

HOSPITALITY NT WORKFORCE – KATHERINE NEWS – JANUARY 2018

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

In the past 6 months, with the Careers Expo, and discussions and forums have occurred with 4 local pubs and clubs, 4 accommodation hotels and tourism businesses, 2 cafes, and 2 wayside inns/ regional hotels, as well as with RTOs, schools, and education and training professionals.

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. More relationships directly between hospitality businesses and schools, training and employment providers, to the benefit of students and job seekers, and businesses/ venues
3. Enhance localised customer service approaches and further develop supervisor skills in “youth/new starter” work experience, work placement, and mentoring
4. Initiate pre-employment programs for job seekers and school leavers

News and Opportunities Going Forward into 2018:

1. Katherine High School (KHS) and St Joseph’s College (STJC) are offering student engagement with hospitality industry venues in Katherine for broader work experience offerings.
2. NT Dept of Education have NOT allocated any places to Cert I Hospitality for Katherine schools for 2018. KHS & STJC will offer Cert I Business and Cert I Bakery, & Cooking for the Food Industry.
3. Katherine has venues that are (potentially) available for hospitality related training, including facilities at the KHS & STJC, and potentially other venues such as the CDU Rural Campus Kitchen, Function and Accommodation areas, and The Stuart Hotel’s Mahogany Restaurant.
4. Hospitality industry venues have given a positive preliminary interest. They are keen to broaden industry engagement and liaison with offerings for students:
 - a. Host student activities including Work exposure, work experience and structured work placements with more venues & business participating
 - b. Support an increased demand from the school cohort to undertake hospitality related courses, particularly kitchen ops/cookery and hospitality
 - c. Improve understanding and liaison between schools and hospitality-type industry, including by hosting venue and career ‘famils’ for teachers and careers and VET staff
 - d. Build hospitality business skills in supervision, mentoring, communication, induction
 - e. Develop broad cross-sector support for Certificate level courses in Hospitality and Cookery in 2019, with further development of school based apprenticeships/traineeships for 2019/2020
5. The hospitality sector is also requesting Hospitality-Tourism-Retail Pre-Employment Programs for Katherine, particularly as NTDE is not providing places at school to develop those skills
6. ICAE (RTO) have places available for Cert III in Commercial Cookery for 2018. These places are available for new apprenticeships as well as for any of your venue’s existing employees who are looking to upgrade their qualifications and experience or work in the cookery area. Contact ICAE directly (Mark Erasmus 8941 5959, 0421 619 104)

Possible Developments for 2019:

The Katherine Network is looking to the future

1. A larger cohort of students undertaking training, and work in hospitality
2. Offer Certificate courses in Hospitality/Kitchen Ops/Cookery for students from KHS and STJC
3. Encourage CDU to provide courses/ access to the hospitality facility at Katherine Rural Campus.
4. Develop cross sector broad based traineeships at Cert II Hospitality and Cert II Kitchen Ops level, for 2020, including looking toward School Based Traineeships and Apprenticeships
5. Local staff using local knowledge to improve customer service and tourism linkages

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KATHERINE HOSPITALITY INDUSTRY CAN CONSIDER ANY OF THE FOLLOWING OPPORTUNITIES FOR 2018.

1. Industry Visits – **work exposure**
 - a. for up to 70-100 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 and teachers 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
2. General **Work Experience**
 - a. for Year 10 students
 - b. generally happens towards the end of Semester 1 (ie 18–23 June or 26-29 June 2018)
 - c. but can be flexible, incldg 1 day/week throughout the semester
 - 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
7. **Cert II Business** in 2018 runs all year – potentially 10 students – with Units relevant to hospitality
8. **Cert I Bakery** – Semester 2 mainly – commences for 2 weeks 18-29 June – potentially 10 students - with Units relevant to hospitality and cookery/kitchen ops
 - these students will be available for **work experience** and
 - **Structured Work Placements** – Placements generally in June (18-29 June) or end Semester 2 26 Nov – 12 Dec) but can be flexible
 - Hands on inductions required on-site, with supportive approach to students
3. **Links to Clontarf** (young men) or **Stars** (young women) programs at KHS
 - a. Clontarf has participants between Years 7-12 with goal of building potential to be effective participants in the workforce – looking for part time work
 - b. Clontarf provides ongoing and out of school support (ie during part time employment) with expectation that employers provide some support also
4. **Speed Work or Career Dating**, likely to be in second half of March 2018
5. Help develop a **Gap Year Promotion** for Year 12 Students, by early April 2018
6. Participate at **Careers Expo**, Wed 22 August 2018 TBC
7. Look towards employing a **School Based Apprentice/Trainee** in 2019 or 2020
8. Be a part of **Hospitality – Tourism – Retail Pre-Employment Training** in Katherine
9. **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 THE HOSPITALITY NT WORKFORCE PROJECT BY 24 JANUARY 2018**

Contacts:

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