

<b>Program Name</b>	<b>Trade Diploma in Front Office Operations</b>
<b>Program Description</b>	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.
<b>Majors</b>	Front Office Operations
<b>Minimum Requirements</b>	Pass in Year 12, with 50% or more marks in English
<b>Program Type</b>	Trade Diploma

Course Code	Course Name	Credit Points
	<b>Core Courses</b>	
	<b>YEAR:1 SEMESTER 1</b>	
MKT401	Introduction to Retailing	12
OHS403	Occupational Health & Safety	12
FOF401	Front Office Procedures	12
FOF404	Hotel Reservation Procedures	12
OAD404	Keyboarding & Word Processing	12
	<b>TOTAL</b>	<b>60</b>
	<b>YEAR: 1 SEMESTER 2</b>	
HKP401 (replaced by ACO403)	Housekeeping and Maintenance (laundry Operation & Services)	12
HKP403	Sanitation & Hygiene	12
FOF403	Front Office Applications	12
MGT402	Supervisory Skills	12
COM408	Professional Communication	12
	<b>TOTAL</b>	<b>60</b>
	<b>YEAR 2: SEMESTER 1</b>	
HTS501	Introduction to Tourism Studies	15
HTS502	Introduction to Hotel Operations	15
HTS503	Introduction to Hospitality Operations	15
MKT503	Festival & Events Management	15
	<b>TOTAL</b>	<b>60</b>
	<b>YEAR 2: SEMESTER 2</b>	
MGT501	Introduction to Business Management	15
FOF502	Front Office Supervisory Skills	15
MKT504	Facilities & Events Management	15
ACO501	Accommodation Sales and Marketing	15
	<b>TOTAL</b>	<b>60</b>
	<b>TOTAL CREDIT POINTS</b>	<b>240</b>
<b>Directed Industrial Attachment (DIA) 4 Months: Assisting with Employment</b>		