

Program Name	Trade Diploma in Front Office Operations
Program Description	This course is designed to provide students with an understanding of the methods, tools and practices used by today's office system. It will provide an insight into the roles and functions that exist in an organization together with the protocol with which internal and external customers should be communicated.
Majors	Front Office Operations
Minimum Requirements	Pass in Year 12, with 50% or more marks in English
Program Type	Trade Diploma

Course Code	Course	Credit Points
	Core Courses:	
	Year 1: Semester 1	
MKT401Sem	Introduction to Retailing	12
OHS403Sem	Occupational Health & Safety	12
FOF401Sem	Front Office Procedures	12
HKP403Sem	Sanitation & Hygiene	12
OAD401Sem	Keyboard & Word Processing	12
	Total	60
	Year 1: Semester 2	
HKP401Sem	Housekeeping and Maintenance	12
FOF404Sem	Hotel Reservation Procedures	12
FOF403Sem	Front Office Applications	12
MGT402Sem	Supervisory Skills	12
COM408	Professional Communication	12
	Total	60
	Year 2: Semester 1	
HTS501Sem	Introduction to Tourism	15
HTS502Sem	Introduction to Hotel Operations	15
HTS503Sem	Hospitality Operations I	15
MKT503Sem	Festival & Events Management	15
	Total	60
	Year 2: Semester 2	
MGT501Sem	Introduction to Business Management	15

FOF502Sem	Front Office Supervisory Skills	15
MKT504Sem	Facilities & Events Management	15
ACO501Sem	Accommodation Sales and Marketing	15
	Total	60
	Total Credit Points	240
Directed Industrial Attachment (DIA) 6 Months: Assisting with Employment After completion of all the courses		