2026 COURSE GUIDE

YOUR FUTURE STARTS HERE

RTO 6998



















NSW **Training Awards** 2023
Be Recognised

Large Training Provider of the Year Winner

Queensland Training AWARDS 2024 | State Finalist

1800 007 400

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ACKNOWLEDGEMENT OF COUNTRY

ETC acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of this nation. We acknowledge the Traditional Custodians of the living lands where our services are delivered, and pay our respects to the Elders - past, present and future - of those communities.

ETC is committed to promoting reconciliation throughout our services and the ways we engage with the community. Through our Reconciliation Action Plan, we wish to contribute to creating a fairer and more equitable society in our regions of operation and support the resolution of Reconciliation Australia and the Australian Government to contribute to “Closing the Gap” – particularly in our core business areas of employment and skill development.

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Information within this Course Guide is correct as of November 2025.

WELCOME

At ETC, we believe that learning is the key to unlocking potential - whether you're starting your career, seeking a new direction, or looking to empower your team with new skills. Our goal is to create thriving communities through education, employment, and innovation.

As a not-for-profit, community-focused organisation, we're proud to deliver award-winning training that's flexible, practical, and designed in partnership with industry. Our programs are built to meet the real needs of today's workplaces - helping individuals and businesses adapt, grow, and succeed in a rapidly changing world.

Whether you're a student ready to take the next step, or a business leader investing in your team, you'll find a supportive environment at ETC. Our experienced trainers, strong industry connections, and commitment to inclusivity ensure that every learner has the opportunity to shine.

Thank you for choosing ETC as your training partner. We look forward to supporting your journey - wherever it leads.

Wishing you every success!



Damon Munt
ETC Chief Executive Officer



WHY STUDY WITH ETC?

INDUSTRY ALIGNED AND FLEXIBLE TRAINING

ETC works closely with industry to develop specialised training programs that meet employers' current and future needs. Training is delivered in the workplace, in the classroom, and online by experienced trainers who bring extensive industry knowledge into every session. This means learning is practical, flexible and relevant.

Our courses are designed to **maximise the learning experience** and support strong pathways into employment or further study. Learning is job aligned, with the right support in place to help students progress and complete their training.

Operating since **1989**, ETC is a community oriented, not for profit provider of employment, training and business services. We support communities along the East Coast of Australia — from the **NSW Hunter region** through to **Bundaberg, Queensland**, and inland NSW across the **New England Northwest**.

BROAD TRAINING OPTIONS ACROSS KEY INDUSTRIES

ETC delivers **accredited and non accredited courses, certificates, diplomas and traineeships** across **Hospitality, Retail, Business and Community Services**, including Aged Care and Disability. Delivery options are flexible and tailored to suit learners and employers, with availability varying by location.

Alongside formal qualifications, ETC provides targeted programs that remove barriers and open doors:

- **Skills for Education and Employment (SEE) — Wivenhoe:** Foundation skills training to build **language, literacy, numeracy and digital** capability, with classroom, workplace and remote options to suit life and work.
- **Workforce Australia - Career Transition Assistance (CTA):** For **job seekers aged 45+**, CTA lifts confidence and digital skills, refreshes job search tools, and helps translate experience into compelling applications and interviews.
- **Workforce Australia - Self-Employment Assistance:** For people wanting to **start or grow a small business**. Support can include Exploring Self Employment workshops, business plan development, accredited small business training, **coaching** and **advice sessions**. (Eligibility applies; services are tailored.)
- **Skilling Queenslanders for Work (SQW):** In Queensland, selected ETC programs run under **SQW** to build entry level skills and employability for eligible participants — including supported pathways into priority industries. (Subject to funding and eligibility.)

Funding, eligibility and program availability may change over time.
Contact ETC for current information.

Award Winning Training, Built on Quality and Impact

ETC is proud to be an award winning Registered Training Organisation (RTO 6998) with a long history of delivering high quality vocational education and training.

Over many years, our services have been recognised at state level for their excellence, impact and consistency — reflecting our commitment to supporting learners, employers and communities.

ETC's award recognition spans multiple decades and organisational stages, from our early years as a small provider through to our growth as a large, multi state training organisation. This recognition reflects sustained quality and a clear focus on learner outcomes, rather than one off achievements.

A history of our major award recognitions includes:

- **2024** – QLD Large Training Provider of the Year (Finalist)
- **2023** – NSW Large Training Provider of the Year (Winner)
- **2016** – NSW Small Training Provider of the Year (Winner)
- **2013** – NSW Small Training Provider of the Year (Winner)
- **2005** – NSW Small Training Provider of the Year (Winner)



These achievements reflect not just individual moments of success, but a long standing commitment to excellence across different eras of ETC's growth.

So why does ETC continue to be recognised?

It comes down to our people and our learner first approach. Our dedicated trainers and support teams work closely with students to deliver practical, industry aligned training that is inclusive, flexible and tailored to individual goals and career aspirations.

Our programs are designed to equip students with real world skills and knowledge that lead to meaningful employment outcomes. We offer a wide range of courses across many areas, ensuring there are pathways for learners at every stage of their journey.

Innovation and continuous improvement are central to everything we do. Through strong industry partnerships, modern learning environments and a focus on student engagement and wellbeing, ETC creates training experiences that support long term success.

At ETC, we believe education has the power to transform lives and strengthen communities. Our ongoing recognition as an award winning training provider is a testament to the passion and professionalism of our staff, trainers and students.

As we look to 2026 and beyond, ETC remains committed to delivering high quality, award winning training that opens doors and creates opportunities for the future.

ETC TRAINING AT A GLANCE

Our flexible course options allow you to follow your interests while preparing for a career full of opportunities. Here are some of our key benefits and features as part of training with ETC.



9
REGIONS
ETC'S FOOTPRINT COVERS NSW & QLD



TOP
TRAINING PROVIDER
WINNER OF THE NSW LARGE TRAINING PROVIDER OF THE YEAR 2023

FINALIST FOR THE 2024 QLD TRAINING AWARDS



16
TRAINING CENTRES
ETC TRAINING ALLOWS YOU TO STUDY & LEARN REAL-WORLD SKILLS



3,879
ENROLMENTS
ACROSS ETC TRAINING COURSES, CERTIFICATES & TRAINEESHIPS IN THE 2024/25 FINANCIAL YEAR



147
TRAINEESHIPS
WERE STARTED IN 2024/25 WITH ETC



1,780
JOB SEEKERS
WERE ENGAGED AT ETC IN THE 2024/25 FINANCIAL YEAR



32
QUALIFICATIONS
ACROSS HOSPITALITY, RETAIL, BUSINESS, COMMUNITY SERVICES & HEALTH SUPPORT



1,403
GRADUATES
COMPLETED TRAINING WITH ETC IN 2024/25



FLEXIBLE STUDY OPTIONS

ETC HAS LONG-DISTANCE AND DIGITAL TRAINING OPTIONS AVAILABLE



WE CARE FOR OUR COMMUNITY

ETC HAS PROVIDED OVER $3 MILLION IN FUNDING TO COMMUNITY ORGANISATIONS



FIRST NATIONS SUPPORT

ETC OFFERS SUPPORT FOR ABORIGINAL AND TORRES STRAIT ISLANDER STUDENTS



REAL WORLD EXPERIENCE

ETC PROVIDES WORK EXPERIENCE PLACEMENTS, GETTING YOU JOB READY FROM DAY ONE



AWARD WINNING TRAINING

AMONGST MANY ACHIEVEMENTS, ETC HAS WON THE SMALL TRAINING PROVIDER WINNER IN 2013 AND 2016



SCHOLARSHIPS

IN 2023, ETC LAUNCHED OUR FIRST NATIONS SCHOLARSHIPS PROGRAM WHICH WE CONTINUED TO RUN IN 2024 AND 2025



JOIN OUR NETWORK

WHEN YOU STUDY WITH ETC - OUR NETWORK BECOMES YOURS



TOP TRAINERS

OUR TEAM OF TALENTED ACCREDITED TRAINERS COME WITH REAL-LIFE INDUSTRY EXPERIENCE



STUDY AT SCHOOL

ETC PROVIDES SCHOOL-BASED APPRENTICESHIPS AND TRAINEESHIPS



WE SUPPORT YOU

ETC OFFERS SUPPORT TO OUR STUDENTS FROM PRE-ENROLMENT TO GRADUATION



WE'RE HERE FOR YOU

Over the years, ETC has grown and expanded its footprint due to the ongoing success of our employment and training programs.

We now provide services across 48 sites along the East Coast of Australia from the NSW Hunter region all the way up to Bundaberg Queensland, as well as inland New South Wales around the New England North West region.

ETC offers a range of training options in various industries such as hospitality, retail, business, community services, and health support.

We deliver this training in 9 regions across NSW and QLD; and have 23 training centres across Australia as well as digital training options.

Additionally, ETC provides School-based apprenticeships and traineeships throughout NSW and QLD - read more about this on page 14.

KEY TRAINING LOCATIONS





ETC SERVICE AREA

This map includes our ETC offices, co-sharing sites and outreach service areas.

WIDE BAY SUNSHINE COAST

Caloundra
Childers
Gin Gin
Gympie
Maroochydore
Maryborough
Nambour
Noosaville
Pialba
Bundaberg

SOMERSET

Chermside
Caboolture
Deception Bay
Kippa-Ring
Mitchelton
Nundah
Strathpine

BRISBANE SOUTH EAST

Beenleigh
Browns Plains
Capalaba
Logan Central
Stones Corner
Upper Mount Gravatt
Wynnum

WIVENHOE

Ipswich
Inala
Springfield Central
Goodna
Richlands

GOLD COAST

Coomera
Helensvale
Kingscliff
Miami
Nerang
Palm Beach
Southport
Logan
Tweed Heads South

NORTH COAST

Ballina
Byron Bay
Casino
Lismore
Grafton
Murwillumbah

MID NORTH COAST

Coffs Harbour
Kempsey
Nambucca Heads
Port Macquarie
Wauchope
Tuncurry
Taree

NEW ENGLAND NORTH WEST

Armidale
Tamworth
Inverell
Glen Innes

HUNTER

Charlestown
Cessnock
Maitland
Mayfield
Newcastle
Raymond Terrace
Toronto

MICRO-CREDENTIALS

Our micro-credentials are nationally recognised training outcomes designed for people seeking employment, employees wanting to up-skill, industry professionals, novices and those of you who are somewhere in between.

SITHFAB021

Provide Responsible Service of Alcohol (RSA)

Responsible service of alcohol (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.

SITHGAM022

Provide Responsible Gambling Services (RCG)

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.

SITXFSA005

Safe Food Handling – Use hygienic practices for food safety

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

SITHFAB025

Barista - Prepare and serve espresso coffee

This hands-on course will help you develop your Barista skills. Safe Food Handling is a pre-requisite for this course.

HLTAID011

Provide First Aid

This course describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

HLTAID009

Provide Cardiopulmonary Resuscitation (CPR)

This course describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.

SITHFAB021 - Provide Responsible Service of Alcohol
SITHGAM022 - Provide Responsible Gambling Services
SITXFSA005 - Use Hygienic Practices for Food Safety

Get Set 4 Hospitality

Gain the skills & confidence to enter the hospitality industry with this practical 4-day program. Upon successful completion, you will gain your RSA, RCG plus Safe Food Handling skills and an introduction to barista skills.

SITSS00069

Food Safety Supervision Skill Set

Meet your legal requirements and protect your customers with a Food Safety Supervision (FSS) course. By law, most Australian food businesses must employ at least one FSS per premises. A FSS is trained to recognise and prevent risks associated with food handling in a retail food business they train and supervise other people in the business about safe food handling. *A FSS certificate must be renewed - please check with your state regulatory body for licensing requirements.*

INNOVATIVE INDUSTRY TRAINING PROGRAMS

ETC offers a suite of programs designed in consultation with industry to meet employers' needs and maximise the learning experience for students. Our essential micro-credentials help you develop skills sought after in high-employing industries.

WORKIT.
TRAIN | UPSKILL | WORK

Micro-credentials offered include:

COMMUNITY SERVICES



Intro2Care
(Statement of Attainment in CHC33021 - Certificate III in Individual Support)

Our Intro2Care micro-credential provides nationally recognised training for working in the Aged Care or Disability sector.

It can assist you in gaining the skills and knowledge to communicate clearly and compassionately, to organise, provide personalised support, monitor support services within an individual plan and to create a safe environment for both you and the people in your care.

BUSINESS



Intro2Business
(Statement of Attainment in BSB20120 - Certificate II in Workplace Skills)

Our Intro2Business micro-credential is designed to give you a great head start to enter the workforce, covering Work Health and Safety, assisting in responding to incidents, as well as improving your communication, planning and organisational skills.



Intro2Computer Skills
(Statement of Attainment in BSB20120 - Certificate II in Workplace Skills)

ETC's Intro2Computer Skills micro-credential will introduce the basics of using computer software to organise electronic information.



Intro2Call Centre Customer Service Operations
(Statement of Attainment in BSB20120 - Certificate II in Workplace Skills)

Our Intro2Call Centre Customer Service Operations is a micro-credential especially designed to assist you communicate and create relationships with customers, identify and deliver their needs and process and document their feedback using software applications.

HEALTH CARE



OperationalServices4Health
(Statement of Attainment in HLT)

Our health and hospital pathway micro-credential programs provide nationally recognised training for non-clinical roles in the healthcare sector. These courses help you gain the skills and knowledge to identify suitable career paths, effectively communicate and work within the industry, and achieve long-term employment career goals.

Information on course duration, delivery arrangements, locations, assessment methods and any mandatory placement or licensing requirements will be confirmed before enrolment.

INNOVATIVE INDUSTRY TRAINING PROGRAMS

RETAIL

Intro2Retail
(Statement of Attainment in SIR30216 - Certificate III in Retail)

Our Intro2Retail micro-credential combines the basic skills and knowledge needed to get entry into - or improve your performance in - the busy retail sector, covering sales, customer service basics, knowledge of policies and procedures and basic workplace health and safety principles.



HOSPITALITY

Café Culture
(Statement of Attainment in SIT30622 - Certificate III in Hospitality)

Our Café Culture micro-credential is designed to get you up and running in the dynamic café industry, by teaching you the skills you need to grind, prepare and serve a variety of commercial coffees, as well as use essential hygiene practices.



Bar & Barista
(Statement of Attainment in SIT30622 - Certificate III in Hospitality)

ETC's Bar and Barista micro-credential is a wonderful all-rounder introduction to hospitality, covering preparation of coffees, both alcoholic and non-alcoholic beverages as well as the foundations of hygienic practices.



Intro2Cookery
(Statement of Attainment in SIT30622 - Certificate III in Hospitality)

Our Intro2Cookery micro-credential is a great preparation for working in commercial kitchens and cafés. It covers workplace safety practices, including knife skills and hygienic practices, while giving hands-on experience in the preparation of sandwiches.



Intro2General Services
(Statement of Attainment in SIT30622 - Certificate III in Hospitality)

ETC's Intro2General Services micro-credential is a great preparation to a wide variety of positions in the service industry. It covers the skills and knowledge required to safely carry out general cleaning duties, including setting up cleaning equipment and using hygienic practices around food.



EARLY CHILDHOOD

Intro2Early Childhood
(Statement of Attainment in CHC30125 - Certificate III in Early Childhood Education and Care)

Our Intro2Early Childhood micro-credential can provide you with the opportunity to start a rewarding career working with children. You'll gain the skills and knowledge to care for and educate young children and be a source of inspiration to allow them to learn, grow and connect to their world.





Unlock your potential with the Skills for Education and Employment (SEE) Program

SCAN TO LEARN MORE

Would you like to get better at spelling, reading, numbers or digital skills? **The SEE program is here to help you – and it's free!**

The SEE Program also includes Workplace-Based Training Projects where employers, industry associations and unions can partner with a SEE Provider to deliver workplace-based training to employed Australians.

Whether you're new to the workforce, thinking about a career change, or simply want to enhance your skills, ETC's SEE Program can help you get ahead.

These foundational skills can open doors to better job prospects, career growth, and lifelong learning.

Plus, you'll build confidence and gain the skills you need for everyday tasks like filling out forms, reading bus timetables and doing your banking.

SEE AIMS TO IMPROVE:

- Reading
- Writing
- English language
- Maths
- Computer literacy
- Hands-on practice of digital skills

TRAINING DELIVERY OPTIONS

The training is flexible and can be:

- Part-time or full-time
- In the classroom, in the workplace or online
- Foundation skills-focussed or vocational with foundation skills training embedded

ETC delivers the Skills for Education and Employment program at selected locations in Queensland, including Ipswich, Goodna, Richlands and Inala. To find out more, please visit **etcltd.com.au/see**

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

see skills for education and employment

An Australian Government Initiative

The Skills for Education and Employment (SEE) Program is funded by the Australian Government Department of Employment and Workplace Relations.

SCHOOL-BASED APPRENTICESHIPS & TRAINEESHIPS

SCAN HERE
TO LEARN MORE

School-based apprenticeships and traineeships are more than just part-time jobs - they are a great way for students to set themselves up for a career while learning invaluable, real-life workplace skills and hands-on industry experience.

NSW - SBATs

School-based apprenticeships and traineeships (SBATs) are available to NSW Year 10, 11 and 12 high school students. They allow students to commence a traineeship or an apprenticeship while at school.

A school-based apprenticeship or traineeship combines paid work, training and school, and an industry-recognised national qualification. Plus, students can gain credit towards their HSC.

Some apprenticeships and traineeships can contribute towards the ATAR.

Course delivery

Courses can be delivered flexibly, on-the-job or off-the-job, through face-to-face, digital or blended delivery options. The SBAT term is calculated in months from the date of commencement to 31 December of the HSC year.

Commitment required

Students will need to undertake a minimum of 100 days in paid employment plus the formal training to complete the qualification.

The employment and training can be undertaken during school time, after school and during school holidays.

How will they be assessed?

Both on and off-the-job through written tests, project work and practical exercises.

Eligible Qualifications

BSB20120 - Certificate II in Workplace Skills

BSB30120 - Certificate III in Business

CHC30125 - Certificate III in Early Childhood Education and Care

CHC33021 - Certificate III in Individual Support

HLT23221 - Certificate II in Health Support Services

HLT33115 - Certificate III in Health Service Assistance

SIR20216 - Certificate II in Retail Services

SIR30216 - Certificate III in Retail

SIT20322 - Certificate II in Hospitality

SIT20421 - Certificate II in Cookery

QLD - SATs

School-based apprenticeships and traineeships (SATs) allow high school students (usually in Years 10, 11 or 12) to earn a wage, train towards a nationally recognised qualification and study towards their Queensland Certificate of Education (QCE) at the same time.

Course delivery

Courses can be delivered flexibly, on-the-job or off-the-job, through face-to-face, digital or blended delivery options. Training can count towards final QCE credit points. Credits are based on the number of competencies' (knowledge or skills learned in a workplace) a student completes and/or the number of hours they have worked.

Commitment required

Students are required to work at least 7.5 hours a week, averaged over every three months, for every 12 months of their training contract. For example, if students can't work during exams, they can work more hours during the school holidays.

How will they be assessed?

Both on and off-the-job the job through written tests, project work and practical exercises.

Eligible Qualifications

BSB30120 - Certificate III in Business

CHC33021 - Certificate III in Individual Support

SIT10222 - Certificate I in Hospitality

SIT30622 - Certificate III in Hospitality



SEE Workplace Based Training Projects for Employers

SCAN TO LEARN MORE

The **Skills for Education and Employment (SEE) Program** includes **Workplace Based Training Projects** that support employers to build essential foundation skills within their workforce.

These projects allow employers to partner with an approved SEE provider to deliver **free, tailored training** directly in the workplace, supporting employed Australians to strengthen the skills they use every day at work.

WHAT DOES WORKPLACE BASED TRAINING FOCUS ON?

SEE Workplace Based Training Projects help employees improve:

- Reading and workplace writing
- Communication and English language skills
- Numeracy for everyday work tasks
- Computer literacy and practical digital skills

Training is contextualised to the workplace, making learning immediately relevant and practical.

Contact ETC to learn how SEE Workplace Based Training Projects can support your workforce.

BENEFITS FOR EMPLOYERS

Participating employers may benefit from:

- Improved confidence and capability across their workforce
- Stronger communication and workplace outcomes
- Increased productivity and staff retention
- Training delivered at no cost to the employer or employees

FLEXIBLE DELIVERY

Training can be delivered on site, online or in a blended format, and scheduled to suit operational needs. Programs may be foundation skills focused or include foundation skills embedded within vocational learning.

PARTNER WITH ETC

ETC works closely with employers to design workplace based projects that align with business needs and deliver real outcomes.

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see skills for education and employment
An Australian Government Initiative

The Skills for Education and Employment (SEE) Program is funded by the Australian Government Department of Employment and Workplace Relations.



SCAN TO LEARN MORE

THERE'S NEVER BEEN A BETTER TIME TO START A TRAINEESHIP

Traineeships are a proven pathway to meaningful, well paid work across a wide range of industries. They allow you to **earn while you learn**, combining paid employment with a nationally recognised qualification.

With ETC, traineeships are delivered on the job, supported by experienced trainers and tailored to real workplace needs — giving you practical skills and a strong foundation for long term career success.

TRAINEESHIPS AVAILABLE ACROSS KEY INDUSTRIES

ETC delivers traineeships in areas such as:

- **Business and Administration**
- **Community Services**
- **Retail and Customer Service**
- **Hospitality**
- **Health Support Services**

These pathways support people at different stages of their career — from those entering the workforce to workers looking to upskill or change direction.

Cookery apprenticeships with YES Chef

For hospitality employers and aspiring chefs, ETC's YES Chef Cookery Apprentice Program offers a flexible, industry led apprenticeship model. Training and assessment are delivered in the workplace, with apprenticeships tailored to the needs of the kitchen and the apprentice — making YES Chef a standout option within hospitality training.

Fee-free training options may be available under NSW Government initiatives. Eligibility criteria and conditions apply.



Finding Confidence Through Learning with SEE

When Ricardo joined the **Skills for Education and Employment (SEE) Program**, returning to learning felt like a big step. Quiet and unsure at first, he soon discovered a supportive environment where he could grow at his own pace and rebuild his confidence.

Through personalised support from ETC trainers, Ricardo worked on strengthening his **reading, writing, numeracy and digital skills**. Early challenges with understanding tasks and staying focused gradually gave way to progress, as tailored learning strategies helped him communicate more clearly and approach learning with confidence.

Over time, Ricardo became more engaged in the classroom and proud of what he was achieving. He shared that SEE helped him feel more like himself again, describing the program as a place where he felt supported to learn and grow.

SEE provides **free, flexible foundation skills training** for adults who want to build skills for work, study and everyday life — proving it's never too late to learn.

Find out more: etcltd.com.au/see



SCAN TO LEARN MORE

Yes Chef

— COOKERY APPRENTICE PROGRAM —

There's never been a better time to recruit and train an Apprentice Chef with **ETC's YES Chef Cookery Apprentice Program.**

YES Chef offers a flexible, employer led approach to apprenticeship training, allowing you to design a training model that suits your business, your kitchen and your apprentice — while ETC delivers training and assessment in the workplace.

How YES Chef works

YES Chef is a Commercial Cookery Apprenticeship delivered on the job. Our qualified trainers come to your workplace to assess skills and support learning in a real kitchen environment, reducing time away from the business and keeping training practical and relevant.

Design your own apprenticeship model

YES Chef puts employers in control:

- You decide which areas of training your apprentice needs most
- Training can be aligned to your menu, service style and kitchen operations
- Learning is practical, hands on and meaningful

Why employers choose YES Chef

- Training and assessment delivered in the workplace
- Control over training priorities
- Rolling intakes — apprentices can start at any time
- Industry experienced trainers
- Ongoing support throughout the apprenticeship

Incentives and support

Eligible employers may be able to access Australian and state based employer incentives. Incentives are subject to eligibility and change over time. ETC can help employers understand what support may be available.

Contact ETC to learn more about the YES Chef Cookery Apprentice Program.



Discover new opportunities with Career Transition Assistance

Workforce Australia
Employment. Skills. Support.

Dreaming of a new career path?

Workforce Australia - Career Transition Assistance (CTA), delivered by ETC, is designed to support mature-aged job seekers in navigating the modern job market and achieving their employment goals. ETC has a proud history of empowering individuals to enhance their skills and find meaningful employment. We deliver this program across various regions in NSW and QLD, including the Hunter, New England North-West, North Coast, Brisbane, Somerset, Wivenhoe, and Mid North Coast regions.

Career Transition Assistance can help by providing:

- Interactive workshops to explore career options and develop job-search skills
- Personalised career guidance and support from experienced facilitators
- Digital skills training to enhance your online job-searching abilities
- Development of a tailored pathway to achieve your employment goals
- Increased confidence, motivation, and resilience in your job search



Ready for the next step? Contact your Employment Service Provider today to learn more and start your journey.

Enhance your career prospects with Career Transition Assistance

Are you 45 or over and looking to boost your employment opportunities? The Career Transition Assistance (CTA) program, delivered by ETC, is tailored to help mature-aged job seekers develop the skills and confidence needed to succeed in today's job market. With over 35 years of experience in employment and training services, ETC is committed to making a positive impact on people's lives through engagement and support.

The CTA program offers:

- Resume help and local job market insights
- Personal career guidance
- Digital skills and online job search tips
- Supportive environment for sharing and networking
- Clear path to career goals

LEARN MORE

TRAINING DELIVERY MODES

Our courses are available in the following formats:

Blended
Training that features a combination of delivery modes.

Digital
Training and assessment delivered electronically including trainer support.

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.

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

Workshop
Training and assessment provided in a classroom based learning environment.

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. Eligibility requirements apply.
Fees, eligibility, subsidies and refund arrangements will be confirmed prior to enrolment in writing.

NSW

NSW students only
Training is subsidised by the NSW Government.

QLD

QLD Students Only
Training is subsidised by the QLD Government.

Nationally Recognised Training

All qualifications offered by ETC are Nationally Recognised Training courses.

Skills Assure
Proud to be a Queensland Government subsidised training provider

Funding is provided by the Queensland Government under Career Start, Career Boost and SATs programs.

see skills for education and employment
An Australian Government Initiative

Free, flexible foundation skills training for adults who want to build skills for work, study and everyday life.

REAL SKILLS. REAL QUALIFICATIONS. REAL JOBS.

ETC's Apprenticeships, Traineeships and School-Based Apprenticeships and Traineeships Programs, are a proven pathway to well-paid jobs in a diverse range of careers. They enable students to gain industry experience and formal qualifications through on the job training, and set themselves up for a career while learning invaluable, real-life workplace skills and hands-on industry experience.








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1800 007 400
etcltd.com.au/SBAT

BUSINESS, MANAGEMENT AND LEADERSHIP

A career in business means opportunities. With us, you will get more than your usual business training. ETC's business courses will give you all you need with the latest course content and technology. Best of all, we're also extremely flexible in our delivery. All training offered by ETC are Nationally Recognised Training courses.

Certificate II in Workplace Skills

Course Code: BSB20120

Delivery Mode: B

Subsidised: NSW

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles. It also reflects the role of individuals who have not yet entered the workforce and who are developing the necessary practical, self-management, operational and technological skills in preparation for work.

Core subject areas include:

- Communication skills
- Time management
- Health and safety
- Sustainable work practices
- Work effectiveness

What jobs does this qualify me for?

The Certificate II in Workplace Skills is designed to help you develop skills to enter the workforce or to work in a variety of entry-level Business Services job roles

Pathway

- BSB30120 - Certificate III in Business

In addition to this stand-alone qualification, the Certificate II in Workplace Skills is also presented in the Boost 4 Youth program for students 16–24.

Certificate III in Entrepreneurship and New Business

Course Code: BSB30220

Delivery Mode: B

Subsidised: NSW

The Certificate III in Entrepreneurship and New Business is designed for people establishing or carrying on business as a sole trader or contractor, as well as those supporting the establishment of a new venture as part of a larger organisation.

Core subject areas include:

- Business opportunities
- Business proposals
- Finances
- Compliance requirements

What jobs does this qualify me for?

Owner or operator of a small or micro business.

Pathway

- BSB40520 - Certificate IV in Leadership and Management



Certificate III in Business

Course Code: BSB30120

Delivery Mode: B

Subsidised: NSW QLD

The Certificate III in Business will provide you with skills in critical thinking, communication, presentation of information and teamwork. You will also learn how to assist in creating a more sustainable, organised, inclusive and safe work environment.

Core subject areas include:

- Critical thinking
- Personal wellbeing
- Sustainable work practices
- Inclusivity
- Communication

What jobs does this qualify me for?

Jobs relevant to this qualification include a variety of positions in Business Administration, Business Technology, Customer Engagement, Data Entry and Information Management.

Pathway

- BSB40520 - Certificate IV in Leadership and Management

Certificate IV in Leadership and Management

Course Code: BSB40520

Delivery Mode: B

Subsidised: NSW

The Certificate IV in Leadership and Management is designed for those wanting to take on more guidance, support, leadership, organisation and management responsibilities within a variety of enterprise and business contexts. This qualification may assist you in analysing and evaluating information from a variety of sources and applying solutions to both predictable and unpredictable problems.

Core subject areas include:

- Leadership in the workplace
- Workplace relationships
- Operational planning
- Communication strategies
- Team leadership

What jobs does this qualify me for?

Leaders, managers, those providing guidance or support or who want to open opportunities within the business world.

Pathway

- BSB50420 - Diploma of Leadership and Management

BOOST 4 YOUTH

Wanting your career to take off?

Enrol in ETC's Boost 4 Youth program!

Gain a Certificate II in Workplace Skills (BSB20120) and a stack of other skills!
This program is especially designed for 16-24 year olds.

BUSINESS, MANAGEMENT AND LEADERSHIP

Certificate IV in Entrepreneurship and New Business

Course Code: BSB40320

Delivery Mode: B

Subsidised: NSW

This qualification will assist individuals in establishing or operating a business providing self-employment, as well as those establishing a new venture as part of a larger organisation.

These individuals will gain skills and a broad knowledge base to solve a range of unpredictable problems and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others and have responsibility for the output of others.

Core subject areas include:

- Researching and developing a business plan
- Planning finances
- Marketing a new business
- Legal and risk obligations of a new business

What jobs does this qualify me for?

- Owner or operator of a small or micro business

Diploma of Leadership and Management

Course Code: BSB50420

Delivery Mode: B

Subsidised: NSW

The Diploma of Leadership and Management will assist you in gaining the knowledge, practical skills and experience to lead and manage across a range of enterprise and industry contexts. These include those needed to communicate with and support others to meet objectives; to plan, organise, implement and monitor workloads and to identify, analyse and synthesise information from a variety of sources in order to plan, design, apply and evaluate solutions to unpredictable problems.

Core subject areas include:

- Influential communication
- Facilitation of critical thinking
- Workplace relationships
- Operational planning
- Emotional intelligence
- Effective teamwork

What jobs does this qualify me for?

- Business
- Enterprise and industry leader
- Manager

Pathway

- BSB60420 - Advanced Diploma of Leadership and Management

SCAN HERE
TO LEARN MORE

LOOKING FOR AN EDGE IN TODAY'S SUPER COMPETITIVE BUSINESS WORLD?

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 courses include work placements in a real-life business environment, and a strong emphasis on practical theory; through case studies, problem-solving tasks, project and teamwork.

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.

DREAMING OF STARTING YOUR OWN BUSINESS?

Workforce Australia
Employment. Skills. Support.

Workforce Australia - Self-Employment Assistance, delivered by ETC is catered to support aspiring small business owners to create a thriving and successful business.

ETC has a proud history of helping people start their own business and offers valuable support to turn their business idea into reality. ETC delivers this program in the Hunter, New England North-West and North Coast regions of NSW. Gold Coast, Brisbane South-East, Wivenhoe, Somerset and Widebay Sunshine Coast regions of QLD.

Self-Employment Assistance can help by providing:

- Interactive group workshops to explore Self-Employment
- Accredited small business training, including the development of a Business Plan
- Personalised mentoring and support from ETC for 12 months
- Self-Employment Assistance Allowance for up to 39 weeks and Self-Employment Assistance Rental Assistance for up to 26 weeks (if eligible)



Through Self Employment Assistance, Gary Goodwin turned a family recipe into "Germaine's", a French pickle business inspired by his grandmother.

ARE YOU AN EXISTING SMALL BUSINESS OWNER IN NEED OF SUPPORT?

Workforce Australia
Employment. Skills. Support.

Workforce Australia – Self-Employment Assistance is a service that can help you turn your existing small business into a viable business. The program allows you to choose the level of support that meets your needs and the needs of your small business.

Through Self Employment Assistance, Olivia Salmon is growing "Liv Within", an online store specialising in organic cotton yoga mats and health focused products.



SCAN to learn more about ETC's business programs

ETC provides Self-Employment Assistance across 50 locations within 8 employment regions in Queensland and NSW. To find a location near you, please visit **etcltd.com.au/self-employment-assistance**. Alternatively if we aren't located near you, call us and we can help you to connect with a Self-Employment Assistance provider in your area.

HEALTH CARE

We offer Health Care courses to equip you with essential skills for the health support services sector. Our courses cover patient care, health administration, and support services. Enrolling in ETC's Health Care courses provides a solid foundation for your career. All training offered by ETC are Nationally Recognised Training courses.

Certificate II in Health Support Services

Course Code: HLT23221

Delivery Mode: B

Subsidised: NSW

This qualification reflects the role of workers who provide support for the effective functioning of health services. At this level workers complete tasks under supervision involving known routines and procedures or complete routine and variable tasks in collaboration with others in a team environment.

Core Subject areas:

- Communication skills
- Infection prevention and control
- Health and safety
- Customer service

What jobs does this qualify me for?

- Ward assistant
- Orderly
- Food services assistance
- Laundry services worker

Pathway

- HLT33115 - Certificate III Health Support Services
- HLT33021 - Certificate III in Allied Health Assistance

Certificate III in Health Support Services

Course Code: HLT33115

Delivery Mode: B

Subsidised: NSW

This qualification reflects the role of a variety of workers who use a range of factual, technical and procedural knowledge to provide assistance to health professional staff for the care of clients. Health services assistance involves the worker in direct client contact under supervision.

Core Subject areas:

- Communication skills
- Medical terminology
- Health and safety
- Work priorities

What jobs does this qualify me for?

- Health service assistant
- Personal Care Assistant
- Hospital Orderly
- Nurses assistant
- Patient support assistant

Pathway

- HLT43015 - Certificate IV in Allied Health Assistance



What employers look for in Health Care professionals

In the dynamic and rewarding field of Health Care, employers seek individuals who are not only skilled but also passionate about making a difference. According to industry experts, the key attributes that stand out to employers include:

- **Enthusiasm and Passion:** Genuine interest in the role enhances patient care and work environment.
- **Relevant Skills and Experience:** Demonstrating relevant skills and experience is crucial.
- **Commitment and Reliability:** A stable employment history indicates long-term potential.
- **Strong Communication Skills:** Clear communication with patients and colleagues is essential.
- **Teamwork and Collaboration:** Ability to work well in a team is highly valued.

By focusing on these qualities, you can enhance your employability and make a meaningful impact in the Health Care industry. At ETC, our courses are designed to equip you with the necessary skills and knowledge to meet these expectations and excel in your career!



LOOKING TO MAKE A DIFFERENCE IN THE HEALTH CARE INDUSTRY?

Training in health care will develop your skills and knowledge required to provide essential support and care to patients, assist health professionals, and contribute to the efficient operation of health care facilities.

By completing our Health Care courses, you will be well-prepared to embark on a rewarding career, making a positive impact on the lives of others.

SCAN HERE
TO LEARN MORE

COMMUNITY SERVICES

We offer a wide range of options within community services such as ageing, disability, employment services, childcare and youth work. As a result, ETC's community services courses will give you a head start in commencing your career in the caring and community sector. All training offered by ETC are Nationally Recognised Training courses.

Certificate III in Individual Support

Course Code: CHC33021

Delivery Mode: B

Subsidised: NSW QLD

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:

- Providing individualised support to empower clients to reach their goals
- Supporting wellbeing and independence
- Tailor support to clients with diverse needs
- Create safe and supportive work practices

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

Pathway

- CHC43015 - Certificate IV in Ageing Support
- CHC43121 - Certificate IV in Disability Support

Certificate IV in Ageing Support

Course Code: CHC43015

Delivery Mode: B

Subsidised: NSW

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:

- Providing person-centered care and strengths-based practice
- How to coordinate services and interventions
- To provide support to palliative clients and clients with dementia
- How to honour the rights of the elderly to live dignified lives

What jobs does this qualify me for?

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

Pathway

- CHC52021 - Diploma of Community Services



Certificate IV in Disability Support

Course Code: CHC43121

Delivery Mode: B

Subsidised: NSW

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:

- Develop and provide individualised, person-centred support
- Promote the empowerment of people with a disability
- Manage legal and ethical compliance and follow safe work practices

What jobs does this qualify me for?

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

Pathway

- CHC52021 - Diploma of Community Services



Certificate IV in Community Services

Course Code: CHC42021

Delivery Mode: B

Subsidised: NSW

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:

- Build supportive relationships with people accessing services, their carers and family members
- Engage in interventions
- Plan and conduct group activities
- Gain experience working within a community development strategic framework

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

Pathway

- CHC52021 - Diploma of Community Services

COMMUNITY SERVICES

LEARN THE RIGHT SKILLS TO HELP PEOPLE

Our course delivery is flexible. In short, study ETC's community services courses online, in the workplace or in a workshop environment. We work with you to suit your needs. Our courses include work placements that give you real experience in a real-life environment.

Working in the community services sector is all about delivering person-centred services to individuals and/or groups. You'll need to be caring with a practical approach and be prepared to get involved with all kinds of stressful situations. It's demanding work but very rewarding.

Training in this industry will provide you with the necessary foundations to embark on a care-giving career.

SCAN HERE
TO LEARN MORE

Certificate IV in Employment Services

Course Code: CHC41115

Delivery Mode: B

Subsidised: NSW QLD

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:

- Build supportive and caring relationships with clients, their carers, and family members
- Employ strategies to assist clients, groups and communities
- Engage with a range of diverse clients and communities
- Develop and maintain professional networks

What jobs does this qualify me for?

- Employment Consultant
- Case Worker
- Jobs Advisor

Pathway

- CHC52021 - Diploma of Community Services

EARLY CHILDHOOD

Certificate III in Early Childhood Education & Care

Course Code: CHC30125

Delivery Mode: B

Subsidised: NSW

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:

- Support the health and safety of babies and children
- Reinforce good nutrition and positive meal experiences
- Use an approved learning framework
- Support holistic development through play and learning
- Recognise and respond to children at risk
- Perform emergency first aid
- Promote cultural competence

What jobs does this qualify me for?

- Childcare Worker
- Early Childhood Educator
- Nanny

Pathway

- CHC50125 - Diploma of Early Childhood Education and Care

Diploma of Early Childhood Education and Care

Course Code: CHC50125

Delivery Mode: B

Subsidised: NSW

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:

- Grow your educational leadership skills
- Create programs that foster creativity in children
- Work in collaboration with families and communities

What jobs does this qualify me for?

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

Pathway

- Bachelor of Early Childhood Education and Care (Birth – 5)





LOOKING FOR AN EDGE IN THE EARLY CHILDHOOD INDUSTRY?

Training in the childcare industry will develop your skills and knowledge required to provide care for individuals and groups of children, and to plan activities facilitating their leisure and play, enabling them to achieve their developmental outcomes.

SCAN HERE
TO LEARN MORE

RETAIL

Retail is the second largest industry in Australia, and is the biggest employer of women and youth. This demonstrates the strength of the retail industry and also its ability to offer many opportunities. Gaining a relevant retail qualification and work placement experience will guarantee you stand out from the rest. If you're already working in retail but want to progress your career, a retail management qualification will really help make that happen. All training offered by ETC are Nationally Recognised Training courses.

Certificate II in Retail Services

Course Code: SIR20216

Delivery Mode: B

Subsidised: NSW

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:

- Engage and interact with customers
- Manage feedback and complaints
- Use technology including Point of Sale and scanning
- Receive and handle stock and deliveries
- Observe safety protocols in the workplace

What jobs does this qualify me for?

- Sales Assistant
- Customer Service Assistant

Pathway

- SIR30216 - Certificate III in Retail
- SIR40316- Certificate IV in Retail Management

THE RETAIL SECTOR IS ONE OF AUSTRALIA'S LARGEST EMPLOYERS WITH ABOUT 1.35 MILLION WORKING IN THE INDUSTRY.

This industry provides many opportunities to work part-time with half working full-time. Most Retail workers are in trade, accommodation and food services, and manufacturing. Retail tends to promote from within but even if you have the relevant experience, a retail management qualification could make all the difference.

Choose online, in the workplace or in a workshop environment. Our courses include work placements that give you real experience in a real-life environment. ETC's nationally recognised retail courses will prepare you perfectly for an exciting, fast-paced career in the retail industry.

SCAN HERE
TO LEARN MORE

HOSPITALITY

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. All training offered by ETC are Nationally Recognised Training courses.

Certificate I in Hospitality

Course Code: SIT10222

Delivery Mode: B

Subsidised: QLD

This qualification reflects the role of individuals who participate in a range of routine and predictable hospitality work activities. They work under close supervision and are given clear directions to complete tasks. This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

Core subject areas include:

- Communication skills
- Customer Service
- Health and Safety
- Working effectively with others

What jobs does this qualify me for?

- Catering Assistant
- Café Assistant

Pathway

- Certificate II in Hospitality, Certificate II in Cookery

Certificate II in Hospitality

Course Code: SIT20322

Delivery Mode: B

Subsidised: NSW

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 SIT30616 Certificate III in Hospitality.

Core subject areas include:

- Work effectively in a hospitality environment
- Provide strong customer service
- Taking and filling orders
- Approach work with safety-first and foremost
- Respect cultural diversity on both sides of the counter

What jobs does this qualify me for?

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

Pathway

- SIT30622 - Certificate III in Hospitality
- SIT40422 - Certificate IV in Hospitality



Certificate II in Cookery

Course Code: SIT20421

Delivery Mode: B

Subsidised: NSW

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 SIT30821 Certificate III in Commercial Cookery.

Core subject areas include:

- Read recipes and follow instructions to prepare simple dishes
- Work with other team members to produce food
- Prepare and present food in a commercial kitchen
- Practice safe food hygiene and preparation
- Receive, store and maintain stock

What jobs does this qualify me for?

- Catering Assistant
- Fast Food Cook

Pathway

SIT30821 - Certificate III in Commercial Cookery

Certificate III in Hospitality

Course Code: SIT30622

Delivery Mode: B

Subsidised: NSW QLD

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 in the hospitality industry
- Deliver outstanding customer service
- Practice serving skills
- Show social and cultural sensitivity
- Participate in safe work practices

What jobs does this qualify me for?

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

Pathway

- SIT40422 - Certificate IV in Hospitality

HOSPITALITY

Certificate III in Commercial Cookery

Course Code: SIT30821

Delivery Mode: B

Subsidised: NSW

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:

- Prepare a range of dishes inspired by local and international cuisine
- Meet and understand special dietary requirements
- Recognise the value of flavours and textures in cuisine
- Plan and develop recipes
- Apply hygiene, safe food handling and safe work practices
- Collaborate and work productively with others in a commercial kitchen environment

What jobs does this qualify me for?

- Commercial Cook
- Chef

Pathway

SIT40521 - Certificate IV in Kitchen Management

Certificate IV in Hospitality

Course Code: SIT40422

Delivery Mode: B

Subsidised: NSW

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:

- Lead and manage people
- Oversee work operations
- Provide recommendations on food and beverage pairings
- Enhance customer service experiences
- Manage conflict in the workplace
- Contribute to work health and safety procedures

What jobs does this qualify me for?

- Food and Beverage Supervisor
- Gaming Supervisor
- Café Manager

Pathway

- SIT50422 - Diploma of Hospitality Management

SCAN HERE
TO LEARN MORE

LOOKING FOR A VIBRANT NEW ROLE WITHIN THE HOSPITALITY INDUSTRY?

Studying hospitality with ETC is flexible. We offer ETC's courses online, in the workplace or in a workshop environment. In short, we work with you to suit your needs. ETC's nationally recognised courses include all the right skills for an exciting, varied and fast-paced career. We offer courses ranging from Certificate II to Certificate IV in Hospitality. 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!

STILL CURIOUS?

Scan and discover our full range of courses online

ETC NAMED AS LARGE TRAINING PROVIDER 2023 WINNER



NSW **Training Awards** 2023
Be Recognised

Large Training Provider of the Year Winner

ETC WAS A FINALIST FOR THE 2024 QLD TRAINING AWARDS

Queensland Training AWARDS 2024 | State **Finalist**

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ETC EMPLOYMENT & TRAINING (RTO 6998) ABN 52 003 732 009

ETC acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of this nation. We acknowledge the Traditional Custodians of the living lands where our services are delivered, and pay our respects to the Elders - past, present and future - of those communities.

MIX
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