



Welcome to the 6th edition of the FTH Skills Council Newsletter.

2008 is set 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
April 11 2008



WHAT'S BEEN HAPPENING?

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 8348 4354.

A SKILLS STRATEGY FOR SOUTH AUSTRALIA'S FUTURE

The Skills Strategy is a Government initiative to, amongst other things, create a more efficient and effective VET system for South Australia.

The Blueprint proposes a skills system that is driven by the needs of the State in terms of economic development and social inclusion. The process should improve the outcomes of increased employment participation, increased VET participation, higher labour productivity and a higher skilled workforce by ensuring the supply of training and skills is more aligned to demand.

Further information is available from www.dfeest.sa.gov.au/skillsstrategy

ATTRACTION & RETENTION OF LABOUR IN THE SOUTH AUSTRALIAN MEAT INDUSTRY

Phase II of the SA Meat Industry Workforce Development Project is now underway. 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 Peter Graves on 82330300.

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 is 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.

Other measurable outcomes will be the 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.

If you would like any further information please contact Mike Elliott on 0419 806 043.

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 Belinda McPherson on 83484363.

INDUSTRY SKILLS BOARD REVIEW

The evaluation of Industry Skills Boards (ISBs) has been completed and the report and associated recommendations are currently under consideration by the Minister for Employment and Training Mr Paul Caica.

FTH has been advised the ISBs will be continuing its operation beyond the current contract term of 30 June 2008 with the likelihood of a further 5 year funding agreement.

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. Applicants first information session is being held on April 21st 2008.

For further information please contact Colin Shearing on 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 83626012 or via email info@fthskillscouncil.com.au

TOURISM AND HOSPITALITY CAREER DOCUMENTS

FTH Skills Council is in the process of developing a booklet titled "Map a career pathway in the Tourism and Hospitality Industry". It is anticipated that the book will assist the industry with the attraction and retention of individuals whilst also providing the individuals with the message that their skills and competencies can be transferred and used right across the industry in a wide range of situations.

If you are interested in participating in the review of this draft document please contact Carol Graham on 83626012 or via email info@fthskillscouncil.com.au

TOURISM, HOSPITALITY AND EVENTS TRAINING PACKAGE – SIT07

The SIT07 Tourism, Hospitality and Events Training Package has been endorsed. This brings to a close an extremely long process of negotiation throughout the endorsement process.

If you are interested in participating in the validation of the Tourism, Hospitality and Events Assessment Strategies please contact Karen Banks from Service Skills Australia on 02 82431200 or via email kbanks@serviceskills.com.au

USER CHOICE FUNDING

At a recent meeting with the Director of DFEEST Traineeship and Apprenticeship Services branch FTH was advised that the decision by State Cabinet to cease funding the Certificate II in Hospitality would stand and there was no likelihood that User Choice funding for this particular qualification would be reinstated at this time.

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 a DFEEST/DECS/FTH committee is to 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.

Updates will be provided in future newsletters.

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.

WORKFORCE PLANNING

In May 2003 Standards Australia formed a Human Resources and Employment Committee to create a Workforce Planning tool for industry in recognition that workforce planning was rapidly emerging as a discrete specialist discipline and an essential element in the achievement of business strategies and corporate objectives.

The committee has acknowledged that workforce planning was not just an imperative for expanding workplaces or those that need to replace workers, it is also critical when downsizing or undergoing restructures, mergers and acquisitions.

Accordingly, the committee has produced a Workforce Planning Handbook to inform business managers on the topic. The guidelines contained in the handbook provide an overview of a simple and proven approach to incorporating workforce planning into normal business practice.

The guidelines are available in hard or electronic copy from the link below.

<http://www.saiglobal.com/shop/Script/Details.asp?DocN=AS0733785719AT>

It is the intention of FTH to create a simple template combining both workforce planning and development to assist industry in the development of its workforce.



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) 8362 6012 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) 8362 6012 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

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, equipment, etc.

Application forms can be downloaded at www.foodandbeveragefundsa.com.au. For further information please contact Food & Beverage Development Fund on 08 8362 9066.



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 *May 5, May 26, June 16, July 21, August 11, September 1, September 22, October 20, November 10 and December 1.*
- **Liquor Licensing Laws - \$65.00 per participant (GST free)**
1.30 pm – 3.30 pm *May 5, May 26, June 16, July 21, August 11, September 1, September 22, October 20, November 10 and 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) 8362 6012 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.olgc.sa.gov.au



EVENTS

PREMIERS FOOD AWARDS

Planning for this year's Awards has already begun with the Awards to be launched 1st May 2008 with a theme of 'growth', so start thinking 'green'. This year could be the year for your business to branch out and experience that growth spurt.

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 are now open for the 2008 Awards. The awards aim to recognise individuals for their efforts and achievements and encourage them to realise their potential and build their careers. They also aim to raise the profile of skills and reward businesses and organisations for innovative approaches to training that help to develop our industries and workforce. Each award winner has the opportunity to compete at the Australian Training Awards in Darwin on 20 November 2008.

Whether you're a final year student, an employer, a training provider or a school, if you're excelling in vocational education and training you have a good chance of winning a prestigious award.

Nominations open March 25 2008

Nominations close May 30 2008

Winner announced September 5 2008 at the 2008 SA Training Awards Gala Dinner

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



CONTACTS

Our team consists of:

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Executive Officer

Carol Graham

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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 and Food & Beverage Standing 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.