

HOSPITALITY NT WORKFORCE – ALICE SPRINGS NEWS – JANUARY 2017

The Hospitality NT Workforce Project is on track to support improved hospitality workforce outcomes in the coming years in Alice Springs.

In the past 6 months, with the Careers Expo, and discussions and forums have occurred with local pubs and clubs, accommodation hotels and restaurants, as well as with RTOs, schools, education and training professionals and employment services providers.

Broad long-term outcomes from the Hospitality NT Workforce Network so far have included:

1. Increased entry of school students into hospitality-type training, jobs and careers
2. Stronger, more active relationships directly between hospitality businesses and schools, training and employment providers, to the benefit of students and job seekers, and businesses and venues
3. Localised customer service approaches

News and Opportunities Going Forward into 2018:

- Cassie Lavery, (Lasseters) has been engaged as part time coordination officer, point of contact for industry and providers – so keep in contact with Cassie
- Centralian Senior College (CSC) is very keen to expand student engagement with hospitality industry venues in Alice Springs for broader work experience offerings
- CDU control and deliver the majority of hospitality related VET and VET in Schools Certificate courses in Alice Springs, and in the case of school based VET, the Education Department has indicated that CDU will broaden industry engagement and liaison to give broader real-life hospitality work experience and placement offerings for students
- The hospitality sector has jumped at the chance to:
 - Host student activities including Work exposure, work experience and structured work placements with more venues & business participating
 - Increase the school cohort undertaking hospitality related courses, particularly kitchen ops/cookery and hospitality
 - Improve understanding and liaison between schools and hospitality-type industry, including by hosting venue and career 'famils' for teachers and careers and VET staff
 - Build hospitality business skills in supervision, mentoring, communication, induction for students and new employees
 - Develop cross-sector broad based apprenticeships/traineeships for offering in 2019
- Job Active Providers keen to have working relationships with hospitality venues

Possible Developments for 2019:

The Alice Springs Network is looking to the future

- A larger cohort of students undertaking training, and work in hospitality
- A larger number of cross sector broad based apprenticeships/traineeships, including School Based, at Cert II Hospitality and Cert II Kitchen Ops, and Cert II/III Commercial Cookery and Tourism/Indigenous Tourism training
- Local staff using local knowledge to improve customer service and tourism linkages
- Exploring a purpose-built venue based facility for Indigenous Hospitality Training

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INDUSTRY CAN CONSIDER FOLLOWING OPPORTUNITIES FOR 2018.

1. Industry Visits – **work exposure**
 - a. for up to 100-150 students across Years 7 – 10;
 - b. small group visits can be arranged 3 or 4 times per year;
 - c. these are an important “famil” opportunity to show students the types of work in hospitality and promote the benefits from working in hospitality;
 - d. Generally start from Mon 19 February onwards throughout the year
 - e. **PLUS**, Host teachers for experiences and ‘famil’s’ on-site at hospitality businesses and venues
2. General **Work Experience**
 - a. for Year 10 students
 - b. generally happens Week 10 - the end each term
 - c. but can be flexible, incldg 1 day/week throughout the semester, or over mid year holidays
 - d. can include work shadowing type activities as well as activities for students to get a good taste of real life work situations, and the breadth of opportunities, in hospitality
3. **Cert I and Cert II Hospitality in 2018** – potentially 200-250 students - these students will be available for **work experience** and
 - a. **Structured Work Placements** – Placements generally in June but can be flexible
 - i. Hands on inductions required on-site, with supportive approach to students
4. **Speed Work or Career Dating**, likely to be in second half of March 2018
5. Participate at **Careers Expo**, Mon 13 & Tues 14 August 2018 TBC
6. Look towards employing a **School Based Apprentice/Trainee** in 2018 or 2019
7. **Skill Set development for business** – short briefing/ training, potential delivery Feb – May 2018:
 - a. Working with young people and Mentoring young people
 - b. Culturally effective communication
 - c. Localised Customer greeting and Venue/Tourism Cross Promotion

**PLEASE COMPLETE THE ATTACHED EXPRESSION OF INTEREST (EOI) FORM
RETURN TO HOSPITALITY NT WORKFORCE PROJECT BY 24 JANUARY 2018**

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