



Welcome to the 7th edition of the FTH Skills Council Newsletter.

2008 is proving to be another busy year with a number of important workforce development strategies in various stages of development and implementation.

Your distribution of the Newsletter to colleagues within your networks would be most appreciated.

Regards

John Cassebohm
EXECUTIVE OFFICER
June 26 2008



WHAT'S BEEN HAPPENING?

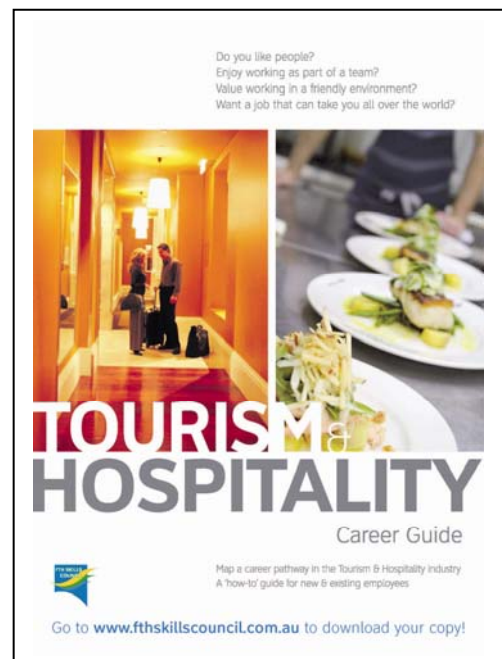
TOURISM & HOSPITALITY CAREER GUIDE

*Do you like people?
Enjoy working as part of a team?
Value working in a friendly environment?
Want a job that can take you all over the world?*

If you answered YES to any of the above questions then the Tourism and Hospitality Industry could be the perfect industry for you.

FTH Skills Council in conjunction with members of the FTH Tourism & Hospitality Standing Committee have created the "Tourism & Hospitality Career Guide" - a 'how-to' guide for new and existing employees.

FTH Skills Council Tourism & Hospitality Career Guide is available to download via our website
www.fthskillsCouncil.com.au



APPETITE FOR SUCCESS

The Appetite for Success program is an industry led and supported professional development program in hospitality and related food industries and is specifically for bakers, cooks and front-of-house staff.

For participants it provides a unique opportunity to increase skills and business knowledge, support from industry experts, social and industry networks and life balance.

For employers it provides a unique opportunity to help your business by improving the quality of your staff and internal processes. These elements will combine to increase your bottom line and assist in staff retention.

The program is currently seeking participants and mentors for 2008.



If you are interested in participating or know of someone who may be interested in the program or would like any further information please contact Esther Daniell on (08) 8348 4354.

AGRI-FOOD INDUSTRY SKILLS COUNCIL CONTINUOUS IMPROVEMENT PLAN JULY 2008 – 2010

The Agri-food Industry Skills Council has the capacity to interrogate Training Package data electronically, with a search and analysis criterion being developed as part of the reform strategies. This will form a vital component of the Continuous Improvement for the future. The outcome of this will result in all units being systematically reviewed with key reports made available, focussing on the areas of:

- industry relevance and ownership (work practice statements)
- elements and performance criteria
- relevance and quality
- skills and knowledge
- appropriateness
- critical aspects of evidence

Further refinement of the system will reduce duplication and provide the ISC with the capacity to better manage and maintain this extensive and complex competency framework.

This Continuous Improvement plan will rely on industry perception of what goes into a Unit of Competency, and what specific information is needed in a contextualised Unit Guide. This process will be a critical informer into the continuous improvement of the agrifood competency framework.

A key aspect of our Continuous Improvement strategy is the current shift of focus onto Training Package implementation and incorporating RTOs and industry, enterprises and government to become cognizant of each other's roles and responsibilities.

Further information regarding the Continuous Improvement Plan is available from AFISC.

COMMUNITY INFRASTRUCTURE CLUSTER PROJECT

The Community Infrastructure Cluster (CIC) project is drawing to a close. The project has been a collaborative arrangement between the Health & Community Services, Food Tourism & Hospitality and Service Skills Boards and the State government to assess the workforce development impacts of mining and defence growth in SA on their industry sectors.

The ultimate aim of the project has been to create a workforce development model which can be applied to different South Australian metropolitan and regional areas to help plan for major industrial developments (notably minerals and defence) and at the same time supporting community infrastructure growth.

Measurable outcomes will include analysis of the indirect impact of these major mineral and defence developments (on the "community infrastructure" industry sectors), and the provision of information and recommendations to aid policy changes and development around the growth.

Should you be interested in the outcomes of this project please refer to our website www.fthskillscouncil.com.au or contact our office for further information.

INDUSTRY DEVELOPMENT PROGRAM – Supervisor Training for Hospitality Industry Personnel

The aim of this program is to provide a new and innovative approach to delivering supervisory training to existing workers within the Hotels and Clubs industries with the ultimate aim of improving attraction and retention of staff in the industry.

The program will deliver a suite of short (up to two hours), intensive, flexible and industry-focused workshops for managers and supervisors and will cover topics such as rostering for increased productivity, improving the quality of customer service, strategies for reducing costs and improving employee motivation and performance etc.

FTH is currently considering an individualised "Business Coaching" program as a supplement to the IDP to provide long term personal and professional development to this group.

Further information is available from Justin Foote on (08) 83484363 or John Cassebohm on (08) 83626012.



The flyer for the Supervisory Training Program for Hospitality Industry Personnel features a header with four small images: a person in a chef's hat, a person in a uniform, a person at a computer, and a person in a uniform. Below the images is the title "Supervisory Training Program for Hospitality Industry Personnel". The flyer contains several sections of text, including "Aim", "Background", "Objectives", "Program and delivery", "Program cost", "Contact and registration details", and "tafeSA". At the bottom right, there is a logo for tafeSA and the text "CLUBS SA FLYER".

INDUSTRY SKILLS BOARD REVIEW

The evaluation of Industry Skills Boards (ISBs) has now been completed by DFEST on behalf of the Minister for Employment and Training Mr Paul Caica. FTH Skills Council Board are currently negotiating the terms of the future funding deed to take effect from July 2008.

ATTRACTION & RETENTION OF LABOUR IN THE SOUTH AUSTRALIAN MEAT INDUSTRY

Phase II of the SA Meat Industry Workforce Development Project is now drawing to a close. The Project Consultant will be providing a Workforce Development Case Management Service to Businesses whilst also developing a Meat Industry Workforce Development Package that provides and promotes workforce development, up-skilling and attraction strategies for the meat industry.

If you would like any further information please contact Project Consultant Peter Graves on (08) 82330300.

MULTISKILLING – Need ready to go multi-skilled staff in Security, Retail or Hospitality?

Skill and labour shortages are reaching crisis point across service industries in South Australia, particularly in the Retail, Hospitality and Security sectors. This has a significant impact on productivity, growth and profit. This opportunity supports employers as well as providing training opportunities and future employment for both underemployed and unemployed South Australians.

The project provides specialised training and mentor supports for participants at no cost and will provide employers with the opportunity to attract additional part-time and full time staff and improve the skills and flexibility of existing staff.

For further information please contact Colin Shearing on (08) 83626255 or email colin@serviceskillssa.com.au



SA TOURISM WORKFORCE DEVELOPMENT STRATEGY

FTH and the South Australian Tourism Alliance are currently negotiating with the Department of Further Education, Employment, Science and Technology and the South Australian Tourism Commission regarding the resourcing of the Tourism Industry Workforce Development Strategy 2007-2012 which was endorsed by the Tourism Minister's Round Table in 2007.

SA WINE INDUSTRY EMPLOYMENT STRATEGY (SAWIES)

FTH Skills Council has now completed the South Australian Wine Industry Employment Strategy Project (SAWIES). The establishment of a SA Wine Industry Reference Group to implement the recommendations arising from the project has been approved by the SA Wine Industry Council and work is underway to finalise the structure, membership and long term role of that group.

Project resources that contain a significant amount of information to assist wine and grape businesses to best plan for their future workforce needs are available for download from the FTH Skills Council website in addition to a wide range of career information resources.

Should you require printed sets of the Career Documents please contact our office on (08) 83626012 or via email info@fthskillscouncil.com.au.

Career documents are also available for download via our website www.fthskillscouncil.com.au



TOURISM, HOSPITALITY AND EVENTS TRAINING PACKAGE – SIT07

The SIT07 Tourism, Hospitality and Events Training Package has now been released and is live on NTIS. This brings to a close an extremely long process of negotiation throughout the endorsement process.

WORKFORCE DEVELOPMENT SHOWCASE

The States 9 ISBs in conjunction with DFEST have developed an online showcase which includes:

- tips on workforce development
- workforce development resources
- examples of good workforce practices across various industries, and
- links to industry expertise and other resources.

Information is available online via www.workforceinfoservice.sa.gov.au

VET IN SCHOOLS

FTH has made contact with various schools regarding their VET in schools programs and the issues associated with the various Certificates (or partial certificates) that are being offered.

Concerns have been raised regarding the appropriateness and value of the training that is currently being offered in addition to lack of employability skills upon completion. This is proving to be a complex issue and to address this matter an Industry Reference Group with representation from DFEEST, DECS, FTH, HGT, industry and schools will be established to consider the appropriateness of VET programs and how best State and Federal funds should be applied to meet industry needs and the transition of students from school to further education/industry.

The Industry Reference group will work directly with the secondary schooling sector to better structure and support the way students find their way into the industry so that we minimise the loss through inappropriate training and advice.

VET QUALITY – Compliance and the AQTF

The FTH Board members met recently with the Manager of VET Recognition for DFEEST regarding RTO Compliance and outcomes. The Board's main concern is the numerous industry reports that students do not have the skills/competencies that are required by industry resulting in high attrition rates.

Agreement has been reached with the Quality Directorate of DFEEST that any future instances will be investigated. Issues can be reported to Chris Hastwell via email hastwell.chris@saugov.sa.gov.au or to FTH Skills Council info@fthskillsCouncil.com.au. Please provide specific details of the matter requiring investigation. Issues can be dealt with anonymously.



INDUSTRY RECOGNITION

COOKS RECOGNITION PROGRAM

Applications for Cooks Recognition close March and September of each year.

To gain a Certificate of Recognition as a Cook an application needs to be submitted to the FTH Skills Council Cooks Recognition Steering Committee to enable the Committee to assess the applicants trade experience and qualifications.

Applicants must satisfy one of the following criteria:

- Minimum of 6 years experience as a Cook with no formal qualifications, OR
- Cert III in Hospitality – Commercial Cookery plus 2 years full time experience at that level, OR
- Hold an overseas qualification as a Cook

Once approved the formal *Certificate of Recognition* is issued by the Training and Skills Commission.

For further information please contact us on (08) 83626012 or refer to our website for further details.

BAKERS RECOGNITION PROGRAM

Applications for Bakers Recognition close April and October of each year.

To gain a Certificate of Recognition as a Bread Baker, Pastry Cook or Bread Baker and Pastry Cook an application needs to be submitted to the FTH Skills Council Bakers Recognition Steering Committee to enable the Committee to assess the applicants trade experience and qualifications.

Applicants must satisfy one of the following criteria:

- Minimum of 6 years experience as a Baker with no formal qualifications, OR
- Cert III in Food Processing – Retail Baking plus 2 years full time experience at that level, OR
- Hold an overseas qualification as a Baker

Once approved the formal *Certificate of Recognition* is issued by the Training and Skills Commission.

For further information please contact us on (08) 83626012 or refer to our website for further details.



FUNDING OPPORTUNITIES

FOOD AND BEVERAGE DEVELOPMENT FUND SA INC

2008 Support payment application forms are now available from Food and Beverage Development Fund. The support payments are designed to support students or intending students within the food and beverage processing industries, and endeavour to encourage individuals to develop their skills and knowledge through research, education and/or training. They are intended to reward individuals that have shown exceptional commitment to vocational education and training and who are committed to furthering their skills and knowledge within the industry.

In 2008 the Board of Food and Beverage Development Fund will consider applications from

- Individuals intending to study
- Apprentices or trainees
- Post secondary students
- University students
- Research students

for support payments in the following specific areas

- Meat industry
- Beverage industry
- Food Processing industry

Would you like us to PAY for your STUDY?

The Food and Beverage Development Fund SA Inc provides financial support payments to support students in industry studies within the:

- Baking industry
- Beverage industry
- Food Processing industry
- Meat industry

The support payments (allowance for allowance) will be used to support your study and training through research, education and/or training. The funding is available for any tertiary qualification (degree or diploma).

\$1,000 and \$10,000

The Food and Beverage Development Fund SA Inc provides financial support payments to support students in industry studies within the:

For more information contact the FOOD AND BEVERAGE DEVELOPMENT FUND SA INC
Department of Economic Development, Innovation and Trade, 100 Rundle Street, Adelaide SA 5000
PO Box 1000, Adelaide SA 5000. www.foodandbeveragefundsa.com.au

Applications will be assessed from information provided in application submissions and a selection panel will select finalists who will be invited to attend an interview. Support payments will be offered to those applicants whose submissions best reflect the selection criteria.

The funding available for each successful application is expected to range between **\$1,000 and \$10,000** and will be based on the needs of the individual and the level of support required.

As part of the application process, applicants are asked to provide specific details of the nature of the support they are seeking through the support payment. Applications should include an estimate of any anticipated costs associated with expenditure items such as course fees, travel costs, books, etc.

Application forms can be downloaded at www.foodandbeveragefundsa.com.au. For further information please contact Food & Beverage Development Fund on (08) 83629066.



TRAINING

LIQUOR LICENSEE TRAINING

Training dates for the remainder of 2008 are:

- **Customer Relations & Responsible Service of Alcohol - \$85.00 per participant (GST free)**
9.30 am – 12.30 pm July 21, August 11, September 1, September 22, October 20, November 10 & December 1.
- **Liquor Licensing Laws - \$65.00 per participant (GST free)**
1.30 pm – 3.30 pm July 21, August 11, September 1, September 22, October 20, November 10 & December 1.

Courses are held in our training rooms at 5-9 Rundle Street, Kent Town and participants are issued with a Certificate of Attendance upon completion of the training session. Should you or your staff be interested in attending please contact us on (08) 83626012 or refer to our website for further information and enrolment forms.

Should you have any queries in relation to your requirement for training please contact the Office of the Liquor and Gambling Commissioner www.olg.sa.gov.au



EVENTS

PREMIERS FOOD AWARDS

The Eleventh Annual South Australian Premier's Food Awards have gone 'green' in 2008 and are now open for applications, with all South Australian finished food and beverage businesses being encouraged to 'turn over a new leaf' and enter. The Awards will be helping the SA food industry to start thinking more 'green' in order to play a leading role in helping to reduce the effects of climate change. Some of the measures being encouraged include purchasing fresh, local produce, using safe alternatives to chemicals, installing water recycling facilities and using recyclable packaging materials. The Awards are a fantastic opportunity to showcase the businesses and products that have helped establish our state as the food capital of Australia. Applications close 1st August 2008.



Awards presentation gala dinner will be held on November 14 in the new Adelaide Showgrounds Exhibition Hall.

To find out more please visit the website www.safoodawards.com or contact Sue Rogers on (08) 82260468.

SA TRAINING AWARDS

Nominations have now closed for the 2008 Awards. Each award winner has the opportunity to compete at the Australian Training Awards in Darwin on 20 November 2008. Winners will be announced at the 2008 SA Training Awards Gala Dinner on September 5 2008.

To find out more please visit the website www.satrainingsawards.sa.edu.au or contact Mary Ionno on (08) 84636514.

2008 RESTAURANT & CATERING AND NATURAL GAS AWARDS FOR EXCELLENCE

Finalists have now been announced for the 2008 Awards. Winners will be announced at the R&CSA Awards for Excellence Gala Dinner being held at the Adelaide Entertainment Centre on July 28 2008.

To find out more please visit the website www.rcsa.asn.au or contact Sally Neville on (08) 83517837.



CONTACTS

Our team consists of:

John Cassebohm

Executive Officer

Carol Graham

Office Manager

FTH Board Members

Paul Marshall

AMIEU

FTH Chairperson

Nick Papazahariakis

Chloes Restaurant

FTH Deputy Chairperson

Trevor Evans

AHA SA

Martin MacLennan

Baking Industry Association

Robyn Buckler

LHMU

Nick Thredgold

NUW

FTH Skills Council Board is underpinned by the Tourism & Hospitality, Food & Beverage, Cooks Recognition and Bakers Recognition Committees. We would like to take this opportunity to thank these key industry representatives for their valued contribution and commitment.

If we can assist you in any way please do not hesitate to contact us on (08) 8362 6012.