

From the Executive

Hi all

Welcome to the first edition for 2008.

Well the Tourism, Hospitality and Events Training Package SIT07 has finally been endorsed and I guess that you are all busy planning for the implementation.

Two of the executive have moved onto greener pastures and we wish them well and thank them for their support of ATTHEA and their work on the Executive. Robert Bolch has resigned from Drysdale Institute to pursue other interests and Mark Hunwicks has moved to another position within TAFE SA and no longer has a responsibility for hospitality.

Congratulations to CIT for their success in the National Tourism Awards – well done

Reg Edwards
President

Membership

Membership fees are now due.

Why become a member?

ATTHEA facilitates networking of tourism and hospitality teachers across the country by:

- Providing a professional development opportunity to member teachers by way of the ATTHEA Teachers Fellowship Award (see www.atthea.com.au for details).
- Representing the interest of ATTHEA to industry, government and community eg representation on the Tourism and Hospitality Training Package Steering Group Committee.
- Providing members with news and information on issues affecting tourism and hospitality education in TAFE via the website including a forum facility and newsletter.
- Holding a national conference offering a platform for discussion and presentation of current issues in relation to tourism and hospitality.

Membership and fees:

Corporate Membership - Available to all **INDIVIDUAL TAFE** campuses/colleges of tourism and hospitality (note you **MUST** advise the names of all staff covered by the corporate membership)

| | |
|------------------------|-------|
| Fees per annum | |
| Up to 25 staff members | \$250 |
| 26+ staff members | \$500 |

Individual membership - Available for those who are not covered by corporate campus/college membership.

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| Fees per annum | |
| Individual membership | \$35 |
| To renew your membership or to become a new member, please complete the membership form which can be downloaded from the website www.atthea.com.au and return with your payment. | |

Please forward all correspondence to:
Joy Harris, Secretariat
ATTHEA
Locked Bag 6, Meadowbank Post Office NSW 2114

TAFE SA On-Line Training Option

TAFE SA, Regency Campus, is now providing on-line Internet based training.

Course developer and co-ordinator, Ric Charlett says "Like everything nowadays, it's important to be able to provide access and options to clients. These on-line training courses allow people to complete training in their own time from home, local library or wherever they log on."

"We've developed this training in partnership with key industry stakeholders and attendees receive National Accredited Certificates of Attainment", he said.

The first course to be launched was "Provide Responsible Service of Alcohol" which proved an instant success and very quickly the hospitality industry was asking for a course on laws to be developed.

As a result of demand "Liquor Licensing Laws" is now available to complement Responsible Service of Alcohol. These two courses are in high demand as the Liquor Commissioner demands that these two courses be completed by all responsible persons and new licensees.

To complement these courses even further Ric has started to produce "Provide Responsible Gaming Services" and "Attend Gaming Machines" these are due for release early next semester.

In further developments of the on-line style of delivery that Ric has been able to capture with his courses, he has formed an arrangement with TAFE SA Adelaide South City Campus, to produce a 'Responsible Management' course that will fill a very large void in training for the hospitality industry. This course is aimed directly at new licensees and responsible persons, to give them the skill set required to manage effectively in any situation.

The two TAFE campuses have agreed to collaborate in the delivery of a new program using flexible methods of delivery. The intent is to share resources and each to provide different aspects of the course. Ric was proud to announce that "Students will benefit through a broad exposure to blended teaching methods and the generous assistance of other agencies such as the SA Police Department and the SA Ambulance Service. These handpicked twenty accredited courses will give real practical skills to people for use in the everyday managing of a hotel, club, nightclub, bar restaurant or any licensed venue."

The reviews and comments from a variety of industry bodies has been very encouraging and greatly appreciated, but at the end of the day it's the participants that have enjoyed this style of education and benefited from the flexibility of the delivery style that also satisfies all audit requirements.

Just what is in store from here Ric would not talk about in detail, but he has assured us that it is going to be ground breaking for the TAFE system.

Story courtesy of Belinda McPherson Education Manager TAFE SA- Regency Campus.

New Innovation for Hospitality

During 2007, the Hospitality program at Regency Campus (TAFE SA) planned a major restructure of its two year Advanced Diploma.

The key driver behind the project was to deliver a more relevant program to industry by working in collaboration with industry and enterprises, which better reflected the needs of students.

The working party investigated the possibility of offering 'packaged' qualifications, linked to the new Training Package, and reported back to the work team to ensure that staff were regularly informed of new developments.

The recommended 'packaged' qualifications included an initial eighteen month (three semester) Advanced Diploma of Hospitality, then a fourth semester leading to an additional qualification, either an Advanced Diploma of Tourism, a Diploma of Event Management or a Diploma of Hospitality Management (through Commercial Cookery).

The final recommendations included students adopting the role of trainees in 'The Montefiore', a virtual reality hotel. To support this, the following three semesters of the Advanced Diploma of Hospitality were recommended:

- Operations Semester – Food and beverage and gaming trainees
- Supervision Semester – Trainee supervisors/team leaders
- Management Semester – Trainee managers.

The packaged qualification chosen by the student will be delivered in the fourth semester.

A two day whole-of-division workshop was held in July 07 to work through a range of identified issues and to discuss new delivery methodologies. These methodologies included 'situational' and 'problem based learning' to be implemented in the Supervision and Management Semesters. Professional Development sessions were held during semester two to introduce staff to the new methodologies.

During the latter part of 2007, key staff worked with TAFE SA Education Services and Programs (ESP) Production House in the planning and development of the virtual reality hotel which is planned for completion in December 2008. This virtual environment will serve as a foundation learning metaphor, and will be the basis for the construction of 'real' situations and problems. It will also serve as a future on-line platform.

In January 2008, the first group of students will be enrolled into the new program. The interest in the new courses was reflected by a more than 100% increase in applications from school leavers, through the SATAC admissions process. Another encouraging aspect was that the vast majority of students had chosen one of the new 'packaged' qualifications. This will allow students to continue studies for two years or more when previously many students withdrew from studies on completion of the Certificate three.

Story courtesy of Tony Adey, Regency International Centre, TAFE SA.

Official Launch of Australia-Pacific Technical College in Fiji

The Australian High Commissioner to the Republic of the Fiji Islands, His Excellency Mr James Batley, officially launched the Australia-Pacific Technical College (APTC) at a function in Nadi on Tuesday 19 February.

The function was attended by a number of representatives from the Fijian government, business and industry leaders and staff from the two APTC schools: Tourism and Hospitality and Automotive, Construction, Electrical and Manufacturing. The School of Tourism and

Hospitality has commenced programs in Samoa, Fiji and Vanuatu this year with students from several Pacific Island Forum countries.

The school will deliver Certificate III and above courses in hospitality management, commercial cookery, tourism operations, training and assessment, patisserie, baking and hairdressing. It is a very exciting time for the students as many of them are travelling for the first time to take up a place in the college studying at one of the campus countries. For more information about the APTC visit www.aptc.edu.

Story courtesy of Anthony Bailey – Box Hill Institute of TAFE

The Melbourne Food and Wine Festival

Melbourne is about to host its fifteenth food and wine festival from 22 February to 8 March. Since the first festival began in 1993 with 12 events it has developed into one of Victoria's premier events and for the hospitality industry an opportunity to show why Melbourne is a leading international culinary destination.

Hospitality students across the state participate in the festival by working at events, competing in competitions or attending events to develop their food and beverage knowledge and sample some of the excellent produce on hand. Event highlights this year include the 'Taste of Slow' with activities themed around the Slow Food Movement principles, World's Longest Lunches all over the state and the perennially popular Master Class series, this year featuring Michel Roux cooking soufflés and David Thompson talking about Thai street food.

Story courtesy of Anthony Bailey – Box Hill Institute of TAFE

Tourism Springboard

'Tourism Springboard' is a computer training program especially developed for RTOs delivering tourism qualifications.

It is an excellent off-line geography program with over a thousand important online tourism links. Students can use the program with or without supervision.

A. **World geography** – interactive regional and country maps. Clicking on the country names shows that country's map and regional location. Found by cursor over country, airport and airline names:

- city three letter codes
- airport codes – with direct link to that airport website
- tourism Office of each country – with direct link to official website.

B. **On-line Direct links** (with one click) to the websites of:

- all major Australian, US, UK and other tour operators
 - cruise lines

- OAG (Official Airways Guide)
- Smart Traveller
- travel insurance
- airline seating plans
- world travel guide
- octopus hotel reservations
- world weather
- health (WHO) & visas
- foreign currencies
- Lonely Planet guides
- embassies worldwide
- tourism hot spots
- world public holidays.

And many, many more!

'Tourism Springboard' is linked to at least eight units of competency from the training package.

Go to www.tourismspringboard.com for a free download demo is available. You will also find an order form.

Cost: \$600 total (No GST), includes the program and 12 complete student assignment lesson plans, hand outs, assessments and answers.

'Tourism Springboard' had a soft launch last year with the official launch at the Galileo Symposium in Sydney last December.

Feedback now, from colleges that have purchased the program, is very positive with many colleges delighted with the relationship between the program and many competencies in the new training package.

One college this week estimates that well over 60% of their new 'lesson plans' will involve use of 'Tourism Springboard'.

For further information, contact Bill Healy.

Email: bill@tourismcollege.com.au

Mobile: 0409 026 096

AussieHost is Back

Following the revamp of the AussieHost program early in 2007 AussieHost is back! AussieHost is a proven training program that has been utilised within Australia since 1994.

What's changed?

- QTIC (QLD Tourism Industry Council) held a pilot workshop in Queensland in June 2006 to gauge interest
- QTIC and ARA (Australian Retailers Association) formed a new partnership, and jointly relaunched the AussieHost program in 2007
- Update of content was carried out to make sure the content was up-to-date and relevant
- A review was undertaken to ensure the Trainer Quality Assurance program

- The Train the Trainer content was reviewed
- AussieHost logo and collateral was updated
- ARA updated new administration system
- Queensland has been the initial priority for promotion.

In a partnership with Australian Retailers Association (VIC), QTIC will support the promotion of this high quality training program which services as a quality benchmark for customer service in Australia.

AussieHost remains a full day workshop, designed to raise the standards of service in your business and community. The program helps to develop the participants' core service skills and is ideal for employees of all ages.

QTIC is working with the state Tourism Industry Council counterparts to support and promote AussieHost nationally and many of these have already begun to roll out the program.

Story courtesy of the AussieHost Gazette, 01 Dec 2007

I'm Just a Bus Driver

Does your job matter?

John Gordon tells this story about speaking at a conference where the audience was made up of several hundred bus drivers. Ironically, when the conference organisers booked him to speak they didn't know he had written a book: 'The Energy Bus' a story about a bus driver named Joy who changes the life of a man who regularly catches her bus.

John Gordon explained that after his talk, he met a pastor of a small local church who said he was making more of a difference as a bus driver: "The pastor said he originally started driving a school bus for insurance benefits but after a few years it occurred to him that he was having a bigger impact on people as a bus driver than as a pastor at his church!

This made me think about all the hard working, good hearted people who walk around and believe that the work they do is insignificant. They'll say things like 'I'm just a receptionist', or 'I just take care of the event details' or 'I'm only in sales' or 'I just drive a bus' or 'I'd really like to do non-profit work so I can do something that makes a difference'.

The fact is every job, no matter how insignificant you may think it is matters. Every job matters because you matter. And the impact you have on others matters...a lot.

You matter to your clients. You matter to your co-workers. You matter to people you interact with every day. You matter more than you could ever know. It's not about the job but the difference you make within your job that counts.

So whatever job you do, I hope you will also consider yourself a bus driver, on a journey through life, who has the opportunity to positively impact all the people who ride on your bus. Consider everyone you meet and work with as a passenger and know that the greatest and most significant job you could ever have is to make a difference in their lives. Your job matters and so do you!"

Story courtesy of KIWIHOST Issue 68

Proposed Hospitality Management Diploma Program

Barrier Reef Institute of TAFE's School of Hospitality teachers are dedicated hospitality professionals and experienced educators and this year are working alongside a new hotel operator to help train their future employees.

We believe that to be successful in the hospitality business, one needs to have knowledge of management theory, as well as substantial firsthand knowledge of the practical aspects of hospitality. Our philosophy is to combine these 2 elements in an integrated theory plus practice approach, which balances academic learning with hands-on training.

We will be partnering with management from the new Grand Mercure Hotel in Townsville to create what we wish to call a 'teaching hotel, offering a unique and dynamic Hotel Management Training Program'. Students attending our 18 month Diploma Program will be studying and gaining work experience in a well equipped operational training facility and then at the under construction hotel.

The academic curriculum is taken from the Hospitality and Tourism National Training Package and aims to cover all the disciplines necessary to run a hospitality business including all the operational areas and, finance, sales and marketing, information technology and basic supervision and leadership.

Upon completing this program, a Barrier Reef Institute graduate would have gained work experience in all the major departments of a full size hotel.

In summary, our Proposed Hospitality Management Diploma Program focuses on creating practical competence and therefore confidence. This unique combination of theory and practice means that when students graduate, they will be immediately operational in almost any entry-level position in the industry. More importantly, it means students will have the business know-how to become an effective member of a supervisory and management team.

Story courtesy of Gabriel Oriti – Barrier Reef Institute of TAFE