration: 20-23 weeks part time (evenings) dependent on skill selection
Offering: Semester 1 and 2
Campus: Ashmore

Career Outcomes: Airline or Agency Processing Clerk, Fares and Ticketing Consultant/Sales Clerk, Customer Service Officer, Airline Reservations. Further study may be required.

Diploma of Hospitality

Food and Beverage Stream

Program Description:
Learn management skills for the hospitality industry and be able to manage outlets, maintain compliance within legislative requirements, manage financial operations and develop effective business plans. Participate in field trips and gain hands on experience in the provision of food and beverage services, in the Institute's restaurants.

Front Office and Accommodation Services Stream

Program Description:
Learn specific skills to succeed within a rooms division role in a hotel or resort environment. Gain hands on experience and develop leadership, communication, administration and management skills.

Duration: 1 year full time
Offering: Semester 1 and 2
Campus: Ashmore

Career Outcomes: Restaurant Supervisor, Café Supervisor, Banquet Supervisor and other supervisory positions. University articulation available.

Advanced Diploma of Hospitality

Program Description:
Gain an Advanced Diploma of Hospitality Management, offered by the combined efforts of Gold Coast Institute of TAFE and Illawarra Institute of TAFE. Students learn and work in a 'live' industry environment within the food and beverage and cookery sectors. Includes ski lessons, specialty classes in the Snowy Mountains, winery and schnapps distillery visits, Responsible Service of Alcohol licence for Queensland and New South Wales, organised work and accommodation in New South Wales ski fields and skills in food and beverage, cookery and accommodation services.

Duration: 18 months
Offering: Semester 1
Campus: Ashmore

Career Outcomes: Graduates of this course may gain employment at an operational or supervisory level and also gain further management opportunities in the general hospitality industry within hotels, motels, restaurants, clubs and other hospitality establishments.

Diploma of Tourism (Operations Management)

Program Description:
Learn about the administrative, financial and legal operation of a business in the tourism industry. Includes sales and office operations, international retail sales, sourcing, quoting and booking fares and leadership skills. Develop management, group communication and business skills to equip for future professional employment in supervisory or middle management positions.

Duration: 1 year full time
Offering: Semester 1
Campus: Ashmore

Career Outcomes: Travel Agent, Airline Employee, Tourism Manager, Sales and Marketing, Small Tour Operator and Visitor Information Centre Manager.

Tourism and Hospitality short courses

Advance your career prospects with a variety of various short courses that address the specific needs and work demands of the tourism and hospitality industries.

Gain a competitive edge in the market place or simply fill in a training gap with that missing skill.

Short courses:

- Bar Operations
- Coffee and Café Operations
- Event Management – Basic Weddings
- Gaming Operations
- Responsible Service of Alcohol
- Flight Attendant Program

