



Background

The Tourism, Hospitality and Events Training Package describes the skills and knowledge required to fulfil specific industry job roles. Therefore, it is industry's point of view of these skills and knowledge requirements that form the content of the training package.

The SIT07 Tourism, Hospitality and Events Training Package is being reviewed as part of the continuous improvement process. The Training Package Review commenced in 2011 and is expected to complete in 2012.

The major review will be carried out in three industry-aligned phases:

- Phase 1: The Tourism Review includes the tourism qualifications and units
- Phase 2: The Hospitality Review includes the hospitality qualifications and units
- Phase 3: The Events Review includes the events qualifications and units

The Tourism, Hospitality and Events Training Package includes cross sector units that apply to all three sectors. These cross sector units will be reviewed in each of the three phases.

The project is currently in **Phase 2: The Hospitality Review**. The Hospitality Review is in the Project Scoping stage. During the Project Scoping stage, key issues are scoped with key industry stakeholders and a series of recommendations are made to guide the training package reform.

The project will then move into the Drafting stage, where the recommendations will be incorporated into draft qualifications and units of competency.



The Hospitality Review takes into consideration the following hospitality and holiday parks and resort qualifications:

- Certificate I in Hospitality
- Certificate I in Hospitality (Kitchen Operations)
- Certificate II in Hospitality
- Certificate II in Hospitality (Kitchen Operations)
- Certificate II in Hospitality (Asian Cookery)
- Certificate III in Hospitality
- Certificate III in Hospitality (Commercial Cookery)
- Certificate III in Hospitality (Asian Cookery)
- Certificate III in Hospitality (Catering Operations)
- Certificate III in Hospitality (Patisserie)
- Certificate IV in Hospitality
- Certificate IV in Hospitality (Commercial Cookery)
- Certificate IV in Hospitality (Asian Cookery)
- Certificate IV in Hospitality (Catering Operations)
- Certificate IV in Hospitality (Patisserie)
- Diploma of Hospitality
- Advanced Diploma of Hospitality
- Certificate II in Holiday Parks and Resorts
- Certificate III in Holiday Parks and Resorts
- Certificate IV in Holiday Parks and Resorts
- Diploma of Holiday Parks and Resorts

Document Purpose

The Hospitality Review Scoping Paper outlines the keys issues being considered in the review. The issues presented in the paper address the **qualifications, skills sets, competency standards, and assessment and implementation** considerations.

The issues have been raised in a range of forums, including Service Skills Australia's online feedback register, the skills council's Industry Advisory Committee and technical working groups, workshops and discussions.

These issues have been raised by a range of stakeholders, including representatives from industry, industry associations and registered training organisations:

Tourism and Hospitality Industry Advisory Committee:

Accommodation Association of Australia
Accor
Australasian Casino Association
Australia Federation of Travel Agents
Australian Hotels Association
Australian Services Union
Australian Tourism Export Council
Caravan, RV and Accommodation Industry of Australia
Clubs Australia
Compass Group
Department of Defence
Department of Resources, Energy and Tourism
Garfish Restaurants
International Air Transport Association
Meetings and Events Australia
National Tourism Alliance
Qantas Group
Restaurant and Catering Australia
Tourism and Hospitality Catering Institute of Australia
Tourism and Transport Forum Australia
United Voice

Industry, Industry Associations:

ALTO Hotel on Bourke, Victoria
Burswood Entertainment Complex, Western Australia
Business Growth Centre, Western Australia
Kobe Jones
Mandurah Quays Resort, Western Australia
Parks and Resorts Operational Management
Peel Chamber of Commerce and Industry, Western Australia
Peel Tourism Association, Western Australia
Q Catering
Tourism New South Wales

RTOs, RTO Associations, Educators:

Australian Vocational Education and Training Academy
Coffee Training Centre Pty Ltd
Futura Group
Hospitality Group Training
International College of Management
Marian College
Polytechnic West
Qantas College
TAFE New South Wales
TAFE South Australia
TEC College
Trade Centre, Lilydale
Uniting Care Institute of Family Practice, New South Wales
William Angliss Institute

State Industry Training Advisory Body Networks:

CHARTTES Training Advisory Council
Food Tourism and Hospitality Industry Skills Advisory Council South Australia
FutureNow Creative and Leisure Industries Training Council
Queensland Tourism Industry Council
Service Skills New South Wales
Service Skills Victoria
Skills Tasmania

Other Government Organisations:

Department of Education, Employment & Workplace Relations
Department of Education Services, Western Australia
Department of Education and Training, New South Wales
Industry and Investment, NSW Government

Qualifications and Skills Sets

Using the language of Industry

The language used throughout the hospitality capability framework will be reviewed and updated to reflect current industry terminology.

The review is an opportunity for industry to clarify and reaffirm the:

- Definition of a cook and chef, as described by the job outcome examples in the qualification
- Commercial cookery and catering outcome
- Accommodation and housekeeping outcome

Shifts in the career pathway of hospitality managers

The hospitality career pathway has traditionally resulted in managers that have skills and experience in a range of hospitality areas.

The hospitality industry is seeing a shift in the skills and knowledge of managers. There are now a growing number of club and hotel and restaurant managers with a specialist background, e.g. finance or marketing. These managers are successfully managing hospitality establishments without having the traditional broad skills base.

The national competency framework should take these shifts in the manager profile into consideration during the review of the higher level qualifications.

Skills sets

The Tourism, Hospitality and Events Training Package currently includes the following skills sets for hospitality:

- Barista
- Beverage specialist
- Essential Business Skills for a Restaurant Manager
- Responsible service of alcohol
- Sommelier

Additional skills sets have also been identified in Phase One for Customer service and Customer service management.

Key considerations for the Training Package Review:

- Are the skill sets current and relevant, e.g.
Are the skills sets relevant for beverage specialist jobs and sommelier jobs in hospitality?
Are the financial skills required of sommeliers in hospitality addressed by the Manage finances within a budget unit of competency?
- Are any other skills sets required, e.g.
Are the skills and knowledge requirements around cultural understanding and cultural awareness appropriately captured in the training package? Is a skill set required here?
Is there a need for a 'hosting' skill set?

Entry requirements

The Tourism, Hospitality and Events Training Package Review will include an assessment of the use of entry requirements in the training package and/or training package support materials such as the Training Package User Guide.

This evaluation will take into consideration the job role requirements and job outcomes defined by industry, the Australian Core Skills Framework and Training Package Developers Handbook.

Competency Standards

Technical skills

The Hospitality Review provides an ideal situation to review and update the national capability framework to reflect changes in areas of technical skills and knowledge.

The broad areas of consideration include:

- Commercial cookery
- Asian cookery
- Patisserie

Legislative considerations

Any new legislative changes that impact the job role requirements will be incorporated into the training package. For hospitality, this would include any legislative changes required for the responsible service of alcohol and gambling.

Impact of technology

The Hospitality Review will take into consideration how changes in technology has impacted the skill and knowledge required for the job.

Areas for consideration include how technology has impacted the job roles in commercial kitchens, catering operations, food and beverage service and gaming.

Cross Sector Competencies

Competency exist which are relevant for the tourism, hospitality and events sectors.

The Hospitality Review will include a review of the 'generic' / cross sector skills required for jobs in the hospitality industry. Some of the on-the-job cross sector skills that have been identified for the review include customer service skills and mentoring skills.

Consolidate existing units

Due to changes within industry and to the workplace, it may be appropriate to consolidate units of competencies in the Tourism, Hospitality and Events Training Package. This may involve:

- Combining units within the Tourism, Hospitality and Events Training Package
- Replacing units with units imported from other Training Packages

The Hospitality specific units need to be reviewed for consolidation and streamlining opportunities.

The cross sector units have already been through one review cycle as part of Phase 1: The Tourism Review. These changes, including proposed use of imported units, will be reviewed by the hospitality industry as part of Phase 2: The Hospitality Review.

Review prerequisites

The Hospitality Review provides the ideal conditions for reviewing prerequisites rules for currency and relevancy. Examples of units that have been flagged for review:

- Apply food and beverage skills in the workplace
- Complete retail liquor sales
- Conduct night audit
- Monitor catering revenue and costs
- Prepare and serve espresso coffee
- Prepare, cook and serve Asian food for menus
- Prepare desserts to meet special dietary requirements

- Prepare rooms for guests
- Provide accommodation reception services
- Provide and coordinate food and beverage service
- Provide gueridon service
- Provide specialised advice on Australian wines
- Provide specialised advice on imported wines

Sustainability

In 2010, the tourism, hospitality and events specific units were reviewed to address gaps in environmental, economical, and social sustainability. These changes were incorporated into SIT07 Tourism, Hospitality and Events Training Package Version 2.3.

The Tourism, Hospitality and Events Training Package Review includes a review of the cross sector units for their coverage of the sustainability skills and knowledge required for job roles within the industry.

The cross sector units have already been through one review cycle as part of Phase 1: The Tourism Review. These changes will be reviewed by the hospitality industry as part of Phase 2: The Hospitality Review.

VET Products for the 21st Century

One of the key characteristics of VET Products for the 21st Century is around streamlining and simplifying the language of the training package. As part of the Tourism, Hospitality and Events Training Package Review, the language of the training package will be simplified and repetitive and unnecessary information will be removed, in line with these key principles.

The National Skills Standards Council (NSSC) is currently developing a new design model for training packages. This new design model is a primary outcome of the VET Products for the 21st Century project. As the new design model is not finalised, the Tourism, Hospitality and Events Training Package Review is using the current training package model.

Assessment and Implementation

Assessment guidelines and evidence guides

The current Tourism, Hospitality and Events Training Package incorporates legislative, registration and environmental requirements for trainers, assessors, and assessments.

These will be reviewed as part of the Hospitality Review.

Evidence Guide details for units will also be reviewed for clarity. For example, units with minimum service period assessment requirements will be reviewed to ensure that the information is clear and consistent.

Transition and implementation activities

A range of activities will take place in preparation for implementation of the new Training Package. Activities include:

- Updating the Training Package User Guide, e.g. developing 'minimum learning and assessment hours' guidelines for the national training package. These guidelines would outline industry's expectations on learning and assessment hours required to attain the necessary level of learning.
- Developing support materials
- Conducting transition workshops once the new Training Package has been endorsed

These activities will commence during the Training Package Review and will continue through to, and beyond, endorsement of the Training Package.

Right Way Program

The Right Way Program is a core component of Service Skills Australia's Quality Implementation Framework. The goal of the program is to provide industry recognition of:

- Quality training and assessment facilities
- Quality trainers and assessors
- Quality learning resources

The tourism, hospitality and events components of the Right Way Program will be established throughout the Training Package Review and will continue through to, and beyond, endorsement of the Training Package.

Next Steps

- Review the Tourism, Hospitality and Events Training Package in light of the key areas for considerations summarised in this paper
- Update the training package, as appropriate
- Conduct national consultation on the proposed changes. This will include the hospitality qualifications, hospitality units, cross sector units, assessment guidelines and skill sets.

Participating in the Training Package Review

Provide feedback on the Tourism, Hospitality and Events Training Package on Service Skills Australia's by emailing tma@serviceskills.com.au.

Service Skills Australia will be conducting national consultation and validation during the training package review. Information about these consultation workshops will be on the Service Skills Australia's [website](#).

You can also [subscribe](#) to Service Skills Australia's news alerts and eNewsletter for updates on the Tourism, Hospitality and Events Training Package Review.

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