

# Hospitality Capability Statement



# Since 1887

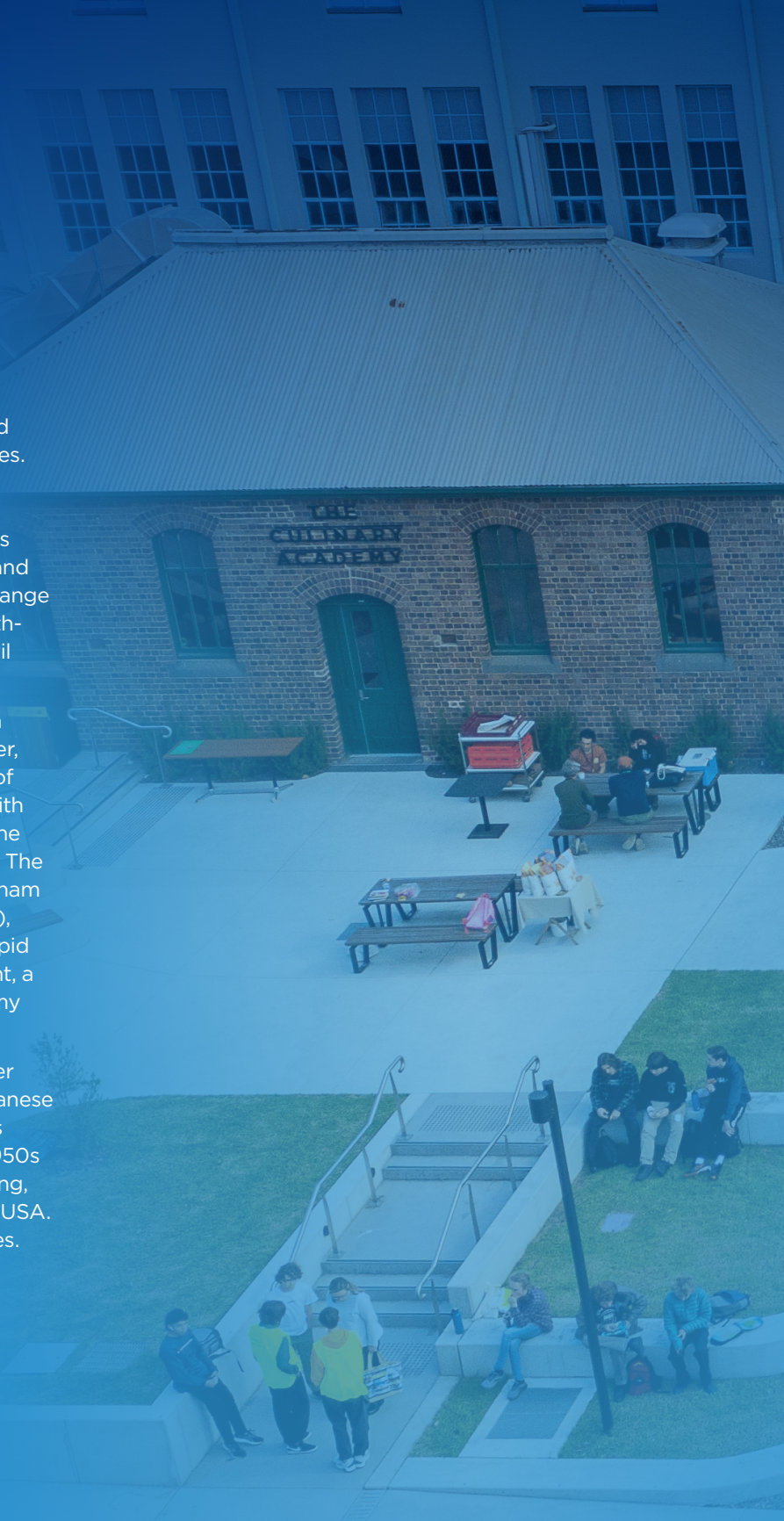
## More than 135 years of Tradition

Every year The Gordon trains 14,000+ students and delivers more than 350 nationally accredited courses. The extensive infrastructure and facilities provide a reliable platform and depth of capability to deliver high quality training and skill development solutions to meet the needs of students, business, industry, and economic development. The Gordon delivers to a range of companies, primarily those in the West and South-West of Victoria in industries including building, civil construction, plumbing and electrical.

The Gordon has two major campuses in Geelong, a port city located on Corio Bay and the Barwon River, in the state of Victoria. Located 75 km south-west of Melbourne, it is the second largest Victorian city, with an estimated urban population of 276,446 as at June 2022 and is Australia's second fastest growing city. The Gordon has also expanded into the growing Wyndham region (Werribee and Hoppers Crossing campuses), which presents a set of specific needs, including rapid population growth, increasing education attainment, a socially diverse population, and a changing economy and industries.

The Gordon was one of the first in Victoria to deliver training to international students, with the first Japanese students starting in 1920, growing during the 1930s and 1940s to include India and China, then in the 1950s Nauru, and later into Malaysia, Singapore, Hong Kong, the Pacific Nations, the Middle East, Africa and the USA. The Gordon now has agents working in 46 countries.

On an international scale The Gordon is actively expanding its training delivery and has enjoyed a number of partnerships with various TAFEs and Colleges, most recently a number of Chinese collaborations.



## 1887

The Gordon was officially founded in 1887 at our Geelong City Campus location, operating as a Mechanics Institute and night trades' school as a result of the region's manufacturing growth and need for skills training.

It features a unique blend of historic architecture and modern training facilities, conveniently located in Geelong's CBD and opposite Geelong Train Station.



**Melbourne**

**The Gordon**  
Princes Campus

**The Gordon**  
Werribee Campus

**The Gordon**  
Hoppers Crossing  
Trades Campus

Werribee

*Port Phillip Bay*

Bannockburn

**The Gordon**  
Geelong City Campus  
**The Gordon**  
East Geelong Campus

Corio Bay

Portarlington

St Leonards

**Geelong**

Queenscliff

Barwon  
Heads

Sorrento

Colac

**Colac**  
Trade Training Centre

Torquay

Anglesea

Lorne



**82%**

of students are satisfied with the training provided by The Gordon.



**76%**

Employer satisfaction as the 2023 Victorian Skills Satisfaction Survey shows.

# Quality Vocational Education and Training in Geelong

- Victoria's second largest city

The Gordon Institute of TAFE grew out of the need for technical training in the brave new world of the 1800s industrial age. From its origins as a mechanics institute, The Gordon Institute of TAFE has become the embodiment of quality vocational education and training in Geelong and beyond.

Transformation of traditional industrial practices to modern smart technology across rapidly advancing industries such as manufacturing and engineering has required The Gordon to adapt its training delivery to meet the skills and knowledge of the future workforce. This includes supporting the Victorian Government's 10-year clean economy plan to create the training and skills opportunities for workers, businesses, and industry.

## Our Mission

The Gordon Institute of TAFE's mission is to provide an enriching student experience that promotes pathways for employment or further study and lead the skilling of industries and communities.

## Our Awards

At the Victorian International Education Awards held in Melbourne in October 2022, The Gordon was awarded:

- Excellence in International Education - TAFE
- Excellence in International Student
- Premiers Award for International Education Provider of the Year.

At the 2022 Victorian Training Awards, The Gordon was a finalist in the Inclusive Training Provider of the Year category.



# 4

campuses. The Gordon is one of Victoria's largest vocational education and training (VET) institutes.

# 650+

full-time staff members.

# 75+

international students from 75+ countries.



**STUDY MELBOURNE**

**VICTORIAN INTERNATIONAL  
EDUCATION AWARDS 2021-22**

**THE GORDON INSTITUTE  
OF TAFE**

**PREMIER'S AWARD**

**INTERNATIONAL EDUCATION  
PROVIDER OF THE YEAR**

**STUDY MELBOURNE**

**VICTORIAN INTERNATIONAL  
EDUCATION AWARDS 2021-22**

**THE GORDON INSTITUTE  
OF TAFE**

**EXCELLENCE IN INTERNATIONAL  
STUDENT EXPERIENCE**

**14,000+**

students studying  
amongst The Gordon's  
four campuses.

**60%**

of students reside in  
the wider Geelong  
catchment region.

# Hospitality and Tourism

The Gordon Culinary School is the number one provider of cookery and patisserie training in the Greater Geelong region. These courses are delivered by world-class teachers who possess a wealth of knowledge, share current trends, and teach hands-on skills and experience to prepare students for a rewarding career.

The city campus is home to a \$23.5m culinary school that was officially opened in September 2022.

It features cutting-edge food training kitchens equipped with the latest sustainable cookery equipment, a bakery training facility, barista academy and café and an alfresco dining area.

The Gordon's previous hospitality training facility, the Davidson Restaurant — The Gordon's first building and lecture theatre built in 1887 — has also recently undergone a major renovation. Students training at the restaurant have served meals to the public for over 40 years and it continues to offer casual bistro-style lunches and relaxed evening dinners throughout the school year.

The new facilities are for students studying Commercial Cookery and Patisserie however The Gordon will also offer bakery training and short courses, including Responsible Service of Alcohol (RSA), barista training and upskilling middle management hospitality employees, to create a pipeline of skilled hospitality workers for the region.



The Gordon's hospitality training aims to create a stable workforce, close skill gaps and provide assurance that the industry is a career choice with an abundance of opportunities. Investing in this formal training will increase professionalism across the industry and positively shape the future workforce.

***At The Gordon, education and training is appropriately aligned to industry practices within the hospitality and tourism sectors. The Gordon engages with industry partners regularly to ensure a multitude of employment opportunities for workers of all ages and stages and that industry training needs are being met and exceeded.***



Hospitality students are now trained in the new state-of-the-art culinary school which was opened in 2022.

### **Serving delectable dishes for more than a Century**

Hospitality has been a significant part of The Gordon since the first Practical Cookery classes commenced in 1889. Courses have been diverse, from Domestic Economy to Institutional Management, from Dietetics to Cake Decorating, from Food Chemistry to Commercial Cookery.

The Food department was re-established in 1974 to teach cooking to country apprentices, as well as a certificate of catering. The Gordon's oldest building, the Davidson Hall at the City Campus (built in 1887) was remodelled and reopened as the Davidson Restaurant, and in 1980 students began serving meals to the public.



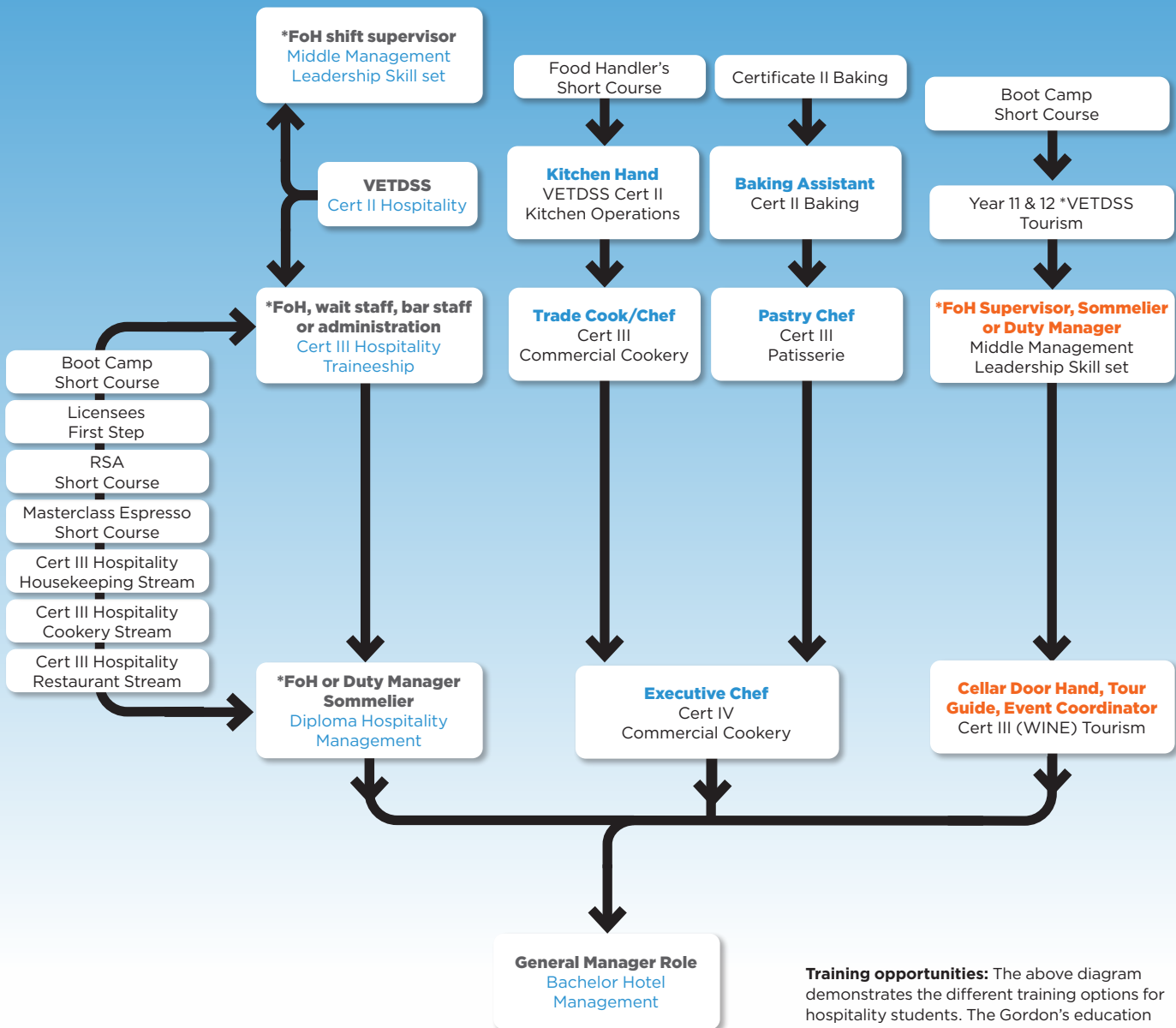
# Courses

## Cookery • Hospitality • Tourism

The Gordon delivers 'best in class' stimulating education and provides both on-campus and work place-based training programs at the apprenticeship, traineeship, certificate, and diploma levels. Teaching staff enable and empower their students to be the best version of themselves and have substantial industry experience, are well respected industry figures, completing a cycle that links students, industry, and staff. The Gordon creates lifelong learners who are job ready and able to navigate the new world of work.

Courses
SIT30816 <b>Certificate III Commercial Cookery</b> (Fulltime)
SIT40521 <b>Certificate IV in Kitchen Management</b> (Fulltime)
SIT50416 <b>Diploma Hospitality Management</b> (Fulltime)

## Hospitality training options



**Training opportunities:** The above diagram demonstrates the different training options for hospitality students. The Gordon's education pathways are linked to careers.

\*FOH = Front of House



Course code	Course name
SIT30816	<p><b>Certificate III Commercial Cookery • Apprenticeship   Full-time</b></p> <p>Delivered over 12 months or as an apprentice over a 3-year time frame. Students are taught by some of the best in the business in The Gordon's specialist training kitchens with state-of-the-art, industry level equipment. 360 hours of work placement are required in this course.</p>
SIT40516	<p><b>Certificate IV Commercial Cookery • Apprenticeship   Full-time</b></p> <p>All facets of organising a professional kitchen including selection, preparation, executing and cooking different menus and techniques are taught. Course also covers hygiene and safety procedures, staffing, environmental considerations, seasonal produce, quality control, stock control, bulk cooking, catering revenue and costs, finance, leadership, management and human resources. For qualified cooks or students with significant experience, this course can lead to work opportunities at a senior level in venues around Australia or the world. As an apprentice working in the industry, this course can be varied to incorporate components of their workplace experience. However, attending scheduled class time is also a requirement of completing this qualification.</p>
SIT31016	<p><b>Certificate III Patisserie • Trainee   Full-time</b></p> <p>This is a specialist entry level course where students train with some of the best pastry chefs in the business. They learn the art of preparing and producing yeast goods, mouth-watering pastries, bakery products for patisseries, marzipan work, petit fours, delicious gateaux, tortes, cakes and sugar work.</p>
SIT40716	<p><b>Certificate IV Patisserie • Trainee   Full-time</b></p> <p>This course is designed for experienced industry professionals and equips them with a pastry chef qualification, along with additional management and leadership skills to operate at a supervisory level. They are trained by professional pastry chefs and learn about yeast goods, pastries, bakery products for patisseries, marzipan work, petit fours, gateaux, tortes and cakes, sugar work and speciality chocolate items. They also learn food hygiene procedures, receiving and storing supplies, stock control, catering revenue and quality control of food, safety, finance and management units.</p>
SIT50416	<p><b>Diploma Hospitality Management • Full-time</b></p> <p>This course is ideal for current hospitality employees who wish to upskill. They develop quality customer service skills, manage finances within a budget, and how to deal with staff and regulatory requirements. The learning style is a combination of hands-on and theory, teaching everything needed to become a highly skilled manager in the hospital industry.</p>
SIT30616	<p><b>Certificate III Hospitality • Trainee</b></p> <p>The service customers receive in a cafe or restaurant can make or break their experience, so great front-of-house staff are a valuable asset in any hospitality business. Whether students are entering the Hospitality Industry for the first time or already an employee and wish to gain certification, this course will give the hands-on skills that are needed. They learn safe work practices, customer service, how to operate a bar, preparation and service of espresso coffee, hygienic practices for food safety and more.</p>
SIT30116	<p><b>Certificate III Tourism • Trainee</b></p> <p>This six-month hands-on course will help students enter the industry, providing them with the skills to work in businesses like tour operators, in-bound tour operators, visitor information centres, attractions, cultural and heritage sites. It allows them to grow their local and regional tourism knowledge, with on-site and off-site teaching activities across regional Victoria. Upon completion, they are ready to further their studies or step into a new career in their local tourism sector. This qualification allows for multi-skilling and for specialisation in office-based roles involving the planning and coordination of tourism services, or roles in the field where products are delivered.</p>

### Proposed courses

#### Certificate I Baking

This course is currently being developed for 2023 Scope of Registration upon request by a local special school. It is designed to teach the basic fundamentals of baking in a group context. This is a one-year course to support students with a diagnosed learning disability, English as an Additional Language (EAL) students or any other community group that requires a supported pathway.

#### Certificate II Baking • Proposed 2024 scope of registration

Those with a passion for baking or currently working in a bakery can enrol in this course which delivers the foundation skills and knowledge of basic bread and baking. Learning on campus from experienced baking teachers, students are exposed to the latest techniques, processes and state-of-the-art Training Bakery. This course will help continue training as an apprentice or lead to a specialisation in bread baking or pastry.

#### Certificate III (Wine) Tourism

A slight tweak to the standard the Tourism Trainee model, the course has a focus on predominant wine units. This is ideal for those working in cellar door roles, event spaces and wineries who require a deeper understanding of Australian Wines, their climates and backgrounds.

# Short Courses

Course code	Course name
25G01353	<p><b>Licensees First Step</b></p> <p>This course assists with applying for a liquor licence or transferring an existing licence, and complying with licensing regulations and to meet an overall community need to minimise alcohol-related harm. Successful completion of Responsible Service of Alcohol (RSA) training is recommended prior to undertaking this course. Participants must be over 18 years old.</p>
25G0713	<p><b>Food Handling (Hospitality &amp; Retail)</b></p> <p>Develop the knowledge and certification required to work in a food handling area. This course is delivered with an emphasis on compliance with Victorian Government Food Safety Programs and Local Council Food premises requirements relating to personal hygiene and food contamination, using the latest learning resources.</p>
25G01714	<p><b>Food Safety Supervisor</b></p> <p>Develop the knowledge, skills and certification needed to undertake the role of Food Safety Supervisor within a food safety program. This course is suitable for managers, owner-operators or supervisors in food preparation premises. The course satisfies all legal requirements of compliance for a Food Premises Registration/Operation with local council and Australia's Safe Food Standards.</p>
25G01263	<p><b>Masterclass Espresso</b></p> <p>This intensive three-day course, run over two mornings and one full day, covers all the skills required to becoming an expert coffee maker. Students learn the basic operation of a commercial coffee machine through to preparation of all standard and speciality espresso beverages and the importance of maintaining and cleaning at the end of a shift.</p>

## Proposed courses

### School Leavers Bootcamp

This proposed skillset short course is targeted at school leavers to prepare them for the summer season of work in hospitality venues throughout the region. This would be a non-accredited course however a RSA certificate is included. The recommended time to deliver the bootcamp is immediately at the completion of the school year following an ongoing marketing campaign in schools. The benefit is the ability to access school leavers and provide them with entry level skills and knowledge before applying for a role with the GCEC alternatively as a pathway at entry level into a Certificate III Hospitality Traineeship and then into a Diploma Hospitality Management. The training also aims to support a positive perception of hospitality by highlighting the many career opportunities within the industry.

## Skillsets

SITSS00050	<p><b>Food Handlers</b></p> <p>This course provides participants with the appropriate knowledge required when undertaking employment in a hospitality or retail food handling area. Participants who attend the training sessions and successfully complete the assessment tasks throughout the training will be issued a Statement of Attainment for SITXFSA001 - Use Hygienic Practices for Food Safety that complies with Victorian Government Food Safety Programs and Local Council food premises requirements relating personal hygiene and food contamination. This is a self-directed online course with an hour allocation for the face-to-face practical assessment.</p>
SITSS00055	<p><b>Responsible Service of Alcohol</b></p> <p>This course provides the skills and knowledge required to responsibly sell and serve alcohol to satisfy the requirements of Victorian State legislation. Those who are working (or looking to work) in a licensed venue, will need their RSA to serve and sell alcohol. The course can be undertaken at own pace and takes 3-6 hours to complete the online component. Once the online components are completed, the participant can book an on-campus session with an assessor for their final practical assessment (1hour).</p>
SITSS00080	<p><b>Espresso Machine Operation</b></p> <p>This intensive three-day course, run over two mornings and one full day, covers all the skills required to assist you in becoming an expert coffee maker. You will learn the basic operation of a commercial coffee machine through to preparation of all standard and speciality espresso beverages and the importance of maintaining and cleaning at the end of a shift.</p>

## Proposed courses

### Frontline Hospitality Leadership

An online resource aimed at frontline managers in the hospitality industry is designed to upskill an industry gap in the training and development of management positions within small, medium and large businesses. The proposed skill set will assist new and existing coordinators, supervisors and managers to gain essential qualities to confidently perform their role. The skill set will be drawn from existing units from three Diploma qualifications based on extensive feedback gathered from the Hospitality and Tourism sectors.

# Industry and Community Connections

Industry partners are critical in providing advice on the skills and knowledge required in the workplace, to build on the customers experience of the Hospitality industry. They have input into The Gordon's hospitality courses and projects which have been adapted to meet changing industry requirements over the decades. For example, several prominent hospitality businesses in Geelong were engaged for the culinary school project to seek feedback on kitchen designs, front-of-house spaces, equipment, and general layout. The result is a state-of-the art, fit-for-purpose and innovative facility that the new generation of hospitality professionals can utilise.

## Culinary Art

A career in hospitality can take people anywhere around the world and through The Gordon's customised Culinary Art short course, participants will enhance their teaching skills in this sector. The Gordon's Culinary School is the number one provider of cookery and patisserie training in the Greater Geelong region, with courses delivered by world-class teachers who possess a wealth of knowledge, share current trends, and teach hands-on skills and experience to prepare students for a rewarding career.

## Sustainable Work Practices in the Hospitality Industry

In today's environmentally conscious world, implementing sustainable work practices are important in reducing our impact on the environment. This customised short course designed specifically for the hospitality industry highlights the key areas that need to be considered when reducing negative environmental impacts within a workplace.



# Training models

## Traineeship model

- Learning pathway combining paid on-the-job training and formal study with a registered training authority.
- Supports employees seeking recognition for their learnt skills and knowledge.
- Valued by employers for the relevance to actual Industry standards.
- Training can be tailored to the workplace.
- Minimal loss of time for employees required to attend day release training.

## Work placement model

- Work placement is a key assessment component of many courses at The Gordon.
- The Gordon has several partnerships with local businesses that operate as a host employer to students for this purpose.

## Apprenticeship model

- Learning pathway combining paid on-the-job training and formal study with a registered training authority.
- Supports employees seeking recognition for their learnt skills and knowledge.
- Valued by employers for the relevance to actual Industry standards.
- Training can be tailored to the workplace.
- Minimal loss of time for employees required to attend day release training.

## Different ways of partnering with The Gordon

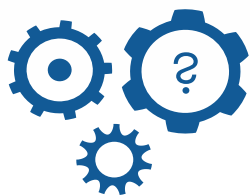
The Gordon is a trusted partner of many organisations, both locally and internationally, delivering bespoke education and employment programs that meet business goals and objectives. The institute builds collaborative partnerships to ensure ongoing successful outcomes through open and clear communications and a thorough understanding of the requirements expected.

**At The Gordon, education and training is appropriately aligned to industry practices within the hospitality and tourism sectors.**

The Gordon engages with industry partners regularly to ensure a multitude of employment opportunities for workers of all ages and stages and that industry training needs are being met and exceeded.

## The Gordon's micro-credentials:





### **Customised offering**

Work with The Gordon to develop training and determine if the training can be accredited.



### **Local and International partnerships**

The Gordon can develop non-accredited training to suit the needs of businesses. For international organisations, training can be mapped to Australian qualifications to allow pathways to onshore qualification.



### **Course development and mentoring**

Assist with developing internal training and provide delivery and quality guidance.



### **Standard training**

Enrol students and/or employees into The Gordon's public courses.

Source: 2022 Victorian Skills Authority student survey

## **Hospitality training at The Gordon has a range of applications including:**

- as a series of stackable and/or standalone non-accredited courses that may be aligned to recognition of prior learning or credits towards a qualification.
- to meet the needs of industry and targeted cohorts (e.g. international offshore industry, clients, or students) to include digital badges aligned to recognised learning outcomes and excellence.
- can be used across a variety of learning modes including traditional face-to-face learning (master class or workshop), a blended approach or fully online.
- as taster courses and a marketing tool to attract international students to study with Victorian TAFEs.

# Teacher and student profiles

## Rowan Sapwell Diploma of Hospitality Teacher

*“The Gordon Hospitality teachers are industry skilled, industry focused, and industry connected. Our training facilities and equipment set the benchmark for hospitality training in Australia.”*

Hospitality has been the perfect career choice for Rowan Sapwell who was initially drawn to the industry for its ‘lifestyle’. More than 40 years on and Rowan’s passion for the industry remains strong – he is the current owner operator of two successful Torquay-based businesses, 3rd Reef Coffee and Late For Breakfast Tea, and a teacher in the Diploma of Hospitality Management and Liquor Licensing programs at The Gordon.

Rowan loves seeing students thrive and achieve their training and career goals in a rewarding and diverse industry.

“I enjoy being a part of the progression that students go through – from learning something new to mastering a skill,” he says.

Rowan has taught at The Gordon for more than 25 years’ and holds several qualifications, from a Bachelor of Commerce degree majoring in Management and eCommerce, to Diplomas and Graduate Certificates in hospitality, education, and training. Career highlights include being the owner operator of popular Geelong venues Republican Bar and Grill, and the waterfront seafood restaurant, Fisherman’s Pier.



## Jayden Tom Diploma of Hospitality Student

*“Working closely with the creative team manager and the stage manager has given me a good insight into event management, something I can see myself exploring,” he said.*

Gordon hospitality student Jayden Tom was presented with the golden opportunity to work behind the scenes on the Birmingham Commonwealth Games closing ceremony in 2022.

Jayden was one of four regional TAFE students selected to help produce Victoria’s part in the flag handover ceremony. He was studying Certificate III in Hospitality when he was chosen. During rehearsals in Melbourne, Jayden learnt skills such as stage management, administration and event production through his multiple roles. Jayden said his work on this event was a life-changing experience that allowed him to further understand areas of the industry he may pursue.

The Gordon nominated Jayden to work as an intern with David Atkins Enterprises as he had an innate capacity for the theatre of hospitality and infectious enthusiasm for the industry.





## Committed to Inclusivity, Equality and Diversity

The Gordon is a diverse organisation that is committed to respecting and celebrating the region's Aboriginal and Torres Strait Islander heritage.

In 2020 The Gordon launched its inaugural Reconciliation Action Plan (RAP), an important element of ongoing engagement with Aboriginal and Torres Strait Islander people. In 2021, the \$450,000 Kitjarra Centre was officially opened by Minister for Training and Skills and Higher Education, Gayle Tierney. The Centre, developed as part of the \$23.5 million refurbishment and modernisation of The Gordon's culinary school at the City Campus, houses the Aboriginal Education Unit and is an important part of the Victorian Government's Marrung: Aboriginal Education Plan 2016-2026 designed to increase engagement and participation of Aboriginal students in vocational education and training.

Overall, the institute aims to ensure everyone at the institute, feels included valued and respected and has access to equal opportunity, which supports full participation at work and in the broader community. The Gordon strives to retain the diverse workforce talent and support staff to maintain a long and productive working career.

The Gordon complies with the Gender Equality Act 2020 and is committed to reflecting the region's diverse community across the workforce and to creating an inclusive work environment. The Institute also recognises that valuing the individual skills, perspectives and experiences women bring to the workplace contributes to a high performing organisation and improved service delivery.

Real skills.

Real experience.

Real outcomes.

Hospitality and Tourism - Industry Capability Development  
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