

Hospitality and Tourism

Hospitality Operations/Management
Event Management
Tourism

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 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.

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.

Diploma of Tourism (Operations Management)

Product 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 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.

“Looking for skills that will provide opportunities to travel the world?”



Looking for skills that will provide opportunities to travel the world? With a hospitality and/or tourism qualification from Gold Coast Institute of TAFE, students can be ready for an occupation where the opportunities are truly global. With our industry tested and practical hands on training, graduates can be assured of leaving us career ready and fully qualified to secure an exciting future in the location of their dreams.



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.



Tourism and Hospitality short courses

Advance career prospects through a choice of various short courses that address specific needs and work demands for the tourism and hospitality industries.

Gain a competitive edge in the market place or simply fill in that missing skill level.

Short courses include:

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