

# 2012 Course Guide

VOCATIONAL EDUCATION  
HIGHER EDUCATION

**See the possibilities...**

Adelaide Brisbane Melbourne Sydney

# Carrick, part of Kaplan a leading global provider of educational services



Carrick Institute of Education Pty Ltd ABN 90 129 017 385  
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### **Who is Kaplan?**

As the largest division of the Washington Post Company, Kaplan is one of the world's leading providers of lifelong education with over 1 million students. Starting as a small test prep company in 1938, Kaplan has pioneered new territory in online higher education and professional training with innovation and imagination.

Through new technologies and a personalised approach to learning, Kaplan is opening doors to educational opportunities and inspiring people to strive for their personal best. With over 600 locations in more than 30 countries, Kaplan employs more than 31,000 people worldwide.

### **Who is Carrick?**

In 2011 Kaplan acquired Carrick, a comprehensive private education provider in four states across Australia with domestic and international students from over 80 countries currently attending classes. Carrick was founded in 1987 by Catherine Carrick as a small tourism and hospitality training centre providing personalised education to people from all walks of life and from all corners of the globe.

At Carrick, students are trained by industry leaders and graduate as confident professionals in their chosen field of study. Employers have always valued students with relevant experience and Carrick has endeavoured to meet this demand by focusing on industry partnerships that have enabled the education provider to offer a combination of practical and theory based learning. Through its Carrick Jobs and Careers division Carrick students and graduates are given assistance with career development and gaining employment. Carrick Jobs and Careers currently have more than 300 business relationships that are keen to offer employment to Carrick students and graduates.

### **What are the essential elements for a high quality education provider?**

I believe the essential elements include offering high quality courses that are at the cutting edge of curriculum design and delivery; dedicated teachers who have the highest professional standards, who are well qualified and who can motivate; entry standards that respect and never overestimate the ability of the students; the offering of a level of education that is appropriate to each individual learner and the capacity to take students to the next level of their ability; capacity to attract students who want to learn and to motivate those who do not; high quality pastoral care; quality premises that motivate students to attend classes and to learn; and being an education provider to which students will always refer their friends.

### **Professor Jim Jackson**

National Academic Director



# 10 Reasons to Study at Carrick

## 1. All programs are designed in conjunction with industry

At Carrick our vocational and degree programs are designed in consultation with industry. Graduates gain skills specific to their industry, increasing their future employment opportunities.

## 2. Multiple intakes each year

Carrick offers students the option of four or more intakes throughout the year for vocational programs and three intakes per year for degree programs (March, July and November). This provides you with more flexibility to commence your studies. Some institutions will make you wait for over half a year to start a course, but Carrick's multiple intakes allow you to begin studying sooner.

## 3. Outstanding facilities

The training facilities at Carrick are second to none and include state of the art hairdressing and beauty salons, dental laboratories, commercial kitchens, classrooms and lecture theatres equipped with the latest technology for enhanced course delivery.

## 4. Practical approach to learning

Carrick understands that employers value students with practical experience. That is why our vocational programs have been designed to give you practical, hands-on training that will ensure you are fully equipped to enter the workforce upon completion of your course.

## 5. Fast-track your studies

Instead of taking years to complete a traditional apprenticeship vocational students at Carrick are able to complete a trade qualification in approximately one year. The Carrick degree programs are delivered over three trimesters instead of two semesters each year (like most universities) allowing you to finish your bachelor degree in just 2 years! The course that you study is a high quality course with slightly less holidays in between trimesters - this is because we know you want to complete your studies quickly.

## 6. We have over 25 years' experience in education

Carrick has had a long history in providing educational opportunities to over 30,000 students from around the world. We aim to continue this history by providing quality education.

## 7. Vocational and Higher Education pathways

Carrick is a significant education provider in Australia and has a number of pathway options available for vocational and higher education students through Carrick, Kaplan and other university partners. Students who do not meet the direct entry requirements into degree programs can start by studying a vocational course at Carrick. There are a number of pathways from our vocational programs that allow students to progress onto Bachelor programs with credit - meaning you can complete your degree even faster.

## **8. All our qualifications are highly recognised**

Carrick maintains accreditation and industry recognition from many bodies within the education sector and industry including:

- Australian Skills Quality Authority  
New National VET Regulator (ASQA)
- Victorian Registration and Qualifications Authority (VRQA)
- Department of Education, Training and the Arts (DETA)
- Department of Further Education, Employment, Science and Technology (DFEEST)
- Galileo Computer Reservations System
- Australian Council for Private Education and Training (ACPET)
- Department of Education, Employment and Workplace Relations (DEEWR)

## **9. Access to Carrick Jobs and Careers**

All Carrick students have access to Carrick Jobs and Careers (CJC). CJC is a free service that provides students with relevant job placement assistance with some of Australia's most well known companies either whilst they are studying or upon completion of their course. Other services offered include seminars on résumé writing and interview techniques.

## **10. We have some of the industry's best lecturers and trainers**

When studying at Carrick you can be assured that you are being taught by some of the best lecturers and trainers in the industry.

Our higher education and vocational teaching staff are highly qualified and also have strong industry experience. This means they do not only teach from a book, but they teach you based on real life experiences.

# Vocational Education Programs

Carrick Institute of Education offers vocational courses in Business, Children's Services, Commercial Cookery, Community Services Work, Dental Technology, Events, Hairdressing, Hospitality, Management, Marketing, Patisserie, Tourism and Travel and we ensure that our courses are industry relevant, innovative and career focused.

We pride ourselves on our quality industry-based training. Our students are trained by industry leaders and graduate as confident professionals in their chosen field.

Over the lifetime of Carrick we have developed numerous industry partnerships that enable us to provide a combination of practical and theory based learning, sought after by employers in Australia and around the world.



# Introduction to Vocational Studies

## What is Vocational Education and Training?

Vocational Education and Training (VET) is education and training for work and is directly linked to the needs of business and industry. Providers of VET are registered by the Australian Quality Training Framework (AQTF) and are regularly audited for service quality. This system enables providers to operate anywhere in Australia and to issue nationally recognised qualifications.

## What is Competency Based Training?

Competency Based Training (CBT) relates to the demonstration of skills, knowledge, attitude and application required for effective performance in the workplace.

Nationally agreed statements called Competency Standards are used to describe the skills and knowledge required for a person to operate effectively in the workplace. They contain descriptors of outcomes to be achieved (Elements) and criteria for performance (Performance Criteria). CBT allows for the required level of performance and expected mode of assessment to be made clear before the commencement of training, with the rate at which a learner will progress through the program determined by their demonstrated competence rather than by time spent engaged in study.

## Learning and Assessment

Assessment under the CBT system takes into account the participant's knowledge and attitudes but requires actual performance of the competency as the primary source of evidence. To be deemed competent the learner must be able to perform a skill to a specified standard under specific conditions.

## Assessment methods incorporated at Carrick Institute of Education are:

- 1. Flexible** – appropriate to a range of delivery modes, sites and learner needs
- 2. Valid** – assess what they claim to assess
- 3. Reliable** – consistent from learner to learner and context to context
- 4. Fair** – do not disadvantage any individuals or groups of learners.

## Assessment Methods

Assessment methods are usually determined via a combination of methods, which can involve any of the following:

- Written assessments
- Class participation
- Discussions
- Project work
- Oral presentations
- One-on-one examinations
- Teacher observations
- Debates
- Role plays
- Performing practical tasks
- Workplace environment observation

Unlike the traditional education system, CBT adopts an assessment process that is continual. Assessments can take place before, during and after training to give the trainer the opportunity to assess all aspects of competence across a range of situations and over a period of time.

## Mode of Study

Teaching and learning rely on two-way communication, and students are encouraged to discuss and actively participate in learning. All programs provided by Carrick Institute of Education are offered in a variety of interactive teaching methods to accommodate a range of learning styles.

Students are required to attend all classes with prescribed textbooks, correct uniforms (if applicable) and all necessary equipment to ensure that they are able to meet course competencies. Some of the different teaching methods used in Carrick Institute of Education programs consist of:

- Tutorial group discussions
- Lectures
- Group work (working with other students in a team environment)
- Audio or visual presentations
- Self-directed learning through research
- Problem solving and problem-based learning methods within a `real workplace` setting
- Web-based/online activities (e-learning)
- Reflective journals and learning portfolios kept by individual students

# Business

The Business programs at Carrick have been designed to provide students with the skills to work and manage their respective function within an organisation in Australia or internationally. With a focus on strategic development, staff management and sales, students will work through real life case studies to enhance their analytical and decision making skills.

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Mid-Term Start Date</b>	Some locations may be able to accept late applications
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Locations</b>	Adelaide, Brisbane, Melbourne and Sydney

## Entry Requirements

For direct entry into any of the Certificate courses, applicants must have successfully completed an Australian Year 10 or an equivalent qualification. For direct entry into the Diploma course, applicants must have successfully completed an Australian Year 11 or an equivalent qualification. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. Please note the entry requirement for the Advanced Diploma of Business is successful completion of the Diploma of Business or Diploma of Management. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

## Certificate II in Business BSB20107

DURATION: 3 months (10 weeks)

### STAGE 1

Unit Code	Unit of Competency
BSBOHS201A	Participate in OHS processes
BSBITU202A	Create and use spreadsheets
BSBIND201A	Work effectively in a business environment
BSBCMM201A	Communicate in the workplace
BSBWOR203A	Work effectively with others
BSBINN201A	Contribute to workplace innovation
BSBITU201A	Produce simple word processed documents
BSBITU203A	Communicate electronically
BSBWOR204A	Use business technology
BSBPRO301A	Recommend products and services
BSBINM301A	Organise workplace information
BSBSUS201A	Participate in environmentally sustainable work practices

#### Career Path

Customer Service Adviser  
Payroll Officer  
Word Processing Operator

#### Next Move

Certificate III in Business

## Certificate III in Business BSB30107

DURATION: 6 months (20 weeks)

### STAGE 1

Unit Code	Unit of Competency
BSBOHS201A	Participate in OHS processes
BSBINN301A	Promote innovation in a team environment
BSBWOR301A	Organise personal work priorities and development
BSBCMM401A	Make a presentation
BSBPUR301B	Purchase goods and services
BSBINN301A	Organise workplace information
BSBCUS301A	Deliver and monitor a service to customers

### STAGE 2

Unit Code	Unit of Competency
BSBPRO301A	Recommend products and services
BSBFIA301A	Maintain financial records
BSBCMM301A	Process customer complaints
BSBSUS301A	Implement and monitor environmentally sustainable work practices
BSBITU306A	Design and produce business documents

#### Career Path

Administration Assistant  
Receptionist  
Clerical Worker

#### Next Move

Certificate IV in Business Sales  
Certificate IV in Marketing

## Certificate IV in Business Sales BSB40607

DURATION: 6 months (20 weeks)

### STAGE 1

Unit Code	Unit of Competency
BSBOHS407A	Monitor a safe workplace
BSBMKG401B	Profile the market
BSBMKG402B	Analyse consumer behaviour for specific markets
BSBMKG408B	Conduct market research
BSBPRO401A	Develop product knowledge

### STAGE 2

Unit Code	Unit of Competency
BSBSLS402A	Identify sales prospects
BSBSLS403A	Present a sales solution
BSBSLS404A	Secure prospect commitment
BSBSLS405A	Support post-sale activities
BSBSLS406A	Self-manage sales performance

#### Career Path

Office Administrator  
e-Business Practitioner  
Student Services Officer

#### Next Move

Diploma of Business of Marketing  
Bachelor of Business (Hospitality and Tourism Management)  
Bachelor of Accounting

## Diploma of Business BSB50207

DURATION: 9 months (30 weeks)

### STAGE 1

Unit Code	Unit of Competency
BSBHRM501A	Manage human resources services
BSBHRM504A	Manage workforce planning
BSBHRM506A	Manage recruitment, selection and induction processes

### STAGE 2

Unit Code	Unit of Competency
BSBMKG501B	Identify and evaluate marketing opportunities
BSBMKG502B	Establish and adjust the marketing mix

### STAGE 3

Unit Code	Unit of Competency
BSBWOR501A	Manage personal work priorities and professional development
BSBRSK501A	Manage business risk
BSBPMP510A	Manage projects

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 6

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 8

#### Career Path

Executive Officer  
Project Officer  
Office Manager

#### Next Move

Advanced Diploma of Business  
Bachelor of Accounting  
Bachelor of Business (Hospitality and Tourism Management)

## Advanced Diploma of Business BSB60207

DURATION: 9 months (30 weeks)

PREREQUISITE: Diploma of Business or  
Diploma of Management

### STAGE 1

Unit Code	Unit of Competency
BSBHRM602A	Manage human resources strategic planning
BSBMGT615A	Contribute to organisation development
BSBINN601A	Manage organisational change

### STAGE 2

Unit Code	Unit of Competency
BSBFIM601A	Manage finances
BSBMKG605B	Evaluate international marketing opportunities
BSBMKG606B	Manage international marketing programs

### STAGE 3

Unit Code	Unit of Competency
BSBADV602B	Develop an advertising campaign
BSBADV605B	Evaluate campaign effectiveness

## Pathways

CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted 8

Bachelor of Business (Hospitality and Tourism  
Management) - Credits granted 12

UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 12

### Career Path

Senior Administrator  
Senior Executive

### Next Move

Bachelor of Accounting  
Bachelor of Business (Hospitality and  
Tourism Management)



# Children's Services

**Make a positive and meaningful impact upon children's lives with the Certificate III in Children's Services and the Diploma of Children's Services (Early Childhood Education and Care). With the practical training you will receive during this course, you can look forward to a rewarding career as a Childcare Assistant, Family Day Carer, or Childcare Centre Manager.**

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Mid-Term Start Date</b>	Some locations may be able to accept late applications
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Locations</b>	Melbourne

## **\*Field Placement**

Selected units within the course include a work based training component. For those units the classroom based assessment results together with the work based assessment result, make up the final result for the unit. To be eligible to begin placements, students will need to provide a current Police Check and Working with Children Check.

## **Entry Requirements**

For direct entry into any of the Certificate courses, applicants must have successfully completed an Australian Year 10 or an equivalent qualification. For direct entry into the Diploma course, applicants must have successfully completed a Certificate III in Children's Services. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

## Certificate III in Children's Services

CHC30708

DURATION: 9 months (30 weeks)

FIELD PLACEMENT: 105 hours

### STAGE 1

Unit Code	Unit of Competency
HLTFA301B	Apply first aid
CHCIC301D*	Interact effectively with children
CHCPR303D	Develop understanding of children's interest and developmental needs
CHCFC301A	Support the development of children
CHCPR301A*	Provide experiences to support children's play and learning

### STAGE 2

Unit Code	Unit of Competency
CHCCN305A	Provide care for babies
CHCCN302A	Provide care for children
CHCCHILD301A	Support behaviour of children and young people
CHCRF301D	Work effectively with families to care for the child
HLTHIR403B	Work effectively with culturally diverse clients and co-workers

### STAGE 3

Unit Code	Unit of Competency
CHCCN303A	Contribute to the provision of nutritionally balanced food in a safe and hygienic manner
CHCCN301A	Ensure the health and safety of children
HLTOHS300A	Contribute to OHS processes
CHCCS400A	Work within a legal and ethical framework
CHCCHILD401A	Identify and respond to children and young people at risk

### Career Path

Kindergarten Assistant  
Childcare Worker  
Playgroup Leader

### Next Move

Diploma of Children's Services  
(Early Childhood Education and Care)

## Diploma of Children's Services (Early Childhood Education and Care)

CHC50908

DURATION: 2 years (80 weeks)

FIELD PLACEMENT: 210 hours

PREREQUISITE: Certificate III in Children's Services

### STAGE 1

Unit Code	Unit of Competency
CHCPR509A	Gather, interpret and use information about children
CHCPR502D	Organise experiences to facilitate and enhance children's development

### STAGE 2

Unit Code	Unit of Competency
CHCPR510A*	Design, implement and evaluate programs and care routines for children

### STAGE 3

Unit Code	Unit of Competency
CHCRF511A	Work in partnership with families to provide appropriate care for children
CHCFC503A	Foster social development in early childhood
CHCFC504A	Support emotional and psychological development in early childhood

### STAGE 4

Unit Code	Unit of Competency
CHCFC505A	Foster cognitive development in early childhood
CHCFC506A	Foster children's language and communication development

### STAGE 5

Unit Code	Unit of Competency
CHCFC502A	Foster physical development in early childhood
CHCFC507A	Use music to enhance children's experience and development
CHCFC508A	Foster children's aesthetic and creative development

### STAGE 6

Unit Code	Unit of Competency
CHCIC510A	Establish and implement plans for developing cooperative behaviour
CHCIC511A*	Implement and promote inclusive policies and practices in children's services
CHCIC512A	Plan and implement inclusion of children with additional needs

## STAGE 7

<u>Unit Code</u>	<u>Unit of Competency</u>
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
CHCCN520C	Advocate for the rights and needs of children and young people

## STAGE 8

<u>Unit Code</u>	<u>Unit of Competency</u>
CHCCN511A	Establish and maintain a safe and healthy environment for children
CHCIC501A*	Manage children's services workplace practice to address regulations and quality assurance

### Career Path

Childcare Coordinator  
Childcare Manager  
Childcare Owner

### Next Move

Bachelor of Business (Hospitality and  
Tourism Management)





# Community Services Work

**This course is for people interested in working in welfare service delivery, community development projects, direct client work, group work and community health promotion. You will be trained to work with clients from varying backgrounds, such as migrants, children and people with disabilities. When you graduate, you will be qualified to work at an advanced skill level and be trained for the supervision of other staff and volunteer workers.**

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Midterm Start Date</b>	Some locations may be able to accept late applications
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Locations</b>	Adelaide, Brisbane, Melbourne and Sydney

## **\*Field Placement**

Selected units within the course include a work based training component. For those units the classroom based assessment results together with the work based assessment result, make up the final result for the unit. To be eligible to begin placements, students will need to provide a current Police Check and Working with Children Check in order to meet the requirements of the agencies providing Field Placement experience.

## **Entry Requirements**

All perspective students will require a Police Check and Working with Children Check. For direct entry into the Diploma course, applicants must have successfully completed an Australian Year 11 or equivalent qualification. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

## Diploma of Community Services Work

CHC50608

DURATION: 2 years (80 weeks)

FIELD PLACEMENT: 400 hours

### STAGE 1

Unit Code	Unit of Competency
CHCINF505C	Meet statutory and organisational information requirements
CHCCS502A	Maintain legal and ethical work practices
HLTHIR403B	Work effectively with culturally diverse clients and co-workers

### STAGE 2

Unit Code	Unit of Competency
CHCDIS301A	Work effectively with people with a disability
CHCCS411A	Work effectively in the community sector
CHCCD514A	Implement community development strategies

### STAGE 3 AND 4

Unit Code	Unit of Competency
CHCCD505D*	Develop community resources
CHCCOM504A*	Develop, implement and promote effective workplace communication
HLTOHS300A*	Contribute to OH&S process
CHCORG428A*	Reflect on and improve own professional practices / field placement
CHCLD415A	Confirm client developmental status

### STAGE 5

Unit Code	Unit of Competency
CHCDIS322A	Support community participation and inclusion
CHCGROUP403D	Plan and conduct group activities
CHCCS500A	Conduct complex assessment and referral

### STAGE 6 AND 7

Unit Code	Unit of Competency
CHCCSL501A	Work within a structured counselling framework
CHCCW503A*	Work intensively with clients
CHCAD504A*	Provide advocacy and representation services / field placement
CHCCM503C	Develop, facilitate and monitor all aspects of case management

### STAGE 8

Unit Code	Unit of Competency
CHCLD514A	Analyse impacts of sociological factors on clients in community work and services
CHCMH408B	Provide intervention to meet the needs of the consumers with mental health and AOD issues

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8



# Dental Technology

This course provides students with the specialised skills and knowledge required to work as a Dental Technician. The course deals with the construction of dentures, bridges, crowns and other dental equipment. It also covers the repair and modification of these appliances. Other technical skills attained include working with dental impressions, moulds, casts and models.

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Uniform and Toolkit</b>	\$1,100 Students are required to purchase a laboratory coat, protective eyewear and a dental equipment kit upon commencement
<b>Location</b>	Melbourne

## Entry Requirements

For direct entry into the Diploma course, applicants must have successfully completed an Australian Year 11 or an equivalent qualification. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. Mature age students will be considered without minimum education requirements but with relevant work experience within their chosen area of study and a demonstrated capacity to meet course requirements. Submitted relevant work experience evidenced by a work reference letter on company letterhead; work samples; and curriculum vitae will be considered. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

## Diploma of Dental Technology HLT50507

DURATION: 1 year 9 months (72 weeks)

### STAGE 1

Unit Code	Unit of Competency
BSBCMN205A	Use business technology
BSBCMN302A	Organise personal work priorities and development
BSBCMN305A	Organise workplace information
BSBCMN307A	Maintain business resources
HLTFA301B	Apply first aid

### STAGE 2

Unit Code	Unit of Competency
HLTHOHS300A	Contribute to OHS processes
HLTIN301A	Comply with infection control policies and procedures in health work
HLTHIR501A	Maintain an effective health work environment
HLTDT301B	Construct models
HLTDT302B	Construct custom impression trays
HLTDT303B	Construct registration rims
HLTDT304B	Articulate models and transfer records
HLTDT315B	Construct thermoformed bases and appliances

### STAGE 3

Unit Code	Unit of Competency
HLTDT519A	Construct simple complete removable acrylic dentures and appliances
HLTDT508B	Construct removable acrylic partial dentures
HLTDT512B	Take tooth shades

### STAGE 4

Unit Code	Unit of Competency
HLTDT509B	Construct cast metal alloy removable partial denture framework
HLTDT507B	Construct immediate dentures
HLTDT517B	Construct oral splints

### STAGE 5

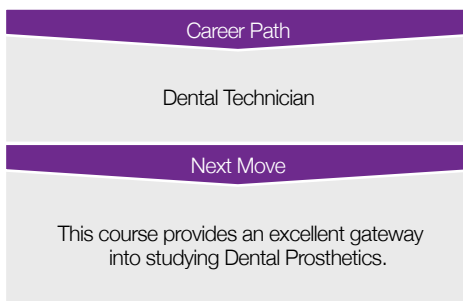
Unit Code	Unit of Competency
HLTDT518B	Repair and modify dentures and appliances
HLTDT510B	Construct crown and bridge structures
HLTDT511B	Join alloy structures

### STAGE 6

Unit Code	Unit of Competency
HLTDT513B	Construct fixed restorations
BSBCMN308A	Maintain financial records

### STAGE 7

Unit Code	Unit of Competency
HLTDT514B	Construct orthodontic appliances
BSBCMN310A	Deliver and monitor a service to customers
HLTDT516B	Construct indirect composite polymer fixed restorations



# Events

The Diploma of Events provides you with the practical skills and knowledge to plan and coordinate events such as conferences, exhibitions and outdoor festivals. Units cover all aspects of event management including preparation, marketing, operations and management to help ensure you can successfully organise an event when you graduate. This course provides you with the practical experience and formal education to enter the events industry.

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Midterm Start Date</b>	Some locations may be able to accept late applications.
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Locations</b>	Adelaide, Brisbane Melbourne and Sydney

## Entry Requirements

For direct entry into the Diploma course, applicants must have successfully completed an Australian Year 11 or an equivalent qualification as well as a Certificate III in Events, other related area. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

## Diploma of Events SIT50207

DURATION: 1 year (40 weeks)

PREREQUISITE: Students are required to have completed one of the below listed qualifications or the equivalent relevant experience:

- Certificate III in Events
- Certificate III in Business
- Certificate III in Tourism
- Certificate III in Hospitality

### STAGE 1

<u>Unit Code</u>	<u>Unit of Competency</u>
SITXADM004A	Plan and manage meeting
SITXEVT001A	Develop and update event industry knowledge
SITXMGTO06A	Establish and conduct business relationships
SITXOHS003A	Identify hazards and assess and control safety risks
BSBCMN205A	Use business technology
SITXADM003A	Write business documents
SITXEVT009A	Develop event concepts

### STAGE 2

<u>Unit Code</u>	<u>Unit of Competency</u>
SITXCCS003A	Manage quality customer service
SITXEVT010A	Evaluate and address event regulatory requirements
SITXFIN003A	Interpret financial information
SITFIN004A	Manage finances within a budget
SITXHRM005A	Lead and manage people
BSBMGT507A	Manage environmental performance

### STAGE 3

<u>Unit Code</u>	<u>Unit of Competency</u>
SITXEVT012A	Select event venues and sites
SITXEVT017A	Provide on-site event management services
SITXEVT004A	Coordinate on-site event registrations
SITXEVT011A	Develop crowd control plans and procedures
SITXEVT014A	Develop conference programs
SITXEVT008A	Plan and develop event proposals and bids

### STAGE 4

<u>Unit Code</u>	<u>Unit of Competency</u>
SITXEVT013A	Manage event staging
SITXEVT016A	Organise and monitor event infrastructure
SITXEVT003A	Manage projects
SITXEVT015A	Manage exhibitions
SITXEVT002A	Develop and implement operational plans

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 8

#### Career Path

Event Coordinator  
Event Manager, Conference Organiser  
Marketing Assistant

#### Next Move

Bachelor of Business (Hospitality and Tourism Management)

# Hairdressing

The Carrick Hairdressing courses provide you with the essential skills, experience and training to work as a qualified hairdresser. You will receive comprehensive training in all areas, ranging from retail and communication skills for salon operations to cutting, styling, colouring, straightening and perming hair. In the Certificate IV and Diploma courses you will learn technical and managerial skills to run a successful hairdressing salon.

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Mid-Term Start Date</b>	Some locations may be able to accept late applications.
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Uniform and Toolkit</b>	\$660 - \$1,300
<b>Locations</b>	Adelaide, Melbourne and Sydney

## Entry Requirements

For direct entry into the Certificate III course, applicants must have successfully completed an Australian Year 10 or an equivalent qualification. The prerequisite for the Certificate IV in Hairdressing is a Certificate III in Hairdressing. For direct entry into the Diploma course, applicants must have successfully completed an Australian Year 11 or an equivalent qualification. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

TO BE A QUALIFIED HAIRDRESSER, YOU NEED TO COMPLETE THE CERTIFICATE III IN HAIRDRESSING.

*Course structure and duration may vary from state to state.*

## Certificate II in Hairdressing WRH20109

DURATION: 3 months (10 weeks)

### STAGE 1

Unit Code	Unit of Competency
WRHCS201A	Prepare clients for salon services
WRHCS202B	Maintain tools and equipment
WRHCS204A	Maintain and organise work areas
WRHCS205A	Follow personal health and safety routines at work
SIRCOM001A	Communicate in the workplace
SIRIND001A	Work effectively in a retail environment
SIRXOHS001A	Apply safe working practices
WRHHS301A	Apply the principles of hairdressing science
WRHHS302A	Consult with clients and treat hair and scalp conditions



## Certificate III in Hairdressing WRH30109

DURATION: 1 year (40 weeks)

### STAGE 1

Unit Code	Unit of Competency
WRHCS201A	Prepare clients for salon services
WRHCS202B	Maintain tools and equipment
WRHCS204A	Maintain and organise work areas
WRHCS205A	Follow personal health and safety routines at work
SIRCOM001A	Communicate in the workplace
SIRIND001A	Work effectively in a retail environment
SIRXOHS001A	Apply safe working practices
WRHHS301A	Apply the principles of hairdressing science
WRHHS302A	Consult with clients and treat hair and scalp conditions

### STAGE 2

Unit Code	Unit of Competency
WRHHC301A	Design haircut structures
WRHHC302A	Apply one length/solid haircut structures
WRHHC303A	Apply graduated haircut structures
WRHHC304A	Apply layered haircut structures
WRHHC305A	Apply over-comb techniques
WRHHC306B	Combine haircut structures on women
WRHHC307B	Combine haircut structures for traditional and classic designs on men
WRHHC308B	Design and maintain beards and moustaches

### STAGE 3

Unit Code	Unit of Competency
WRHHD202A	Apply single, two and three strand braiding techniques
WRHHD303A	Design and apply short to medium length hair design finishes
WRHCR302B	Perform chemical curling and volumising services
WRHCR303B	Perform chemical straightening and relaxing services
WRBCS201B	Conduct financial transactions
WRHCS308A	Plan services for special events

#### STAGE 4

Unit Code	Unit of Competency
WRHCL302B	Colour and lighten hair
WRHCL303B	Design and perform full and partial highlighting techniques
WRHCL304A	Perform colour correction
WRHWP302A	Operate effectively as a hairdresser in a salon work team
WRBCS203B	Provide service to clients
SIRXSL001A	Sell products and services



### Certificate IV in Hairdressing WRH40109

DURATION: 6 months (20 weeks)

PREREQUISITE: Certificate III in Hairdressing

#### STAGE 1

Unit Code	Unit of Competency
WRHHC410B	Design and perform creative haircuts
WRHCL406B	Solve complex colour problems
WRHHD406B	Work as a session stylist
WRHHD304B	Design and apply long hair design finishes
WRHCL305B	Perform on scalp full head and re-touch bleach services

#### STAGE 2

Unit Code	Unit of Competency
SIRXMER005A	Create a display for a small business
SIRXMG001A	Coordinate work teams
SIRXOHS002A	Maintain store safety
SIRXSL004A	Build relationships with customers
SIRXINV002A	Maintain and order stock
SIRXFIN001A	Balance point-of-sale terminal



## Diploma of Hairdressing Salon Management WRH50109

DURATION: 9 months (30 weeks)

TO BE A QUALIFIED HAIRDRESSER, YOU NEED TO COMPLETE THE CERTIFICATE III IN HAIRDRESSING.

### STAGE 1

<u>Unit Code</u>	<u>Unit of Competency</u>
SIRXHRM002A	Recruit and select personnel
SIRXMG003A	Lead and manage people
SIRXOHS003A	Provide a safe working environment
SIRXQA002A	Lead a team and foster innovation

### STAGE 2

<u>Unit Code</u>	<u>Unit of Competency</u>
WRHSM501A	Manage hairdressing services
WRHSM502B	Promote a hairdressing business
BSBCUS501A	Manage quality customer service

### STAGE 3

<u>Unit Code</u>	<u>Unit of Competency</u>
BSBSBM404A	Undertake small business planning
BSBSBM406A	Manage small business finances
BSBMKG507A	Interpret market trends and developments

## Pathways

CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

### Career Path

Salon Owner  
Salon Manager

### Next Move

Bachelor of Business (Hospitality and Tourism Management)



# Hospitality

These courses are designed to give students the confidence and skills needed to succeed in the dynamic hospitality industry. Students are trained in bartending, function duties and a la carte service. Students learn essential theory and the practical skills required to successfully manage hospitality businesses.

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Mid-Term Start Date</b>	Some locations may be able to accept late applications.
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Locations</b>	Adelaide*, Brisbane, Melbourne and Sydney

## Entry Requirements

For direct entry into the Certificate courses applicants must have successfully completed an Australian Year 10 or an equivalent qualification. For direct entry into the Diploma or Advanced Diploma course applicants must have successfully completed an Australian Year 11 or an equivalent qualification. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

*\*The Diploma of Hospitality (Kitchen & Food Service Operations Stream) is not available in Adelaide.*

## Certificate III in Hospitality SIT30707

DURATION: 9 months (30 weeks)

WORK BASED TRAINING: 200 Hours

### STAGE 1

Unit Code	Unit of Competency
SITXOHS002A	Follow workplace hygiene procedures
SITHCCC003B	Receive and store kitchen supplies
SITHFAB009A	Provide responsible service of alcohol
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXFSA001A	Implement food safety procedures
SITXHRM001A	Coach others in job skills
SITXCOM003A	Deal with conflict situations
SITXINV001A	Receive and store stock
SITXOHS001B	Follow health, safety and security procedures

### STAGE 2

Unit Code	Unit of Competency
SITHFAB001C	Clean and tidy bar areas
SITHFAB003A	Serve food and beverage to customers
SITXCCS002A	Provide quality customer service
SITXFIN001A	Process financial transactions
SITHIND001B	Develop and update hospitality industry knowledge

### STAGE 3

Unit Code	Unit of Competency
SITHIND003A	Provide and coordinate hospitality service (Work placement)

## Certificate IV in Hospitality SIT40307

DURATION: 1 year and 3 months (50 weeks)

WORK BASED TRAINING: 400 Hours

### STAGE 1

Unit Code	Unit of Competency
SITXOHS002A	Follow workplace hygiene procedures
SITHCCC003B	Receive and store kitchen supplies
SITHFAB009A	Provide responsible service of alcohol
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXFSA001A	Implement food safety procedures
SITXHRM001A	Coach others in job skills
SITXCOM003A	Deal with conflict situations
SITXINV001A	Receive and store stock
SITXOHS001B	Follow health, safety and security procedures

### STAGE 2

Unit Code	Unit of Competency
SITHFAB001C	Clean and tidy bar areas
SITHFAB003A	Serve food and beverage to customers
SITXCCS002A	Provide quality customer service
SITXFIN001A	Process financial transactions
SITHIND001B	Develop and update hospitality industry knowledge

### STAGE 3

Unit Code	Unit of Competency
SITHIND003A	Provide and coordinate hospitality service (Work placement)

### STAGE 4

Unit Code	Unit of Competency
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMG001A	Monitor work operations
SITXOHS004A	Implement and monitor workplace health safety and security practices
SITHFAB002C	Operate a bar
SITHFAB015A	Prepare and serve cocktails
SITHFAB004A	Provide food and beverage service

### Career Path

Front Office Receptionist,  
Barista, Waiter,  
Bar Tender

### Next Move

Certificate IV in Hospitality  
Diploma of Hospitality  
Advanced Diploma of Hospitality

## STAGE 5

Unit Code	Unit of Competency
SITHFAB021A	Provide and coordinate food and beverage service (Work placement)



## Diploma of Hospitality SIT50307

### STREAM: Management Operations

Are you ready for an international career in the largest and fastest growing industry in the world? The Diploma of Hospitality will get you there through practical and relevant training focusing on management operations.

**DURATION:** 1 year and 3 months (50 weeks)

**WORK BASED TRAINING:** 200 Hours.

Students who have not completed work based training as part of a Certificate III or Certificate IV qualification from the SIT07 Training Package will be required to complete an additional 200 hours of work based training. This work based training is provided as part of the course and will be conducted off campus with our industry partners in the same state as your course.

### STAGE 1

Unit Code	Unit of Competency
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS001B	Follow health, safety and security procedures
SITHFAB009A	Provide Responsible Service of Alcohol
SITHFAB001C	Clean and tidy bar areas
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXINV001A	Receive and store stock
SITXCCS002A	Provide quality customer service
SITHFAB003A	Serve food and beverages to customers

### STAGE 2

Unit Code	Unit of Competency
SITXHRM001A	Coach others in job skills
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMG001A	Monitor work operations
SITXOHS004B	Implement and monitor workplace health, safety and security practices

### STAGE 3

Unit Code	Unit of Competency
SITHIND003A	Provide and coordinate hospitality service (Work placement)

## STAGE 4

Unit Code	Unit of Competency
SIRXQUA001A	Develop innovative ideas at work
SIRXQUA002A	Lead a team to foster innovation
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SITXHRM007A	Manage workplace diversity
SITXMG003A	Manage projects
SITXMPP003A	Plan and implement sales activities
SITXMPP004A	Coordinate marketing activities
SITXOHS005A	Establish and maintain an OHS system

## STAGE 5

Unit Code	Unit of Competency
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
SITXCCS003A	Manage quality customer service
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM006A	Monitor staff performance
SITXMG002A	Develop and implement operational plans
SITXMG006A	Establish and conduct business relationships

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management)- Credits granted: 8

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 8

Career Path
Food and Beverage Manager Restaurant Manager Catering Operations Manager
Next Move
Advanced Diploma of Hospitality Bachelor of Business (Hospitality and Tourism Management)

## Diploma of Hospitality SIT50307

### STREAM: Food and Beverage Operations

This Diploma of Hospitality provides the essential hospitality business skills required by supervisors and managers. You will learn the boarder skills and knowledge required to apply a holistic approach to supervision or management of food and beverage services. Graduates outcomes include employment in a bar, hotel, function facility, restaurant, or cafe with a focus on front of house services.

**DURATION:** 1 year and 3 months (50 weeks)

**WORK BASED TRAINING:** 200 Hours.

This work based training is provided as part of the course and will be conducted off campus with our industry partners in the same state as your course.

## STAGE 1

Unit Code	Unit of Competency
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse
SITXCOM003A	Deal with Conflict Situations
SITXHRM001A	Coach others in job skills
SITXCCS002A	Provide Quality Customer Service
SITHFAB009A	Provide responsible service of alcohol
SITXOHS002A	Follow workplace hygiene procedures
SITHCCC003A	Receive and store kitchen supplies
SITHFAB001C	Clean and tidy bar areas
SITHFAB003A	Serve food and beverages to customers
SITXFIN001A	Process financial transactions

## STAGE 2

Unit Code	Unit of Competency
SITHFAB002C	Operate a bar
SITHFAB015A	Prepare and serve cocktails
SITHFAB004A	Provide food and beverage service
HLTFA301B	Apply first aid
SITXOHS001B	Follow health, safety and security procedures
SITXFSA001A	Implement Food Safety Procedures
SITXINV001A	Receive and Store Stock
SITHIND001A	Develop and Update Hospitality Industry Knowledge

## STAGE 3

Unit Code	Unit of Competency
SITXMG001A	Monitor work operations
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXINV002A	Control and order stock
SITXHRM005A	Lead and manage people
SITXOHS004B	Implement and monitor workplace health, safety and security practices
SIRXQUA001A	Develop innovative ideas at work
SIRXQUA002A	Lead a team to foster innovation
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SITXMPR004A	Coordinate marketing activities

## STAGE 4

Unit Code	Unit of Competency
SITHIND003A	Provide and coordinate hospitality service (Work based training)

## STAGE 5

Unit Code	Unit of Competency
SITXHRM007A	Manage workplace diversity
SITXHRM003A	Roster staff
SITXFIN005A	Prepare and monitor budgets
SITXOHS005A	Establish and maintain an OHS system
SITXCCS003A	Manage quality customer service
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXMG002A	Develop and implement operational plans
SITXMG006A	Establish and conduct business relationships

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 8



## Diploma of Hospitality SIT50307

### STREAM: Kitchen & Food Service Operations

This Diploma of Hospitality provides the essential hospitality business skills required by restaurant owners and managers. You will learn the boarder skills and knowledge required to be the conduit between kitchen operations and the service of food and beverages. Graduates outcomes include employment in a hotel, function facility, restaurant, or cafe with a focus on management as an all-rounder.

**THIS COURSE IS ONLY AVAILABLE IN BRISBANE, MELBOURNE AND SYDNEY**

**DURATION:** 1 year and 3 months (50 weeks)

**WORK BASED TRAINING:** 250 Hours.

This work based training is provided as part of the course and will be conducted off campus with our industry partners in the same state as your course.

## STAGE 1

Unit Code	Unit of Competency
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse
SITXCOM003A	Deal with Conflict Situations
SITXHRM001A	Coach others in job skills
SITXCCS002A	Provide Quality Customer Service
HLTFA301B	Apply first aid
SITXOHS002A	Follow workplace hygiene procedures
SITHCC003A	Receive and store kitchen supplies
SITHCC001A	Organise and Prepare Food
SITHCC002A	Present Food
SITHCC005A	Use Basic Methods of Cookery
SITHCC004A	Clean and maintain kitchen premises

## STAGE 2

Unit Code	Unit of Competency
SITHCC006A	Prepare Appetisers & Salads
SITHCC008A	Prepare Stocks, Sauces & Soups
SITHCC009A	Prepare Vegetables, Fruits, Eggs & Farina-ceous Dishes
SITXOHS001B	Follow health, safety and security procedures
SITXFS001A	Implement Food Safety Procedures
SITXINV001A	Receive and Store Stock
SITHIND001A	Develop and Update Hospitality Industry Knowledge
SITHCC0027A	Prepare, cook and serve food for food service (Work Based Training)

### STAGE 3

Unit Code	Unit of Competency
SITHFAB001C	Clean and tidy bar areas
SITHFAB003A	Serve food and beverages to customers
SITXFIN001A	Process financial transactions
SITHFAB009A	Provide responsible service of alcohol
SITXMG001A	Monitor work operations
SITXHRM005A	Lead and manage people
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXOHS004B	Implement and monitor workplace health, safety and security practices
SITXINV002A	Control and order stock

### STAGE 4

Unit Code	Unit of Competency
SITHIND003A	Provide and coordinate hospitality service (Work Based Training)

### STAGE 5

Unit Code	Unit of Competency
SITXHRM007A	Manage workplace diversity
SITXHRM003A	Roster staff
SITXFIN005A	Prepare and monitor budgets
SITXOHS005A	Establish and maintain an OHS system
SITXCCS003A	Manage quality customer service
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXMG002A	Develop and implement operational plans
SITXMG006A	Establish and conduct business relationships

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management)- Credits granted: 8

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 8



## Advanced Diploma of Hospitality SIT60307

DURATION: 1 year 6 months (60 weeks)

WORK BASED TRAINING: 200 Hours.

Students who have not completed work based training as part of a Certificate III or Certificate IV qualification from the SIT07 Training Package will be required to complete an additional 200 hours of work based training. This work based training is provided as part of the course and will be conducted off campus with our industry partners in the same state as your course.

### STAGE 1

Unit Code	Unit of Competency
SITXOHS002A	Follow workplace hygiene procedures
SITHFAB001C	Clean and tidy bar areas
SITHFAB009A	Provide responsible service of alcohol
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXINV001A	Receive and store stock
SITHFAB003A	Serve food and beverages to customers
SITXOHS001B	Follow health, safety and security procedures
SITXCCS002A	Provide quality customer service

### STAGE 2

Unit Code	Unit of Competency
SITXFIN003A	Interpret financial information
SITXHRM001A	Coach others in job skills
SITXFIN004A	Manage finances within a budget
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMG001A	Monitor work operations
SITXOHS004A	Implement and monitor workplace health, safety and security practices

### STAGE 3

Unit Code	Unit of Competency
SITHIND003A	Provide and coordinate hospitality service (Work Placement)

### STAGE 4

Unit Code	Unit of Competency
SIRXQUA001A	Develop innovative ideas at work
SIRXQUA002A	Lead a team to foster innovation
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SITXHRM007A	Manage workplace diversity
SITXMG003A	Manage projects
SITXMPPR003A	Plan and implement sales activities
SITXMPPR004A	Coordinate marketing activities
SITXOHS005A	Establish and maintain an OHS system

## STAGE 5

<u>Unit Code</u>	<u>Unit of Competency</u>
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
SITXCCS003A	Manage quality customer service
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM006A	Monitor staff performance
SITXMG002A	Develop and implement operational plans
SITXMG006A	Establish and conduct business relationships

## STAGE 6

<u>Unit Code</u>	<u>Unit of Competency</u>
SITXCOM005A	Make presentations
SITXFIN007A	Manage physical assets
SITXFIN008A	Manage financial operations
SITXMG004A	Develop and implement a business plan
SITXMG005A	Manage business risk
SITXMPR001A	Coordinate the production of brochures and marketing materials
SITXMPR005A	Develop and manage marketing strategies
SITXMPR002A	Create a promotional display or stand

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 6

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 1t4

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 12

### VICTORIA UNIVERSITY

Bachelor of Business (Hospitality Management)

Credits granted: 10

### Career Path

Area Manager  
Restaurant Owner/Manager  
Hotel Owner/Manager

### Next Move

Bachelor of Business (Hospitality and Tourism Management)





# Commercial Cookery

These courses provide extensive training in the principles and skills of commercial food preparation. Students obtain essential skills and learn concepts relating to hospitality operations and management protocol. This prepares students for the rigours of managing a commercial kitchen.

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Mid-Term Start Date</b>	Some locations may be able to accept late applications.
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Uniform and Toolkit</b>	Approximately \$500 per year
<b>Books and Materials</b>	\$450 - \$500 per year
<b>Locations</b>	Brisbane, Melbourne and Sydney

## Entry Requirements

For direct entry into the Certificate courses applicants must have successfully completed an Australian Year 10 or an equivalent qualification. For direct entry into the Diploma or Advanced Diploma course applicants must have successfully completed an Australian Year 11 or an equivalent qualification. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

## Certificate III in Hospitality (Commercial Cookery) SIT30807

DURATION: 1 year 3 months (50 weeks)

WORK BASED TRAINING: 300 Hours

### STAGE 1

Unit Code	Unit of Competency
SITXOHS002A	Follow workplace hygiene procedures
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC006A	Prepare appetisers and salads
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
HLTFA301B	Apply first aid

### STAGE 2

Unit Code	Unit of Competency
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC016A	Develop cost effective menus
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC011A	Select, prepare and cook seafood
SITXFSA001A	Implement food safety procedures
SITHCC010A	Select, prepare and cook poultry

### STAGE 3

Unit Code	Unit of Competency
SITHCCC012A	Select, prepare and cook meat
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC027A	Prepare, cook and serve food for food service
SITHCCC028A	Prepare, cook and serve food for menus (Work Placement)

### STAGE 4

Unit Code	Unit of Competency
SITHCCC028A	Prepare, cook and serve food for menus (Work Placement)

### STAGE 5

Unit Code	Unit of Competency
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC015A	Plan and prepare food for buffets
SITHCCS002A	Provide quality customer service
SITXINV001A	Receive and store stock
SITXHRM001A	Coach others in job skills
SITXCOM003A	Deal with conflict situations
SITHIND001AB	Develop and update hospitality industry knowledge



## Certificate IV in Hospitality (Commercial Cookery) SIT40407

DURATION: 1 year 6 months (60 weeks)

WORK BASED TRAINING: 300 Hours

### STAGE 1

Unit Code	Unit of Competency
SITXOHS002A	Follow workplace hygiene procedures
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC006A	Prepare appetisers and salads
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
HLTFA301B	Apply first aid

### STAGE 2

Unit Code	Unit of Competency
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC011A	Select, prepare and cook seafood
SITCCC016A	Develop cost effective menus
SITXFSA001A	Implement food safety procedures
SITHCCC010A	Select, prepare and cook poultry

### STAGE 3

Unit Code	Unit of Competency
SITHCCC012A	Select, prepare and cook meat
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC013A	Prepare hot and cold desserts
SITHCCC027A	Prepare, cook and serve food for food service
SITHCCC028A	Prepare, cook and serve food for menus

### STAGE 4

Unit Code	Unit of Competency
SITHCCC028A	Prepare, cook and serve food for menus (Work Placement)

### STAGE 5

Unit Code	Unit of Competency
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC015A	Plan and prepare food for buffets
SITXCCS002A	Provide quality customer service
SITXINV001A	Receive and store stock
SITXHR001A	Coach others in job skills
SITXCOM003A	Deal with conflict situations
SITHIND001B	Develop and update hospitality industry knowledge

### STAGE 6

Unit Code	Unit of Competency
SITHCCC026A	Establish and maintain quality control of food
SITHCCC033B	Apply catering control principles
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITHCCC025A	Monitor catering revenue and costs
SITXFSA002A	Develop and implement a food safety program
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMG001A	Monitor work operations
SITXOHS004B	Implement and monitor workplace health, safety and security practices



## Diploma of Hospitality SIT50307

DURATION: 1 year 3 months (50 weeks)

WORK BASED TRAINING: 200 Hours

Students who have not completed work based training as part of a Certificate III or Certificate IV qualification from the SIT07 Training Package will be required to complete an additional 200 hours of work based training. This work based training is provided as part of the course and will be conducted off campus with our industry partners in the same state as your course.

### STAGE 1

Unit Code	Unit of Competency
SITXOHS002A	Follow workplace hygiene procedures
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXINV001A	Receive and store stock
SITXFA001A	Implement food safety procedures
SITXOHS001B	Follow health, safety and security procedures
SITXCCS002A	Provide quality customer service

### STAGE 2

Unit Code	Unit of Competency
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMG001A	Monitor work operations
SITXOHS004B	Implement and monitor workplace health, safety and security practices

### STAGE 3

Unit Code	Unit of Competency
SITHCCC028A	Prepare, cook and serve food for menus (Work Placement)

### STAGE 4

Unit Code	Unit of Competency
SIRXQUA001A	Develop innovative ideas at work
SIRXQUA002A	Lead a team to foster innovation
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SITXHRM007A	Manage workplace diversity
SITXMG003A	Manage projects
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXOHS005A	Establish and maintain an OHS system

### STAGE 5

Unit Code	Unit of Competency
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
SITXCCS003A	Manage quality customer service
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM006A	Monitor staff performance
SITXMG002A	Develop and implement operational plans
SITXMG006A	Establish and conduct business relationships

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 8

#### Career Path

Chef, Chef De Partie  
If packaged with a Certificate III in Hospitality (Commercial Cookery)

#### Next Move

Advanced Diploma of Hospitality  
Bachelor of Business (Hospitality and Tourism Management)

## Advanced Diploma of Hospitality SIT60307

DURATION: 1 year 6 months (60 weeks)

WORK BASED TRAINING: 200 Hours

Students who have not completed work based training as part of a Certificate III or Certificate IV qualification from the SIT07 Training Package will be required to complete an additional 200 hours of work based training. This work based training is provided as part of the course and will be conducted off campus with our industry partners in the same state as your course.

### STAGE 1

Unit Code	Unit of Competency
SITXOHS002A	Follow workplace hygiene procedures
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXINV001A	Receive and store stock
SITXFSA001A	Implement food safety procedures
SITXOHS001B	Follow health, safety and security procedures
SITXCCS002A	Provide quality customer service

### STAGE 2

Unit Code	Unit of Competency
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMGTO01A	Monitor work operations
SITXOHS004B	Implement and monitor workplace health, safety and security practices

### STAGE 3

Unit Code	Unit of Competency
SITHCCC028A	Prepare, cook and serve food for menus (Work Placement)

### STAGE 4

Unit Code	Unit of Competency
SIRXQUA001A	Develop innovative ideas at work
SIRXQUA002A	Lead a team to foster innovation
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SITXHRM007A	Manage workplace diversity
SITXMGTO03A	Manage projects
SITXMPPR003A	Plan and implement sales activities
SITXMPPR004A	Coordinate marketing activities
SITXOHS005A	Establish and maintain an OHS system

### STAGE 5

Unit Code	Unit of Competency
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
SITXCCS003A	Manage quality customer service
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM006A	Monitor staff performance
SITXMGTO02A	Develop and implement operational plans
SITXMGTO06A	Establish and conduct business relationships

### STAGE 6

Unit Code	Unit of Competency
SITXCOM005A	Make presentations
SITXFIN007A	Manage physical assets
SITXFIN008A	Manage financial operations
SITXMGTO04A	Develop and implement a business plan
SITXMGTO05A	Manage business risk
SITXMPPR001A	Coordinate the production of brochures and marketing materials
SITXMPPR005A	Develop and manage marketing strategies
SITXMPPR002A	Create a promotional display or stand

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 6

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 14

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 12

### VICTORIA UNIVERSITY

Bachelor of Business (Hospitality Management)  
Credits granted: 10

#### Career Path

Executive Chef, Head Chef, Sous Chef  
If packaged with a Certificate III in Hospitality  
(Commercial Cookery)

#### Next Move

Bachelor of Business (Hospitality and  
Tourism Management)



# Patisserie

These courses provide students with extensive training in the art of patisserie. Students obtain the qualification required to work as a patisserie chef and are trained for operational, supervisory and management roles within the hospitality industry. Students develop the broad range of skills required for this industry. Subjects covered include complex sweet items, yeast goods, event catering and management skills.

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Mid-Term Start Date</b>	Some locations may be able to accept late applications.
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Uniform and Toolkit</b>	Approximately \$500 per year
<b>Books and Materials</b>	\$450 - \$500 per year
<b>Locations</b>	Brisbane, Melbourne and Sydney

## Entry Requirements

For direct entry into the Certificate courses applicants must have successfully completed an Australian Year 10 or an equivalent qualification. For direct entry into the Diploma or Advanced Diploma course applicants must have successfully completed an Australian Year 11 or an equivalent qualification. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

## Certificate III in Hospitality (Patisserie) SIT31107

DURATION: 1 year (40 weeks)

WORK BASED TRAINING: 60 Hours

### STAGE 1

Unit Code	Unit of Competency
SITHCCC003B	Receive and store kitchen supplies
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXHRM001A	Coach others in job skills
SITHCCC002A	Present food
SITHCCC005A	Use basic methods of cookery
SITXOHS002B	Follow workplace hygiene procedures
SITHCCC001B	Organise and prepare food
SITHCCC004B	Clean and maintain kitchen premises

### STAGE 2

Unit Code	Unit of Competency
SITHPAT001A	Prepare and produce pastries
SITHPAT002A	Prepare and produce cakes
SITXCCS002A	Provide quality customer service
SITHIND001B	Develop and update hospitality industry knowledge
SITHCCC029A	Prepare foods according to dietary and cultural needs

### STAGE 3

Unit Code	Unit of Competency
SITXOHS001A	Follow health, safety and security procedures
SITHPAT003A	Prepare and produce yeast goods
SITXPAT004A	Prepare bakery products for patisseries
SITXFSA001A	Implement food safety procedures
SITHCCC027A	Prepare, cook and serve food for food service (Work Placement)

### STAGE 4

Unit Code	Unit of Competency
SITHPAT005A	Prepare and present gateaux, tortes and cakes
SITHCCC013A	Prepare hot and cold desserts
SITHPAT006A	Present desserts
SITXCOM003A	Deal with conflict situations
SITXIN001A	Receive and store stock

## Diploma of Hospitality SIT50307

DURATION: 1 year 3 months (50 weeks)

WORK BASED TRAINING: 200 Hours

Students who have not completed work based training as part of a Certificate III or Certificate IV qualification from the SIT07 Training Package will be required to complete an additional 200 hours of work based training. This work based training is provided as part of the course and will be conducted off campus with our industry partners in the same state as your course.

### STAGE 1

Unit Code	Unit of Competency
SITXOHS002A	Follow workplace hygiene procedures
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXINV001A	Receive and store stock
SITXFSA001A	Implement food safety procedures
SITXOHS001B	Follow health, safety and security procedures
SITXCCS002A	Provide quality customer service

### STAGE 2

Unit Code	Unit of Competency
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMG001A	Monitor work operations
SITXOHS004B	Implement and monitor workplace health, safety and security practices

### STAGE 3

Unit Code	Unit of Competency
SITHIND003A	Provide and coordinate hospitality service (Work Placement)

### Career Path

Patisserie

### Next Move

Certificate IV in Hospitality  
Diploma of Hospitality  
Advanced Diploma of Hospitality

## STAGE 4

Unit Code	Unit of Competency
SIRXQUA001A	Develop innovative ideas at work
SIRXQUA002A	Lead a team to foster innovation
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SITXHRM007A	Manage workplace diversity
SITXMG003A	Manage projects
SITXMPP003A	Plan and implement sales activities
SITXMPP004A	Coordinate marketing activities
SITXOHS005A	Establish and maintain an OHS system

## STAGE 5

Unit Code	Unit of Competency
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
SITXCCS003A	Manage quality customer service
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM006A	Monitor staff performance
SITXMG002A	Develop and implement operational plans
SITXMG006A	Establish and conduct business relationships

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 8

### Career Path

Pastry Chef  
If packaged with a Certificate III in  
Hospitality (Patisserie)

### Next Move

Diploma of Hospitality,  
Advanced Diploma of Hospitality  
Bachelor of Business (Hospitality and  
Tourism Management)

## Advanced Diploma of Hospitality SIT60307

DURATION: 1 year 6 months (60 weeks)

WORK BASED TRAINING: 200 Hours

Students who have not completed work based training as part of a Certificate III or Certificate IV qualification from the SIT07 Training Package will be required to complete an additional 200 hours of work based training. This work based training is provided as part of the course and will be conducted off campus with our industry partners in the same state as your course.

## STAGE 1

Unit Code	Unit of Competency
SITXOHS002A	Follow workplace hygiene procedures
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXINV001A	Receive and store stock
SITXFA001A	Implement food safety procedures
SITXOHS001B	Follow health, safety and security procedures
SITXCCS002A	Provide quality customer service

## STAGE 2

Unit Code	Unit of Competency
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMG001A	Monitor work operations
SITXOHS004B	Implement and monitor workplace health, safety and security practices

## STAGE 3

Unit Code	Unit of Competency
SITHIND003A	Provide and coordinate hospitality service (Work Placement)

## STAGE 4

Unit Code	Unit of Competency
SIRXQUA001A	Develop innovative ideas at work
SIRXQUA002A	Lead a team to foster innovation
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
SITXHRM007A	Manage workplace diversity
SITXMG003A	Manage projects
SITXMPP003A	Plan and implement sales activities
SITXMPP004A	Coordinate marketing activities
SITXOHS005A	Establish and maintain an OHS system

## STAGE 5

<u>Unit Code</u>	<u>Unit of Competency</u>
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
SITXCCS003A	Manage quality customer service
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM006A	Monitor staff performance
SITXMGT002A	Develop and implement operational plans
SITXMGT006A	Establish and conduct business relationships

## STAGE 6

<u>Unit Code</u>	<u>Unit of Competency</u>
SITXCOM005A	Make presentations
SITXFIN007A	Manage physical assets
SITXFIN008A	Manage financial operations
SITXMGT004A	Develop and implement a business plan
SITXMGT005A	Manage business risk
SITXMPR001A	Coordinate the production of brochures and marketing materials
SITXMPR005A	Develop and manage marketing strategies
SITXMPR002A	Create a promotional display or stand

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted 6

Bachelor of Business (Hospitality and Tourism Management) - Credits granted 14

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 12

### VICTORIA UNIVERSITY

Bachelor of Business (Hospitality Management)

Credits granted: 10

#### Career Path

Head Pastry Chef  
If packaged with a Certificate III in  
Hospitality (Patisserie)

#### Next Move

Advanced Diploma of Hospitality  
Bachelor of Business (Hospitality and  
Tourism Management)



# Management

**Management courses at Carrick provide graduates with practical skills needed for success and are suitable for supervisors and managers at all levels and in all industries. They are also suited for individuals who are aspiring to a supervisory or management role.**

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012 13/02/2012, 07/05/2012, 30/07/2012, 22/10/2012
<b>Mid-Term Start Date</b>	Some locations may be able to accept late applications.
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Locations</b>	Adelaide, Brisbane, Melbourne and Sydney

## **Entry Requirements**

For direct entry into the Certificate courses, applicants must have successfully completed an Australian Year 10 or an equivalent qualification. For direct entry into the Diploma course, applicants must have successfully completed an Australian Year 11 or an equivalent qualification. For direct entry into the Advanced Diploma course applicants must have successfully completed a Diploma of Management or Diploma of Business. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

## Certificate IV in Frontline Management

BSB40807

DURATION: 6 months (20 weeks)

### STAGE 1

Unit Code	Unit of Competency
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBOHS407A	Monitor a safe workplace
BSBCUS402A	Address customer needs
BSBINM401A	Implement workplace information system

### STAGE 2

Unit Code	Unit of Competency
BSBWOR402A	Promote team effectiveness
BSBINN301A	Promote innovation in a team environment
BSBMGT403A	Implement continuous improvement
BSBRSK401A	Identify risk and apply risk management processes
BSBWOR401A	Establish effective workplace relationships

#### Career Path

Sales Coordinator  
Sales Supervisor  
Team Leader

#### Next Move

Diploma of Management  
Bachelor of Accounting  
Bachelor of Business (Hospitality and Tourism Management)

## Diploma of Management BSB51107

DURATION: 6 months (20 weeks)

### STAGE 1

Unit Code	Unit of Competency
BSBCUS501A	Manage quality customer service
BSBMGT502B	Manage people performance
BSBHRM402A	Recruit, select and induct staff
BSBRSK501A	Manage risk

### STAGE 2

Unit Code	Unit of Competency
BSBMGT515A	Manage operational plan
BSBMGT516A	Facilitate continuous improvement
BSBPMPG510A	Manage projects
BSBWOR502A	Ensure team effectiveness

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

#### Career Path

Operations Manager  
Facilities Supervisor  
Administration Manager

#### Next Move

Advanced Diploma of Management  
Bachelor of Accounting  
Bachelor of Business (Hospitality and Tourism Management)

## Advanced Diploma of Management

BSB60407

DURATION: 6 months (20 weeks)

PREREQUISITE: Diploma of Management  
or Diploma of Business

### STAGE 1

Unit Code	Unit of Competency
BSBOHS601B	Develop a systematic approach to managing OHS
BSBINN601A	Manage organisational change
BSBMGT605B	Provide leadership across the organisation
BSBMGT616A	Develop and implement strategic plans

### STAGE 2

Unit Code	Unit of Competency
BSBFIM601A	Manage finances
BSBMGT608B	Manage innovation and continuous improvement
BSBMGT617A	Develop and implement a business plan
BSBMKG609A	Develop a marketing plan

## Pathways

CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

### Career Path

Area Manager  
Regional Manager  
Executive Director

### Next Move

Bachelor of Business (Hospitality and Tourism Management)  
Bachelor of Accounting



# Marketing

Marketing courses have been designed for individuals who want a career in the business, sales and marketing fields. Courses focus on ways in which students can learn strategies to position and promote a product from the conceptual stage to when it reaches the market place. Marketing opportunities and trends are evaluated in a practical and contemporary manner.

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Mid-Term Start Date</b>	Some locations may be able to accept late applications.
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Locations</b>	Adelaide, Brisbane, Melbourne and Sydney

## Entry Requirements

For direct entry into the Certificate course, applicants must have successfully completed an Australian Year 10 or an equivalent qualification. For direct entry into the Diploma course, applicants must have successfully completed an Australian Year 11 or an equivalent qualification. Please note the entry requirement for the Advanced Diploma of Marketing is successful completion of the Diploma of Marketing. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

## Certificate IV in Marketing BSB41307

DURATION: 6 months (20 weeks)

### STAGE 1

Unit Code	Unit of Competency
BSBCMM401A	Make a presentation
BSBMKG401B	Profile the market
BSBMKG402B	Analyse consumer behaviour for specific markets
BSBMKG408B	Conduct market research
BSBPRO401A	Develop product knowledge

### STAGE 2

Unit Code	Unit of Competency
BSBSLS402A	Identify sales prospects
BSBSLS403A	Present a sales solution
BSBSLS404A	Secure prospect commitment
BSBSLS405A	Support post-sale activities
BSBSLS406A	Self-manage sales performance

#### Career Path

Marketing Officer  
Public Relations Officer  
Marketing Coordinator

#### Next Move

Diploma of Business  
Diploma of Marketing  
Bachelor of Business (Hospitality and  
Tourism Management)  
Bachelor of Accounting

## Diploma of Marketing BSB51207

DURATION: 9 months (30 weeks)

### STAGE 1

Unit Code	Unit of Competency
BSBMKG514A	Implement and monitor marketing activities
BSBMKG501B	Identify and evaluate marketing opportunities
BSBMKG502B	Establish and adjust the marketing mix

### STAGE 2

Unit Code	Unit of Competency
BSBMKG506B	Plan market research
BSBMKG507A	Interpret market trends and developments
BSBADV507B	Develop a media plan

### STAGE 3

Unit Code	Unit of Competency
BSBADV511A	Evaluate and recommend advertising media options
BSBMKG508A	Plan direct marketing activities

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 8

Bachelor of Marketing - Credits granted: 8

#### Career Path

Marketing Manager  
Marketing Team Leader  
Public Relations Manager

#### Next Move

Advanced Diploma of Marketing  
Bachelor of Business (Hospitality and  
Tourism Management)  
Bachelor of Accounting

## Advanced Diploma of Marketing BSB60507

DURATION: 9 months (30 weeks)

PREREQUISITE: Diploma of Marketing

### STAGE 1

Unit Code	Unit of Competency
BSBMKG609A	Develop a marketing plan
BSBMKG603B	Manage the marketing process
BSBMKG607B	Manage market research

### STAGE 2

Unit Code	Unit of Competency
BSBMKG608B	Develop organisational marketing objectives
BSBMKG605B	Evaluate international marketing opportunities

### STAGE 3

Unit Code	Unit of Competency
BSBMGT605B	Provide leadership across the organisation
BSBMKG617A	Develop and implement a business plan
BSBDIV601A	Develop and implement a diversity policy

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 12

### UNIVERSITY OF SOUTH AUSTRALIA

Bachelor of Marketing - Credits granted: 18

#### Career Path

Marketing Director  
Marketing Strategist  
Regional Marketing Manager

#### Next Move

Bachelor of Business (Hospitality and  
Tourism Management)  
Bachelor of Accounting



# Tourism and Travel

These courses provide students with the relevant practical experience and knowledge needed to enter the tourism and travel industry. Students learn how to prepare quotations for domestic, international and promotional airfares. Students gain the skills required to promote and sell travel destinations, operate a computerised reservation system and coordinate supplier services.

<b>Term Start Date</b>	09/01/2012, 02/04/2012, 25/06/2012, 17/09/2012, 07/01/2013, 01/04/2013, 24/06/2013, 16/09/2013
<b>Mid-Term Start Date</b>	Some locations may be able to accept late applications
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	\$500 per year
<b>Locations</b>	Adelaide, Brisbane, Melbourne and Sydney

## Entry requirements

For direct entry into the Certificate courses applicants must have successfully completed an Australian Year 10 or an equivalent qualification. For direct entry into the Diploma or Advanced Diploma course applicants must have successfully completed an Australian Year 11 or an equivalent qualification. Applicants who do not satisfy direct entry requirements will be assessed individually to assess skills and aptitude to study. More information at: [carrickeducation.edu.au](http://carrickeducation.edu.au)

*Course structure and duration may vary from state to state.*

## Certificate II in Tourism SIT20107

DURATION: 3 months (10 weeks)

### STAGE 1

Unit Code	Unit of Competency
SITTIND001B	Develop and update tourism industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health safety and security procedures
BSBWOR204A	Use business technology
SITXADM001A	Perform office procedures
SITXCCS001A	Provide visitor information
SITTTSL002A	Access and interpret product information
SITTTSL009B	Process travel-related documentation
SITTTSL007B	Receive and process reservations
SITXCOM004A	Communicate on the telephone

#### Career Path

Travel Agency Receptionist  
Tourism Wholesaler Clerk  
Retail Sales Assistant

#### Next Move

Certificate III in Tourism

## Certificate III in Tourism SIT20107

DURATION: 6 months (20 weeks)

### STAGE 1

Unit Code	Unit of Competency
SITXADM001A	Perform office procedures
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITTIND001B	Develop and update tourism knowledge
SITXOHS001B	Follow health, safety and security procedures
SITXCCS001A	Provide visitor information
SITTTSL002A	Access and interpret product information
SITTTSL009B	Process travel-related documentation
BSBWOR204A	Use business technology

### STAGE 3

Unit Code	Unit of Competency
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXMG001A	Monitor work operations
SITXHRM005A	Lead and manage people

#### Career Path

Travel Guide  
Museum Attendant  
Reservation Sales Agent

#### Next Move

Certificate IV in Tourism

## Certificate IV in Tourism SIT40207

DURATION: 1 year (40 weeks)

### STAGE 1

Unit Code	Unit of Competency
SITXADM001A	Perform office procedures
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITTIND001B	Develop and update tourism industry knowledge
SITXOHS001B	Follow health, safety and security procedures
SITXCCS001A	Provide visitor information
SITTTSL002A	Access and interpret product information
SITTTSL009B	Process travel-related documentation
BSBWOR204A	Use business technology

### STAGE 2

Unit Code	Unit of Competency
SITXCOM003A	Deal with conflict situations
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITXMG001A	Monitor work operations
SITXHRM005A	Lead and manage people
SITXMG001A	Coach others in job skills

### STAGE 3

Unit Code	Unit of Competency
SITTTSL006B	Prepare quotations
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITTTSL012B	Construct domestic airfares

### STAGE 4

Unit Code	Unit of Competency
SITXADM003A	Write business documents
BSBITU306A	Design and produce business documents
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXOHS004B	Implement and monitor workplace health, safety and security practices

### Career Path

Account Manager  
Assistant Manager – Tour Operations  
Operations Specialist

### Next Move

Diploma of Tourism,  
Advanced Diploma of Tourism,  
Bachelor of Business (Hospitality and  
Tourism Management), Bachelor of Accounting

## Diploma of Tourism SIT50107

DURATION: 1 year 3 months (50 weeks)

### STAGE 1

Unit Code	Unit of Competency
SITXADM001A	Perform office procedures
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITTIND001B	Develop and update tourism industry knowledge
SITXOHS001B	Follow, health, safety and security procedures
SITXCCS001A	Provide visitor information
SITTTSL002A	Access and interpret product information
SITTTSL009B	Process travel-related documentation
BSBWOR204A	Use business technology

### STAGE 2

Unit Code	Unit of Competency
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXMG001A	Monitor work operations
SITXHRM005A	Lead and manage people

### STAGE 3

Unit Code	Unit of Competency
SITTTSL006B	Prepare quotations
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL012B	Construct domestic airfares
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares

### STAGE 4

Unit Code	Unit of Competency
SITXADM003A	Write business documents
BSBITU306A	Design and produce business documents
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXOHS004B	Implement and monitor workplace health, safety and security practices

## STAGE 5

Unit Code	Unit of Competency
SITTPPD001A	Research, assess and develop tourism products
SITTGDE003A	Coordinate and operate a tour
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXCCS003A	Manage quality customer service
SITXMGTO06A	Establish and conduct business relationships
SITXOHS003B	Identify hazards and assess and control safety risks
SITXMGTO02A	Develop and implement operational plans

## Pathways

### CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 5

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 8

### UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 8

#### Career Path

Reservations Manager  
Travel Agency Manager  
Tourism Manager

#### Next Move

Advanced Diploma of Tourism  
Bachelor of Business (Hospitality and Tourism Management)  
Bachelor of Accounting

## Advanced Diploma of Tourism SIT60107

DURATION: 1 year 6 months (60 weeks)

### STAGE 1

Unit Code	Unit of Competency
SITXADM001A	Perform office procedures
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITTIND001B	Develop and update tourism industry knowledge
SITXOHS001B	Follow, health, safety and security procedures
SITXCCS001A	Provide visitor information
SITTTSL002A	Access and interpret product information
SITTTSL009B	Process travel-related documentation
BSBWOR204A	Use business technology

### STAGE 2

Unit Code	Unit of Competency
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXMGTO01A	Monitor work operations
SITXHRM005A	Lead and manage people

### STAGE 3

Unit Code	Unit of Competency
SITTTSL006B	Prepare quotations
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL012B	Construct domestic airfares
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares

### STAGE 4

Unit Code	Unit of Competency
SITXADM003A	Write business documents
BSBITU306A	Design and produce business documents
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXOHS004B	Implement and monitor workplace health, safety and security practices

## STAGE 5

Unit Code	Unit of Competency
SITTPPD001A	Research, assess and develop tourism products
SITTGDE003A	Coordinate and operate a tour
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXCCS003A	Manage quality customer service
SITXMGTO06A	Establish and conduct business relationships
SITXOHS003B	Identify hazards and assess and control safety risks
SITXMGTO02A	Develop and implement operational plans

## STAGE 6

Unit Code	Unit of Competency
SITXFIN008A	Manage financial operations
SITXHRM007A	Manage workplace diversity
SITXMGTO04A	Develop and implement a business plan
SITXMGTO05A	Manage business risk
SITXMPR005A	Develop and manage marketing strategies
SITXOHS005A	Establish and maintain an OHS system
SITTPPD002A	Research tourism data

## Pathways

CARRICK HIGHER EDUCATION

Bachelor of Accounting - Credits granted: 6

Bachelor of Business (Hospitality and Tourism Management) - Credits granted: 12

UNIVERSITY OF THE SUNSHINE COAST

Bachelor of Business - Credits granted: 12

### Career Path

Managing Director  
General Manager  
Business Development Manager

### Next Move

Bachelor of Business (Hospitality and Tourism Management)  
Bachelor of Accounting



# Course Packages

Packaging courses means combining the trade skills taught at certificate level with the business management skills taught at diploma and advanced diploma levels. Packaging is popular with students as it enables you to gain a well rounded qualification taking you one step closer to that dream job.

There is a vast array of packages available and you may want to talk to our Career Advisors to work out what package best suits you and your career goals. Credit transfers are available for some course packages.



## Popular Course Packaging Options

### Beauty Therapy

Certificate II + Diploma (2 years)

### Business

Certificate III + Certificate IV + Diploma  
(1 year 9 months)

Certificate III + Certificate IV + Diploma  
+ Advanced Diploma (2 years 6 months)

Certificate IV + Diploma (1 year 3 months)

Certificate IV + Diploma + Advanced

Diploma (2 years)

Diploma + Advanced Diploma (1 year 6 months)

### Children's Services

Certificate III + Diploma (2 years 9 months)

### Commercial Cookery

Certificate III + Certificate IV (1 year 6 months)

Certificate III + Diploma (2 years)

Certificate III + Advanced Diploma

(2 years 3 months)

### Events

Certificate III in Tourism + Diploma of Events  
(1 year 6 months)

Certificate III in Business + Diploma of Events  
(1 year 6 months)

Certificate III in Hospitality + Diploma of Events  
(1 year 9 months)

### Hairdressing

Certificate III + Certificate IV (1 year 6 months)

Certificate III + Certificate IV + Diploma  
(2 years 3 months)

### Hospitality

Certificate III + Diploma (1 year 6 months)

Certificate III + Advanced Diploma  
(1 year 9 months)

Certificate IV + Diploma (1 year 9 months)

Certificate IV + Advanced Diploma (2 years)

### Marketing

Certificate IV + Diploma (1 year 3 months)

Certificate IV + Diploma + Advanced  
Diploma (2 years)

Diploma + Advanced Diploma (1 year 6 months)

### Management

Certificate IV + Diploma (1 year)

Certificate IV + Diploma + Advanced Diploma  
(1 year 6 months)

Diploma + Diploma (1 year)

### Patisserie

Certificate III + Diploma (1 year and 9 months)

Certificate III + Advanced Diploma (2 years)

# Higher Education Programs

Carrick Higher Education wants to help you achieve your greatest goals with our innovative degree programs. Our degrees combine industry experience with the knowledge and practical training required to develop advanced business and management skills to take you where you want to go.

For over twenty years, Carrick has offered certificate and diploma training to more than 30,000 graduates across Australia.

The Bachelor of Accounting, Bachelor of Business (Hospitality and Tourism Management) and the Bachelor of Business (IT Networking) are ideal for individuals wanting to pursue professional careers where specialist knowledge is required. You cannot look past Carrick Higher Education to provide Australia's most valuable and career-focused courses available.

Carrick degrees provide opportunities for employment and career development across a broad range of organisations and industry sectors. Students also have the opportunity to complete their degree in six trimesters over a two year period. You will be degree qualified and job ready sooner.



# Bachelor of Accounting

The Bachelor of Accounting has been designed to produce employment ready graduates to work in the modern world using modern practices. The accountant of today must be equipped to become a comprehensive business advisor across all areas of the business, not just a “number cruncher”.

Successful completion of the Bachelor of Accounting entitles graduates to apply for associate membership of CPA Australia and the Institute of Chartered Accountants in Australia.



<b>Trimester Start Date</b>	19/03/2012, 16/07/2012, 12/11/2012, 25/03/2013, 15/07/2013, 11/11/2013
<b>Duration</b>	2 years (Six Trimesters)
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Locations</b>	Adelaide, Brisbane, Melbourne and Sydney

## Entry Requirements

To gain entry into the Bachelor of Accounting students must meet one of the following entry requirements:

- Successful completion of Year 12 or equivalent qualification
- Certificate IV or equivalent qualification
- Mature age entry (aged 21 years or more) for applicants who can demonstrate an ability to undertake the course through interview.

*In addition, all students must be at least 18 years of age at the time of course commencement.*

## Careers – where do I go from here?

Accounting graduates can apply for the following positions: Accountant, Auditor, Accounting Clerk, Bank Worker, Bookkeeper, Branch Accountant and Manager (Financial), Credit and Loans Officer, Economist, Corporate Treasurer, Finance Manager, Finance Advisor, Financial Dealer and Broker, Money Market and Statistical Clerk, Insurance Agent, Loss Assessor and Insurance Investigator and Insurance Clerk.

## Credit Transfer

The Bachelor of Accounting offers a Credit Transfer process to all applicants upon enrolment. Carrick Higher Education provides information and support to enable applicants to gather reliable evidence to support their claim for credit transfer.

See [carrickeducation.edu.au](http://carrickeducation.edu.au) for details.

*Course structure and duration may vary from state to state.*

TRIMESTER 1

BUS101	BUS102	BUS103	CCS102
Business Communication	Introduction to Marketing	Accounting for Decision Makers	Introduction to Management

TRIMESTER 2

BUS202	BUS203	BUS204	CCS101
Human Resource Management	Business Law and Ethics	Business Economics	Flexible Thinking

TRIMESTER 3

ACC101	ACC202	ACC203	ACC205
Quantitative techniques	Financial Accounting	Information Systems Development	Management Accounting

TRIMESTER 4

ACC204	ACC301	ACC302	CCS301
Corporate Accounting	Ethics	Taxation	Entrepreneurship

TRIMESTER 5

ACC201	ACC206	ACC207	ACC209
Finance	Auditing	Corporations Law	Cost Accounting

TRIMESTER 6

ACC303	ACC304	ACC305	BUS301
Forensic Accounting	Accounting Theory	Social and Environmental Accounting	Strategic Management

NOTE: Subjects consist of 3 hours face-to-face contact (1.5 hours tutorial / 1.5 hours lectures) and 6 hours non-contact study time. Full-time load consists of 4 subjects per trimester (4 subjects per week x 3 hours contact = 12 hours contact per week). A total of 72 credit points is required to complete the Carrick Bachelor Degree program, e.g. 1 Subject = 3 credit points; 24 subjects x 3 credit points = 72 credit points.

# Bachelor of Business (Hospitality and Tourism Management)

The Bachelor of Business (Hospitality and Tourism Management) has been developed based on industry demand for high quality graduates in both hospitality and tourism. This industry is very dynamic and requires graduates to be innovative and responsive to changes, as well as highly skilled within their area.

<b>Trimester Start Date</b>	19/03/2012, 16/07/2012, 12/11/2012, 25/03/2013, 15/07/2013, 11/11/2013
<b>Duration</b>	2 years (Six Trimesters)
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Locations</b>	Adelaide, Brisbane, Melbourne and Sydney

## Entry Requirements

To gain entry into the Bachelor of Business (Hospitality and Tourism Management) students must meet one of the following entry requirements:

- Successful completion of Year 12 or equivalent qualification
- Certificate IV or equivalent qualification
- Mature age entry (aged 21 years or more) for applicants who can demonstrate an ability to undertake the course through interview.

*In addition, all students must be at least 18 years of age at the time of course commencement.*

## Careers – where can I go from here?

Hospitality students can apply for the following positions: Food and Beverage Manager, Front Office Manager, Catering Manager, Sales Director, Marketing Director, Management Consultant and many more.

Tourism students can apply for the following positions: Tour Guide Manager, Tourism Operator, Travel Agent, Travel Consultant, Agency Manager, Tourism Cruise Coordinator, Tourism Cruise Manager and many more.

## Credit Transfer

The Bachelor of Business (Hospitality and Tourism Management) offers a credit transfer process to all applicants upon enrolment. Carrick Higher Education provides information and support to enable applicants to gather reliable evidence to support their claim for credit transfer.

See [carrickeducation.edu.au](http://carrickeducation.edu.au) for details.

*Course structure and duration may vary from state to state.*

## TRIMESTER 1

BUS101	CCS101	CCS102	HAT101
Business Communication	Flexible Thinking	Introduction to Management	Introduction to Hospitality and Tourism

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## TRIMESTER 2

BUS102	BUS201	BUS202	HAT102
Introduction to Marketing	Leading and Managing People	Human Resource Management	Customer Service Systems

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## TRIMESTER 3

BUS103	BUS203	HAT201	HAT202
Accounting for Decision Makers	Business Law and Ethics	The Hospitality and Tourism Market	Hospitality and Tourism Management

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## TRIMESTER 4

BUS204	CCS201	HAT203	HAT205
Business Economics	Strategic Information Systems	Retail Services Marketing	Food and Beverage Management

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## TRIMESTER 5

HAT204	HAT206	HAT301	
Attraction and Event Management	Accommodation Management	Industry Based Action Research Project	

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## TRIMESTER 6

BUS301	CCS301	HAT302	HAT303
Strategic Management	Entrepreneurship	Business Sustainability	Emerging Issues in Hospitality and Tourism

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NOTE: Subjects consist of 3 hours of face-to-face contact (1.5 hours tutorials / 1.5 hours lectures) and 6 hours, non-contact study time. Full-time load consists of 4 subjects per trimester (4 subjects per week x 3 hours contact = 12 hours contact per week). HAT301 is the equivalent of two subjects. A total of 72 credit points is required to complete the Carrick Bachelor Degree program, e.g. 1 Subject = 3 credit points; 24 Subjects x 3 credit points = 72 credit points.

# Bachelor of Business (IT Networking)

The Bachelor of Business (IT Networking) has been specifically designed to provide learning in the specialisation of IT Networking coupled with developing knowledge and skills in business processes and functions. This degree aims to provide students with business knowledge of how organisations operate and to appreciate the role and functioning of IT Networking for achieving business goals. Students will gain an appreciation for the broad aspects of business while specialising in the application of IT Networking within the organisational context.

<b>Trimester Start Date</b>	19/03/2012, 16/07/2012, 12/11/2012, 25/03/2013, 15/07/2013, 11/11/2013
<b>Duration</b>	2 years (Six Trimesters)
<b>Tuition Fees and Funding Options</b>	Please see page 80
<b>Books and Materials</b>	Approximately \$500 per year
<b>Locations</b>	Melbourne

## Entry Requirements

To gain entry into the Bachelor of Business (IT Networking) students must meet one of the following entry requirements:

- successful completion of year 12 or equivalent qualification or
- successful completion of Certificate IV or equivalent qualification.

Where an applicant is mature age (21 years or older) and the applicant has not completed year 12 or Certificate IV or equivalent an interview can be arranged for the applicant to demonstrate that they have an ability to undertake the course. Evidence of this ability can be made by way of a portfolio of work undertaken in employment or community engagement and testimonials.

## Graduate Outcomes

On completion of the course graduates will be academically prepared for professional entry to the ICT industry. Graduates will be employable in technical and professional ICT networking roles as designers, developers, engineers, analysts and administrators.

## Credit Transfer

Carrick Higher Education offers a credit transfer process to all students upon enrolment. Information and support are provided to enable applicants to gather reliable evidence to support their claim for credit transfer.

See [carrickeducation.edu.au](http://carrickeducation.edu.au) for details.

*Course structure and duration may vary from state to state.*

TRIMESTER 1

BUS101	BUS103	ICT101	ICT102
Business Communication	Accounting for Decision Makers	Networking Principles	Programming Fundamentals

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TRIMESTER 2

CCS101	CCS102	CCS103	CCS104
Flexible Thinking	Introduction to Management	Database Management Systems	Network Lab 1

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TRIMESTER 3

BUS102	BUS204	ICT104	ICT202
Introduction to Marketing	Business Economics	Systems Analysis and Design	Network Lab 2

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TRIMESTER 4

BUS202	BUS203	ICT203	ICT302
Human Resource Management	Business Law and Ethics	Advanced Programming Concepts	Contemporary ICT

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TRIMESTER 5

BUS201	CCS201	ICT301	ICT304
Leading and Managing People	Strategic Information Systems	Enterprise Systems Architecture	Project Management Fundamentals

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TRIMESTER 6

CCS301		BUS301	ICT303
Entrepreneurship		Strategic Management	Industry Based Research

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NOTE: Subjects consist of 3 hours face-to-face contact (1.5 hours tutorial / 1.5 hours lectures) and 6 hours non-contact study time. Full-time load consists of 4 subjects per trimester (4 subjects per week x 3 hours contact = 12 hours contact per week). A total of 72 credit points is required to complete the Carrick Bachelor Degree program, e.g. 1 Subject = 3 credit points; 24 subjects x 3 credit points = 72 credit points.

# Student Support Services

**Carrick provides a range of support services to students. The Student Services Department offers personal and friendly assistance to students in many areas, including an orientation program that assists students to settle into the Carrick campus and their studies.**

## **Support Services Include:**

- Counselling and welfare support
- Student accommodation
- Academic support
- Carrick Jobs and Careers (CJC)
- Under 18's student welfare services
- Social inclusion activities
- IT support

## **Admissions Support Includes:**

- Application and enrolment
- Credit transfer and recognition of prior learning
- Career and course advice
- Articulation into partner universities

## **Orientation**

Prior to course commencement, a compulsory orientation program is held for all students who are enrolled with Carrick.

Orientation details can be found on our website [carrickeducation.edu.au](http://carrickeducation.edu.au). The orientation program covers the following topics:

- Student life at Carrick
- Marking system and academic expectations
- Refund policy
- Fees and charges policy
- Complaints policy
- Employment opportunities
- Safety and cultural adjustment



# Student Testimonials



## **Corinne Sammut**

ADVANCED DIPLOMA OF HOSPITALITY  
MANAGEMENT (COMMERCIAL COOKERY)

I studied the Commercial Cookery stream of the Advanced Diploma of Hospitality Management. Almost immediately I started working with the great recruitment team at Carrick Jobs and Careers (CJC). Together we worked on fixing my résumé. We discussed what I wanted in a job and from there they got me started with a casual job at Fresh Catering where I still work when I am available, which is fantastic.

While working at Fresh Catering and gaining experience CJC set me up for a trial at Doltone House in Pymont. I was successfully given a job as an apprentice chef, which I am enjoying. Thank you, and hopefully you too will seek guidance from the great Carrick Jobs and Careers team to help you find a job.



## **Tracy Sommers-Way**

BACHELOR OF ACCOUNTING

I chose Carrick because I would be able to finish in two years instead of three. I'm studying Accounting to become a tax accountant or auditor. Carrick Jobs and Careers (CJC) has contacts in the industry that can help me find a job once I graduate.

The classes at Carrick are not too big and this also allows the classes to create a strong bond among its members. I would recommend Carrick to anyone who was thinking of doing a Bachelor Degree.

# Student Success Story



## **Seang Nee Hong (Annie)**

BACHELOR OF BUSINESS (HOSPITALITY & TOURISM MANAGEMENT)

While enrolled in the Bachelor of Business (Hospitality and Tourism Management), I was looking for an opportunity to gain experience in the hotel industry. I went to the Carrick Jobs and Careers (CJC) team to seek assistance. The team helped me find an internship opportunity in the Sales and Marketing department within one of the five star hotels in town, Sheraton on the Park. During my internship, I was able to utilise different marketing skills especially within online marketing. After completing my internship I also received a great reference from the director.

Thank you CJC team for helping me land my first position in the hotel industry!

I am currently working at Traders Hotel a part of Shangri-la in Malaysia as a Marketing Services Coordinator/Marketing Analyst.

# Carrick Jobs and Careers

Carrick Jobs and Careers (CJC) is a division of Carrick. CJC offers services to students, graduates and associated industry clientele.

Carrick currently has more than 5000 students enrolled in a variety of courses covering a range of study areas.

CJC proudly promotes dedicated and enthusiastic students to employers for a variety of staffing needs. Students have access to this free service, which is conveniently located at the main Carrick campus in each city.

CJC offers exciting job opportunities and assistance in all areas of employment, such as:

- Pre-placement training
- Interview preparation
- Résumé development and analysis
- Work experience programs
- Liaison with key industry personnel
- Advice on personal development
- Voluntary work programs
- Overseas work experience and work placement
- Graduate positions
- Employment-based seminars

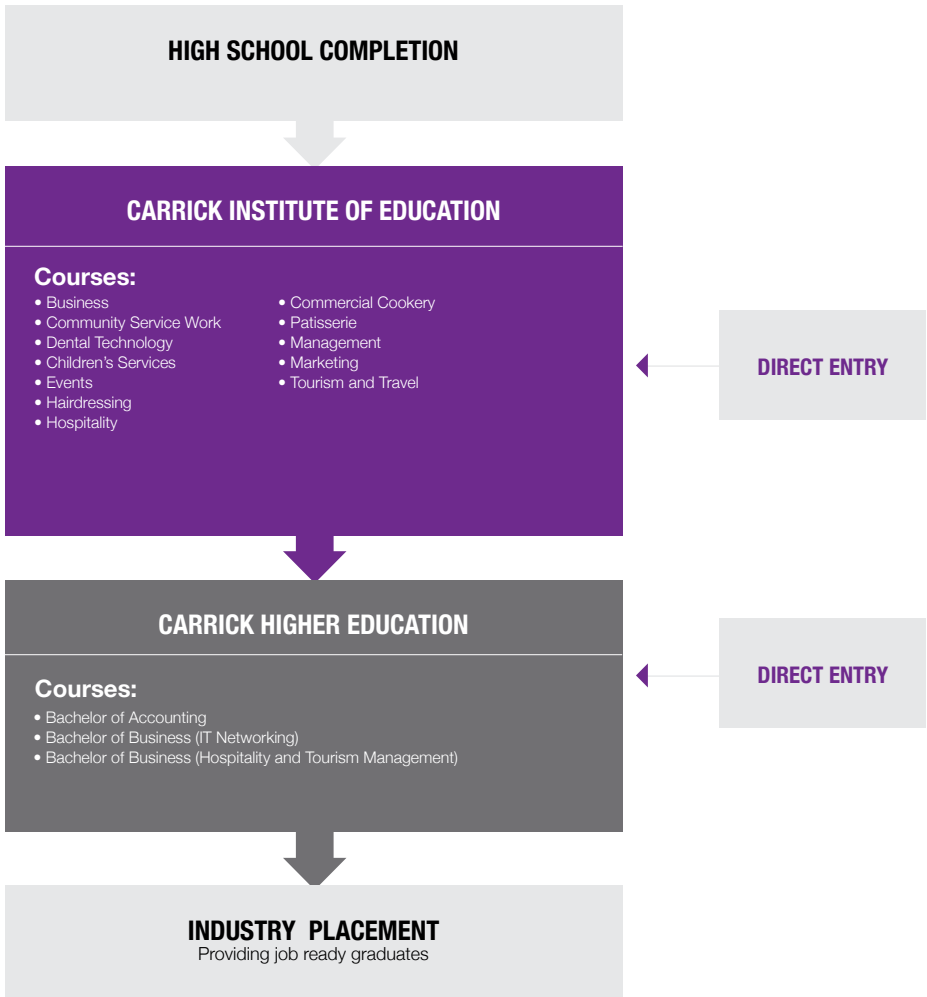
CJC services are available to all Carrick students and graduates who wish to gain valuable work experience in their chosen industry and full-time employment assistance.

To learn more about  
**Carrick Jobs and Careers** visit  
[carrickeducation.edu.au/CJC](http://carrickeducation.edu.au/CJC)

**CARRICK  
JOBS  
AND  
CAREERS**

# Academic Pathways

Carrick provides flexible learning that allows you to reach your goals. The academic pathways offered through Carrick provide you with a range of different starting points. The table below illustrates some of the common pathways students select in order to achieve their goals.

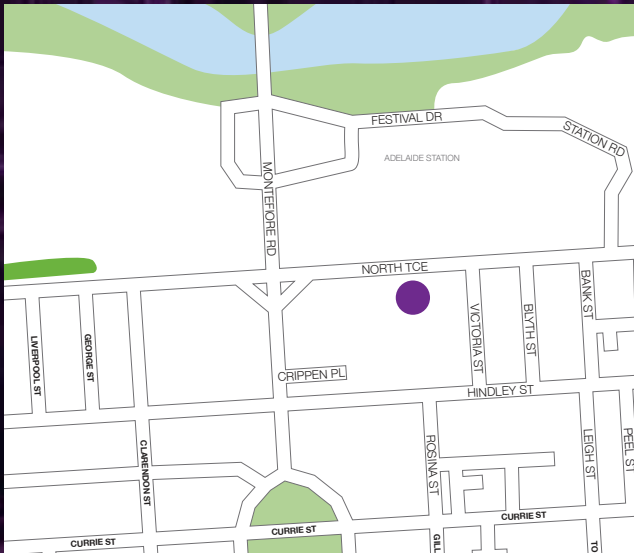


# Campus Locations

Adelaide

98 -100 North Terrace

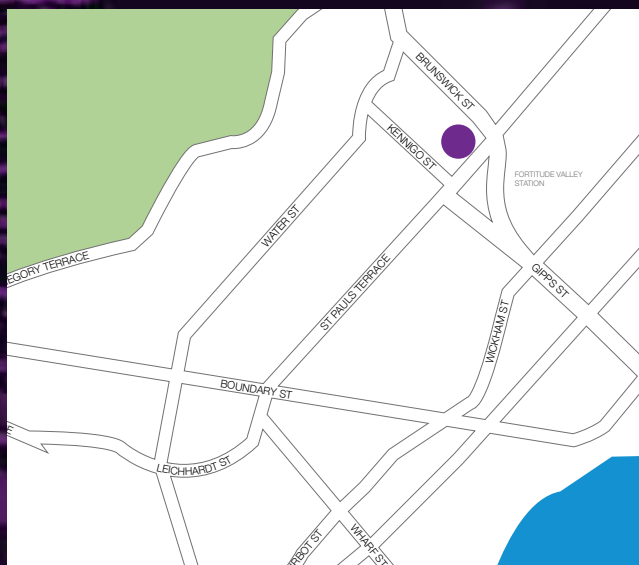
Adelaide SA 5000



# Brisbane

## 252 St Pauls Terrace

### Fortitude Valley QLD 4006



# Melbourne

## 370 Docklands Drive

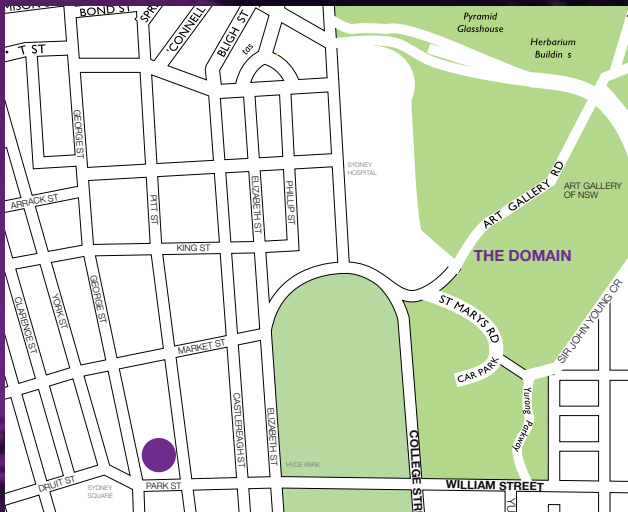
### Docklands VIC 3008



# Sydney

## Lvl 9, 540 George Street

### Sydney NSW 2000



# Course Fees

Higher Education Courses	DURATION	FULL FEE	FEE-HELP
Bachelor of Accounting	6 trimesters	\$27,930	\$27,930
Bachelor of Business (Hospitality and Tourism Management)	6 trimesters	\$27,930	\$27,930
Bachelor of Business (IT Networking)	6 trimesters	\$27,930	\$27,930

## Vocational Education Courses

Business		DURATION	FULL FEE	VET FEE-HELP
BSB07	Business			
BSB20107	Certificate II in Business	10 weeks	\$1,750	\$2,500
BSB30107	Certificate III in Business	20 weeks	\$3,500	\$5,000
BSB40607	Certificate IV in Business Sales	20 weeks	\$3,500	\$5,000
BSB41307	Certificate IV in Marketing	20 weeks	\$3,500	\$5,000
BSB40807	Certificate IV in Frontline Management	20 weeks	\$3,500	\$5,000
BSB50207	Diploma of Business	30 weeks	\$7,500	\$7,500
BSB60207	Advanced Diploma of Business	30 weeks	\$7,500	\$7,500
BSB51107	Diploma of Management	20 weeks	\$5,000	\$5,000
BSB60407	Advanced Diploma of Management	20 weeks	\$5,000	\$5,000
BSB51207	Diploma of Marketing	30 weeks	\$7,500	\$7,500
BSB60507	Advanced Diploma of Marketing	30 weeks	\$7,500	\$7,500
Community Services		DURATION	FULL FEE	VET FEE-HELP
CHC08	Community Services			
CHC30708	Certificate III in Children's Services	30 weeks	\$5,850	N/A
CHC50908	Diploma of Children's Services (Early childhood education and care)	80 weeks	\$20,000	\$20,000
CHC50608	Diploma of Community Services Work	80 weeks	\$20,000	\$20,000
Dental Technology		DURATION	FULL FEE	VET FEE-HELP
HLT07	Dental Technology			
HLT50507	Diploma of Dental Technology	72 weeks	\$27,300	\$27,300

Vocational Education Courses		DURATION	FULL FEE	VET FEE-HELP
WRH09	Hairdressing			
WRH20109	Certificate II in Hairdressing	10 weeks	\$1,950	N/A
WRH30109	Certificate III in Hairdressing	40 weeks	\$7,800	N/A
WRH40109	Certificate IV in Hairdressing	20 weeks	\$3,900	N/A
WRH50109	Diploma of Hairdressing Salon Management	30 weeks	\$7,500	\$7,500
SIT07 Hospitality, Commercial Cookery, Patisserie				
SIT30707	Certificate III in Hospitality	30 weeks	\$5,250	N/A
SIT30807	Certificate III in Hospitality (Commercial Cookery)	50 weeks	\$9,750	N/A
SIT31107	Certificate III in Hospitality (Patisserie)	40 weeks	\$7,800	N/A
SIT40307	Certificate IV in Hospitality	50 weeks	\$8,750	N/A
SIT40407	Certificate IV in Hospitality (Commercial Cookery)	60 weeks	\$11,700	N/A
SIT50307	Diploma of Hospitality	50 weeks	\$12,500	\$12,500
SIT60307	Advanced Diploma of Hospitality	60 weeks	\$15,000	\$15,000
SIT07 Tourism				
SIT20107	Certificate II in Tourism	10 weeks	\$1,750	N/A
SIT30107	Certificate III in Tourism	20 weeks	\$3,500	N/A
SIT40207	Certificate IV in Tourism	40 weeks	\$7,000	N/A
SIT50107	Diploma of Tourism	50 weeks	\$12,500	\$12,500
SIT60107	Advanced Diploma of Tourism	60 weeks	\$15,000	\$15,000
SIT07 Events				
SIT50207	Diploma of Events	40 weeks	\$10,000	\$10,000
HLT07 Dental Technology				
HLT50507	Diploma of Dental Technology	72 weeks	\$27,300	\$27,300

These offers are valid for enrolments made from 1 January 2012 until 31 December 2012

# Fee Assistance

## VET FEE-HELP

### What is VET FEE-HELP?

VET FEE-HELP is a student loan program for eligible full-fee paying VET students. The program is open to full-time or part-time students studying a diploma or advanced diploma course with an approved VET provider and covers part or all of their tuition fees. Students who access the loan will repay the amount, including a 20% loan fee, through the tax system via compulsory and/or voluntary contributions.

VET FEE-HELP assistance can only be offered to eligible full fee-paying students from an approved VET provider for certain VET accredited diploma, advanced diploma, graduate certificate and graduate diploma courses. VET FEE-HELP is an extension of the higher education FEE-HELP arrangements.

### How do I know if I'm eligible for VET FEE-HELP?

To be eligible for VET FEE-HELP you must be:

- An Australian citizen; or
- A holder of a permanent humanitarian visa.

For more information, please visit the Carrick website: [carrickeducation.edu.au](http://carrickeducation.edu.au)

## FEE-HELP

### What is FEE-HELP?

FEE-HELP is a loan for students that will cover up to the full amount of their tuition fees and is available to fee paying undergraduate students (undergraduates will be charged a 20% loan fee).

FEE-HELP debts are repaid in a similar way as the Higher Education Contribution Scheme (HECS) and Postgraduate Education Loan Scheme (PELS) For example there are still:

- Compulsory repayments made through your income tax assessments
- Voluntary repayments; and
- Indexation applied to debts on 1 June each year.

### How do I know if I'm eligible for FEE-HELP?

To be eligible for FEE-HELP you must be:

- An Australian citizen; or
- A holder of a permanent humanitarian visa.

## Austudy

### What is Austudy?

**Austudy provides support for students and Australian apprentices 25 years of age and over.**

### Who can get Austudy?

You may get Austudy if:

- You are a full-time student 25 years of age or over undertaking an approved course at an approved institution. Approved courses generally include secondary education courses, undergraduate courses, associate diplomas and some other diplomas, TAFE courses and some postgraduate courses.
- You are a full-time Australian apprentice 25 years of age or over with a current Commonwealth Registration Identification number.

You must also:

- Be an Australian permanent resident
- Be in Australia on the day you claim, and
- Have been in Australia as an Australian resident for at least 104 weeks (there are some exceptions).

*Note: Information from Australia's Immigration Department may be used in assessing claims and can be used to assess ongoing entitlements.*

For more information visit the Austudy website: [centrelink.gov.au](http://centrelink.gov.au)

## ABSTUDY

### What is ABSTUDY?

**ABSTUDY is the Aboriginal and Torres Strait Islander Study Assistance Scheme. ABSTUDY is paid to assist Aboriginal and Torres Strait Islander people to stay at school or go on to further studies.**

### Who can get ABSTUDY?

You may be eligible for ABSTUDY if you are:

- Studying at primary school and live at home and you are at least 14 years of age or over at 1 January of the year you study
- Studying at secondary school
- Studying full-time or part-time after having left school
- Studying a Masters or Doctorate course or
- Undertaking a full-time Australian apprenticeship

You must meet the following criteria:

You must be an Aboriginal or Torres Strait Islander person. An Aboriginal or Torres Strait Islander person is someone who:

- Is of Australian descent
- Identifies as an Aboriginal or Torres Strait Islander person and
- Is accepted as such by the community in which they live or have lived

*Note: You may be asked to provide evidence to prove you meet all three parts of this definition.*

You must also be an Australian citizen to be eligible for ABSTUDY. Proof of Australian citizenship must be provided, if you were born outside of Australia. Note: Information from Australia's Immigration Department may be used in assessing claims and can be used to assess ongoing entitlements.

For more information visit the ABSTUDY website: [centrelink.gov.au](http://centrelink.gov.au)

# Fee Assistance

## Youth Allowance

### What is Youth Allowance?

**Youth Allowance provides financial assistance for young people aged between 16 and 24 years old\*.**

### Who can get Youth Allowance?

You may be eligible for Youth Allowance if:

- You are over 25 and a full-time Australian apprentice and were getting the Youth Allowance immediately before turning 25 and are still doing an Australian apprenticeship.
- You are between 16 and 24 years of age\* and studying full-time in an approved course at an approved institution. Approved courses generally include secondary education courses, undergraduate courses, associate diplomas and some other diplomas, TAFE courses and some post-graduate courses.
- You are between 16 and 24 years of age\* and a full-time Australian apprentice.
- You are between 16 and 20 years of age\* and actively looking for suitable work or undertaking a combination of approved activities such as part-time work and training, or have a temporary exemption from the activity test (for example due to illness)
- If you are under 21 years of age and are the principal carer of a dependant child between six and 15 years, if partnered or between 8 and 15 if you are single, are actively looking for full-time work or working more than 15 hours per week, undertaking an approved activity such as work for the dole or have a long or short-term exemption from the activity test

You must also be an Australian resident, that is you are living in Australia and are one of the following:

- An Australian citizen
- A permanent visa holder
- Have been in Australia as an Australian resident for at least 104 weeks (there are some exceptions) and
- In Australia the day you claim Youth Allowance

*Note:\* The minimum age at which you are eligible to receive Youth Allowance may vary depending on the minimum school leaving age in your state or territory.*

*Note: Information from Australia's immigration department may be used in assessing your claim and can be used to assess ongoing entitlement.*

For more information visit the Youth Allowance website: [centrelink.gov.au](http://centrelink.gov.au)



Accounting

# Terms and Conditions

## Please Visit Carrick's Website to View All Current Carrick Policies:

[carrickeducation.edu.au/policies](http://carrickeducation.edu.au/policies)

The Carrick policies are updated from time to time and prospective students are expected to visit the Carrick website prior to lodging an application to study at Carrick.

## Code of Conduct

All students enrolled in and participating in programs or using the services of Carrick Institute of Education and Carrick Higher Education (Carrick) are expected to maintain appropriate standards of conduct at all times.

## Disciplinary Procedures

Where behaviour is deemed to be inappropriate, Carrick will take appropriate action as outlined in the Student Disciplinary Procedure.

## Fees and Charges

It is understood that payment of tuition fees for a full fee paying student will only be accepted by Carrick after:

- a. A signed and dated Enrolment Agreement (outlining Student Terms and Conditions of enrolment, including Student Refund Conditions) is received from the student, thereby agreeing to abide by all the conditions contained within the document; and
- b. All entry conditions stated in the Letter of Offer have been satisfactorily met.

It is understood that students eligible for FEE-HELP and/or VET FEE-HELP assistance can obtain a Request for FEE-HELP and/or VET FEE-HELP Assistance form from Carrick. The form must be completed and returned to Carrick before the start date of the course. Students will incur a FEE-HELP and/or VET FEE-HELP debt immediately after the census date for each unit of study for which they have received assistance.

Course fees and additional charges are set out in the SMP 3 Student Fees and Charges Policy. Where applicable, additional fees are charged for items such as text books, uniforms, course equipment, excursions and a range of sundry fees as listed in the SMP 3 Student Fees and Charges Policy. Students required to undertake an out of class reassessment, repeat a unit or stage will be charged relevant fees as set out in SMP 3 Student Fees and Charges Policy.

Tuition fees for continuing students are due to be paid in full by the due date as set out in the student Enrolment Agreement (full fee paying students) or as per the Carrick Schedule of Fees for students seeking FEE-HELP and/or VET FEE-HELP loans. Failure to pay scheduled fees in full by the due date may result in the charging of a late fee and possible cancellation of enrolment.

## Principal Course of Study

The principal course is the student's main course of study. If the student is enrolled in a package of courses, the course leading to the highest qualification will be the student's principal course.

## Privacy

Carrick is committed to protecting each individual's right to privacy. Reasonable steps will be taken to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure, in line with the Privacy Amendment (Private Sector) Act 2000.

## Student Course Progress

Carrick Institute of Education and Carrick Higher Education monitor student course progress. Course progress is monitored regularly and student support is offered to students who are not progressing satisfactorily. Where a student does not satisfactorily meet course requirements for two consecutive periods of study they may have their enrolment cancelled.

## Refund Policy

### 1.0 Scope

The Carrick Refund Policy observes the principles outlined in the Education Services for Overseas Students Act 2000 (ESOS Act) and The National Code 2007 and applies to all new and re-enrolling students unless otherwise stated.

### 2.0 Definitions

Institute Default occurs when:

- (a) the course does not begin on the agreed commencement date; or
- (b) the course ceases to be provided at any time after it commences but before it is completed; or
- (c) the course is not provided in full to a Student because a sanction has been imposed on the Institute.

Local Student - a student who is an Australian Citizen and/or permanent resident enrolled at the Institute.

Package of Courses - where a Student is enrolled in a package of courses at the Institute.

Student Default occurs when Carrick refuses to provide or continue providing a course to a Student due to:

- (a) a Student not commencing a course on the agreed start date;
- (b) a Student cancelling their enrolment in a course (this includes an abandonment of the course before its completion);
- (c) a Student failing to pay an amount he or she was liable to pay to the provider, directly or indirectly, in order to undertake a course;
- (d) a Student breaching a condition of his or her student visa; or
- (e) misbehaviour by a Student.

**3.0 Refund** - all Students (excluding Students who are eligible to take the VET FEE-HELP option)

### 3.1 Institute Default

If there is an Institute Default, the Student can choose to accept either:

- (a) a refund of the course fees, which will be issued to the Student within 14 days or
- (b) to be placed in an alternative course with the Institute or another provider. If the Student chooses placement in an alternative course, the Student must sign

a document to indicate their agreement to the placement.

If the Institute is unable to provide a refund or place the Student in an alternative course the Tuition Assurance Scheme will be responsible in placing the Student in a suitable alternative course at no extra cost.

### 3.2 Student Default

3.2.1 Before the commencement date if a Student cancels their enrolment before the commencement date of a course and requests a refund:

- (a) 10 full weeks or more prior to the course commencement - a refund of 70% of monies paid for tuition fees will be issued to the student;
- (b) 5 weeks up to 10 full weeks prior to the course commencement - a refund of 30% of monies paid for tuition fees will be issued to the student;
- (c) Less than 5 full weeks prior to course commencement - no refund will be issued.

The written request must be in the Carrick approved form. The refund will be processed within 28 days of the written request being received.

If a Student is able to demonstrate that matters beyond their control have resulted in the request for a refund of a portion of tuition fees that have been paid in advance, that Student may be eligible for a refund. No refund will be issued to any Student who has deferred their enrolment. English Language Deposits are non refundable.

### 3.2.2 After the commencement date

If there is a Student Default, after the agreed start date of a course no refund will be issued to the Student. This includes all monies paid or scheduled to be paid to Carrick for airport pick-up, accommodation booking and board.

In accordance with the Student Enrolment Agreement, Carrick reserves the right to invoice the student the portion of fees owed by the student for services received from Carrick. If a Student is able to demonstrate that matters beyond their control have resulted in the request for a refund of a portion of tuition fees that have been paid in advance, that Student may be eligible for a refund provided all fees are paid up to date.

### 3.3 Packaged Course refunds

Students enrolled in a package of courses seeking a refund after completing any other course other than their principal course of study, but prior to completing six months of their principal course will be considered to have defaulted after the commencement date and will be dealt with in accordance with clause 3.2.2 above.

3.3.1 Where a Student enrolled in a Package of Courses is eligible for a refund, the refund amount will be calculated based on each individual course Fee.

### 5.0 Additional Information for Local VTAC Students (Victoria only)

A Student who accepts a VTAC First Round Offer from the Institute but subsequently

## Terms and Conditions

accepts a Round 2 or Round 3 offer from another education provider is entitled to a full refund less an administration fee of AUD\$250. To obtain the refund, the Student must produce a copy of the VTAC Offer Letter and Confirmation of Enrolment from the subsequent education provider.

**6.0** Additional Information for Students who are eligible to take the FEE-HELP and/or VET FEE-HELP Option.

**6.1** A census date that is no earlier than 20% of the way through a unit of study will be set by Carrick for each Higher Education and VET unit of study. Carrick will ensure that all students are informed of the census date for each Higher Education and VET unit of study.

**6.2** In the event of a student withdrawing from a Higher Education and/or VET unit of study prior to the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- the student will not incur a FEE HELP and/or VET FEE-HELP debt.

**6.3** In the event of a student withdrawing from a Higher Education and/or VET unit of study after census date for that Higher Education and/or VET unit of study:

- no refund is applicable; and/or
- the student will incur a FEE HELP and/or VET FEE-HELP debt.

**6.4** Refunds will be made within 28 days of the census date of the Higher Education and/or VET unit of study to which the withdrawal applies.

**6.5** A student who withdraws after the census date for a Higher Education and/or VET unit of study may apply for special consideration in line with the AP 62 Student Review Procedures for Re-crediting a VET FEE-HELP Balance and CHEAP 62 Re-Crediting a FEE-HELP Balance.

**7.0** Applying for a Refund (excluding Students who are eligible to take the VET FEE-HELP option)

7.1 To apply for a refund the Student must complete the SMF 20 Refund Application Form and attach any evidence or documentation relevant to the refund application. The Student must submit the form to the:

- Admissions Department for refunds prior to arrival/commencement; or
- Student Services Department for refunds after commencement.

7.2 Students will be notified of the outcome of their refund application in writing by means of the Refund Application Outcome Letter within 14 working days of the receipt of the SMF 20 Refund Application Form if an Institute default occurred and within 28 days of receipt of the SMF20 Refund Application Form if a student default occurred.

7.3 If a Student is dissatisfied with Carrick's decision in relation to their refund request a Student may lodge an appeal under Carrick's Complaints and Appeals.

*This Policy and the availability of Carrick complaints and appeals processes, does not remove the right for a Student to take further action under Australia's Consumer Protection Laws.*

### Deferral, Suspension and Cancellation Policy

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Carrick or by the student. When suspension or cancellation of enrolment is initiated by Carrick, students have the right to appeal the decision.

Definitions:

Deferral – postponement of commencement of course.

Suspension – temporary postponement of enrolment during course.

Cancellation – cessation of enrolment in course.

#### 1.0. Guidelines for Local Students

##### 1.1. Carrick Initiated Deferral, Suspension or Cancellation

1.1.1. Carrick may defer commencement of a course when a course is not offered.

1.1.2. Carrick may temporarily suspend enrolment in the following circumstances:

- Student misbehavior as outlined in SMP 2 Student Code of Conduct.
- Compassionate and compelling circumstances
- Non-payment of outstanding fees.

1.1.3. Carrick may cancel a student enrolment in the following instances:

- Student demonstrates serious misconduct as outlined in SMP 2 Code of Conduct.
- Non-commencement of studies or continuous absence from scheduled course hours.
- Non payment of outstanding fees or failure to provide appropriate documentation by commencement of course.

1.1.4. In cases where suspension or cancellation of the student's enrolment is initiated by the institute, students will be notified and advised to access the institute's internal complaints and appeals process if they are dissatisfied. (see SMP 9 Complaints and Appeals Procedure).

##### 1.2 Student Initiated Deferral, Suspension or Cancellation

1.2.1. Students may request a deferral of the commencement of their course by completing an AF 24 Deferral Change of Preference Form and submitting it to an Admissions Officer prior to the course commencing.

1.2.1.1. Once the deferral is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement.

1.2.2 Students who wish to temporarily suspend enrolment in their course must obtain written approval from the Student Services Manager.

1.2.2.1 Students need to complete an AF 23 Course Suspension Form and submit it, together with all supporting documentation, to the Student Services Department.

1.2.2.2 To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.

1.2.2.3 In case of an emergency situation that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived. Please see SMP 31 Compassionate and Compelling Circumstances for further guidelines on what constitutes an emergency situation.

1.2.2.4 A student can suspend enrolment for a maximum period of six months or two terms. In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of Carrick management.

1.2.2.5 Once the suspension is processed the student will receive a written letter from the Student Services Manager granting suspension.

1.2.2.6 The student's fee payment plan remains unchanged and fee payments are still due on the dates specified in the student's Enrolment Agreement.

1.2.3 Students who wish to cancel enrolment in their course must obtain written approval from Carrick and attend a cancellation appointment.

1.2.3.1 Students must complete an AF 12 Course Cancellation Form and submit it, together with all supporting documentation, to the Student Services Department.

1.2.3.2 The Student Services Manager will decide the outcome of the student's request for cancellation.

1.2.3.3 If the student requests a refund, the Student Services Manager will submit their request to the Campus Director for approval of the refund. The student must complete SMF 20 Refund Application Form and submit it with their AF 12 Course Cancellation Form.

1.2.3.4 If the student does not accept the outcome of their request for cancellation, the Student Services Manager will escalate the student's application to the Campus Director.

1.2.3.5 Once the cancellation is processed, the student will receive a Release Letter from the Student Services Department.

#### 2.0 Document Handling and Notations

2.1 All documentation relating to the assessment of student deferral, suspension and cancellation applications will be kept in the student's file.

2.2 All discussions undertaken with the student during the processing of the application must be recorded on Carrick Student Management System as they occur.

# Notes

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**Contact our Career Advisors today**  
**1300 364 383**  
**[study@carrick.edu.au](mailto:study@carrick.edu.au)**

**Call 1300 364 383  
or visit [carrickeducation.edu.au](http://carrickeducation.edu.au)**

Carrick Institute of Education and Carrick Higher Education are part of the Carrick Education Group, leaders in Vocational and Higher Education. Carrick provides students with educational opportunities across four Australian locations: Adelaide, Brisbane, Melbourne and Sydney.

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