



NEWSLETTER

JULY 2008

ATTRACTION AND RETENTION UPDATE

The Food, Tourism and Hospitality Industry Skills Advisory Council SA Inc, trading as the FTH Skills Council, is one of nine Industry Skills Boards working with industry, community, and government to provide advice in relation to workforce planning and development and strategies to meet emerging skill needs. The Council represents the interests of the food and beverage processing and manufacturing, and tourism and hospitality industries in South Australia.

As you may be aware, the attraction and retention of staff is a key issue for the industry. For your information the following is a brief summary of the "attraction and retention" activities the FTH Board is currently involved in:

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 Tourism and Hospitality 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.

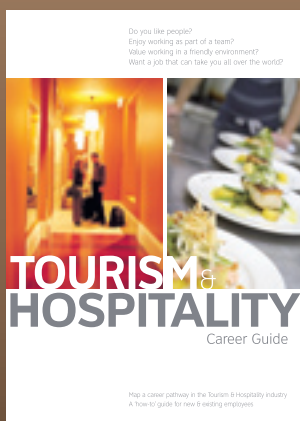
Further information is available from JUSTIN FOOT, Tafe SA on (08) 8348 4363 or JOHN CASSEBOHM, FTH Skills Council on (08) 8362 6012.

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.ftskillscouncil.com.au



PRODUCTIVITY PLACES PROGRAM

Under the Skilling Australia for the Future initiative, the Commonwealth government has funded the Productivity Places Program which will deliver 630,000 additional training places (Australia wide) over the next 5 years to ensure that Australian workers develop the skills they need to succeed in industry.

These training places will be delivered in an industry driven system ensuring that the training is responsive to the needs of businesses and participants.

Of these 392,000 training places will be allocated to the up-skilling of existing staff and 238,000 places will be allocated to jobseekers.

FTH will be working with HGT to determine how this major training initiative might assist members to better attract and retain staff to underpin the long term productivity and growth of their businesses.

You will be kept informed regarding our progress in this most important initiative.

Further detail on the program is available under www.productivityplaces.deewr.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.

COOKS RECOGNITION PROGRAM

Applications for Cooks Recognition close March & 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) 8362 6012 or refer to our website www.ftskillscouncil.com.au.

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) 8362 6012 or refer to our website www.ftskillscouncil.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.

WORKFORCE DEVELOPMENT SHOWCASE

The States 9 ISBs in conjunction with DFEEST 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

Our team consists of JOHN CASSEBOHM, Executive Officer and CAROL GRAHAM, Office Manager. 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.