



HOSPITALITY

www.york.edu.au



York
Business
Institute

HOSPITALITY COURSES

At York Business Institute

Hospitality is globally thriving. To join this industry, learning the key skills has become easier with institutions and schools popping up everywhere. If you are considering going into hospitality, here are some key reasons as to why now is the perfect time to study it in Australia.

The amount of jobs hospitality is creating on a global scale places it in the upper echelon of growing industries. The hospitality sector encompasses a wide range of skills, ranging from accommodation to wine tourism, meaning there are a multitude of different jobs opening up in varying types of workplaces.

HOSPITALITY EDUCATION DEVELOPS ESSENTIAL JOB SKILLS FOR THE FUTURE



A career without limits

Serving people in **restaurants, hotels, clubs, pubs, motels, cafes or accommodation**, this is a global skill that surpasses language. That's why plenty of international students flock to Australia to learn these fundamentals.



A growing industry

Over the next decade, the hospitality industry is set to become the largest global employer, with travel & tourism alone offering more than 150 million jobs by 2029.



Food and wine reputation in Australia

Think Melbourne's coffee culture, Sydney's restaurants and the many cities with a thriving nightlife — not to mention the vast world-class wine regions and the booming craft brewery industry.

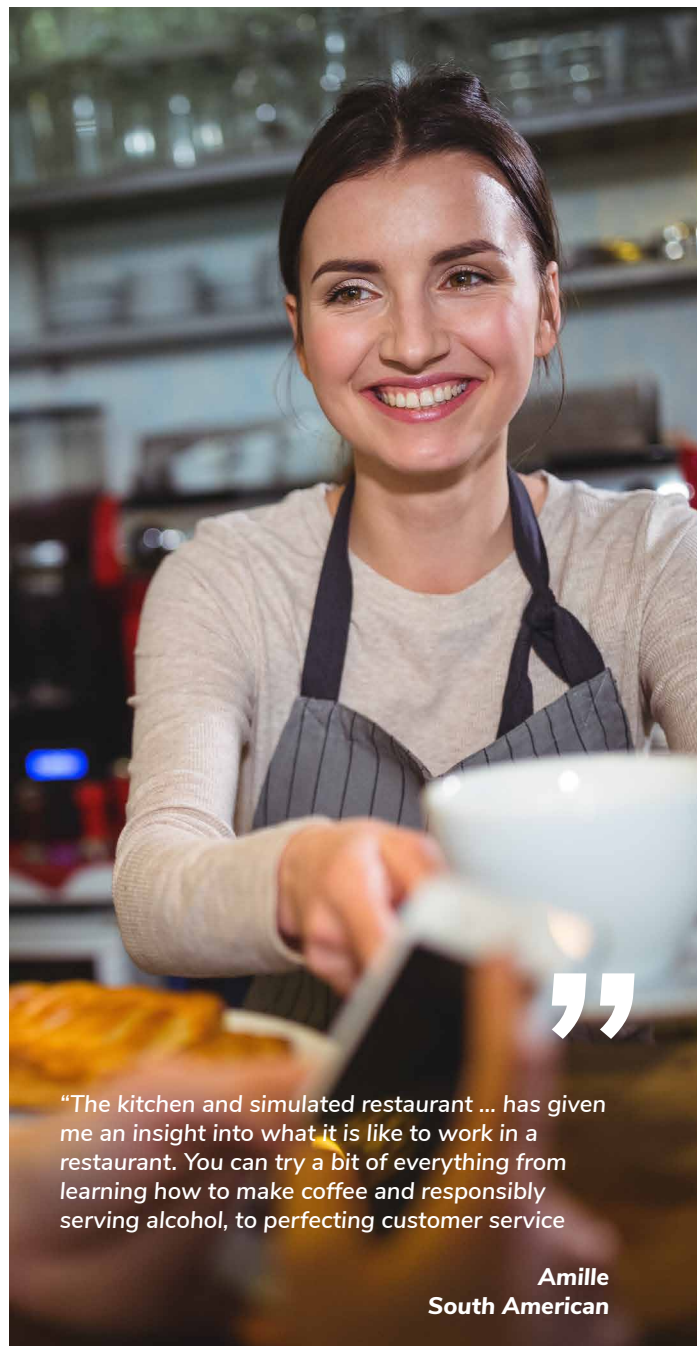


It's truly global

You might be thinking you'll have to settle down in one place after graduation, with a career in the hospitality industry, it is perfectly possible to move around the globe.

MEDIAN YEARLY EARNINGS

Restaurant Managers	\$58,000 – \$69,00
Head Chef	\$55,000 – \$60,00
Hotel Manager	\$55,000 – \$62,00
Airline Customer Support Officers	\$55,000 – \$69,000
Gaming Hosts	\$52,000 – \$63,000
Restaurant Manager	\$70,000 – \$75,000



“

“The kitchen and simulated restaurant ... has given me an insight into what it is like to work in a restaurant. You can try a bit of everything from learning how to make coffee and responsibly serving alcohol, to perfecting customer service

**Amille
South American**

FLEXIBLE ONLINE STUDY

Our online study option is available to all domestic and overseas students. This study mode is best for students who prefer a flexible schedule that matches their daily routine and to study at their own pace.

Students who enrol in our courses will have access to York Business Institute's learning resources through our online platform 'E-learning'. Studying the theory component of our course online will not change the learning outcomes required by the courses.

E-learning Access

<https://elearning.york.edu.au/login/index.php>

Tutorial for Virtual Class

<https://www.youtube.com/watch?v=uYnrylMOUw&t=1s>



WHAT CAN YOU DO ON E-LEARNING:

- On-line study and attendance
- Download study materials
- Download online study guide
- Download assessments
- Assessment submission
- Weekly online activities



WORK PLACEMENT IN HOSPITALITY

Our Work Placement Program forms a compulsory part of your course work and provides a vital and essential aspect of the learning experience.

To meet the course requirements, you are required to complete a minimum of 36 complete service shifts in a hospitality work environment.

| LEARNING IN THE WORKPLACE WILL ENABLE STUDENTS TO

- progress towards the achievement of industry competencies
- develop appropriate attitudes towards work
- learn a range of behaviours appropriate to the industry
- practise and apply skills acquired in the classroom or workshop
- develop additional skills and knowledge.

| WHAT IS YOUR TASKS IN THE PLACEMENT

- preparing for service
- providing service
- completing operation tasks
- completing end of shift duties
- interacting with customers
- responding positively to demands and requests of different customers
- working with speed and efficiency, according to job role
- dealing with numerous service and operational tasks at the same time
- identifying and resolving issues and problems
- working as part of a team
- monitoring the service process and workflow
- taking responsibility for own work outcomes
- providing technical support and advice to other team members.

| WHAT IS YOUR TASKS IN THE PLACEMENT

- chefs and cooks
- restaurant including wait staff, maitre ds and cooking staff
- hotel concierge, housekeeping and reception staff
- hotel management staff
- event planners
- event venues operators

WORK PLACEMENT PROCESS

STEP 1 Agreement

You and your nominated Workplace Supervisor read the Workplace Assessment Guide.

Complete and submit the Work Placement Agreement Form.

STEP 2 Inspection

An YBI Work Place Assessor will inspect and verify the suitability of the Work place

STEP 3 Training plan

In consultation with you and your Workplace Supervisor, we develop a Work Placement Training Plan.

STEP 4 Log book

Work Placement Program commences. You complete your Work Placement Logbook which is signed by your Workplace Supervisor daily.

STEP 5 Observation

Work place Assessor will complete a Work Place Observation Report by visiting or video conferencing you and your work place supervisor at the work place



CERTIFICATE III IN HOSPITALITY

This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in hospitality services, food and beverage.

COURSE INFORMATION

DURATION	MODE OF DELIVERY	CONTACT HOURS
65 weeks	Face to face + Online	20 hours / week

ENTRY REQUIREMENT

There are no entry requirements for this qualification however All Students MUST

Be 18 years of age or over; AND

Have completed year 11 or equivalent; or with limited vocational experiences and sound workplace written communication skills

International Student MUST

Have upper intermediate proficiency in English or an IELTS score of at least 5.5 (or equivalent).

WORK PLACEMENT

Work placement forms part of this qualification and students are required to undertake 36 shifts (up to 360 hours) of work placement in an appropriate hospitality environment. Students are responsible for finding their own work placements. However YBI has agreements with different organisations in case students need any assistance finding placements.

POTENTIAL CAREER OUTCOMES

Example of possible job roles include;

- ✓ Food and beverage attendant
- ✓ Front desk receptionist
- ✓ Front office assistant
- ✓ Function attendant

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

QUALIFICATION STRUCTURE

SITHIND004	Work effectively in hospitality service
SITXHRM001	Coach others in job skills
SITHIND002	Source and use information on the hospitality industry
BSBWOR203	Work effectively with others
SITXWHS001	participate in safe work practices
SITXCOM002	Show social and cultural sensitivity
SITXCCS006	Provide service to customers
SITHIND001	Use hygienic practices for hospitality service
SIRXPDK001	Advise on product and services
BSBFIA301	Maintain Financial records
SITXWHS002	Identify hazards, assess and control safety risks
SITXFIN001	Process financial transactions
SITEEVT001	Source and use information on the event industry
BSBITU306	Design and produce business documents
SITTTSL002	Access and interpret product information

PATHWAYS FROM THE QUALIFICATION

There are no entry requirements for this qualification. However it is recommended that individuals should have year 11 or equivalent and suitable English Language skills.



INTAKES DATES 2021

■ 12 July ■ 09 Aug ■ 11 Oct ■ 08 Nov

DIPLOMA OF HOSPITALITY MANAGEMENT

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage services.

COURSE INFORMATION

DURATION	MODE OF DELIVERY	CONTACT HOURS
104 weeks	Face to face + Online	20 hours / week

ENTRY REQUIREMENT

There are no pre-requisite requirements for this qualification however

All Students MUST

Be 18 years of age or over; AND

Have completed year 12 or equivalent; or with substantial vocational experiences and sound workplace written communication skills

International Student MUST

Have upper intermediate proficiency in English or an IELTS score of at least 5.5 (or equivalent).

WORK PLACEMENT

Work placement forms part of this qualification and students are required to undertake 36 shifts (up to 360 hours) of work placement in an appropriate hospitality environment. Students are responsible for finding their own work placements. However YBI has agreements with different organisations in case students need any assistance finding placements.

POTENTIAL CAREER OUTCOMES

Example of possible job roles include;

- ✓ Function manager,
- ✓ Executive housekeeper,
- ✓ Front office manager,
- ✓ Motel manager, and etc.

PATHWAYS FROM THE QUALIFICATION

SIT60316 Advanced Diploma of Hospitality Management or Higher Education



INTAKES DATES 2021

■ 12 July ■ 09 Aug ■ 11 Oct 08 Nov

QUALIFICATION STRUCTURE

SITTTSL002	Access and interpret product information
SITHIND001	Use hygienic practices for hospitality service
SITHIND002	Source and use information on the hospitality industry
SITXCOM002	Show social and cultural sensitivity
BSBITU306	Design and produce business documents
BSBWOR203	Work effectively with others
SITXHRM001	Coach others in job skills
SIRXPDK001	Advise on product and services
BSBFIA301	Maintain Financial records
SITXWHS002	Identify hazards, assess and control safety risks
SITXHRM004	Recruit, select and induct staff
BSBR501	Manage Risk
SITHIND004	Work effectively in hospitality service
SITXFIN003	Manage finances within a budget
SITXWHS003	Implement and monitor work health and safety practices
SITXFIN004	Prepare and monitor Budgets
BSBADM502	Manage meetings
BSBCMM401	Make a presentation
BSBDIV501	Manage diversity in the workplace
SITXCOM005	Manage conflict
SITXHRM002	Roster staff
SITXCCS008	Develop and Manage quality customer service practices
SITXGLC001	Research and comply with regulatory requirements
BSBMGT517	Manage operational plan
SITXCCS007	Enhance the customer service experience
SITXHRM003	Lead and manage people
SITXMGT001	Monitor work operations
SITXMGT002	Establish and conduct business relationships

ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions. This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

COURSE INFORMATION

DURATION	MODE OF DELIVERY	CONTACT HOURS
156 weeks	Face to face + Online	20 hours / week

ENTRY REQUIREMENT

There are no pre-requisite requirements for this qualification however

All Students MUST

Be 18 years of age or over; AND

Have completed year 12 or equivalent; or with substantial vocational experiences and sound workplace written communication skills

International Student MUST

Have upper intermediate proficiency in English or an IELTS score of at least 5.5 (or equivalent).

WORK PLACEMENT

Work placement forms part of this qualification and students are required to undertake 36 shifts (up to 360 hours) of work placement in an appropriate hospitality environment. Students are responsible for finding their own work placements. However YBI has agreements with different organisations in case students need any assistance finding placements.

POTENTIAL CAREER OUTCOMES

Example of possible job roles include;

- ✓ Executive chef,
- ✓ Executive housekeeper,
- ✓ Club secretary or manager,
- ✓ Head chef

PATHWAYS FROM THE QUALIFICATION

After achieving this qualification candidates may choose to progress into a Bachelors program with Universities.



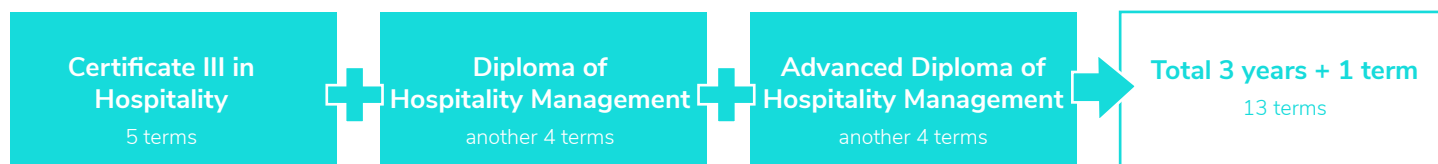
INTAKES DATES 2021

■ 12 July ■ 09 Aug ■ 11 Oct ■ 08 Nov

QUALIFICATION STRUCTURE

SITTTSL002	Access and interpret product information
SITHIND001	Use hygienic practices for hospitality service
SITHIND002	Source and use information on the hospitality industry
SITXCOM002	Show social and cultural sensitivity
BSBITU306	Design and produce business documents
BSBFIA301	Maintain Financial records
SITXWHS002	Identify hazards, assess and control safety risks
BSBWOR203	Work effectively with others
SITXHRM001	Coach others in job skills
SITXHRM004	Recruit, select and induct staff
BSBRKS501	Manage Risk
SITHIND004	Work effectively in hospitality service
SITXFIN003	Manage finances within a budget
SITXFIN004	Prepare and monitor Budgets
SITXWHS003	Implement and monitor work health and safety practices
BSBADM502	Manage meetings
BSBCMM401	Make a presentation
BSBDIV501	Manage diversity in the workplace
SITXCCS008	Develop and Manage quality customer service practices
SITXGLC001	Research and comply with regulatory requirements
SITXCOM005	Manage conflict
SITXHRM002	Roster staff
BSBMGT517	Manage operational plan
SITXHRM003	Lead and manage people
SITXMGT001	Monitor work operations
SITXMGT002	Establish and conduct business relationships
SITXCCS007	Enhance the customer service experience
SITXMPR007	Develop and implement marketing strategies
BSBFIM601	Manage finances
BSBMGT617	Develop and implement a business plan
SITXHRM006	Monitor staff performance
SITXFIN005	Manage physical assets
SITXWHS004	Establish and maintain a work health and safety system

COURSE PATHWAYS



UNIVERSITY ARTICULATION PATHWAYS



THE
HOTEL SCHOOL
SYDNEY • MELBOURNE • BRISBANE

York Business Institute has partnered with the Southern Cross University to provide students with the essential skills needed to set them up for career success and support their leadership journeys.

You are eligible to cut 1 year off your bachelor degree in SCU when you complete a Hospitality courses with YBI.

[Learn more](#) ➔



WHY STUDY AT YORK BUSINESSS INSTITUTE



Flexible study options

33% of the courses are delivered online that gives you flexibility at your suitable time



Multi pathway entry

Successful completion will entry into higher education of hospitality courses.



Student support

Students are satisfied with the support they received at their institution, whether enrolment systems, learning advice, careers advisors and health services were available and helpful.



Teaching quality

All the students are satisfied with the teaching they have received



Campus futures

Modern and up-to-date new campus with mutipal facilities which located in Sydney CBD, closed to transports, mall and restaurants.



Learner engagement

Students are satisfied with their engagement with learning at their institution and whether they had a sense of belonging at their institution.

OUR MODERN CAMPUS





START YOUR STUDY JOURNEY WITH US

STEP 1: CHOOSE A COURSE

Check out our course outline and entry requirements at www.york.edu.au

STEP 2: COMPLETE ENROLLMENT FORM

Download and complete the Enrolment form. Read the terms & conditions and Student Handbook, these available from our website.

Enrolment Form

Student Handbook

STEP 3: STEP 3: PROVIDE RELEVANT DOCUMENTS

Attach all relevant documents. For example

- ✓ Certified copies of passport
- ✓ Education qualifications
- ✓ English qualifications
- ✓ Working experience (if relevant)
- ✓ RPL application (if relevant)

STEP 4: SUBMIT YOUR APPLICATION

Return your application form and the necessary documents to :
York Business Institute
Suite 1, Level 1 , 338 Pitt St. Sydney NSW 2000 AUSTRALIA
OR email to : info@york.edu.au

STEP 5: RECEIVE AN OFFER LETTER

Upon receipt of your Enrolment Form and supporting documents, an interview will be conducted by a member of the Institute's Admission Team or a delegate to assess on your suitability to the course that you have applied for.

If your application is successful you will receive a letter of offer for you nominated course along with a written agreement. When we receive your signed student agreement and fees, we will send you an electronic Confirmation of Enrolment(eCoE). This eCoE is used to apply for your student visa. Once the visa is granted, you are ready to go!

YOUR SAFETY IS OUR FIRST PRIORITY

Our campus is registered as COVID safe businesses, our students' and staffs' safety is our priority. In light of the COVID 19 pandemic, York Business Institute provides the opportunity for you to attend classes by attending campus or by joining the classes through remote live delivery via video conferencing. Our friendly staff are also here to support !

Mode of course delivery:

During the COVID-19 pandemic all of our courses will be delivered 100% online to reduce the spread of the virus and safeguard the welfare of our students, staff and the community.

Timetable:

The Online Class timetable may differ from the actual(face-to-face) class timetable. The nature of student support and engagement may also vary during this online delivery period.

Please contact the college if you have any enquiries regarding the mode of delivery and the timetable



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York
Business
Institute

Make Quality Education

Fair and Accessible

CONTACT WITH US

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