

YOUR FUTURE STARTS HERE.

2019 COURSE
GUIDE >>>>>>>>

ETC
your future starts here...
Employment | Training | Community
STUDENT





Karen Busby
General Manager Training

Welcome >

ETC delivers innovative flexible training that is closely aligned with industry to enhance the learning experience for all students.

At ETC we give our students the best opportunity to learn in business and management, community services, retail, hospitality and early childhood.

We know that to be successful in these industries you need a balance of expert knowledge and hands-on experiences.

Our training programs are designed to provide you with the skills and confidence to excel in your chosen field and open doors to employment and promotion.



State Winner
SMALL TRAINING PROVIDER
OF THE YEAR

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Start your career as a support worker today!

In just 8 weeks, we will provide you with the platform to start your career as a support worker - where you will be able to provide care, supervision and support for people with disabilities in a variety of different settings.



For further information please refer to www.etcld.com.au or call 1800 007 400. ETC is an ASQA (Australian Skills Quality Authority) Registered Training Organisation (RTO 6998).

ETC acknowledges the support of the NSW Government and Qld Government

Information within this Course Guide is correct at November 2018

WHY TRAIN WITH ETC?

ETC works closely with industry to develop specialised training programs that meet employers' current and future needs. Our training is delivered in the workplace, classroom and online by experienced trainers who have extensive industry experience.

Our training courses are structured to maximise the learning experience for our students which leads to high completion rates and strong employment outcomes.

ETC enjoys a reputation as a high-performing, not-for-profit provider of training, employment and business services. ETC has been operating since 1989 and services cities and towns along the East Coast of Australia between Tuncurry and the Gold Coast.

Key Training Locations

Southport
Robina
Tweed Heads
Lismore

Ballina
Grafton
Coffs Harbour
Nambucca Heads

Kempsey
Port Macquarie
Taree
Tuncurry



Our short courses are designed for people seeking employment, employees wanting to up-skill, industry professionals, novices and those of you who are somewhere in between.



RSA – Provide responsible service of alcohol (SITHFAB002)

ETC's RSA course covers all levels of sales personnel involved in the sale, service and promotional service of alcohol in licensed premises. Those selling and serving alcohol may include: Food and beverage attendants, Retail liquor sales persons, Winery, brewery and distillery cellar door staff and Supplier sales representatives.



RCG – Provide responsible gambling service (SITHGAM001)

Responsible gambling services (RCG) must be provided wherever gambling activities are undertaken. In the hospitality industry, the gambling environment is usually referred to as the gaming area and is provided in a range of venues such as hotels, motels, clubs, pubs and casinos.

The responsible provision of gambling services is an essential underpinning skill for all hospitality personnel involved in the sale and service of gambling activities in licensed premises.



Safe Food Handling – Use hygienic practices for food safety (SITXFSA001)

This course covers basic food safety practices such as personal hygiene and conduct, food handling, housekeeping and waste disposal.



Barista

Prepare and serve espresso coffee - SITHFAB005

Use hygienic practices for food safety- SITXFSA001



Provide First Aid (HLTAID003)

This course will allow you to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance. This qualification is valid for three years.



Food Safety Supervisor (SITSS00051)

Meet your legal requirements and protect your customers with ETC's Food Safety Supervisor (FSS) course. By law, most Australian food businesses must employ at least one FSS in each premises. A FSS is a person who is trained to recognise and prevent risks associated with food handling in a retail food business and can train and supervise other people in the business about safe food handling. A FSS certificate must be renewed every 5 years.



ETC has a suite of programs that have been designed in consultation with industry to meet employers' needs and maximise the learning experience for students.



Work IT

Our unique ETC delivery model allows students to learn as a small group directly in industry whilst under the guidance and supervision of their trainer/coach. These programs have provided students with the opportunity to "learn by doing" whilst developing strong relations with customers and other staff. Industry, students and trainers have all embraced this model and recognise the quality outcomes it provides in terms of students acquiring the skills that employers are seeking, thereby increasing their chance of securing a job.



Serve IT

A dynamic short course that helps people get hospitality skills fast. Attend 1 week of workshop based learning before putting your new knowledge into practise during a 2 week industry placement. You will complete a skills profile to ensure you are matched with the right employer. The pathway you choose after going through the program may include employment, an internship, traineeship, further study or additional industry experience.



Sell IT

Our short/sharp retail program offers customised profiling to get people working in venues that match their profile. Attend 1 week of intense industry preparation and then actual workplace engagement with one of our host retail partners.



Cafe Culture

This 9-day course gives you the opportunity to learn extensive hands-on practical skills required to work in a Café or similar hospitality style environment. You will make a range of coffees and conduct general service skills every day of this course.



Intro to Care

This 8 week program will provide you with the platform to commence your new career as a support worker. As a support worker, you will provide care, supervision and support for people with disabilities in a variety of environments and locations.

Considering a Traineeship?

If you are interested in gaining industry experience and formal qualifications through on-the-job training, ETC's Earn While You Learn Program is perfect for you.

This program combines training and employment so you are earning an income while you are learning.

Suitable for people of any age, this is a great opportunity to create a career path as you will receive a nationally recognised qualification at the end of the program.

**Great
Gap Year
Option!**

Would up to \$4,000* assist your business?

Recruit a trainee today!

- Employing the right candidate can improve your productivity and bottom line
- Training is customised to meet your business objectives
- You may be eligible for up to \$4,000* in employer incentives

Why ETC?

ETC has been delivering traineeships for more than 20 years. We have a strong connection and involvement with industry. We can source suitable candidates to meet your business needs. We offer nationally recognised training qualifications.

*Eligibility criteria applies under the Federal Government employer incentive scheme and is determined by your nominated Australian Apprenticeship Support Network (AASN) RTO 6998



Training Delivery Modes >



Workplace

Training delivered on-the-job in your workplace and supported by formal assessments.



Mixed Mode

Training that features a combination of delivery modes.



Online

Training and assessment delivered electronically including trainer support.



Workshop

Training and assessment provided in a classroom based learning environment.



Self-paced

Training can be commenced at any time and you work through the training materials and resources at your own pace. Your trainer/assessor will make regular contact with you to provide support and monitor progress.

Subsidised Training Opportunities >

ETC has secured a range of government funding to subsidise many of our training courses. Where government funding is available this will be indicated in our course guide via reference to the funding sources/symbols shown below.



Smart & Skilled (NSW students only)



Certificate III Guarantee (Qld students only)



Higher Skills (Qld students only)



User Choice (Qld Students Only)



For further information:

Call 1800 007 400 to speak to a Training Manager in your location.





Are you looking for an edge in today's super competitive business world? ETC's business courses can give you a head start with the latest course content and technology. Whether you're looking to work in a business, start your own business or lead and manage a team of people, ETC's business, management and leadership courses are for you.

Our management and leadership courses are also designed to help you gain formal recognition for existing skills and experience and help you take your career to the next level.

Certificate II in Business

Course Code: BSB20115

Delivery Mode: 

Subsidised: 

Certificate II in Business will provide you with skills in customer service, business and business document production and organising work priorities.

Core subject areas include:

- » Working in a business environment
- » Create basic business documents
- » Contribute to health and safety of self and others

What jobs does this qualify me for?

- » Administrative Assistant
- » Clerical Officer
- » Data Entry Operator
- » Information Desk Clerk
- » Office Assistant
- » Receptionist

Certificate III in Business

Course Code: BSB30115

Delivery Mode: 

Subsidised: 

Certificate III in Business will provide you with skills in customer service, business and financial processes, advanced business document production and time management skills.

Core subject areas include:


- » Customer service
- » Business document development
- » Apply knowledge of WHS legislation in the workplace

What jobs does this qualify me for?

- » Clerical Officer
- » Customer Service Officer
- » Data Entry Operator
- » Information Officer
- » Payroll Officer
- » Word Processing Operator

Certificate III in Business Administration

Course Code: BSB30415

Delivery Mode: 

Subsidised: 

Certificate III in Business Administration will develop your skills to apply a broad range of administrative abilities in a work environment, using some discretion and judgement and provide technical advice and support to a team.

Core subject areas include:

- » Develop keyboarding speed and accuracy
- » Contribute to health and safety of self and others

What jobs does this qualify me for?

- » Accounts Officer
- » Administration Officer
- » Bookkeeper
- » Clerical Officer
- » Data Entry Operator
- » Office Administrator
- » Payroll Officer
- » Receptionist



Certificate III in Micro Business Operations (NEIS)



Course Code: BSB30315

Delivery Mode:

Subsidised:

Locations: North Coast NSW, Mid North Coast NSW

Certificate III in Micro Business Operations is designed for people who intend to get into small business and are eligible for the New Enterprise Incentive Scheme (NEIS) program.

Core subject areas include:

- » Investigate small business opportunities
- » Develop a business plan
- » Finances
- » Compliance with regulatory, taxation and insurance requirements

What jobs does this qualify me for?

- » Independent Contractor
- » Micro Business Operator

Pathway

Upon completion of this training our NEIS clients may then progress into BSB42615 Certificate IV in New Small Business

Certificate IV in New Small Business



Course Code: BSB42618

Delivery Mode:

Subsidised:

Certificate IV in New Small Business Management is designed for those looking to manage a small business or those wanting to take their small business to the next level. If you would like to gain the knowledge to manage a successful small business, to provide leadership and team management, and to grow your client relationships, this course would be great for you.

Core subject areas include:

- » Establish legal and risk management requirements of small business
- » Plan small business finances
- » Market the small business
- » Undertake small business planning

What jobs does this qualify me for?

- » Line Manager
- » Supervisor
- » Team Leader
- » Business Owner
- » Store Manager

Certificate IV in Business



Course Code: BSB40215

Delivery Mode:

Subsidised:

Certificate IV in Business will develop your skills to problem solve, analyse and evaluate various situations in the workplace. You will also acquire skills that will enable you to provide leadership and guidance to others.

What jobs does this qualify me for?

- » Analyst
- » Office Administrator
- » Personal Assistant

Certificate IV in Business Administration



Course Code: BSB40515

Delivery Mode:

Subsidised:

This qualification suits individuals who use advanced administrative skills and a broad knowledge base in a wide variety of administrative contexts. They may provide leadership and guidance to others.

What jobs does this qualify me for?

- » Office Supervisor/Manager
- » Personal Assistant



**NOW IS THE TIME
TO TRAIN YOUR
FUTURE LEADERS**

Certificate IV in Leadership and Management



Course Code: BSB42015

Delivery Mode:    

Subsidised: 

This qualification reflects the role of individuals working as developing and emerging leaders and managers. Individuals at this level provide leadership, guidance and support to others. They apply solutions to a defined range of problems and analyse and evaluate information from a variety of sources.

Core subject areas include:

- » Communication
- » Lead team effectiveness
- » Lead workplace relationships
- » Implement operational plans

What jobs does this qualify me for?

- » Leading Hand
- » Line Manager
- » Production Supervisor
- » Supervisor
- » Team Leader

Diploma of Leadership and Management



Course Code: BSB51918

Delivery Mode:   

Subsidised: 

This qualification will provide you with the skills and knowledge to display initiative and judgement in planning, organising, implementing and monitoring your own workload as well as others. You will use communication skills to support individuals and to plan, design, apply and evaluate solutions to unpredictable problems.

Core subject areas include:

- » Emotional intelligence
- » Manage operational plans
- » Lead and manage effective workplace relationships
- » Lead and manage team effectiveness

What jobs does this qualify me for?

- » Business Development Manager
- » Business Manager
- » Corporate Services Manager
- » Information Services Manager
- » Manager
- » Office Manager
- » Operations Manager

Certificate III in Individual Support



Course Code: CHC33015

Delivery Mode:

Subsidised

The Certificate III in Individual Support qualification will enable you to provide person-centred support to people who may require support due to ageing, disability or some other reason. You will have developed a range of factual, technical and theoretical knowledge required to provide person-centred support. Students are required to complete 120 hours of industry placement during the course duration.

Core subject areas include:

- » Provide individualised support
- » Support independence and wellbeing
- » Communication
- » Work with diverse people
- » Work legally and ethically
- » Recognise healthy body systems
- » Follow safe work practices for direct client care

What jobs does this qualify me for?

- » Accommodation Support Worker
- » Care Worker
- » Community Care Worker
- » Family Support Worker
- » Home Care Assistant
- » In-Home Respite Worker
- » Residential Care Worker
- » Residential Support Worker

Certificate IV in Ageing Support



Course Code: CHC43015

Delivery Mode:

Subsidised:

This qualification will provide you with the skills and knowledge to complete specialised tasks and functions in aged services; either in residential, home or community based environments.

Core subject areas include:

- » Facilitate the empowerment of older people
- » Implement interventions with older people at risk
- » Provide support to people living with dementia
- » Facilitate individual service planning and delivery
- » Meet personal support needs
- » Support independence and wellbeing
- » Support relationships with carers and families
- » Manage legal and ethical compliance
- » Deliver care services using a palliative approach
- » Develop and maintain networks
- » Recognise healthy body systems
- » Follow safe work practices for direct client care

What jobs does this qualify me for?

- » Accommodation Support Worker
- » Assistant Hostel Supervisor
- » Care Supervisor
- » Community Program Coordinator
- » Personal Care Assistant Worker

Certificate IV in Disability



Course Code: CHC43115

Delivery Mode:

Subsidised:

This qualification will enable you to work in a range of community settings and clients' homes. You will promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team.

Core subject areas include:

- » Provide individualised support
- » Follow established person-centred behaviour supports
- » Develop and provide person-centred service responses
- » Facilitate the empowerment of people with disability
- » Facilitate community participation and social inclusion
- » Facilitate ongoing skills development using a person-centred approach
- » Provide person-centred services to people with disability with complex needs
- » Work with diverse people
- » Manage legal and ethical compliance
- » Recognise healthy body systems
- » Follow safe work practices for direct client care

What jobs does this qualify me for?

- » Behavioural Support Officer
- » Community Development Officer
- » Day Support Disability Officer
- » Disability Service Officer
- » Disability Support Assistant (Schools)





**HAVE YOU
CONSIDERED
A TRAINEE?
GREAT INCENTIVES
AVAILABLE.
CALL US TODAY!**

Certificate IV in Community Services



Course Code: CHC42015

Delivery Mode:    

Subsidised:  

This qualification reflects the role of community service workers who design and deliver person-centred services to individuals and/or groups. Workers may provide support, advocacy or interventions to individual clients, groups or communities across a range of services.

Core subject areas include:

- » Facilitate the interests and rights of clients
- » Assess co-existing needs
- » Use communication to build relationships
- » Work with diverse people
- » Work legally and ethically
- » Develop and maintain networks and collaborative partnerships
- » Maintain work health and safety

What jobs does this qualify me for?


- » Aboriginal Health Education Officer
- » Case Worker (Community Services)
- » Domestic Violence Worker
- » Early Intervention Homelessness Worker
- » Family Support Worker
- » Health Education Officer
- » Phone Advice Worker
- » Welfare Rights Worker
- » Women's Health Educator
- » Court Support Worker

Certificate IV in Employment Services



Course Code: CHC41115

Delivery Mode:    

Subsidised:  

This qualification covers workers who provide a range of programs and services to individuals and groups of clients and employers to support them in locating, securing and maintaining suitable employment.

Workers at this level need an understanding of access and equity issues including cultural diversity, Aboriginal and/or Torres Strait Islander and disability issues and to work with local communities in the provision of services.

Core subject areas include:

- » Respond to client needs
- » Use communication to build relationships
- » Work with diverse people
- » Analyse and apply information that supports employment and career development
- » Deliver and monitor contracted employment services
- » Promote job seekers to employers
- » Develop and monitor employment plans
- » Work legally and ethically
- » Develop and maintain networks and collaborative partnerships

What jobs does this qualify me for?

- » Employment Consultant
- » Case Worker
- » Jobs Advisor



Certificate IV in Youth Work

Course Code: CHC40413



Delivery Mode:    

Subsidised: 

This qualification reflects the role of workers who develop and facilitate programs for young people through a range of community-based programs designed to address the social, behavioural, health, welfare, developmental and protection needs of young people. This work may be undertaken through employment in community, government and youth sector agencies and workers will be:

- responsible for implementing policies and guidelines of the employing organisation
- largely self-directed with fairly autonomous decision-making capacity under the indirect supervision of a manager

Core subject areas include:

- » Work within a community development framework
- » Use communication to build relationships
- » Work with diverse people
- » Promote Aboriginal and/or Torres Strait Islander cultural safety
- » Plan and conduct group activities
- » Work legally and ethically
- » Work with people with mental health issues
- » Identify and respond to children and young people at risk
- » Engage respectfully with young people
- » Work effectively with young people in youth work context
- » Support young people to create opportunities in their lives
- » Respond to critical situations
- » Provide services for young people appropriate to the needs and circumstances
- » Participate in workplace health and safety

What jobs does this qualify me for?




- » Youth Worker
- » Case Worker
- » Employment Consultant
- » Community Services Advisor
- » Jobs Advisor



Certificate III in Early Childhood Education & Care

Course Code: CHC30113



Delivery Mode:   

Subsidised: 

This qualification will provide you with the skills to care for children and encourage their development in a safe and supportive environment. If you are looking to work as a nanny, childcare assistant or early childhood educator, this qualification is ideal.

Core subject areas include:

- » Develop cultural competence
- » Ensure the health and safety of children
- » Provide care for children
- » Promote and provide healthy food
- » Provide care for babies and toddlers
- » Develop positive and respectful relationships with children
- » Work in an approved learning framework
- » Support the holistic development of children in early childhood
- » Support children's play and learning
- » Use information about children to inform practice
- » Promote Aboriginal and/or Torres Strait Islander cultural safety
- » Respond to children at risk
- » Provide emergency first aid
- » Participate in Work Health and Safety
- » Identify and work within the legal and ethical frameworks that apply to an individual job role.

What jobs does this qualify me for?

- » Childcare Worker
- » Early Childhood Educator
- » Nanny

Diploma of Early Childhood Education & Care

Course Code: CHC50113



Delivery Mode:    

Subsidised: 

If you are currently working in the childcare sector or are interested in acquiring skills that will allow you to be responsible for designing and implementing curriculum in early childhood education and care services this course is for you.

Core subject areas include:

- » Develop cultural competence
- » Ensure the health and safety of children
- » Provide care for children
- » Promote and provide healthy food and drinks
- » Provide care for babies and toddlers
- » Develop positive and respectful relationships with children
- » Use an approved learning framework to guide practice
- » Establish and maintain a safe and healthy environment for children
- » Foster the holistic development and wellbeing of the child in early childhood
- » Nurture creativity in children
- » Facilitate compliance in education and care services
- » Establish and implement plans for developing cooperative behavior
- » Implement strategies for the inclusion of all children
- » Promote children's agency
- » Analyse information to inform learning
- » Design and implement the curriculum

to foster children's learning and development

- » Embed sustainable practices in service operations
- » Work in partnership with families to provide appropriate education and care for children
- » Work effectively ethically
- » Promote Aboriginal and/or Torres Strait Islander cultural safety
- » Identify and respond to children and young people at risk
- » Provide emergency first aid response in an education and care setting
- » Maintain Work Health and Safety

What jobs does this qualify me for?

- » Child Care Worker
- » Childcare Centre Manager
- » Family Day Care / OSHC Manager or Co-ordinator
- » Director



Certificate II in Retail Services

Course Code: SIR20216



Delivery Mode:

Subsidised:

Gain the skills and knowledge to be competent in a range of activities and functions requiring basic retail operational knowledge and practical skills. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Core subject areas include:

- » Apply point of sale handling procedures
- » Interact with customers
- » Organise and maintain work areas
- » Communicate in the workplace to support team and customer outcomes
- » Operate retail technology
- » Work effectively in a customer service environment
- » Apply safe working practices
- » Minimise loss

What jobs does this qualify me for?

- » Sales Assistant
- » Customer Service Assistant

Certificate III in Retail

Course Code: SIR30216



Delivery Mode:

Subsidised:

Certificate III in Retail will teach you how to be competent in retail operations and/or supervision. Work would include settings such as specialty stores, supermarkets, department stores and retail fast food outlets. You will need to apply discretion and judgment and you may be responsible for others within a store team.

Core subject areas include:

- » Communicate in the workplace to support team and customer outcomes
- » Work effectively in a customer service environment
- » Sell products and services
- » Build relationships with customers
- » Apply safe work practices
- » Maintain store safety

What jobs does this qualify me for?

- » Sales Assistant
- » Customer Service Assistant

Certificate IV in Retail Management

Course Code: SIR40316



Delivery Mode:

Subsidised:

This qualification provides the skills and knowledge for an individual to be competent in frontline management and work in a retail or business-to-business environment. It applies to those who are managing a small retail outlet, a section or department within a larger retail store, a small business-to-business outlet, or a section or department within a larger business or franchise.

Core subject areas include:

- » Manage store presentation and pricing
- » Lead and manage people
- » Provide a safe work environment

What jobs does this qualify me for?

- » Store Manager
- » Department Manager
- » Merchandise Manager
- » Sales Manager
- » Customer Service Manager
- » Shift Manager



Certificate II in Hospitality

Course Code: SIT20316



Delivery Mode:

Subsidised:

This qualification combines entry-level practical skills and relevant theoretical knowledge. After successful completion of this qualification, students are qualified for entry-level positions in the hospitality industry and may progress into a Certificate III in Hospitality.

Core subject areas include:

- » Work effectively with others
- » Source and use information on the hospitality industry
- » Use hospitality skills effectively
- » Show social and cultural sensitivity
- » Interact with customers
- » Participate in safe work practices

What jobs does this qualify me for?

- » Bar Attendant
- » Bar Operator
- » Catering Assistant
- » Gaming Attendant
- » Café Attendant

Certificate II in Kitchen Operations

Course Code: SIT20416



Delivery Mode:

Subsidised: Work-based Traineeship

This qualification reflects the role of individuals working in kitchens who use a defined and limited range of food preparation and cookery skills to prepare food and menu items. Participants are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification does not provide the skills required by commercial cooks, which are covered in SIT30816 Certificate III in Commercial Cookery.

Core subject areas include:

- » Work effectively with others
- » Use food preparation equipment
- » Prepare dishes using basic methods of cookery
- » Use cookery skills effectively
- » Clean kitchen premises and equipment
- » Use hygienic practices for food safety
- » Maintain the quality of perishable items
- » Participate in safe work practices

What jobs does this qualify me for?

- » Catering Assistant
- » Fast Food Cook

Certificate III in Hospitality

Course Code: SIT30616



Delivery Mode:

Subsidised:

This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and may provide operational advice and support to team members.

Core subject areas include:

- » Work effectively with others
- » Source and use information on the hospitality industry
- » Work effectively in hospitality service
- » Provide service to customers
- » Show social and cultural sensitivity
- » Coach others in job skills
- » Participate in safe work practices

What jobs does this qualify me for?

- » Bar Attendant
- » Barista
- » Gaming Attendant
- » Housekeeper (Hotel/Motel)
- » Waiter
- » Café Attendant

The hospitality industry is a vibrant, dynamic and fast growing industry offering many diverse career opportunities. You can get a job in clubs, pubs, cafés, restaurants or world class resorts - the choices are endless. With high demand for skilled professionals who are trained as a barista, qualified to prepare guest rooms, or to deliver alcohol and food service, now is the time to get certified!

Certificate III in Commercial Cookery

Course Code: SIT30816



Delivery Mode: Work-based Apprenticeship

Timeframe: 3 years

This qualification reflects the role of commercial cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. 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 as a commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafés, and coffee shops

Core subject areas include:

- » Work effectively with others
- » Participate in environmentally sustainable work practices
- » Work effectively with others
- » Use food preparation equipment
- » Prepare dishes using basic methods of cookery
- » Prepare appetisers and salads
- » Prepare stocks, sauces and soups
- » Prepare vegetable, fruit, egg and farinaceous dishes
- » Prepare poultry dishes
- » Prepare seafood dishes
- » Prepare meat dishes
- » Prepare food to meet special dietary requirements



- » Produce cakes, pastries and breads
- » Work effectively as a cook
- » Clean kitchen premises and equipment
- » Plan and cost basic menus
- » Produce desserts
- » Use hygienic practices for food safety
- » Participate in safe food handling practices
- » Coach others in job skills
- » Maintain the quality of perishable items
- » Participate in safe work practices

What jobs does this qualify me for?

- » Commercial Cook

Certificate IV in Hospitality

Course Code: SIT40416



Delivery Mode:

Subsidised:

This qualification focuses on people management skills and front line supervision. This qualification supports students who wish to work at a supervisory level.

Core subject areas include:

- » Manage diversity in the workplace
- » Work effectively in hospitality service
- » Enhance the customer service experience
- » Manage conflict
- » Manage finances within a budget
- » Coach others in job skills
- » Lead and manage people
- » Monitor work operations
- » Implement and monitor work health and safety practices

What jobs does this qualify me for?

- » Food and Beverage Supervisor
- » Gaming Supervisor
- » Café Manager



Hannah Newnham
Successful Yes Chef Apprentice

Yes Chef

COMMERCIAL COOKERY APPRENTICESHIP PROGRAM TESTIMONIALS

Originally with a career in HR, Hannah Newnham decided to change industries and follow her passion for cooking by signing up to ETC's Yes Chef Apprenticeship Program.

"I completed my first six months at Novotel and then decided to join Bellingen's newest fine dining restaurant – Popla. I love it at Popla because we get down to the nitty gritty by making our own flour, butter and cheeses. My Apprenticeship is managed by me and my Chefs and is suited to my working life rather than set schedules. It also gives me the flexibility to work between the restaurant here as well as one down in Sydney to experience the rush of city service." - **Hannah Newnham, Yes Chef Apprentice**

"Hannah is amazing at what she does and has such a great work ethic. She's always trying hard and wants to get everything perfect. It's great having an Apprentice – the fulfilment of teaching someone a new skill and guiding them towards their future is really cool. The Yes Chef model is more flexible than other Apprenticeships we have experienced in the past and Hannah doesn't need an extra day off to attend training." - **Mitch Grady, Chef and Co-owner of Popla**

Yes Chef

COMMERCIAL COOKERY APPRENTICESHIP PROGRAM

Are you looking to appoint an Apprentice Chef?

Commercial Cookery Apprenticeship
(Certificate III in Commercial Cookery) SIT30816

Enquire about ETC's Yes Chef Program. It's new, fresh and adaptable.
Yes Chef recognises that all businesses are different. One size does not fit all.

Select the ingredients that best suit your business's needs by designing your own training model.

- ✓ Training and Assessment is delivered in the workplace. We come to you! So no more having to send your staff offsite for training 1 day per week.
- ✓ We offer rolling intakes so your apprentices can start at any time.
- ✓ You decide what areas of training your Apprentice most needs.

Employer incentives up to \$5,000 may be available.

DREAMING OF STARTING YOUR OWN BUSINESS?

New Business Assistance with NEIS helps eligible unemployed people to start and run their own business. The program is delivered by ETC on the NSW Mid North Coast and North Coast regions.

New Business Assistance with NEIS offers approved applicants:

- Income support for 9 months
- Business advice and mentoring
- Accredited Small Business Management training (Certificate III in Micro Business Operations)
- Development of a business plan
- Development of a marketing strategy



EXPLORING BEING MY OWN BOSS

Have an understanding of whether entrepreneurship is right for you!

2 week course / 25hrs per week

**Eligibility criteria applies*

For more information on these programs call 1800 007 400 or visit etcld.com.au/start-your-own-business

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