



# HOSPITALITY

[www.york.edu.au](http://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



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*“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=uY9nylMOUw&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 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 accommodation services, food and beverage and gaming.

## COURSE INFORMATION

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

## ENTRY REQUIREMENT

There are no pre-requisite requirements for this course. However individuals should:

- be 18 years old or over
- have completed year 11 or equivalent
- International Students are required to have an English ability at the IELTS level 6.0 or equivalent

## WORK PLACEMENT

Students are also required to complete 36 service shifts (approx. 200 hours) of work placement.

Students are responsible for organising their own work placements however YBI has been able to secure a range of suitable work place host sites for our students in several commercial hospitality establishments.

## POTENTIAL CAREER OUTCOMES

Possible job titles include:

- ✓ Food and beverage attendant
- ✓ Front desk receptionist
- ✓ Front office assistant
- ✓ Function attendant
- ✓ Function host
- ✓ Guest service agent
- ✓ Housekeeper
- ✓ Restaurant host
- ✓ Waiter

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

## QUALIFICATION STRUCTURE

SITHIND006	Source and use information on the hospitality industry
SITHIND008	Work effectively in hospitality service
SITXCCS014	Provide services to customers
SITXCOM007	Show social and cultural sensitivity
SITXHRM007	Coach others in job skills
SITXWHS005	Participate in safe work practices
SITHIND005	Use hygienic practices for hospitality service
SITXWHS006	Identify hazards, assess and control safety risks
SITXFSA006	Participate in safe food handling practices
SITHFAB021	Provide responsible service of alcohol
SITXCCS010	Provide visitor information
SIRXPDK001	Advise on products and services
SITHFAB036	Provide advice on food
SIRXSLS001	Sell to the retail customer
SITXFIN007	Process financial transactions

## PATHWAYS FROM THE QUALIFICATION

After achieving this qualification candidates may choose to study, SIT40422 Certificate IV in Hospitality or SIT50422 Diploma of Hospitality Management or other SIT qualifications.

# 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 acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

## COURSE INFORMATION

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

## ENTRY REQUIREMENT

There are no pre-requisite requirements for this course. However, substantial work experience would be highly regarded. Individuals should:

- be 18 years old or over
- have completed year 12 or equivalent
- International Students are required to have an English ability at the IELTS level 6.0 or equivalent

## PATHWAYS INTO THE QUALIFICATION

There are no pre-requisite requirements for this course. Candidates may enter the qualification through a number of entry points including:

- Completed Year 12, or have sound workplace written communication skills, OR
- Individuals may enter SIT50422 Diploma of Hospitality Management with limited vocational experiences and without a lower level qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Entry level staff or supervisors of various types

This breadth of expertise would equate to the competencies required to undertake this qualification.

## PATHWAYS FROM THE QUALIFICATION

After achieving this qualification candidates may choose to study SIT60322 Advanced Diploma of Hospitality Management or other Advanced Diploma qualifications.

## WORK PLACEMENT

Students are also required to complete 36 service shifts (approx. 200 hours) of work placement.

Students are responsible for organising their own work placements however YBI has been able to secure a range of suitable work place host sites for our students in several commercial hospitality establishments.

## POTENTIAL CAREER OUTCOMES

Example of possible job roles include:

- ✔ Function manager
- ✔ Motel manager
- ✔ Executive housekeeper
- ✔ Unit manager (catering operations)
- ✔ Front office manager

## QUALIFICATION STRUCTURE

SITXCCS015	Enhance customer service experiences
SITXCCS016	Develop and manage quality customer service practices
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFIN010	Prepare and monitor budgets
SITXGLC002	Identify and manage legal risks and comply with law
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXMGT005	Establish and conduct business relationships
SITXWHS007	Implement and monitor work health and safety practices
SITHIND005	Use hygienic practices for hospitality service
SITHIND008	Work effectively in hospitality service
SITHFAB021	Provide responsible service of alcohol
SITTTVL001	Access and interpret product information
SITXCCS010	Provide visitor information
SITHFAB036	Provide advice on food
SITXFSA006	Participate in safe food handling practices
SITXINV007	Purchase goods
SITXINV008	Control stock
SITHIND006	Source and use information on the hospitality industry
SIRXSTR001	Develop an ecommerce strategy
SIRXOSM007	Manage risk to organisational reputation in an online setting
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms
SITXFIN007	Process financial transactions
SITXCCS014	Provide services to customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS006	Identify hazards, assess and control safety risks

# 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 acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

## 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 course. However, substantial work experience would be highly regarded. Individuals should:

- be 18 years old or over
- have completed year 12 or equivalent
- International Students are required to have an English ability at the IELTS level 6.0 or equivalent

## PATHWAYS INTO THE QUALIFICATION

There are no pre-requisite requirements for this course. Candidates may enter the qualification through a number of entry points including:

- Completed Year 12 schooling, or have sound workplace written communication skills, OR
- After completing SIT50422 Diploma of Hospitality Management with limited or no vocational experience.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Entry level staff or supervisors of various types from the Hospitality Industry including but not limited to:
  - Food and beverage Attendants
  - Catering staff both front and back of house
  - Club Managers
  - Housekeeping Managers
  - Gaming attendants

This breadth of expertise would equate to the competencies required to undertake this qualification.

## WORK PLACEMENT

Students are also required to complete 36 service shifts (approx. 200 hours) of work placement.

Students are responsible for organising their own work placements however YBI has been able to secure a range of suitable work place host sites for our students in several commercial hospitality establishments.

## POTENTIAL CAREER OUTCOMES

Example of possible job roles include;

- ✔ Area manager or operations manager
- ✔ Executive chef
- ✔ Food and beverage manager
- ✔ Executive sous chef
- ✔ Club secretary or manager
- ✔ Head chef
- ✔ Executive housekeeper
- ✔ Motel manager
- ✔ Café manager

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

## QUALIFICATION STRUCTURE

BSBFIN601	Manage organisational finances
BSBOPS601	Develop and implement business plans
SITXCCS016	Develop and manage quality customer service practices
SITXFIN009	Manage finances within a budget
SITXFIN010	Prepare and monitor budgets
SITXFIN011	Manage physical assets
SITXGLC002	Identify and manage legal risks and comply with law
SITXHRM009	Lead and manage people
SITXHRM010	Recruit, select and induct staff
SITXHRM012	Monitor staff performance
SITXMGT004	Monitor work operations
SITXMGT005	Establish and conduct business relationships
SITXMPR014	Develop and implement marketing strategies
SITXWHS008	Establish and maintain a work health and safety system
SITHIND005	Use hygienic practices for hospitality service
SITHIND008	Work effectively in hospitality service
SITHFAB021	Provide responsible service of alcohol
SITTTVL001	Access and interpret product information
SITXCCS010	Provide visitor information
SITHFAB036	Provide advice on food
SITXFSA006	Participate in safe food handling practices
SITXINV007	Purchase goods
SITXINV008	Control stock
SITHIND006	Source and use information on the hospitality industry
SIRXSTR001	Develop an ecommerce strategy
SIRXOSM007	Manage risk to organisational reputation in an online setting
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms
SITXFIN007	Process financial transactions
SITXCCS014	Provide services to customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS006	Identify hazards, assess and control safety risks
SITXHRM007	Coach others in job skills
SITXWHS005	Participate in safe work practices

## PATHWAYS FROM THE QUALIFICATION

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

## COURSE PACKAGING



## 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 BUSINESS INSTITUTE



### Flexible study options

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



### Teaching Quality

All the students are satisfied with the teaching they have received



### Multi pathway entry

Successful completion will entry into higher education of hospitality courses.



### Campus futures

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



### 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.



### 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](http://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](mailto: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








**York**  
Business  
Institute

**Make Quality Education**

**Fair and Accessible**

## CONTACT WITH US

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