



Welcome to the first edition of the FTH Skills Council Newsletter.

The Food, Tourism and Hospitality Industry Skills Advisory Council SA Inc, trading as the FTH Skills Council, is one of nine newly established Industry Skills Boards working with industry, community, and government to develop industry specific work plans, identify workforce trends and emerging skill needs and consider issues relating to career advice and the attraction and retention of a skilled workforce.

FTH Skills Council represents the interests of the food and beverage processing and manufacturing, and tourism and hospitality industries in South Australia.

We hope you find the newsletter informative and look forward to working with you.

Regards

**John Cassebohm**  
**EXECUTIVE OFFICER**

**February 20, 2006**



## WHAT'S BEEN HAPPENING?

We are still in our first year of operation and what a busy year it has been. FTH Skills Council with the support of the State Government through the Department of Further Education, Employment, Science and Technology has embarked upon a number of major projects to assist industry to address workforce development issues and meet emerging skill needs. The projects are funded under the *South Australia Works* program and include:

### **COOKS WORKFORCE DEVELOPMENT PROJECT**

National and international industry data indicates a continuing shortage of well qualified and experienced staff in the hospitality industry. Past attempts to address these ongoing shortages have tended to focus on either training more people for the industry and/or importing more qualified staff from overseas.

Neither of these initiatives have worked as we continue to experience growing shortages, which are now being mirrored around the world, particularly with the continued growth of tourism in the world market.

This project aims to develop a far closer working relationship with industry during the initial and post graduate training of our staff through the development and implementation of a series of new initiatives including:

- The use of new technology that will enable the development of customised training plans for apprentices, trainees and general industry staff, which in turn will provide a far more flexible approach to training and professional development for industry staff and managers, as well as those people seeking to enter the industry, including current school students involved in VET in Schools programs,
- The provision of an on-line RPL assessment process and far better integration of skills development that is achieved on the job
- The appointment of "case managers" to work directly with industry in the continuing management of training plans for current staff and to better identify short term training needs of current staff (particularly in small to medium enterprises)

- The development of “Appetite for Success” program for young industry professionals that identifies potential future young leaders and engages them in a ten year program of professional development that is strongly mentored by industry professionals.

### CASE MANAGEMENT – A NEW APPROACH

Case Management is about doing things differently! It is about managing the learning of an individual in their workplace whether they are an employee or employer.

It takes a holistic view of an employee’s technical, personal and professional development to enable them to operate effectively within their workplace.

It also supports the business owner to identify and develop better business practices to manage, develop and skill their staff.

In doing so, Case Management fosters better relationships to significantly improve staff retention and business performance.

### YOUNG LEADERS PROGRAM - APPETITE FOR SUCCESS

This is a joint initiative of FTH Skills Council and TAFE SA partnering with Strategon, a national business consulting firm specialising in developing industry leaders. The Young Leaders Program 2006 was officially launched by Minister Stephanie Key on February 13 2006.

The program has been devised to address the challenge of building and supporting the future leaders of the hospitality industry. It recognises that these future leaders will require not only the highest level of culinary expertise but also the business savvy to be able to manage and innovate in a people based environment with extremely tight margins and a strong culture of competition.

The strong interaction between participants, mentors and industry combined with customised learning plans ensuring minimal time off the job are unique features which will combine to shape future industry leaders.

Nick Papazahariakis, Chair of FTH Skills Council said this is the most exciting project that has happened in the industry in 25 years. “It has given us the opportunity to realise the importance of our workforce and provide industry specific training. It provides invaluable career development opportunities for our people and assists us in retaining our most valuable asset which is our workforce” he said.

For further information please refer to website: [www.appetiteforsuccess.com.au](http://www.appetiteforsuccess.com.au)

### **FRONT OF HOUSE STAFF RETENTION – “STAFFING MATTERS”**

A study recently undertaken by the Adelaide University indicates that South Australia is facing a “looming crisis” with indications that the State will not have sufficient workers to run its economy within 5 to 10 years due largely to an ageing workforce.

To tackle the crisis the State Government has provided funding to produce an action plan to address the loss and where possible come up with strategies to fill vacancies that have been created in the worst affected industries.

Within the Tourism and Hospitality industry, recent data indicates that the attrition rate for front of house staff in hotels, restaurants, cafes, and clubs is in the order of 45 to 50% and in the absence of a managed approach to staff retention, the problem could reach crisis point.

In view of the decreasing pool of available workers and significant loss of staff from the industry it is essential that businesses adopt practices that assist them to not only retain good staff but also significantly improve their bottom line.

The Workforce Development Project managed by FTH Skills Council involves both front of house staff and management in a process that identifies those issues that impact on staff and their retention/long term employment in the industry.

Both employers and employees have been involved in the process to ensure that strategies developed are implemented successfully. Joint ownership of the problem and agreed strategies will be the impetus for building a more stable and productive industry with the capacity to respond to future demand.

For further information please refer to website: [Staffing Matters](#)

## **ATTRACTION & RETENTION OF LABOUR IN THE SOUTH AUSTRALIAN MEAT INDUSTRY**

The Meat Industry in South Australia is entering a period of substantial growth with the current annual production of \$2.5 billion projected to double over the next 5 to 7 years.

To be able to successfully achieve that level of growth the Meat Industry will need to secure a flexible, skilled, and motivated workforce which will be retained in the industry over that period and in the longer term.

To assist industry in meeting its workforce needs the FTH Skills Council intends to bring together key industry stakeholders, government and other agencies to undertake a joint venture project aimed at enabling industry to:

- attract suitable personnel
- retain current and new staff
- access appropriate entry level and on-job training
- provide accurate career advice
- promote multi-skilling
- further develop skills of its managers, and
- address issues affecting the above which may limit industry performance and growth

For further information on this project please contact our Project Manager Kerry Smith on 0402895822 or our Project Officer Graeme Elliott on 0434600201.

## **ADELAIDE AIRPORT & WESTERN REGION SKILLS PROJECT**

The new Adelaide Airport and Western Regional development will generate in the order of 1000 new jobs in Retail, Tourism and Hospitality in Adelaide's Western region.

To ensure the terminal and environs has a workforce that is capable of delivering a unique gateway experience FTH Skills Council in partnership with Service Skills SA, Hudson Global Resources and the State Government has embarked upon a project aimed at creating a pool of job ready applicants to meet the new workforce requirements and minimize the employment drain on surrounding businesses.

More than 1000 participants received intensive industry based entry level training in Tourism, Hospitality or Retail through TAFESA. We are pleased to say that many of them are now employed in numerous locations in and around the Airport and Western areas. Congratulations to all involved.

**We acknowledge and thank the Government of South Australia for their support & funding of the projects.**

**SouthAustraliaWorks**  
linking people, skills and jobs



**INDUSTRY RECOGNITION**

### **COOKS RECOGNITION**

Did you know that you may be eligible to apply for a "Certificate of Recognition of Cooking"?

**To apply you must meet one of the following categories:-**

- Minimum of 6 years experience as a cook with no formal qualifications  
OR
- Hold a Certificate III in Hospitality (Commercial Cookery) plus 2 years full time post certificate experience as a cook  
OR
- Cooks trained by and employed in the Royal Australian Army/Navy & Air Force who have successfully completed the Cooks Grade One Course and who have then completed six years employment in the trade of Army  
OR
- Hold an overseas qualification as a cook

The FTH Skills Council Cooks Recognition Committee assesses applications for Recognition in April and October of each year. If your application is approved by the Committee your formal papers are issued by The Training and Skills Commission (TSC). Current round of applications closes on March 30<sup>th</sup> 2006.

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

### **BAKING INDUSTRY RECOGNITION**

We are currently in the process of applying to have the Baking Industry Recognition procedure approved and recognised. We are hopeful that the process will be finalised and underway within the next few months.

Should you have any queries in relation to Baking Industry recognition please [contact us](#).

### **MEAT INDUSTRY RECOGNITION**

We intend to apply in 2006 to have the Meat Industry Recognition procedure approved and recognised. We are hopeful that the process will be finalised and underway by June 2006.

Should you have any queries in relation to Meat Industry recognition please [contact us](#).



## **EVENTS**

### **FOOD SAFETY TRAINING**

An important objective of The South Australian Food Act is to ensure that food for sale is both safe and suitable for human consumption. To be compliant with the Act, food handlers should be familiar with the nationally uniform food safety standards developed by Food Standards Australia New Zealand (FSANZ).

To assist you to practice food hygiene in compliance with current regulations, FTH Skills Council together with Dr Jim Ralph from TAFESA Regency Campus, have developed the following short courses in Food Safety. These courses are designed to help meet the needs of all food handlers including cooks, teachers, canteen staff, aged care workers and other persons, who prepare, store, transport or sell food.

Courses are held in our training rooms at **5-9 Rundle Street, Kent Town.**

#### **Food Safety: Legislation and Compliance** **\$95.00 per participant (GST free)**

*Course dates 2006: March 28, April 20, May 22*

#### **Developing a HACCP Based Food Safety Program** **\$95.00 per participant (GST free)**

*Course dates 2006: March 28, April 20, May 23*

#### **Nutrition and Food Labelling** **\$75.00 per participant (GST free)**

*Course dates 2006: May 2*

Should you be interested in attending these courses please [contact us](#) on (08) 83626012 or [refer to our website for further details](#).

### **LIQUOR LICENSEE TRAINING**

To assist you in conformance with current Liquor licensing regulations enforced by the Office of the Liquor and Gambling Commissioner, FTH Skills Council broker the following courses for Liquor Licensees.

Courses are held in our training rooms at 5-9 Rundle Street, Kent Town.

#### **Customer Relations & Responsible Service of Alcohol** **9.30am - 1.30pm \$85.00 per participant (GST free)**

*Course dates 2006: March 7, April 4, April 18, May 9, June 6, June 20*

#### **Liquor Licensing Laws** **2.30pm - 4.30pm \$65.00 per participant (GST free)**

*Course dates 2006: March 7, April 4, April 18, May 9, June 6, June 20*

Should you be interested in attending these courses please [contact us](#) on (08) 83626012 or [refer to our website for further details](#). Please contact the Office of the Liquor and Gambling Commissioner should you have any queries in relation to your requirement for training. For further information please refer to [www.olgc.sa.gov.au](http://www.olgc.sa.gov.au)

## **DFEEST TRAINING SECTOR FORUM 2006**

The Department of Further Education, Employment, Science and Technology are holding the annual Training Sector Forum for 2006 on Thursday 1 and Friday 2 June at the Hilton Adelaide in Victoria Square.

Practitioners and stakeholders in the training sector are invited to submit Expressions of Interest to present workshops or seminars for stakeholders involved in delivering quality teaching, learning and assessment practices. The Forum will provide organisations and agencies with an opportunity to showcase their products and resources relating to training provision.

For further information please contact Christian Fenech on 08 82269437 or email [dfeast.quality@saugov.sa.gov.au](mailto:dfeast.quality@saugov.sa.gov.au)



## **MEMBERSHIP**

Membership of FTH Skills Council is free of charge, and will not incur any liability for members. We will undertake to keep you informed of the latest developments in training and related issues and seek to offer services that add value to your business.

Do you have colleagues that would be interested in our newsletter? If so, please forward this to them and they can [contact us](#) to apply for membership.



## **CONTACTS**

Our team consists of:

John Cassebohm	Executive Officer
Carol Graham	Office Manager
Maureen Byrne	Recognition Coordinator
Kerryn Smith	Project Manager – Cooks Retention and Meat Industry Projects
Graeme Elliott	Project Officer - Meat Industry Project

FTH Skills Council Board is underpinned by the Tourism & Hospitality Committee and Food & Beverage Committee, comprising key industry representatives.

If we can assist you in any way please do not hesitate to [contact us](#) on (08) 83626012.