

### From the Executive

Well the year is certainly flying and from all reports TAFE Tourism and Hospitality colleges are doing great things including teachers and students working at the Commonwealth Games, training for visitor information centres in several states, involvement in Workskills, training at airports, museums and galleries and much more.

What we need to do is to highlight these achievements not only amongst ourselves but also to industry.

Congratulations to all teachers and students.

To ensure the success of the newsletters we ask members to send in any news stories to Reg Edwards via email to; [reg.edwards@tafensw.edu.au](mailto:reg.edwards@tafensw.edu.au)

Best wishes for the new academic year.

### Diary Events

| Date         | Event   |
|--------------|---|
| May          | Newsletter – Get your stories in by 15 May    |
| 20/21 April  | TTA Trainers Conference Sydney                |
| 3&4 May 2007 | ATTHEA Conference – Sunshine Coast Queensland |

### Tourism and Hospitality Training Package Review

The units are currently being reviewed following delays due to work being undertaken on policy regarding employability skills, rationalisation, and waiting for the revised DEST template for competency standards and training packages.

Consultants are taking on board feedback and conducting further consultation where required. For example, a focus group was held to examine retail and wholesale travel. Some very positive outcomes came out of this group including merging domestic and international retail travel certificates. A focus group is also being held to look at commercial catering. We

have even had a Japanese chef go through the Asian cookery units and correct our terminology!

All changes will be available for comment during April. They will be posted on [www.serviceskills.com.au](http://www.serviceskills.com.au) from the second week of April. Notice will be sent out in our newsletter. (If you haven't registered you can do so by clicking the Join button at the top of the home page.)

As part of the review, employability skills which are in all tourism and hospitality units will be mapped and checked to ensure they are adequately (explicitly) embedded. A summary of those in each qualification will be developed and included in the training package.

There will be minimal rationalisation at this point as an overall strategy involving other industries is still being developed, however, obvious duplications will be removed. The Tourism and Hospitality Training Packages will be merged into one. This will make very little difference as they are virtually merged anyway. The coding will change but will have to anyway as they will need a service industries code. We aim to have common groupings, headings and codes to make it easier to locate standards. We are still waiting on DEST, however, to provide some guidance on coding.

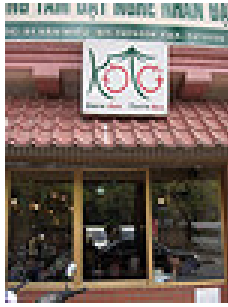
This is only part of the work being undertaken. We are working to what are now, very tight deadlines. We must submit the Training Packages for endorsement by the end of June. After that, it will hopefully, be three months before they are endorsed. The Wholesale, Retail, Floristry and Community Pharmacy Packages (most likely merged into one) will be submitted at the same time. Later projects will be looking in more detail at areas of overlap such as between Retail and Hospitality. With the move to continuous improvement, there will be opportunities for fine-tuning, though hopefully not too drastic changes.

Well, that's all from me folks!!

*Susan Briggs - Service Industries Skills Council*

## KOTO on the move

KOTO Restaurant, one of the best kept culinary secrets in Hanoi, is about to move to larger premises in the old quarter of the city. Jimmy Pham established KOTO, which stands for Know One, Teach One, in 1996 as a not-for-profit restaurant and vocational training centre to help change the lives of street and disadvantaged youth in Vietnam. Over the last ten years KOTO has grown from its original small sandwich shop premises in a Hanoi backstreet to larger premises and now its time to move again.



*Koto Restaurant in Hanoi*

The story of KOTO's foundation and development is an inspiring account of one man's ambition and drive to break the cycle of poverty amongst street and disadvantaged youth in Vietnam. The young people in the KOTO program study hospitality skills and English, and take part in an essential life skills program. They gain practical skills working at the restaurant and an accredited qualification through a partnership with Box Hill TAFE. The employment rate for KOTO graduates would be the envy of most TAFE colleges in Australia as the students are highly sought after by 5 star venues in Hanoi.

To cope with the increase and expansion of the training programs, a tribute to the efforts of Jimmy and the KOTO Hanoi team, the new location was identified and work is almost complete on the new home. For more details about the location and operating hours please visit the KOTO Hanoi webpage at: [www.streetvoices.com.au](http://www.streetvoices.com.au). The web page also has news and events happening at KOTO and information about how you can support KOTO International and KOTO Hanoi.

*Thanks to Anthony Bailey - Box Hill Institute*

## Students at work during the M2006 Commonwealth Games

Box Hill Institute through its partnerships with Delaware North Catering, Spotless and Artistic Catering has secured paid work for all its hospitality management students during the M2006 Commonwealth Games. Throughout the Games there will be over 350 students working at venues such as the State Bowls Centre, the Melbourne Cricket Ground and the Athlete's Village in inner Melbourne. Teaching staff members at Box Hill Institute have worked closely with their industry counterparts during the training and accreditation phases to ensure the students are job ready for this historic event. Teachers will also take advantage of the games to gain valuable industry exposure either as volunteers or venue managers working on behalf of the M2006 Games Corporation.

The M2006 Games is the largest sporting event in Melbourne's history and will provide a chance for the city to show off its reputation as a food capital of the world. Melbourne is a busy city during March as the Fosters Australian Grand Prix follows the Games and the Box Hill Institute students can take a well-earned break after the Grand Prix and the excitement of the Commonwealth Games.

*Thanks to Anthony Bailey - Box Hill Institute*

## Victoria University: Best Tourism Education in Australia

*Copy of a Media Release 27 February 2006 printed with permission of the Victoria University*

Victoria University has won the 2005 Australian Tourism Award for Excellence in Tourism Education and Training.

This is the third time Victoria University has won the award, having previously won it in 1988 and 2000.

The Australian Tourism Awards recognise and promote excellence in tourism, and are the pinnacle of achievement for the tourism industry in Australia. Finalists are drawn from the State and Territory Tourism Awards winners across 28 categories.

The University received its award at a dinner held at the Gold Coast on Friday 24 February 2006, attended by over 1000 people involved in the tourism industry.

Victoria University's Dr Sue Gillet, Acting Head of the School of Hospitality, Tourism and

Marketing said that the award covered the full range of courses, from VET in Schools, TAFE, and degrees, through to PhDs.



*Victoria University adds another Tourism and Education Training Award to its collection. Left to Right: VU's Mike Hester, Sue Gillet, and Prof. John McCallum*

She said: "Victoria University's unique positioning as a dual-sector institution is an advantage for the provision of Hospitality and Tourism education and training, with opportunities for students to move effortlessly between TAFE and Higher Education, ensuring a highly developed and skilled workforce."

Dr Gillet and Mr Mike Hester, TAFE Head of Hospitality and Tourism, thanked the staff and students for "their dedication and passion in reaching the highest levels of industry professionalism".

Dr Gillet said: "Victoria University is Australia's longest established provider of tourism and hospitality degrees and diplomas, and we continue to meet the needs of our students by forging partnerships with the community and industry and through innovative programs such as event management."

"VU is recognised internationally as a leading provider of applied tourism and hospitality research and is Victoria's only foundation member of the prestigious International Centre for Excellence in Tourism and Hospitality Education."

"Members of THE-ICE have attained high standards of program excellence, and their tourism and hospitality education programs are independently assessed by an international panel, to ensure they meet THE-ICE Standards of Excellence."

THE-ICE Standards of Excellence, developed under the guidance of Emeritus Professor Andrew Lister, are used to benchmark comprehensive requirements that contribute to

excellence in tourism and hospitality education programs.

*Thanks to Kerrie Anne McPhee –Victoria University*

## **Kangan Batman Students Blitz State Tourism Awards**

*Copy of media release 16 November 2005 printed with permission of Kangan Batman TAFE*

Nine students from Kangan Batman TAFE took out major prizes in the prestigious State Government Tourism Students Business Initiative awards last Monday at the Novotel on Collins including the overall winner's prize.

Belinda Calvert of Essendon won first prize of a return airfare to Europe and spending money to the value of \$4,000 and will have the opportunity for paid work placement for a minimum of three months.

Service Skills Victoria has established the Developing Tourism Business Leaders Awards aimed at students studying tourism, hospitality and culinary arts in Victoria.

The awards are an innovative employment development exercise for final year students to develop innovative small business concepts and business plans for tourism products. The business plans were judged by a panel of industry representatives on the feasibility of the business, product innovation and knowledge of the tourism industry.

Belinda's business plan was for the 'Conversation Starter' café and restaurant which is to be based in Mt Alexander Road, Moonee Ponds. Her concept for a dating café and restaurant aims to provide a safe, relaxed and intimate setting for mature people to meet, converse and mingle. The restaurant incorporated the use of conversation starter cards with topics to help clients initiate contact without those awkward silences.

Two other Kangan Batman TAFE students were finalists in the awards. Louise Jenkinson of Sunbury was a finalist for her 'Twisted Whiskers' jazz bar idea and Jedda Doidge of Montmorency for her 'Sweet Chocolate Café' concept. Jedda won a weekend accommodation package for two at the Johanna Seaside Cottages and Louise won a weekend accommodation package for two at the Mansion Hotel, Werribee Park.

Kangan Batman TAFE has a proud history of success in the awards taking out major prizes each year since its inception:

- In 1999, two students from Kangan Batman TAFE shared first prize.
- In 2000, a Diploma of Tourism student repeated this success, winning the first prize of an \$8,000 overseas study tour.
- In 2001, Kangan Batman TAFE students won 2nd, 5th and 6th position.
- In 2002, Kangan Batman TAFE students won 2nd, 3rd, 4th prizes and a commendation prize out of the competition's six prizes. (The competition did not run in 2003).
- In 2004, Kangan Batman TAFE students won 1<sup>st</sup>, 2<sup>nd</sup> and 4<sup>th</sup> places.

Manager of Hospitality, Travel and Tourism department, Christine Pontin said the large number of wins by their students was very exciting for everyone involved. 'It's wonderful for the students to receive this recognition for all their hard work over the last two years,' said Ms Pontin. "You can really see the knowledge the students have gained being applied in these very professional business plans."

"What is particularly exciting is to see the four international students do so well as they all come from a commercial cookery background and moved over to tourism to round off their studies," she said.

"The program is excellent in preparing students for starting their own domestic tourism business. With the current problems in international tourism created by tragic world events the focus has shifted to the local tourism industry and these students are well placed to make their concepts a reality," said Ms Pontin.

The awards are sponsored by Melbourne Airport, Tourism Victoria and the City of Melbourne. Supporting sponsors are the Accor, Tourism Alliance Victoria and the Victorian Tourism Industry Council. Prize sponsors are Watson's Mountain Country Trail Rides, Yering Station, Melbourne Aquarian, and Grampians Adventure Services.

*Thanks to Christine Pontin - Kangan Batman TAFE Vic*

## **Chef Retention Strategy**

It is well known that 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 has 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.

To try to address this, a Chef Retention project has been developed to achieve a far closer working relationship with industry during the initial and post graduate training of young chefs and TAFE SA cookery staff. There are several strategies used to underpin the model:

- 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 the 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.

*Thanks to Mark Hunwicks - Croydon Campus SA*

## **Appetite for Success**

Appetite for Success is a joint initiative of the Food, Tourism and Hospitality Industry Skills Council and TAFE SA partnering with Strategon, a national business consulting firm specialising in developing industry leaders.

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 acumen 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.

For further information please refer to website:

[www.appetiteforsuccess.com.au](http://www.appetiteforsuccess.com.au)

*Thanks to Mark Hunwicks - Croydon Campus SA*

## **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 have a workforce that is capable of delivering a unique gateway experience into South Australia the FTH Skills Council in partnership with Service Skills SA, Hudson Global Resources the State Government and a collaborative effort by

TAFE SA tourism and hospitality staff has embarked upon a project aimed at creating a pool of job ready applicants to meet the new workforce requirements and minimise the employment drain on surrounding businesses.

*Thanks to Mark Hunwicks - Croydon Campus SA*

**Change of Date  
NEXT CONFERENCE  
May 03 and 04, 2007**

## **Touchdown: 85 Airport Staff Fly through Course**

In addition to the previous story about 85 existing Adelaide Airport Limited staff recently received tourism qualifications in a project

described as being at the cutting edge of workforce development. Adelaide Airport Limited (AAL) commissioned TAFE SA Adelaide South to provide a Certificate II in Tourism Operations to its entire workforce as part of its staff development program. Almost all staff completed the course, which was delivered over 18 months. Lecturer Ann Lewis said the program was made possible through the insight of airport boss, Phil Baker and Corporate Affairs Manager, John McArdle, who recognised the airport as being the tourism gateway to SA. She said, "AAL had given its staff the gift of learning". The staff members were presented with their certificates at the airport's Christmas lunch on December 23.  
*Thanks to Mark Hunwicks - Croydon Campus SA*

## **Tourism Students Forge Valuable Industry Relationship**

Eleven TAFE SA tourism students were recently recognised for their behind-the-scenes work on the 2005 South Australian Tourism Awards. The students, who all study at TAFE SA Adelaide City Campus, assisted tourism operators by helping them lodge submissions for the annual awards. South Australian Tourism Commission Chief Executive Bill Spurr said the students should be congratulated for their efforts. "Even getting an application in is quite a feat," he commented. "We have had tremendous support from TAFE SA." Mr Spurr also commended TAFE SA's Petula Columbus for her long-standing commitment to tourism students.

So in summary tourism and hospitality in TAFE SA is continuing to make a significant contribution to its industry sectors, during 2006 we hope to put a range of new ideas into place and will report on them as they evolve.

*Thanks to Mark Hunwicks - Croydon Campus SA*

## **Kreechyz creations**

A team of Central TAFE Tourism, Event Management and Business students has won a national student business competition based on a hand crafted, environmentally friendly mosquito coil holder.



Kreechyaz, the creation of the students won the National Tertiary Company of the Year award and National Innovative Product award at the Young Achievement Australia National Awards Gala in Sydney on November 30.

More than thirty-five student teams from universities and TAFE Colleges from around Australia took part in the awards.

The team also won two prizes at the West Australian State Business Awards in October, for Tertiary Company of the Year and Excellence in Marketing Award. Two of the Company's directors were also finalists in the Tertiary Business Person of the Year Award.

Central TAFE Managing Director Neil Fernandes said "he was delighted with the prizes which showed Central TAFE students could match it with the best in the country".

The Central TAFE team consisted of Chandrash Varsani from Woodlands, Lynette Rowe from Maylands, Shen Lee from Applecross, Natasha Davis from Scarborough and Averil Eade from Noranda.

The hugely popular, art-deco product was in such demand that orders needed to be restricted.

"The students are to be congratulated for an outstanding effort," Mr Fernandes said.

"This is the first time Central TAFE students have participated in this program. "

"Central TAFE is also very appreciative of the support and mentoring provided to the team by their sponsor Woodside Energy."

To form Kreechyaz, the students embarked on a process which involved selling shares to raise capital, electing a board of directors, market research and developing a product which the students manufactured and sold.

The students also undertook all the necessary administration such as the registration and insurance of the company, payroll and the preparation of a business plan. At the end of the program the company is required to liquidate, and in most cases, returns a profit to the shareholders.

"By dealing with real money and real products the students gain hands on experience and develop invaluable life skills in a fun environment," Mr Fernandes said.

Averil Eade, Managing Director of Kreechyaz, and an Events management graduate was flown to Sydney by Young Achievement Australia (YAA) to receive the awards on behalf of the team.

Young Achievement Australia (YAA) is a not-for-profit non-government business education provider that enables secondary and tertiary students to experience the real world of business through establishing and operating a company.

Established in 1977, the program is a nationally accredited cross-disciplinary program aligned with Small Business Management training standards to ensure students cover the skills and knowledge that underpin real world commercial success.

*Thanks to Nic Petit – Central TAFE Campus WA*

## Website Forum

We have commissioned the development of a forum to be placed on our ATTHEA website.

We hope that when implemented by mid year that it will be a beneficial tool for members to raise issues and network with colleagues across the nation.