

## 2018 Course Information for Hospitality

### Upcoming Courses

September 2018

Date	Course	Start time	Finish time	Location
Wed 19	Mental Health First Aid Refresher	9:00AM	2:00PM	genU Barwon - Little Ryrie Street

**For further information  
and bookings please contact**

training@genu.org.au or  
1300 KTCOURSE (1300 582 687)

## 2018 Course Information for Hospitality

### Upcoming Courses

#### August 2018

Date	Course	Start time	Finish time	Location
Tue 21	The Service Experience (Hospitality)	9:00AM	More than 1 day	genU Barwon - 18th Amendment

#### September 2018

Date	Course	Start time	Finish time	Location
Mon 10	The Service Experience (Hospitality)	9:00AM	More than 1 day	genU Barwon - 18th Amendment

#### October 2018

Date	Course	Start time	Finish time	Location
Mon 15	The Service Experience (Hospitality)	9:00AM	More than 1 day	genU Barwon - 18th Amendment

**For further information  
and bookings please contact**

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1300 KTCOURSE (1300 582 687)

## 2018 Course Information for Hospitality

genU Training has a long history of supporting and developing the skills and abilities of people with a disability. This course delivers key outcomes for learners seeking to develop their literacy and numeracy capabilities.

In particular, the course assists learners in developing knowledge of strategies to:

- read, write and make meaning of works phrases and sentences
- orally convey personally relevant information
- use numerical information relating to time, money and measurements.

### Fees

genU Training strives to make course fees inclusive and competitive. Quality learning is important to everyone in our community no matter their circumstances or abilities. genU Training is an approved Skills First RTO, the fee you pay depends on whether you qualify for government subsidies. A genU Training staff member will assist you in determining your course fees.

For details on genU Training's course fees please visit our **Fees & Charges** page.

## Course Units

## Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

This nationally accredited course supports learners with permanent intellectual disabilities to develop skills to assist them in the community. It assists learners to enter employment, volunteer work or access further study.

This course assists learners to develop skills and knowledge to assist them in the community after leaving school.

Learners develop learning plans, enhance their self-development, participate in travel and community activities and use technology to assist them in developing future work, training or community activities.

### Fees

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## Course Units

## Upcoming Courses

Phone 1300 582 687 to register your interest in this course.

## 2018 Course Information for Hospitality

This qualification is open to people with learning, cognitive or developmental disabilities or those with special learning needs.

It assists them to gain the basic employability skills and knowledge needed to gain and maintain employment or undertake further vocational training.

The course delivers learners with:

- Real industry work placement
- Excursions, guest speakers, make-overs, new experiences and lots of fun
- Life skills and career planning
- Knowledge and skills to enhance continued education and employment prospects
- A variety of industry vocational experiences including in retail and hospitality.

### Fees

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## Course Units

## Upcoming Courses

Phone 1300 582 687 to register your interest in this course.

## 2018 Course Information for Hospitality

This qualification gives you practical knowledge and skills to be a first point of contact and assist individuals in meeting their immediate needs.

Importantly, it offers pathways to further study and the chance to develop a rewarding and lasting career in the community services and welfare sectors.

- Support individuals by providing a first point of contact
- Refer individuals to a range of services
- Work effectively with diverse co-workers and clients

### Career opportunities

- Assistant community services worker
- Community services customer service
- Contact officer

### Learning Pathways

- CHC32015 Certificate III in Community Services
- CHC33015 Certificate III in Individual Support (Ageing, Home and Community)
- CHC43115 Certificate IV in Disability
- CHC43315 Certificate IV in Mental Health

### Fees

genU Training has three Tuition fee levels. The fee you pay depends on whether you qualify for government subsidies.

Approx. Tuition Fee:	Skills First Program (SFP) Concession	Skills First Program (SFP)	Fee For Service
	\$15.50	\$77.50	\$1,860.00

This training is delivered with Victorian and Commonwealth Government funding for eligible individuals. We encourage students with a disability to access government subsidised training. There may also be other charges such as material or amenities fees. A genU Training staff member will assist you in determining your course fees and a statement of fees detailing all course charges will be provided prior to enrolment.

For full details of genU Training's course fees please view our [Fees & Charges page](#).

## Course Units

## 2018 Course Information for Hospitality

### Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

This qualification reflects the role of entry level community services workers who support individuals through the provision of person-centred services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs.

- Learn to respond to client needs and work with diverse people.
- Develop skills to follow safe work practices for direct client care.

### Career opportunities

- Migrant support worker
- Neighborhood centre worker
- Youth support worker
- Volunteer coordinator

### Learning Pathways

- CHC33015 Certificate III in Individual Support (Ageing, Home and Community)
- CHC42015 Certificate IV in Community Services
- CHC43315 Certificate IV in Mental Health
- CHC43115 Certificate IV in Disability

### Fees

genU Training has three Tuition fee levels. The fee you pay depends on whether you qualify for government subsidies.

Approx. Tuition Fee:	Skills First Program (SFP) Concession	Skills First Program (SFP)	Fee For Service
	\$30.40	\$152.00	\$1,824.00

This training is delivered with Victorian and Commonwealth Government funding for eligible individuals. We encourage students with a disability to access government subsidised training. There may also be other charges such as material or amenities fees. A genU Training staff member will assist you in determining your course fees and a statement of fees detailing all course charges will be provided prior to enrolment.

For full details of genU Training's course fees please view our [Fees & Charges page](#).

## Course Units



## 2018 Course Information for Hospitality

### Upcoming Courses

Phone 1300 582 687 to register your interest in this course.

## 2018 Course Information for Hospitality

This qualification develops your skills in preparation to work in a community and/or residential setting following an individualised plan to provide person-centred support to people who may require assistance due to ageing or some other reason.

- Develop skills to help empower older people and support those living with dementia.
- Gain factual, technical and procedural knowledge, as well as theoretical knowledge of concepts and practices required to provide person-centred support.

### Career opportunities

- Personal care assistant
- Nursing assistant
- Personal care worker
- Community worker

### Learning pathways

- CHC43015 Certificate IV in Ageing Support
- CHC43415 Certificate IV in Leisure and Health
- HLT54115 Diploma of Nursing
- Bachelor of Nursing

### Vocational placement

- 120 hours (Mandatory)

### Fees

genU Training has three Tuition fee levels. The fee you pay depends on whether you qualify for government subsidies.

Approx. Tuition Fee:	Skills First Program (SFP) Concession	Skills First Program (SFP)	Fee For Service
	\$36.25	\$181.25	\$2,175.00

This training is delivered with Victorian and Commonwealth Government funding for eligible individuals. We encourage students with a disability to access government subsidised training. There may also be other charges such as material or amenities fees. A genU Training staff member will assist you in determining your course fees and a statement of fees detailing all course charges will be provided prior to enrolment.

For full details of genU Training's course fees please view our [Fees & Charges page](#).

## Course Units

## Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

This qualification reflects the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centred support to people who may require support due to a disability.

- Gain factual, technical and procedural knowledge, as well as theoretical knowledge of concepts and practices required to provide person-centered support.
- Develop skills to empower people with a disability and promote social inclusion.
- Learn how to contribute to the ongoing skills development of a person using a strength-based approach.

### Placement requirements

To achieve this qualification, learners must complete a minimum of 120 hours of work placement.

### Career Opportunities

- Accommodation support worker (Disability)
- Respite care worker
- Community care worker
- Personal care attendant

### Learning Pathways

- CHC43115 Certificate IV in Disability
- CHC43415 Certificate IV in Leisure and Health
- CHC52015 Diploma of Community Services

### Fees

genU Training has three Tuition fee levels. The fee you pay depends on whether you qualify for government subsidies.

Approx. Tuition Fee:	Skills First Program (SFP) Concession	Skills First Program (SFP)	Fee For Service
	\$35.00	\$175.00	\$2,100.00

This training is delivered with Victorian and Commonwealth Government funding for eligible individuals. We encourage students with a disability to access government subsidised training. There may also be other charges such as material or amenities fees. A genU Training staff member will assist you in determining your course fees and a statement of fees detailing all course charges will be provided prior to enrolment.

For full details of genU Training's course fees please view our [Fees](#)

## Course Units

## 2018 Course Information for Hospitality

[& Charges page.](#)

## Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

Under the guidance of professional trainers with extensive practical experience, develop foundation skills and knowledge to:

- Implement health promotion and community interventions
- Use communication to build relationships and develop networks and partnerships.

Develop your knowledge in preparation for working in community-based organisations, withdrawal services, residential rehabilitation services and outreach services under the guidance of other practitioners and professionals.

### Career opportunities

- Rehabilitation support worker
- Outreach worker
- Family support worker
- Drug and alcohol support worker
- Case worker

### Learning Pathways

- CHC43315 Certificate IV in Mental Health
- CHC40413 Certificate IV in Youth Work
- CHC52015 Diploma of Community Services

### Placement recommendations

It is recommended that learners complete a minimum of 80 hours of work placement while undertaking this course.

### Fees

genU Training has three Tuition fee levels. The fee you pay depends on whether you qualify for government subsidies.

Approx. Tuition Fee:	Skills First Program (SFP) Concession	Skills First Program (SFP)	Fee For Service
	\$65.40	\$327.00	\$3,924.00

This training is delivered with Victorian and Commonwealth Government funding for eligible individuals. We encourage students with a disability to access government subsidised training. There may also be other charges such as material or amenities fees. A genU Training staff member will assist you in determining your course fees and a statement of fees detailing all course charges will be provided prior to enrolment.

For full details of genU Training's course fees please view our [Fees](#)

## Course Units

## 2018 Course Information for Hospitality

[& Charges page.](#)

## Upcoming Courses

Phone 1300 582 687 to register your interest in this course.

## 2018 Course Information for Hospitality

Develop skills and confidence to work autonomously or supervise and lead other workers in projects or teams within the Community Services sector.

- Gain capabilities for working in a range of community service, case work or case management environments.
- Design and deliver person-centred services to individuals and/or groups.
- Provide support, advocacy or interventions to individual clients, groups or communities across a range of services.

### Career opportunities

- Community Health Worker
- Family Support Worker
- Migrant Community Worker
- Tenants Advisory Worker
- Welfare Rights Worker

### Learning pathways

- CHC52015 Diploma of Community Services
- CHC52115 Diploma of Community Development

### Fees

genU Training has three Tuition fee levels. The fee you pay depends on whether you qualify for government subsidies.

Approx. Tuition Fee:	Skills First Program (SFP) Concession	Skills First Program (SFP)	Fee For Service
	\$46.65	\$233.25	\$2,799.00

This training is delivered with Victorian and Commonwealth Government funding for eligible individuals. We encourage students with a disability to access government subsidised training. There may also be other charges such as material or amenities fees. A genU Training staff member will assist you in determining your course fees and a statement of fees detailing all course charges will be provided prior to enrolment.

For full details of genU Training's course fees please view our [Fees & Charges page](#).

## Course Units



## 2018 Course Information for Hospitality

### Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

This qualification provides the skills and knowledge for work in a range of community settings and clients' homes, with the disability sector.

- Learn to provide training and support for empowering people with disabilities to achieve greater independence, self-reliance, community participation and wellbeing.
- Develop your ability to promote a person-centred approach when working autonomously or when supervising or coordinating a small team.
- Attain knowledge in managing legal and ethical compliance.

### Placement requirements

To achieve this qualification, learners must complete a minimum of 120 hours of work placement.

### Career opportunities

- Disability Officer – Day Support
- Disability Support Worker
- Disability advocate
- Residential care officer

### Learning pathways

- CHC43415 Certificate IV in Leisure and Health
- CHC42015 Certificate IV in Community Services
- CHC52015 Diploma of Community Services

### Fees

genU Training has three Tuition fee levels. The fee you pay depends on whether you qualify for government subsidies.

Approx. Tuition Fee:	Skills First Program (SFP) Concession	Skills First Program (SFP)	Fee For Service
	\$47.50	\$237.50	\$2,850.00

This training is delivered with Victorian and Commonwealth Government funding for eligible individuals. We encourage students with a disability to access government subsidised training. There may also be other charges such as material or amenities fees. A genU Training staff member will assist you in determining your course fees and a statement of fees detailing all course charges will be provided prior to enrolment.

For full details of genU Training's course fees please view our [Fees & Charges page](#).

## Course Units

- (CHCADV001) Facilitate the interests and rights of clients
- (CHCCCS011) Meet personal support needs
- (CHCCCS015) Provide individualised support
- (CHCDIS002) Follow established person-centred behaviour supports
- (CHCDIS004) Communicate using augmentative and alternative communication strategies
- (CHCDIS005) Develop and provide person-centred service responses
- (CHCDIS007) Facilitate the empowerment of people with disability
- (CHCDIS008) Facilitate community participation and social inclusion
- (CHCDIS009) Facilitate ongoing skills development using a person-centred approach
- (CHCDIS010) Provide person-centred services to people with disability with complex needs
- (CHCDIV001) Work with diverse people
- (CHCLEG003) Manage legal and ethical compliance
- (HLTAAP001) Recognise healthy body systems
- (HLTWHS002) Follow safe work practices for direct client care

## 2018 Course Information for Hospitality

### Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

This qualification develops workers to participate in designing, implementing and evaluating leisure and health activities and programs for special needs clients.

- Develop abilities to work in residential facilities and/or in community agencies and day centres.
- Learn to complete specialised tasks and functions in relation to leisure and health.

### Placement requirements

To achieve this qualification, learners must complete a minimum of 120 hours of work placement.

### Career opportunities

- Recreation officer
- Activities coordinator
- Program coordinator
- Leisure and health assistant

### Learning pathways

- CHC43015 Certificate IV in Ageing Support
- CHC43115 Certificate IV in Disability
- CHC52015 Diploma of Community Services

### Fees

genU Training has three Tuition fee levels. The fee you pay depends on whether you qualify for government subsidies.

#### Approximate Tuition Fee

Skills First Program (SFP) Concession	Skills First Program (SFP)	Fee For Service
\$52.75	\$263.75	\$3,165.00

This training is delivered with Victorian and Commonwealth Government funding for eligible individuals. We encourage students with a disability to access government subsidised training. There may also be other charges such as material or amenities fees. A genU Training staff member will assist you in determining your course fees and a statement of fees detailing all course charges will be provided prior to enrolment.

For full details of genU Training's course fees please view our [Fees & Charges page](#).

## Course Units

## 2018 Course Information for Hospitality

### Upcoming Courses

Phone 1300 582 687 to register your interest in this course.

## 2018 Course Information for Hospitality

This entry-level qualification provides skills and experience vital to work autonomously or under the guidance of other practitioners in supporting people with a mental illness in a range of community services.

Gain the understanding to work in a range of environments including community-based nongovernment organisations; home-based outreach; centre-based programs; respite care; residential services or rehabilitation programs.

### Placement requirements

To achieve this qualification, learners must complete a minimum of 80 hours of work placement.

### Career opportunities

- Rehabilitation support worker
- Outreach worker
- Family support worker
- Case worker
- Mental health coordinator
- Mental health outreach worker

### Learning pathways

- CHC43215 Certificate IV in Alcohol and Other Drugs
- CHC40413 Certificate IV in Youth Work
- CHC52015 Diploma of Community Services

### Fees

genU Training has three Tuition fee levels. The fee you pay depends on whether you qualify for government subsidies.

Approx. Tuition Fee:	Skills First Program (SFP) Concession	Skills First Program (SFP)	Fee For Service
	\$45.50	\$227.50	\$2,730.00

This training is delivered with Victorian and Commonwealth Government funding for eligible individuals. We encourage students with a disability to access government subsidised training. There may also be other charges such as material or amenities fees. A genU Training staff member will assist you in determining your course fees and a statement of fees detailing all course charges will be provided prior to enrolment.

For full details of genU Training's course fees please view our [Fees & Charges page](#)

## Course Units

- (CHCCCS003) Increase the safety of individuals at risk of suicide
- (CHCCCS004) Assess co-existing needs
- (CHCCCS019) Recognise and respond to crisis situations
- (CHCDIV001) Work with diverse people
- (CHCDIV002) Promote Aboriginal and/or Torres Strait Islander cultural safety
- (CHCLEG001) Work legally and ethically
- (CHCMHS001) Work with people with mental health issues
- (CHCMHS002) Establish self-directed recovery relationships
- (CHCMHS003) Provide recovery oriented mental health services
- (CHCMHS004) Work collaboratively with the care network and other services
- (CHCMHS005) Provide services to people with co-existing mental health and alcohol and other drugs issues
- (CHCMHS007) Work effectively in trauma informed care
- (CHCMHS008) Promote and facilitate self advocacy
- (CHCMHS011) Assess and promote social, emotional and physical wellbeing
- (HLTWHS001) Participate in workplace health and safety

## 2018 Course Information for Hospitality

[& Charges page.](#)

## Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

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.

Work may be in community, government and youth sector agencies and largely self-directed with fairly autonomous decision-making capacity under the indirect supervision of a manager.

### Placement recommendations

It is recommended that learners complete a minimum of 120 hours of work placement while undertaking this course.

### Career opportunities

- Youth case worker
- Youth housing worker
- Community care workers

### Learning pathways

- CHC43315 Certificate IV in Mental Health
- CHC43215 Certificate IV in Alcohol and Other Drugs
- CHC52015 Diploma of Community Services
- Bachelor of Social Work

### Fees

genU Training has three Tuition fee levels. The fee you pay depends on whether you qualify for government subsidies.

Approx. Tuition Fee:	Skills First Program (SFP) Concession	Skills First Program (SFP)	Fee For Service
	\$49.90	\$249.50	\$2,994.00

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## Course Units



## 2018 Course Information for Hospitality

### Upcoming Courses

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## 2018 Course Information for Hospitality

The tasker revolution is here and we can't wait for you to be part of it! Our 3 day 'Become a Tasker' experience readies you to use Airtasker, a community marketplace for people and businesses to outsource tasks. You will walk out a Tasker, ready to make offers for paid tasks in your community. For job-seekers, this will look great on your resume!

The type of tasks you will be able to access includes:

- Trades/Odd jobs
- Home and garden
- Delivery and removals
- Event and photography
- Computer repairs and ICT support
- Business and admin

### Skills you will develop

Whether you're just looking for some extra income or want to increase your employability prospects, this course is for you.

- Identify and utilise your skills and abilities
- Customer Service
- Negotiating work
- Using a digital platform
- Verbal and written communication
- Understanding health and safety practices whilst on the job
- Networking with the local community and businesses

Satisfactory completion of assessments during this course will result in a statement of attainment for the accredited unit SITXCCS003 Interact with Customers.

## Upcoming Courses

Phone 1300 582 687 to register your interest in this course.

**For further information  
and bookings please contact**

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## 2018 Course Information for Hospitality

### Learn how to identify:

- The factors that contribute to healthy bowel habits and identify different bowel disorders and management
- Common problems with skin integrity and maintenance and also the use of catheters and how to care for them.

## Course Units

(BC/SI/CC) Bowel Care / Skin Integrity / Catheter Care

## Upcoming Courses

### December 2018

Date	Course	Start time	Finish time	Location
Thu 06	Bowel Care, Catheter Care and Skin Integrity Training	1:30PM	5:00PM	Corio

## 2018 Course Information for Hospitality

This nationally accredited unit provides the skills and knowledge required to comply with personal hygiene, maintain food safety, contribute to cleanliness of food handling areas and dispose of food.

Satisfactory completion of assessments during this course will result in a statement of attainment for this accredited unit.

### Course inclusions

- Learn about personal hygiene and cleaning practices to prevent contamination of food
- Develop the skills to identify and control food hazards
- Understand relevant food safety laws, standards and codes
- Develop skills using hands-on food preparation techniques

## Upcoming Courses

### September 2018

Date	Course	Start time	Finish time	Location
Wed 19	Follow basic food safety practices	9:30AM	3:30PM	Corio

### December 2018

Date	Course	Start time	Finish time	Location
Wed 12	Follow basic food safety practices	9:30AM	3:30PM	Corio

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and bookings please contact**

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1300 KTCOURSE (1300 582 687)

## 2018 Course Information for Hospitality

### Course content includes:

- the different types of Percutaneous Endoscopic Gastrostomy (PEG) Feeding.
- preparing for Bolus Feeding
- the Bolus feeding procedure using a syringe
- how to prevent complications
- the care and management of Percutaneous Endoscopic Gastrostomy (PEG) Feeding.

## Course Units

(PEG) PEG Feeding

## Upcoming Courses

### September 2018

Date	Course	Start time	Finish time	Location
Wed 12	Management of P.E.G. feeding	9:30AM	12:30PM	Corio

## 2018 Course Information for Hospitality

- Learn correct posture and exercise to reduce risk of injury
- Gain greater understanding of the consequences from an WHS injury
- Identify hazards and learn to reduce injuries

## Upcoming Courses

### August 2018

Date	Course	Start time	Finish time	Location
Wed 29	Manual Handling	9:30AM	12:30PM	Corio

### September 2018

Date	Course	Start time	Finish time	Location
Mon 24	Manual Handling	9:30AM	12:30PM	Corio

### November 2018

Date	Course	Start time	Finish time	Location
Fri 09	Manual Handling	9:30AM	12:30PM	Corio
Wed 28	Manual Handling	9:30AM	12:30PM	Corio

### December 2018

Date	Course	Start time	Finish time	Location
Fri 14	Manual Handling	9:30AM	12:30PM	Corio

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## 2018 Course Information for Hospitality

The 12-hour Mental Health First Aid course teaches adults (18 years and over) how to provide initial support to adults who are developing a mental illness or experiencing a mental health crisis.

What is the Mental Health First Aid course?

This course has been widely evaluated in research trials conducted by MHFA Australia and independent organisations. These evaluations consistently show that participants who complete the course have improved knowledge of mental illnesses and their treatments, knowledge of appropriate first aid strategies, and confidence in providing first aid to individuals with mental illness, benefits which are maintained over time. Some studies have also shown improved mental health in those who attend the training, decreases in stigmatising attitudes and increases in the amount and type of support provided to others.

Course Content

Course participants learn about the signs and symptoms of the common and disabling mental health problems, how to provide initial help, where and how to get professional help, what sort of help has been shown by research to be effective, and how to provide first aid in a crisis situation.

Developing mental health problems covered are:

- Depression
- Anxiety problems
- Psychosis
- Substance use problems

Mental health crisis situations covered are:

- Suicidal thoughts and behaviours
- Non-suicidal self-injury (sometimes called deliberate self-harm)
- Panic attacks
- Traumatic events
- Severe effects of drug or alcohol use
- Severe psychotic states
- Aggressive behaviours

Course Format

This is a 2 day (12-hour) course. Course participants receive a copy of the Standard MHFA Manual to keep and a certificate of completion.



## Course Units

(MHFA) Mental Health First Aid

## 2018 Course Information for Hospitality

### Upcoming Courses

#### August 2018

Date	Course	Start time	Finish time	Location
Fri 31	Mental Health First Aid	9:30AM	More than 1 day	Warrnambool

#### September 2018

Date	Course	Start time	Finish time	Location
Mon 03	Mental Health First Aid	9:00AM	More than 1 day	East Geelong
Mon 10	Mental Health First Aid	9:00AM	More than 1 day	Sunshine

#### October 2018

Date	Course	Start time	Finish time	Location
Mon 15	Mental Health First Aid	9:00AM	More than 1 day	Sunshine



## 2018 Course Information for Hospitality

### Learning outcomes include:

- identifying personal values and cultural influences
- defining professional boundaries
- identifying why professional boundaries are broken
- understanding the purpose for maintaining professional boundaries
- identifying strategies for maintaining professional boundaries.

## Course Units

## Upcoming Courses

Phone 1300 582 687 to register your interest in this course.

## 2018 Course Information for Hospitality

This unit applies to all workers who may be required to provide CPR, in a range of situations, including community and workplace settings.

## Course Units

(HLTAID001) Provide Cardiopulmonary Resuscitation

## Upcoming Courses

### August 2018

Date	Course	Start time	Finish time	Location
Thu 30	Provide Cardiopulmonary Resuscitation (CPR)	10:00AM	12:30PM	Corio

### September 2018

Date	Course	Start time	Finish time	Location
Mon 10	Provide Cardiopulmonary Resuscitation (CPR)	10:00AM	12:30PM	Corio
Wed 12	Provide Cardiopulmonary Resuscitation (CPR)	9:30AM	12:00PM	Sunshine
Mon 24	Provide Cardiopulmonary Resuscitation (CPR)	10:00AM	12:30PM	Corio

### October 2018

Date	Course	Start time	Finish time	Location
Tue 02	Provide Cardiopulmonary Resuscitation (CPR)	10:00AM	12:30PM	Corio
Wed 10	Provide Cardiopulmonary Resuscitation (CPR)	9:30AM	12:00PM	Sunshine

### November 2018

Date	Course	Start time	Finish time	Location
Fri 09	Provide Cardiopulmonary Resuscitation (CPR)	9:30AM	12:00PM	Sunshine

### December 2018

Date	Course	Start time	Finish time	Location
Wed 05	Provide Cardiopulmonary Resuscitation (CPR)	9:30AM	12:00PM	Sunshine
Fri 14	Provide Cardiopulmonary Resuscitation (CPR)	10:00AM	12:30PM	Corio

## 2018 Course Information for Hospitality

A mandatory qualification for many jobs, this course delivers skills and knowledge to:

- Identify, assess and minimise immediate hazards
- Assess the casualty and identify injuries or conditions
- Provide first aid management
- Correctly operate first aid equipment
- Request ambulance support and/or appropriate medical assistance
- Accurately report details of a casualty's physical condition.

## Course Units

(HLTAID003) Provide First Aid

## Upcoming Courses

### September 2018

Date	Course	Start time	Finish time	Location
Wed 05	Provide First Aid	9:30AM	5:00PM	Corio
Wed 12	Provide First Aid	9:30AM	5:00PM	Sunshine
Fri 14	Provide First Aid	9:30AM	5:00PM	Corio
Fri 21	Provide First Aid	9:00AM	4:30PM	Ballarat
Wed 26	Provide First Aid	9:30AM	5:00PM	Corio

### October 2018

Date	Course	Start time	Finish time	Location
Mon 01	Provide First Aid	9:30AM	5:00PM	Corio
Wed 10	Provide First Aid	9:30AM	5:00PM	Sunshine
Tue 16	Provide First Aid	9:30AM	5:00PM	Corio
Fri 19	Provide First Aid	9:00AM	4:30PM	Ballarat
Fri 19	Provide First Aid	9:30AM	5:00PM	Corio

### November 2018

Date	Course	Start time	Finish time	Location
Fri 02	Provide First Aid	9:30AM	5:00PM	Corio

## 2018 Course Information for Hospitality

- Assessing and determining at risk behaviors
- Understanding the causes of at risk behaviors within the context of mental wellbeing
- Understanding NSSI or Non- Suicidal Self Injury and responding appropriately
- Understanding suicide ideations and behaviors and responding appropriately

Cost: \$70 (plus GST) per person

Min Number of Students: 8

Duration: 2 hours

## Course Units

## Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

- Assessing and determining at risk behaviours including self-harming and suicidal statements.
- The clarification of myths and misconceptions of interventions.
- Understanding the causes of at risk behaviours
- Strategies to respond to at risk behaviours

Workshop Cost: \$55 (Inc GST)

## Course Units

## Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

- Exploring when the customer presentation appears beyond general sadness, including grief and loss, and or depression signs and symptoms
- Strategies to enhance the wellbeing of customers

Workshop Cost: \$55 (Inc GST)

## Course Units

## Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

This course covers the skills and knowledge required to responsibly sell or serve alcohol including:

- problems associated with excessive consumption
- alcohol and the law
- the question of who is responsible for RSA
- facts about alcohol
- improving the atmosphere of your premises
- handling difficult customers.

Those selling or serving alcohol may include food and beverage attendants; packaged liquor sales persons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; and supplier sales representatives. The course also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.

## Course Units

(RSA) Responsible Service of Alcohol

## Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

Develop your skills in preparation for working in hospitality during this interactive three day course.

You will be introduced to the art of coffee making, working with a safe approach when handling food, guidelines for the responsible service of alcohol and customer service skills.

Satisfactory completion of assessments during this course will result in a statement of attainment for the accredited unit SITXFSA001 Use hygienic practices for food safety.

Tasting Plate Menu

Day 1:

- SITXFSA001 Use hygienic practices for food safety

Day 2:

- Basic coffee making
- Customer service

Day 3:

- Basic coffee making
- Customer service
- Responsible service of alcohol (RSA)

Learn from our very own hospitality heroes who are currently leading the way in the local hospitality scene.

## Course Units

- (COFFEE) Coffee making
- (CUSTSVCE) Customer Service
- (RSA) Responsible Service of Alcohol
- (FOODBEVERAGE) Food & Beverage Service
- (SITXFSA001) Use hygienic practices for food safety
- (RSA) Responsible Service of Alcohol
- (SITXFSA001) Use hygienic practices for food safety



## 2018 Course Information for Hospitality

### Upcoming Courses

#### August 2018

Date	Course	Start time	Finish time	Location
Mon 27	Tasting Plate	9:00AM	More than 1 day	genU Barwon - 18th Amendment and genU Barwon - Little Ryrie Street

#### September 2018

Date	Course	Start time	Finish time	Location
Mon 24	Tasting Plate	9:00AM	More than 1 day	genU Barwon - 18th Amendment and genU Barwon - Little Ryrie Street
Tue 25	Tasting Plate	9:30AM	More than 1 day	Sunshine

#### October 2018

Date	Course	Start time	Finish time	Location
Mon 22	Tasting Plate	9:00AM	More than 1 day	genU Barwon - 18th Amendment and genU Barwon - Little Ryrie Street
Mon 29	Tasting Plate	9:30AM	More than 1 day	Sunshine

#### November 2018

Date	Course	Start time	Finish time	Location
Mon 19	Tasting Plate	9:00AM	More than 1 day	genU Barwon - 18th Amendment and genU Barwon - Little Ryrie Street

## 2018 Course Information for Hospitality

This course is a requirement for food handlers who directly handle food or food contact surfaces such as cutlery, plates and bowls during the course of their daily work activities. This includes cooks, chefs, caterers, kitchen stewards, kitchen hands, bar, and food and beverage attendants, and sometimes room attendants and front office staff.

## Course Units

(SITXFSA001) Use hygienic practices for food safety

## Upcoming Courses

Phone 1300 582 687 to register you interest in this course.

## 2018 Course Information for Hospitality

Mental illnesses often start in adolescence or early adulthood and it is important to detect problems early to ensure the young person is properly treated and supported. The YMHFA course teaches adults who have frequent contact with adolescents, such as parents, guardians, school staff, sport coaches and youth workers, how to assist adolescents who are developing a mental health problem, experiencing a worsening of a mental health problem or in a mental health crisis.

What is the Youth Mental Health First Aid course?

The Youth Mental Health First Aid (YMHFA) course is based on international MHFA Guidelines. These Guidelines were developed using consensus of mental health consumers, carers and professionals from English-speaking developed countries.

### Course Content

The YMHFA course teaches adults how to assist adolescents who are developing any of the following mental health problems, experiencing a worsening of an existing mental health problem or in a mental health crisis:

#### Developing mental health problems

- Depression
- Anxiety problems
- Eating disorders
- Psychosis
- Substance use problems.

#### Mental health crises

- Suicidal thoughts and behaviours
- Non-suicidal self-injury
- Panic attacks
- Traumatic events
- Severe psychotic states
- Severe effects from alcohol or other drug use
- Aggressive behaviours.

### Course Format

This is a 2 day (14-hour) course. Course participants receive a copy of the YMHFA Manual to keep and are eligible to become an accredited Mental Health First Aider.



## Course Units

## 2018 Course Information for Hospitality

### Upcoming Courses

Phone 1300 582 687 to register your interest in this course.