

Advanced Diploma of Travel and Tourism Management

Name of Trainer	Highest Academic Qualifications	Name of Awarding Institution	Part Time/ Full Time	Module approved to teach	Module Code
Adrian Hart	Master of Business	Victoria University	Part Time	Analyse and present research information	BSBRES401
				Monitor staff performance	SITXHRM006
				Lead and manage people	SITXHRM003
				Manage risk	BSBRSK501
				Manage diversity in the workplace	BSBDIV501
				Research and comply with regulatory requirements	SITXGLC001
				Establish and conduct business relationships	SITXMGTO02
				Manage conflict	SITXCOM005
				Monitor work operations	SITXMGTO01
				Write complex documents	BSBWRT401
				Manage finances within a budget	SITXFIN003
				Interpret financial information	SITXFIN002
				Develop and implement a business plan	BSBMGT617
				Develop and implement marketing strategies	SITXMPRO07
Manage innovation and continuous improvement	BSBMGT608				
Megan Harris	Graduate Diploma in Hospitality Management-	Blue Mountains International Graduate School of Hotel Management	Full Time	Analyse and present research information	BSBRES401
				Monitor staff performance	SITXHRM006
				Lead and manage people	SITXHRM003
				Develop and manage quality customer service practices	SITXCCS008
				Manage risk	BSBRSK501
				Manage diversity in the workplace	BSBDIV501
				Establish and maintain a work health and safety system	SITXWHS004
				Research and comply with regulatory requirements	SITXGLC001
				Establish and conduct business relationships	SITXMGTO02
				Enhance the customer service experiences	SITXCCS007
				Manage conflict	SITXCOM005
				Sell tourism products and services	SITTTSL005
				Monitor work operations	SITXMGTO01
				Write complex documents	BSBWRT401
				Source and use information on the tourism and travel industry	SITTIND001
				Develop tourism products	SITTPPD008
				Provide visitor information	SITXCCS002
				Develop and implement a business plan	BSBMGT617
Develop and implement marketing strategies	SITXMPRO07				
Manage innovation and continuous improvement	BSBMGT608				

Advanced Diploma of Hospitality Management					
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Adrian Hart	Master of Business	Victoria University	Part Time	Analyse and present research information	BSBRES401
				Monitor staff performance	SITXHRM006
				Lead and manage people	SITXHRM003
				Manage risk	BSBRK501
				Manage diversity in the workplace	BSBDIV501
				Research and comply with regulatory requirements	SITXGLC001
				Establish and conduct business relationships	SITXMG002
				Recruit, select and induct staff	SITXHRM004
				Manage conflict	SITXCOM005
				Monitor work operations	SITXMG001
				Manage operational plan	BSBMGT517
				Roster Staff	SITXHRM002
				Manage finances	BSBFIM601
				Manage physical assets	SITXFIN005
				Develop and implement a business plan	BSBMGT617
				Develop and implement marketing strategies	SITXMPR007
				Manage innovation and continuous improvement	BSBMGT608
				Megan Harris	Graduate Diploma in Hospitality Management-
Monitor staff performance	SITXHRM006				
Lead and manage people	SITXHRM003				
Develop and manage quality customer service practices	SITXCCS008				
Manage risk	BSBRK501				
Manage diversity in the workplace	BSBDIV501				
Establish and maintain a work health and safety system	SITXWHS004				
Research and comply with regulatory requirements	SITXGLC001				
Establish and conduct business relationships	SITXMG002				
Enhance customer service experiences	SITXCCS007				
Recruit, select and induct staff	SITXHRM004				
Provide accommodation reception services	SITHACS008				
Manage conflict	SITXCOM005				
Sell tourism products and services	SITTTSL006				
Monitor work operations	SITXMG001				
Provide housekeeping services to guests	SITHACS002				
Manage operational plan	BSBMGT517				
Plan in-house events or functions	SITEEV005				
Roster Staff	SITXHRM002				
Work effectively in hospitality service	SITHIND004				
Process reservations	SITTTSL007				
Provide porter services	SITHACS005				
Manage physical assets	SITXFIN005				
Develop and implement a business plan	BSBMGT617				
Develop and implement marketing strategies	SITXMPR007				
Manage innovation and continuous improvement	BSBMGT608				
Provide Reponsible Service of Alcohol	SITHFAB002				
Operate a Bar	SITHFAB003				
Serve Food and Beverage	SITHFAB007				
Use Hygienic Practices For Food Safety	SITXFSA001				
Quentin Bryan Derrick	Master of Arts in Teaching English to Speakers of Other Languages	University of Canberra	Part Time	Prepare and monitor budgets	SITXFIN004
				Analyse and present research information	BSBRES401
				Monitor staff performance	SITXHRM006
				Lead and manage people	SITXHRM003
				Develop and manage quality customer service practices	SITXCCS008
				Manage risk	BSBRK501
				Manage diversity in the workplace	BSBDIV501
				Establish and maintain a work health and safety system	SITXWHS004
				Research and comply with regulatory requirements	SITXGLC001
				Establish and conduct business relationships	SITXMG002
				Enhance customer service experiences	SITXCCS007
				Manage finances within a budget	SITXFIN003
				Recruit, select and induct staff	SITXHRM004
				Manage conflict	SITXCOM005
				Sell tourism products and services	SITTTSL006
				Monitor work operations	SITXMG001
				Provide housekeeping services to guests	SITHACS002
				Manage operational plan	BSBMGT517
				Plan in-house events or functions	SITEEV005
				Roster Staff	SITXHRM002
				Work effectively in hospitality service	SITHIND004
				Provide porter services	SITHACS005
				Manage physical assets	SITXFIN005
				Develop and implement a business plan	BSBMGT617
				Manage innovation and continuous improvement	BSBMGT608
				Provide Reponsible Service of Alcohol	SITHFAB002
				Operate a Bar	SITHFAB003
				Serve Food and Beverage	SITHFAB007
				Use Hygienic Practices For Food Safety	SITXFSA001

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Name of Trainer	Highest Academic Qualifications	Name of Awarding Institution	Part Time/ Full Time	Module approved to teach	Module Code
Nicholas Thomas Hyland	Diploma of Hotel Management	The Blue Mountains International Hotel Management School	Part Time	Prepare and monitor budgets	SITXFIN004
				Monitor staff performance	SITXHRM006
				Lead and manage people	SITXHRM003
				Develop and manage quality customer service practices	SITXCCS008
				Manage risk	BSBRK501
				Manage diversity in the workplace	BSBDIV501
				Establish and maintain a work health and safety system	SITXWHS004
				Research and comply with regulatory requirements	SITXGLC001
				Establish and conduct business relationships	SITXMG002
				Enhance customer service experiences	SITXCCS007
				Manage finances within a budget	SITXFIN003
				Recruit, select and induct staff	SITXHRM004
				Sell tourism products and services	SITTTSL006
				Monitor work operations	SITXMG001
				Manage operational plan	BSBMGT517
				Plan in-house events or functions	SITEEVT005
				Roster Staff	SITXHRM002
				Work effectively in hospitality service	SITHIND004
				Process reservations	SITTTSL007
				Provide porter services	SITHACS005
				Manage finances	BSBFIM601
				Manage physical assets	SITXFIN005
				Develop and implement a business plan	BSBMGT617
				Develop and implement marketing strategies	SITXMPR007
				Manage innovation and continuous improvement	BSBMGT608
				Provide Reponsible Service of Alcohol	SITHFAB002
Operate a Bar	SITHFAB003				
Serve Food and Beverage	SITHFAB007				
Use Hygienic Practices For Food Safety	SITXFSA001				
Elizabeth Joyce Lotter	Bachelor of Hospitality Studies	Royal Melbourne Institute Of Technology	Part Time	Monitor staff performance	SITXHRM006
				Lead and manage people	SITXHRM003
				Develop and manage quality customer service practices	SITXCCS008
				Manage risk	BSBRK501
				Manage diversity in the workplace	BSBDIV501
				Establish and maintain a work health and safety system	SITXWHS004
				Enhance customer service experiences	SITXCCS007
				Recruit, select and induct staff	SITXHRM004
				Monitor work operations	SITXMG001
				Manage operational plan	BSBMGT517
				Plan in-house events or functions	SITEEVT005
				Roster Staff	SITXHRM002
				Work effectively in hospitality service	SITHIND004
				Manage finances	BSBFIM601
				Provide Reponsible Service of Alcohol	SITHFAB002
				Operate a Bar	SITHFAB003
				Serve Food and Beverage	SITHFAB007
Use Hygienic Practices For Food Safety	SITXFSA001				

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				Monitor staff performance	SITXHRM006
				Lead and manage people	SITXHRM003
				Manage risk	BSBRK501
				Manage diversity in the workplace	BSBDIV501
				Research and comply with regulatory requirements	SITXGLC001
				Establish and conduct business relationships	SITXMG002
				Manage finances within a budget	SITXFIN003
				Recruit, select and induct staff	SITXHRM004
				Write complex documents	BSBWRT401
				Develop workplace policy and procedures for sustainability	BSBSUS501
				Develop and implement a business plan	BSBMGT617
				Develop and implement marketing strategies	SITXMPR007
				Manage innovation and continuous improvement	BSBMGT608
				Megan Harris	Graduate Diploma in Hospitality Management-
Analyse and present research information	BSBRES401				
Monitor staff performance	SITXHRM006				
Lead and manage people	SITXHRM003				
Develop and manage quality customer service practices	SITXCCS008				
Manage risk	BSBRK501				
Manage diversity in the workplace	BSBDIV501				
Research and comply with regulatory requirements	SITXGLC001				
Establish and conduct business relationships	SITXMG002				
Enhance customer service experiences	SITXCCS007				
Recruit, select and induct staff	SITXHRM004				
Provide accommodation reception services	SITHACS008				
Research event industry trends and practice	SITEEV011				
Develop and implement event management plans	SITEEV014				
Manage event staging components	SITEEV008				
Develop workplace policy and procedures for sustainability	BSBSUS501				
Determine event feasibility	SITEEV013				
Develop event concepts	SITEEV012				
Develop and implement a business plan	BSBMGT617				
Develop and implement marketing strategies	SITXMPR007				
Manage innovation and continuous improvement	BSBMGT608				