

icon

TRAINING ACADEMY · RTO: 32126



ACCREDITED COURSES FOR 2023

www.icontraining.com.au / 0739 241 282 / reception@icontraining.com.au

HOSPITALITY – FRONT AND BACK OF HOUSE

\$750.00 (5 Days - 9.00 – 16:00)

The hospitality course (front and back of house) is designed to give trainees the needed skills and knowledge to enter the industry and to work in diverse establishments such as: restaurants, pubs, hotels, cafes and catering businesses.

This is a hands-on course that provides accredited units/skills sets and real work experience.

At the end of the training program, candidates will be fully prepared to start working in the hospitality sector.

Accredited units:

- **SITXFSA005** - Use hygienic practices for food safety
- **SITXFSA006** - Participate in safe food handling practices
- **SITHFAB002** - Provide responsible service of alcohol
- **SITHFAB005** - Prepare and serve espresso coffee
- **SITXWHS005** - Participate in safe work practices

HOSPITALITY – FRONT AND BACK OF HOUSE



PROGRAM

Day 1: Hygiene and Safe Food Handling (Monday)
SITXFSA005 (Use Hygienic Practices for Food Safety) and **SITXFSA006** (Participate in Safe Food Handling Practices).

Students will learn how to prevent food contamination by following food safety programs, preparing food safely, and maintaining a clean environment, following workplace hygiene procedures and HACCP principles.

Day 2: Responsible Service of Alcohol (Tuesday)
Students will complete **SITHFAB002** (Provide Responsible Service of Alcohol), where they learn to sell alcohol safely, and refuse service where appropriate.

Trainees can simulate working with alcohol to ensure they are aware of the requirements and safety responsibilities they will need to know when in a hospitality working environment.

Day 3: Practice in Food Safety (Wednesday)
Trainees will have the opportunity to use the knowledge gained on Food Safety into practice in a fully equipped and state of art commercial kitchen where they will prepare meals for Rosie's and 12 baskets, who feed the homeless and people in need.

Day 4: Practice of coffee making **SITHFAB005**. Trainees consolidate their knowledge of making and serving coffee with training and hands-on experience, allowing them to truly engage with the knowledge they have been taught, practising the intricacies of coffee making at Robina CUPPA community café from 15:00 to 17:00.

Key skills to be practised include mis en place; coffee extraction; milk texturing; flavoring; pouring; and cleaning of coffee machine. At the end of the day, trainees will be well-versed across the entire espresso coffee menu.

Day 5: Participate in safe work practices **SITXWHS005**
Trainees will learn how to work safely following organisational policies and procedures for emergency situations and will participate in organisational WHS practices, identifying and reporting hazards and completing reports.



GET IN TOUCH

For further details regarding course information or student fees please contact :

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HOSPITALITY – HOUSEKEEPING SERVICE SKILL SET

\$500.00 (5 Days - 9.00 – 15:00)

The hospitality course (housekeeping service skill set) is designed to give trainees the needed skills and knowledge to enter the industry and to give trainees the skills and knowledge needed to provide housekeeping services in a safe way.

This is a hands-on course that provides accredited units/skills sets and real work experience.

At the end of the training program, candidates will be fully prepared to start working in the hospitality sector.

Accredited units:

- **SITHACS009** - Clean premises and equipment
- **SITHACS010** - Provide housekeeping services to guests
- **SITHACS011** - Prepare rooms for guests
- **SITXWHS005** - Participate in safe work practices

HOSPITALITY – HOUSEKEEPING SERVICE SKILL SET



PROGRAM

Day 1: Chemicals and organisation's standards overview (Monday)
Trainees will learn about chemicals used and company's policies and procedures.

Days 2 and 3: Hands on Practical - Clean premises and equipment and prepare rooms for guests **SITHACS009** (Tuesday and Wednesday)

Trainees will learn how to clean hotel rooms and bathrooms following WHS and organisational policies, procedures and standards. Training will be done at Mantra on View in Surfers Paradise. **SITHACS011**

Day 4: Clean premises and equipment and Prepare rooms for guests - Theory and assessments **SITHACS009** (Thursday)

Day 5: Participate in safe work practices - Theory and assessments **SITXWHS005** (Friday)

Trainees will learn how to work safely following organisational policies and procedures for emergency situations and will participate in organisational WHS practices, identifying and reporting hazards and completing reports.



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HOSPITALITY – FOOD SAFETY SUPERVISOR SKILL SET

\$300.00 (3 Days - 9.00 – 16:00)

The Food safety supervisor course is designed to give trainees a set of skills to equip individuals in hygienic practices and handling food safely during storage, preparation, display, service, and disposal of food processes.

Accredited units:

- **SITXFSA001** - Use hygienic practices for food safety
- **SITXFSA002** - Participate in safe food handling practices

HOSPITALITY – FOOD SAFETY SUPERVISOR SKILL SET



PROGRAM

Day 1: Hygiene and Safe Food Handling Theory (Monday)

SITXFSA005 (Use Hygienic Practices for Food Safety) and **SITXFSA006** (Participate in Safe Food Handling Practices).

Students will learn how to prevent food contamination by following food safety programs, preparing food safely, and maintaining a clean environment, following workplace hygiene procedures and HACCP principles.

Days 2 and 3: Practice in Food Safety **SITXFSA002** (Tuesday and Wednesday)

Trainees will have the opportunity to use the knowledge gained on Food Safety into practice in a fully equipped and state of art commercial kitchen where they will prepare meals for Rosie's and 12 baskets, who feed the homeless and people in need.



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HOSPITALITY INDUSTRY SKILLS

From \$135 (1 - 2 days program)

The hospitality industry skills is designed to give trainees the needed skills and knowledge to enter the industry and to work in diverse establishments such as: restaurants, pubs, hotels, cafes and catering businesses.

Accredited units:

- **SITHFAB005** - Prepare and serve espresso coffee
\$200.00 (2 Days - 9.00 - 15.00)
- **HLTAID003** - Provide first aid + HLTAID009 Provide cardiopulmonary resuscitation
\$135.00 (1 day - 9.00 - 16.00)
- **SITHFAB002** - Provide responsible service of alcohol
\$150.00 (1 day - 9.00 - 16.00)
- **SITXWHS005** - Participate in safe work practices
\$150.00 (1 day - 9.00 - 16.00)

HOSPITALITY INDUSTRY SKILLS



STAND-ALONE ACCREDITED UNITS OF COMPETENCY

SITHFAB005 Prepare and serve espresso coffee
\$200.00 (2 Days - 9.00 - 15.00)

As a student you will consolidate their knowledge of making and serving coffee with training and hands-on experience, allowing them to truly engage with the knowledge they have been taught, practicing the intricacies of coffee making.

Key skills to be practiced include mis en place; coffee extraction; milk texturing; flavoring; pouring; and cleaning of coffee machine. At the end of the day, trainees will be well-versed across the entire espresso coffee menu.

HLTAID003 Provide first aid +
HLTAID009 Provide cardiopulmonary resuscitation
\$135.00 (1 day - 9.00 - 16.00)
Theory training and practice training where students get familiar with the equipments and procedures.

SITHFAB002 Provide responsible service of alcohol
\$150.00 (1 day - 9.00 - 16.00)

Students will learn to sell alcohol safely, and refuse service where appropriate.

Student will also simulate working with alcohol to ensure they are aware of the requirements and safety responsibilities they will need to know when in a hospitality working environment.

SITXWHS005 Participate in safe work practices
\$150.00 (1 day - 9.00 - 16.00)

Trainees will learn how to work safely following organisational policies and procedures for emergency situations and will participate in organisational WHS practices, identifying and reporting hazards and completing reports.



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CERTIFICATE 1 IN HOSPITALITY – PAID TRAINEESHIP

20 weeks program

At the end of this traineeship program the trainee will be fully prepared to work in hospitality (front and back of house).

This training is funded for eligible students under the Work Skills Traineeship program as part of the Queensland Government's Skilling Queenslanders for Work initiative.

To be eligible to enroll, prospective students must:

- Be aged 16 years or older.
- Be no longer at school.
- Permanently reside in Queensland.
- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen.
- Currently unemployed or underemployed.

This qualification contains a total of 6 units. These units are made up of 3 core units plus 3 elective units.

Core units:

- **BSBWOR203** - Work effectively with others.
- **SITXCCS001** - Provide customer information and assistance.
- **SITXWHS001** - Participate in safe work practices.

Elective units:

- **SITXFSA001** - Use hygienic practices for food safety.
- **SITHKOP001** - Clean kitchen premises and equipment.
- **SITHCCC002** - Prepare and present simple dishes

Extra units:

- **SITHFAB005** - Prepare and serve espresso coffee
- **HLTAID003** - Provide first aid + HLTAID009 Provide cardiopulmonary resuscitation
- **SITHFAB002** - Provide responsible service of alcohol

CERTIFICATE 1 IN HOSPITALITY – PAID TRAINEESHIP



THE PROGRAM



Do you have a passion for food?
Enthusiastic about learning?
Eager to start your career?

Take the first step towards a successful career within the bustling hospitality industry. Study a SIT10216 Certificate I in Hospitality through a paid traineeship with Kidz Foodz Inc. and gain valuable training to work towards positive employment opportunities.

This entry-level course is designed as a pathway to prepare students with the basic skill sets and hands-on industry experience to take the next step into employment or further studies within the hospitality sector.

Students will learn under the guidance of the very best qualified and professional hospitality industry trainers.

Within this qualification, students will develop fundamental operational knowledge of hygienic practices, customer service, preparing simple dishes and how to work effectively with others.

This qualification is a pathway to a full-time apprenticeship upon successful completion.

Training is funded for eligible students under the Community Work Skills program as part of the Queensland Government's Skilling Queenslanders for Work initiative.

Nationally Recognised Qualification. Gain practical experience for an endless range of job opportunities in restaurants, hotels, clubs, pubs and cafes.



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BEGINNERS IT SHORT COURSE

online

Engage in the World of IT: An Introduction to Information Technology

Unlock Your Potential in the Digital Era
Learn Essential IT Concepts and Practical Skills
Enhance your business writing skills

Master effective communication in a professional environment
Learn to create compelling business documents with impact
Develop proficiency in document design and layout
Discover strategies for effective workplace communication
Develop essential interpersonal and team communication skills
Build Fundamental IT Skills for Personal & Professional Success

Accredited units:

- **BSBWRT311** - Write simple documents
- **BSBTEC301** - Design & produce business documents
- **BSBXCM301** - Engage in workplace communication

BEGINNERS IT SHORT COURSE



THE PROGRAM

In the unit **BSBWRT311** - Write simple documents, students will learn the fundamentals of effective written communication. From understanding audience needs to structuring documents, this unit covers a range of essential skills. Students will gain hands-on experience in drafting and editing simple documents such as emails, memos, and reports. By the end of this unit, participants will have a solid foundation in written communication, enabling them to communicate clearly and professionally in various workplace settings.

In the unit **BSBTEC301** - Design & produce business documents, students will explore the art of creating visually appealing and engaging business documents. Participants will learn how to use industry-standard software to design professional documents, including brochures, flyers, and presentations. Through exercises and real-world examples, students will enhance their skills in document layout, graphic design, and formatting. By the completion of this unit, learners will possess the necessary skills to create visually compelling business documents that effectively convey key messages.

Lastly, in the unit **BSBXCM301** - Engage in workplace communication, students will delve into the dynamics of workplace communication. This unit covers a range of topics, including active listening, asking questions, and providing feedback.

Participants will gain insights into effective communication strategies and develop the ability to adapt their communication style to different workplace scenarios. Through interactive exercises and role-playing activities, learners will enhance their interpersonal skills and become proficient in workplace communication, fostering strong professional relationships.

By enrolling in our online IT course, beginners will gain a solid understanding of core units such as BSBWRT311 - Write simple documents, BSBTEC301 - Design & produce business documents, and BSBXCM301 - Engage in workplace communication. Through interactive lessons, practical exercises, and expert guidance, participants will acquire the necessary skills to excel in the IT industry, setting the foundation for a successful career in the field.



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LEADERSHIP SHORT COURSE

online

Leadership Skills Short Course -
Empowering Leaders for Success

Unlock Your Leadership Potential
Lead with Confidence and Inspire Others to
Achieve Excellence
Elevate Your Career and Make a Lasting Impact
Foster a culture of innovation and creativity in your team
Enhance your communication skills
Learn to engage and influence stakeholders with confidence
Master time management
Understand key leadership theories and styles
Develop skills in decision-making, problem-solving,
and conflict resolution

Accredited units:

- **BSBTW401** - Build and sustain an innovative work environment
- **BSBLDR412** - Communicate effectively as a workplace leader
- **BSBPEF402** - Develop personal work priorities

LEADERSHIP SHORT COURSE



THE PROGRAM

In the first unit, **BSBTW401**, you will explore strategies to build and sustain an innovative work environment. You will learn how to foster a culture of creativity and encourage your team members to think outside the box. Through practical exercises and case studies, you will discover techniques to promote innovation, implement continuous improvement processes, and embrace change effectively. By the end of this unit, you will have the knowledge and skills to create an environment that inspires innovation and drives success within your organization.

The second unit, **BSBLDR412**, focuses on enhancing your communication skills as a workplace leader. Effective communication is the cornerstone of strong leadership, and in this unit, you will learn how to communicate with clarity, confidence, and empathy. You will explore various communication styles, develop active listening skills, and understand the importance of non-verbal cues. Through role-plays and interactive activities, you will refine your ability to provide constructive feedback, resolve conflicts, and engage in crucial conversations.

By mastering effective communication techniques, you will strengthen your leadership presence and establish positive relationships with your team members.

Finally, in **BSBPEF402**, you will develop the essential skill of managing personal work priorities. As a leader, it is crucial to organize your tasks efficiently and prioritize effectively. In this unit, you will learn practical strategies to set SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals, plan your workload, and manage your time efficiently. You will explore techniques to overcome procrastination, improve your productivity, and maintain a healthy work-life balance. By the end of this unit, you will have the tools and techniques to optimize your personal work priorities, leading to enhanced efficiency and better outcomes.

Join our leadership short course today and unlock your potential as a leader. By mastering the core units of building an innovative work environment, effective communication, and personal work priorities, you will become a confident and impactful leader ready to navigate the challenges of the modern workplace.



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