

ATTHEA Issues

Well it was certainly hard to get back into the swing of work following the very successful conference in Hobart. Please see conference report for full details.

The AGM was also held in Hobart and the following state representatives were elected:

New South Wales

Reg Edwards (President)

Nerolli Cassidy (Treasurer)

Jeff Puckeridge

Victoria

Christine Pontin

Kerrie Anne McPhee

Catherine Dubois

Anthony Bailey

South Australia

Mondi Karoussis

Jenice Wheeler

Belinda McPherson

Queensland

Linda Schlanger

David Reed

Gabriel Oriti

ACT

Stuart Walsh

Jerome De Rose

Rhonda Knapp

Tasmania

Robert Bolch

Paul Lennard

Western Australia

Joan Mulcahy

Nick Petit

Secretariat

Joy Harris NSW

A special welcome to all the new members.

We are now looking at a membership drive and will be contacting institutes/colleges who are not members and also seeking renewals over the next couple of months.

Reg Edwards

Diary Events

Date	Event
December	Newsletter – Get your stories in by 15 Nov
20/21 April	TTA Trainers Conference Sydney
Aug 2007	ATTHEA Conference - Queensland

Conference Report

Reg Edwards

The **2005 ATTHEA Conference** was hosted by the **Drysdale Institute in Hobart** on August 24-26. Not only did they turn on the best Tasmanian winter weather but a fantastic event which had an excellent balance of speakers, workshops and networking opportunities.

The conference got off to a great start with the AGM on the Wednesday afternoon which saw the election of the new state representatives for the next two years and a big welcome to those members who joined the executive team for the first time. For details refer to www.atthea.com.au for your state representatives. In the evening the Tourism and Hospitality staff and students hosted a welcome cocktail party “A Taste of Tasmania” in the Drysdale Café 59. Delegates enjoyed local Tasmanian produce and beverages.

Following the introduction next morning, **John Smyth, CEO of TAFE Tasmania** welcomed delegates to Tasmania and to the conference. **Rob Giason, CEO of Tourism Tasmania** officially opened the conference and provided us with an overview of the Tourism industry.

Steve Balzary, Director of Employment and Training with the Australian Chamber of Commerce presented an interesting insight into “**An Industry Relevant TAFE Sector – What does it look like?**”

Steve’s presentation was headed by a discussion on skill and labour shortages being an ongoing challenge for the Australian economy. ACCI believes that a lasting solution will need to involve:

1. Growing the skilled workforce locally ensuring the VET sector is adequately funded and tailored to meet the workforce needs of employers;

2. Encouraging people to move within Australia to areas where the jobs and skill shortages exist; and
3. Skilled and semi-skilled migration.

Training providers and therefore TAFE are vital to each strategy.

Issues for TAFE

Feedback from industry indicates strongly that TAFE does not always deliver what industry wants because:

- Delivery models require more flexibility and should be organised to meet industry's needs
- Assessment quality is patchy producing people who are "qualified but not skilled"
- Time based training prevails over competency based because it suits the TAFE funding models
- RPL is poorly delivered and expensive impeding the up skilling of existing and mature age workers and
- Rewards are needed for innovation and workplace or online delivery
- TAFE teachers experience of industry can be outdated
- Level of industry involvement and consultation is variable
- Training is not up-to-date with industry practice and new and emerging technology and
- Teachers should be rewarded for performance under appropriate industrial relations arrangements.

Steve concluded by outlining the **key issues for training**:

- Funding and resourcing
- New Apprenticeships reformed to take account of the different client, provider and regulatory requirements for entry level and existing workers
- A better co-ordinated approach across the employment, education and training sectors at all levels of government
- Simplified processes for businesses and providers
- Governments and industry to work more closely to better focus national discussions on strategic issues
- Senior level industry leadership should be a plank of the new system
- National approaches to build client knowledge of careers and training strategies.

What does Industry want from TAFE?

- Greater engagement and consultation with industry to ensure the delivery of work ready employees with skills relevant to modern workplace practices

- Greater involvement with the delivery of training to ensure that training encompasses new and emerging technologies and practices
- Flexible delivery models that recognise the reality of modern workplace practices, particularly with regards to off-the-job training
- Reassurance that a quality process for assessment produces people that are truly competent and ready to work in modern day work environments
- Commitment to RCC/RPL:
 - to facilitate the up skilling of existing mature age workers and
 - training only to develop skills that are missing at a reasonable cost
- Effective liaison with the school sector to improve articulation into TAFE from VET in schools and School-based New Apprenticeship programs.

The Certificate III meetings and Events students at Drysdale featured in the next presentation by **Neil Cameron the Event Director for the Festival of Voices** in Hobart. Neil demonstrated how the students assisted with the planning and coordinating of the event and all activities in the six week work placement program were assessed in line with national competencies included in the qualification offered by Drysdale Institute. Neil is now mentoring the new students for the next festival. Neil certainly sang the praises of training and the partnership with TAFE.

The morning was concluded with concurrent workshops:

- **Are PDAs the answer?** – presenter **Ian Whitehouse**
- **Mobile Learning –just in time for me or is it?** – presenter **Caryl Oliver**
- **Travel - Getting there via workplace practice-** presenter **Sharon Johnson**
- **Do cooks spoil the broth?** – presenter **Tania Teese**

An additional workshop **"Tool boxes not just your average tools"** was held on the second day and presented by **Gail Wilson**.

A special treat was in store for all delegates with a walk hosted by Drysdale Institute trained tour guides and a picnic lunch via the harbour followed by a site inspection of the Henry Jones Art Hotel.

Are we going in the right direction? was the theme for a presentation by **Graeme Kirkwood and Gary Slicer from TAFE Tasmania**. The

assessor network group is a system of assessment development and validation which includes accessible assessments available on an intranet site and a structured validation process. All teachers are encouraged by way of training and mentoring to use Compass for a share assessment experience.

Next up was a very innovative project run by **Nicky Reed, Director of Premium People**. Premium People has set up a unique partnership with Drysdale Institute and local Tasmania industry as well as industry in and around Cairns. Trainees are selected and placed in hospitality establishments in Western Tasmania from May-October whilst undertaking their preliminary training with TAFE. In May the trainees travel to Cairns and worked in 4-5 star hotels to provide the students with a range of workplace experiences. The trainees then return to Tasmania to complete their traineeships and work with their original employers. Nicky coordinates the selection of the trainees and all work placement and travel arrangements.

The day was capped off with a fabulous cruise on the **MV Marana** up the Derwent River. This provided an excellent opportunity for networking and sharing stories and experiences. That night we met in the Drysdale Restaurant for a **“Tasmanian Celebration - Degustation Dinner”**. The choice of food and wines was fantastic and the Wasabi sorbet was “to die for”. During the evening we **farewelled Pam Robertson** who retired from the role as Secretariat to take up other challenges and awarded the **2005 Teachers Fellowship** to **Sharon Johnson** from South Western Sydney Institute - Bankstown Campus who will undertake some research into tourism training over the next two years.

Following the breakfast next morning at the college **Paul Herbig** the **winner of the 2003 ATTHEA Teacher Fellowship presented a report on his project**. Paul used a three “tastes” approach to his professional development which consisted of a placement with another RTO, an industry placement and enrolment in a specialised skill program with an international practitioner. He outlined the benefits to him of reinforcement of Drysdale Institute’s approach and practices and relating generic issues faced by another RTO. Paul is now looking forward with renewed enthusiasm.

Navigating competencies is a daunting task for all even when one has a great understanding of the training system. **Mal Reason, Sales and Marketing Consultant with “The Work Lab” presented the Competency Navigator - Point me in the right direction**. The Competency Navigator is a computerised system enabling the user to

navigate around a myriad of units of competency which will provide them with the best fit to their needs in regards to a qualification and for which they may be entitled to RPLRCC. The system contains over 13,000 units, over 950 qualifications and 5 Training Packages. A provider can include them all or those on their Scope of Registration. The System can also provide reports to aid the human resource function such as job profiling, career planning, performance management and recruitment.

We could not get through a training conference without mentioning Training Packages so the next presentations dealt with the **“High Level Review of Training Packages” presented by David Reed, Product Manager, TAFE Queensland** and the **Review of the Tourism and Hospitality Training Packages presented by Susan Briggs from the Service Industry Skills Council**.

The conference concluded with a delightful lunch at the **Meadowbank Winery** not far from Hobart. This provided an opportunity for final networking and saying goodbyes to friends and colleagues. This also provided delegates with the opportunity to see **Wine Tourism** in action.

Congratulations to Robert Bolch and the team of Tourism and Hospitality staff and students who certainly planned and coordinated a great event. I can hear you all thinking what about RPL.

Many thanks also go to the sponsors and partners which included; The Henry Jones Hotel, Pearson Education, Octopus Travel, Computer Corp, International Centre of Excellence in Tourism and Hospitality Education, Futura Training, Australian Flexible Learning Framework, The American Hospitality Academy and Staging Connections.

Hopefully now that you have read this synopsis of the 2005 conference it will encourage you to seek approval to attend the next conference which will be held on the **Sunshine Coast in 2007**.

All aboard the Queensland Training Express

David Reed - Queensland

Teachers from TAFE Queensland helped to put the tourism and hospitality careers of regional Queenslanders on the right track during August and September by climbing aboard the Queensland Tourism Industry Council’s Training Express. People in regional areas can literally board the Training Express. As they walk through the carriages they have access to all the information

needed about vocational education and training options in the tourism and hospitality industry.

The Training Express is an initiative of the Queensland Tourism Council and is supported by QR (Queensland Rail) and the Queensland Department of Employment and Training. The six carriage train departed Brisbane's Roma Street station on 6 August and travelled to 13 regional areas including Toowoomba, Roma and Chinchilla before returning to Brisbane and starting its journey up the Queensland Coast. It then visited Nambour, Maryborough, Rockhampton, Emerald, Longreach, Mackay, Proserpine, Townsville and Mount Isa. Its journey concluded in Cairns at the end of September.

Officers from the Queensland Department of Employment and Training have been present to offer advice on apprenticeships, traineeships, accessing government funding to undertake training, and state government initiatives such as SmartVET.

Staff from regional TAFE institutes have also been on hand to advise how existing skills can be assessed through a recognition of prior learning initiative for a range of qualifications, with a particular focus on tourism and hospitality. The initiative gives those people already working in certain industries the capacity to gain credit for their skills and experience and put it towards a formal qualification.

TAFE guest lecturers have conducted a wide range of specialised training including new cooking trends, food safety, food and beverage service, wine appreciation, customer service and marketing. Visitors attending these sessions have been given the opportunity to complete select units of competency from the Tourism and Hospitality training packages (THT02 and THH02). The completed units can then be used as a springboard to a certificate or diploma qualification. For more information on the Queensland Tourism Industry Council Training Express visit: www.qtix.com.au/TrainingXpress.htm

Pam Robertson Retires

To all the members of ATTHEA

Pam Robertson

It is with sadness that I have resigned from the position of secretariat of ATTHEA after so many years.

My career in TAFE commenced in 1971 when I left High school teaching in the ACT to take up position

teaching Home Economics at Canberra Technical College.

I commenced as a part-time teacher and won a full-time position in 1975. By 1980 I was promoted to Head of Department. These were the years when money was available for "hobby" courses (I always disliked that word as the classes being taught were meeting a social and emotional need in the community).

During the mid 80s money dried up for those courses and I could see the writing on the wall for closure. This was the time to retrain if I wanted to continue my career in TAFE. Canberra was changing rapidly and the opportunities were there for the taking. My interest was very much in upgrading my education qualifications and going down the track of Hospitality retraining.

After achieving this I was offered a position as the Head of School of Catering Studies, this is where I began my journey with other Heads of School of Hospitality and Tourism around Australia. Each year a state would host all the Heads of School to a meeting to discuss future directions, new initiatives and to share the development of resources.

During these years the first National Curriculum came into being with The Black Book, standards for Food and Beverage teaching, it then flowed onto the Green Book for Tourism and finally the Red Book for Commercial Cookery. It seems so long ago but was the beginning of working together across Australia for standard curriculum and easier transfers of credit from state to state.

Many names come to mind who were members of that group: Derek Casey, Graham Latham, June Beck, Lyn Smith, Kip Muller, Bill Galvin, all leaders in Hospitality Education around Australia.

From that meeting grew ATTHEA with a change of focus from those at top management level to those who would benefit most from sharing, the classroom teacher.

In the early years Tourism heads met separately but in the early 90s it was decided to join together with the Hospitality group. Tourism educators: Joan Mulcahy, Glen Roberts, David Reed, Peter Snelson and Penny MacDonald brought their expertise to the group. David and Joan are still leading Tourism educators in QLD and WA.

When I retired in 1996 from Head of Department Hotel Management and Tourism at the Canberra Institute of Technology, I was asked by the

association to take on the role of Secretary, a role I was honoured to do.

Since then I have met many dedicated leaders and classroom teachers all working towards raising the standards of training for the Industry.

Since my retirement from TAFE two years ago (I was re employed for 10 hours a week to be the International Student Educational Advisor and Pastoral Carer after I retired from full time employment) I have been employed by the Canberra Hospital as the manager of The Pastoral care Unit for 15 hours per week.

I will be sorry close the door on my 32 years of TAFE. It gave me a career that I would not have had if I had remained in High School education. The experiences and the friendships I have made will stay with me for a life time.

Thank you to the many friends and colleagues that I have worked with over the years, the memories will never fade.

I am sure that ATTHEA will continue to be a strong voice in Vocational Training in the future.



Pam Robertson and Reg Edwards at the Meadowbank Winery

Traineeship to Meet Local Needs

Story provided by Robert Bolch - Tasmania

A new approach to tackle skilled staff shortages at peak times in the tourism and hospitality industries was launched in Hobart.

The project employed trainees to work during Tasmania's peak summer tourism season, then placed them with employers in North Queensland during the off-season.

The two-year project was sponsored by the Tourism Council of Tasmania and developed by human

resource planning and training company People Planners.

The program was designed to overcome a problem experienced every year by small-to-medium sized businesses in both regions. The project provided a novel solution to problems created by the enormous growth in visitor numbers to Tasmania in recent years and the growing national shortage of skilled staff.

It was jointly funded by the Australian Department of Employment and Workplace Relations, the Office of Post-Compulsory Education and Training and the Tasmanian Department of Economic Development.

Training was provided by at both the beginning of the program and again when the trainees returned to Tasmania from Queensland where they continued with Certificate III.

For more information please visit www.premiumpeople.com.au

Students Work on Local Event

Story provided by Robert Bolch - Tasmania

The Festival of Voices is a cornerstone of a comprehensive strategy by Events Tasmania a business unit of Tourism Tasmania to attract visitors to Tasmania during late autumn, winter and early spring.

“As well as enjoying concerts and workshops inside our public buildings, participants in Festival of Voices have an opportunity to perform at some spectacular outdoor locations. And the festival culminates in Voices on Fire, a very special winter community event on Salamanca Place featuring a bonfire, mulled wine and song.” Explained Mr Giason, Chief Executive of Tourism Tasmania.

Mr Giason said, “Tasmania’s Festival of Voices is a wonderful example of what can be achieved when groups come together in partnership.”

This partnership involved the Certificate III Meetings and Events students from Drysdale Institute working with the Festival organisers as part of their training and assessment at the College. The graduates are now acting as mentors to new students who are also working with the event.

For more details visit the festival website www.festivalofvoices.com.au

Call for News Items

To ensure that your good news stories do not go unnoticed please forward to Reg Edwards via email to reg.edwards@tafensw.edu.au

I will keep a bank of items so that we can ensure regular publication of the newsletter. Thanks to those who have already contributed.

Tourism and Hospitality Training Package Review

The initial recommendations from the Training Package Review are now available on the Service Industries Skills Council website.

<http://www.serviceskills.com.au/>

If you would like to provide feedback please forward comments.

2005 ATTHEA Teacher's Fellowship Winner

The ATTHEA Teacher's Fellowship was awarded at the Conference dinner in Hobart. The award which is a prize of \$3000 aims to provide encouragement and assistance to teachers who are ATTHEA members in their field of expertise.

The winner can opt to participate in a course or training program, return to industry, or placement in a relevant professional organisation or educational institution in Australia or overseas.

The 2005 Winner is **Sharon Johnson, Head Teacher of Travel and Tourism from the South Western Sydney Institute of TAFE in NSW.**



Sharon Johnson receiving her award from Reg Edwards and Paul Herbig

Sharon has been the Head Teacher at Bankstown College since 1998. She joined TAFE in 1994 and as well as teaching has been involved in curriculum

and learner resource development and assessment validation. She has also been an advisor to the NSW Board of Studies in relation to the Tourism Industry Curriculum Framework and was involved in the development of training resources for the 2000 Olympic Games for the Aussies Host program.

Sharon was a member of a team who developed and implemented Millennium Travel and Tours, a simulated training facility at Bankstown TAFE.

Her background included a variety of positions in the travel industry which have enabled her to develop the skills to undertake her project which is to explore the attitudes and knowledge of the Travel Industry to:

- Training Packages
- Graduates from TAFE and other training organisations
- Benefits of on going training and achievement of formal qualifications
- Improvements to be made to training aligned to the Training Packages to better meet skills shortages and global changes in communications and technologies

Her project will also compare the training offered in Australia and New Zealand and explore attitudes of the industry to Tourism Training in New Zealand.

Congratulations to Sharon and we look forward to hearing her report at the next conference.