

Building your hospitality workforce

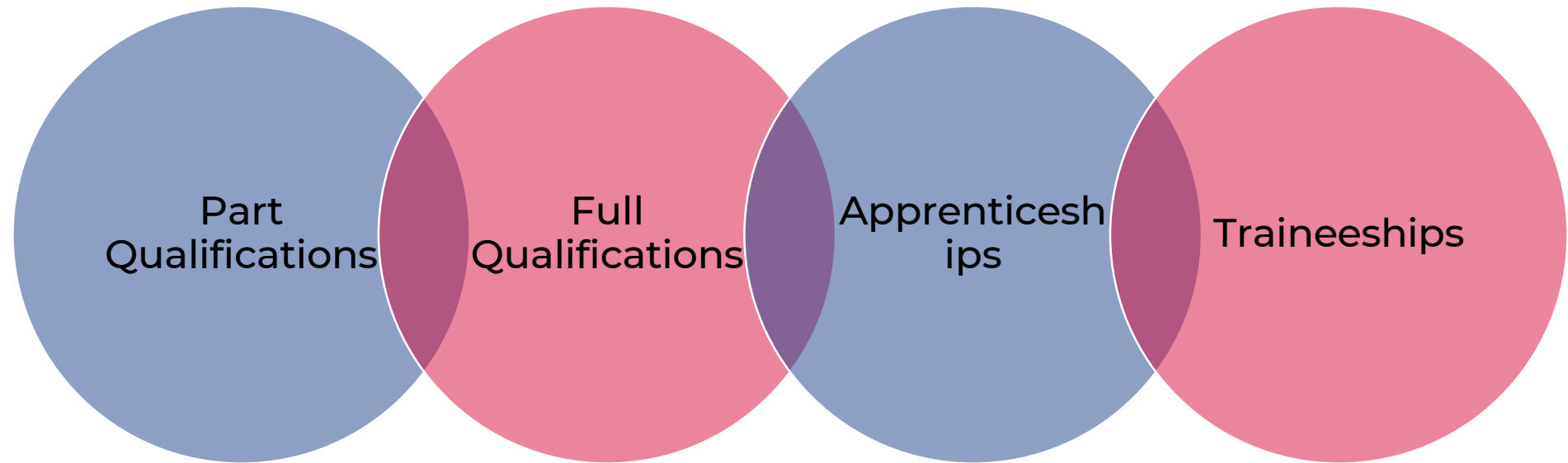
Training Services NSW

12 July 2021

What is VET?

- “Vocational Education and Training” – training to give people the workforce-specific skills and knowledge for a career
- It is an industry where Registered Training Organisations (RTOs) provide training and assessment to a range of clients
- Training can be in full qualifications, skill sets (part qualifications), apprenticeships or traineeships
- RTOs can choose:
 - ☐ to apply for state government funding to deliver training- the “Smart & Skilled” program) OR
 - ☐ negotiate directly with businesses. This is called commercial “fee for service” training

How do I gain skills?



Training Services NSW – what we do

- Protect employers, apprentices and trainees through the administration of the Apprenticeship and Traineeship Act
- Give advice to employers, apprentices and trainees about their rights and obligations
- Provide resources and funding to industry to ensure the development of skills to address areas of need on an ongoing basis
- Monitor RTOs to ensure they are meeting quality standards and contractual requirements
- Develop projects and services in partnership with employers, industry and communities to fund long-term skills solutions

Smart & Skilled

- The name of the subsidised vocational training program in NSW
- Subsidised courses range from Certificate I up to Advanced Diploma
- Only RTOs that have a contract with Training Services NSW can be used to deliver this subsidised training
- Training can be delivered through a variety of methods including part-time, full-time, in the classroom or workplace and online
- <https://smartandskilled.nsw.gov.au/>

1. Search for Smart and Skilled

The screenshot shows the 'Smart and Skilled' website. At the top left is the NSW Government logo. The main header area is dark blue with the title 'Smart and Skilled' in large white font. To the right of the title is a phone icon and the number '1300 772 104', and below that is a search bar with the placeholder text 'Search site' and a magnifying glass icon. A dark navigation bar contains several menu items: 'HOME' (highlighted in yellow), 'ABOUT', 'ARE YOU ELIGIBLE?', 'FIND A COURSE', 'FOR STUDENTS', 'FOR EMPLOYERS', 'FOR TRAINING PROVIDERS', and 'CONTACT US'. On the right side of the page, there is a vertical blue button labeled 'Your Feedback'. The main content area features a large yellow box on the left with the text 'GET THE SKILLS YOU NEED' and a subtext 'Find government subsidised courses and training providers near your location.' To the right of this is a light blue box with a downward arrow icon and the text 'START HERE TO FIND...' followed by a list: 'COURSES', 'APPRENTICESHIP & TRAINEESHIP COURSES', and 'TRAINING PROVIDERS'. Navigation arrows are visible at the bottom of the content area.

NSW GOVERNMENT

Smart and Skilled

1300 772 104

Search site

HOME ABOUT ARE YOU ELIGIBLE? FIND A COURSE FOR STUDENTS FOR EMPLOYERS FOR TRAINING PROVIDERS

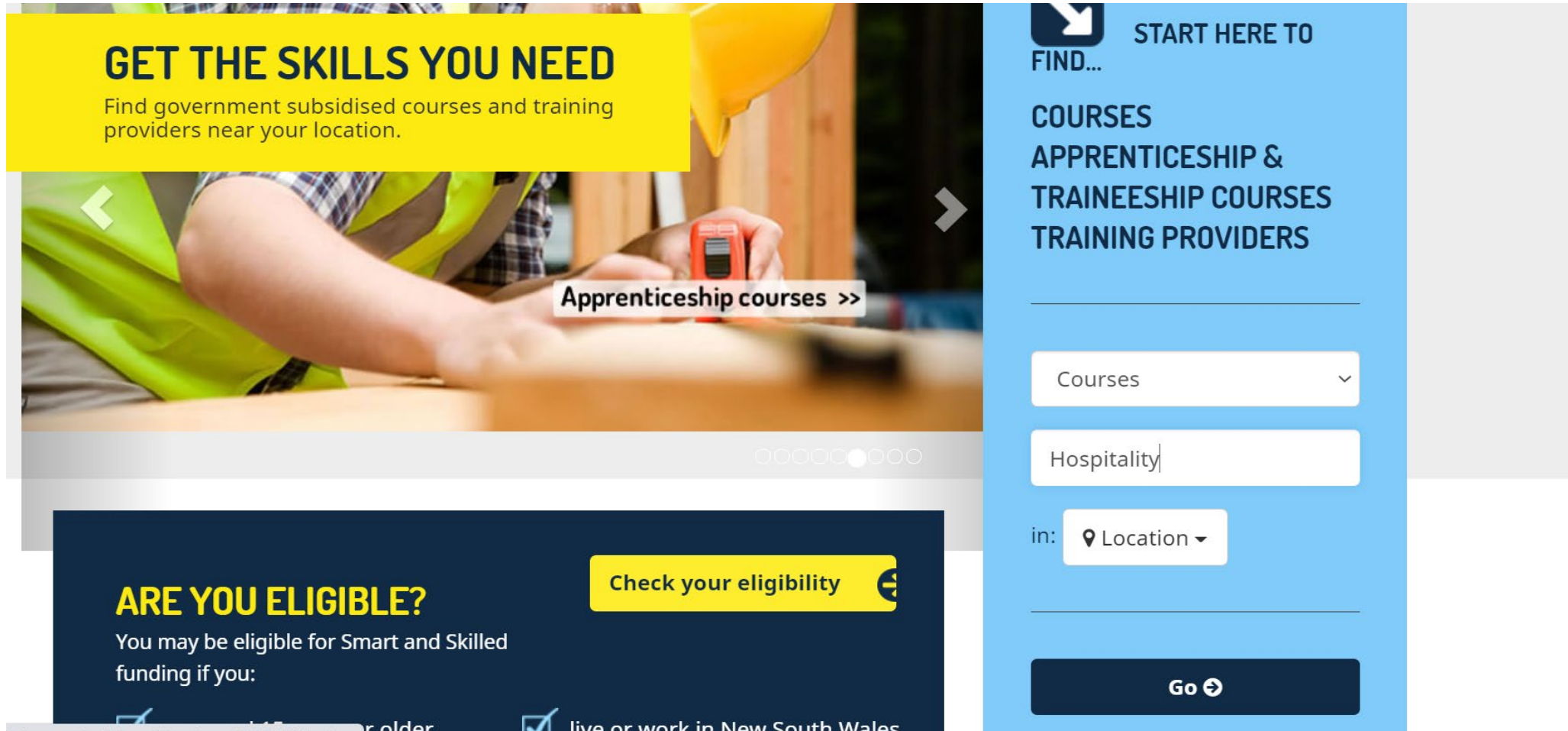
CONTACT US

GET THE SKILLS YOU NEED
Find government subsidised courses and training providers near your location.

START HERE TO FIND...
COURSES
APPRENTICESHIP & TRAINEESHIP COURSES
TRAINING PROVIDERS

Your Feedback

2. Scroll down, enter type of training and location then press Go



GET THE SKILLS YOU NEED
Find government subsidised courses and training providers near your location.

Apprenticeship courses >>

START HERE TO FIND...

- COURSES
- APPRENTICESHIP & TRAINEESHIP COURSES
- TRAINING PROVIDERS

Courses ▾

Hospitality

in: 📍 Location ▾

Go ➡

ARE YOU ELIGIBLE?
You may be eligible for Smart and Skilled funding if you:

Check your eligibility ➡

☐ 18 years or older ☒ live or work in New South Wales

3. List of qualifications appears. Click on one

Search: Courses Hospitality Go

Nearest location to

BOWRAL 2576

☐ Include surrounding regions.

Apply Clear x

Course level ?

☐ Certificate II7

☐ Certificate III20

☐ Certificate IV8

☐ Diploma2

Full time duration ?

Search for NSW government subsidised training under Smart and Skilled

You'll need to confirm with your preferred training provider that they have places available in your chosen Smart and Skilled course at the time you wish to do it. Please also note that Smart and Skilled fees are set for the whole qualification. They are not annual fees.

Course full time duration is a guide only.

37 results found

Estimate your feeSort by:Your criteria


SIT30716Certificate III inHospitality (Restaurant Front of House)>

Qualification⌚ up to 2 years

SIT50416Diploma ofHospitality Management>

Qualification⌚ up to 2 years

8



4. This will show details of course

SIT30716 Certificate III in

 Print

Hospitality (Restaurant Front of House)

🕒 Full time duration: **up to 2 years** ⓘ \$ Your fee estimate*: Estimate your fee

Industries: Accommodation and Food Services , Arts and Recreation Services

Occupations: Waiters


This qualification reflects the role of individuals who have a range of well-developed front of house food and beverage service and sales skills combined with sound product knowledge. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

▼ [Read More...](#)

Course details

[SIT30716](#) 

Training package

[SIT - Tourism, Travel and Hospitality Training Package](#) 

5. Scroll down list of RTOs, choose one and click on it


Nearest location to

BOWRAL 2576

☐ Include surrounding regions.


Apply Clear x

Training provider ?

☐  Australian College ... 1

1 result found





Sort by: Distance ▾ View: List Map



Australian College of Higher Studies

Australian College of Higher Studies

Southern Highlands and Shoalhaven



- PLEASE NOTE: There are a number of providers of training in most qualifications and this is just one example

6. Contact details of RTO to call for details






Australian College of Higher Studies

Australian College of Higher Studies

Southern Highlands and Shoalhaven


✳ National Code: **90924**

Delivery mode:  Online/Correspondence
 Mixed mode  Workbased

View all Australian College of Higher Studies campuses

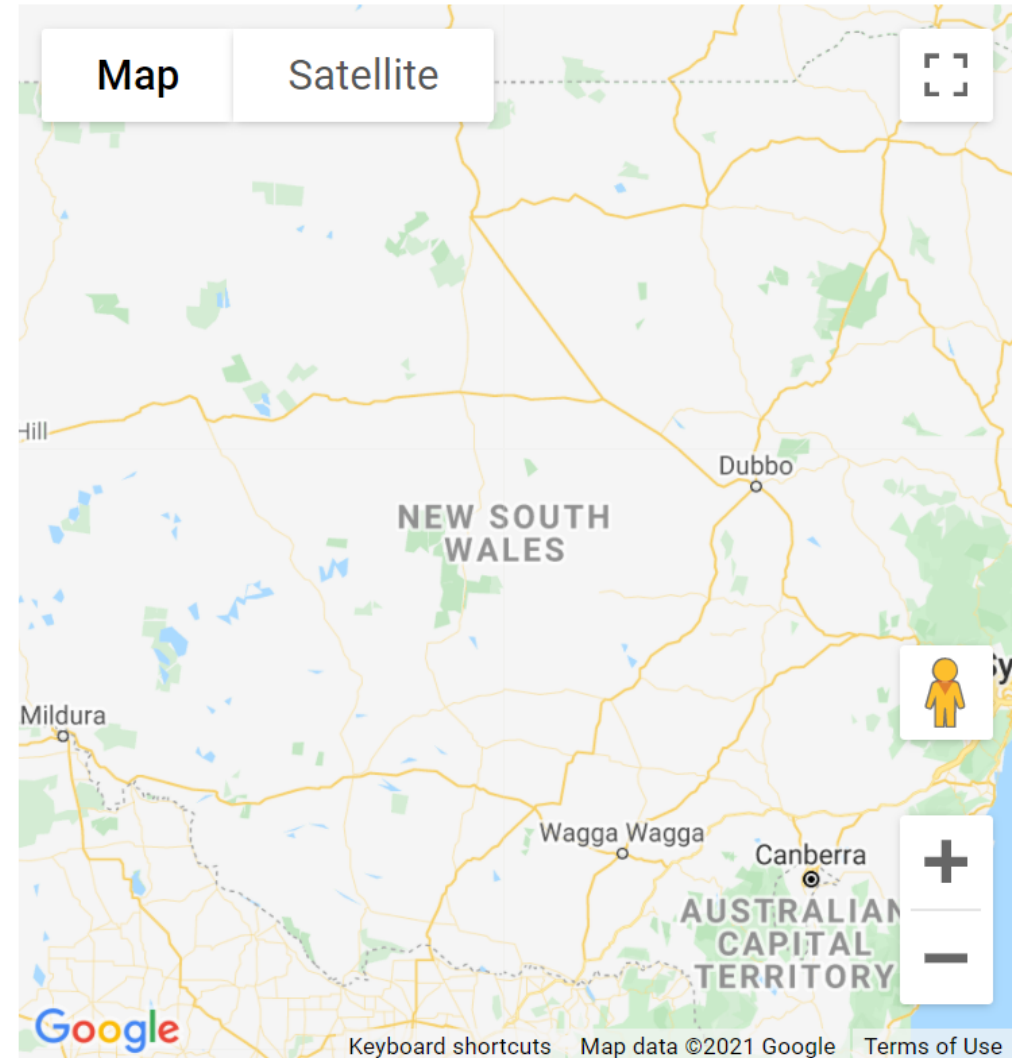
 Jennifer Hemmings

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 <http://www.auschs.edu.au> 



What do RTOs do?


- Deliver training
- Assess learners who have been trained, and provide certificates on completion
- Customise training to suit business needs
- Apply to Training Services NSW for fee-free training (skill sets) for eligible people
- Negotiate directly with employers for commercial “fee for service” training courses (those not funded under Smart & Skilled)

How to choose and RTO


- Training Services NSW has developed a Market Comparison Tool to help employers and learners work out what RTO is best for them
- [How to choose an RTO](#)

1. Click on link, then click on “Compare options for your course”


Skills NSW

Enter your search... 


[Home](#) > Skills NSW



Discover your career pathway



Explore industries and courses



Compare options for your course

2.Fill in details of what you want to compare

⏪ Home

Discover and compare providers in NSW

Compare the providers available to find the perfect match to how you like to study

Select course

Cert II Hospitality

Search course name and select from list

Location

BOWRAL, 2576

Enter suburb or postcode

Within

25 KM

Select km radius

Delivery mode

All

Select delivery mode

Search

3. Final screen shows comparison on RTOs – click on “Provider Details” or “Visit the site” for more information

Certificate III in Hospitality

Course code: SIT30616

Course fee range: Up to \$1,750

This course could be free. [Find out more](#)

Provider



Student satisfaction



Job ready



Finished the course



Location



Focal Holdings Pty Ltd



79%

Similar providers:
80%

-

Similar providers:
78%

55%

Similar providers:
68%

Bowral Community Centre
(Classroom: BOWRAL)

[Provider details](#)

[Visit the site](#)



Quality Training & Hospitality
College Pty Ltd, The



91%

Similar providers:
84%

94%

Similar providers:
75%

60%

Similar providers:
65%

Bowral Campus
(Classroom: BOWRAL)

[Provider details](#)

[Visit the site](#)

Full qualifications

- Vary in length depending upon the level (Certificate I, II, etc) – the higher the level, the longer the course. This also depends on whether the course is done online (self-paced) or face to face
- Costs for over 700 courses are subsidised by the NSW Government. The amount of the subsidy depends upon the circumstances of the learner. This can be checked on the Smart & Skilled website

Part qualifications

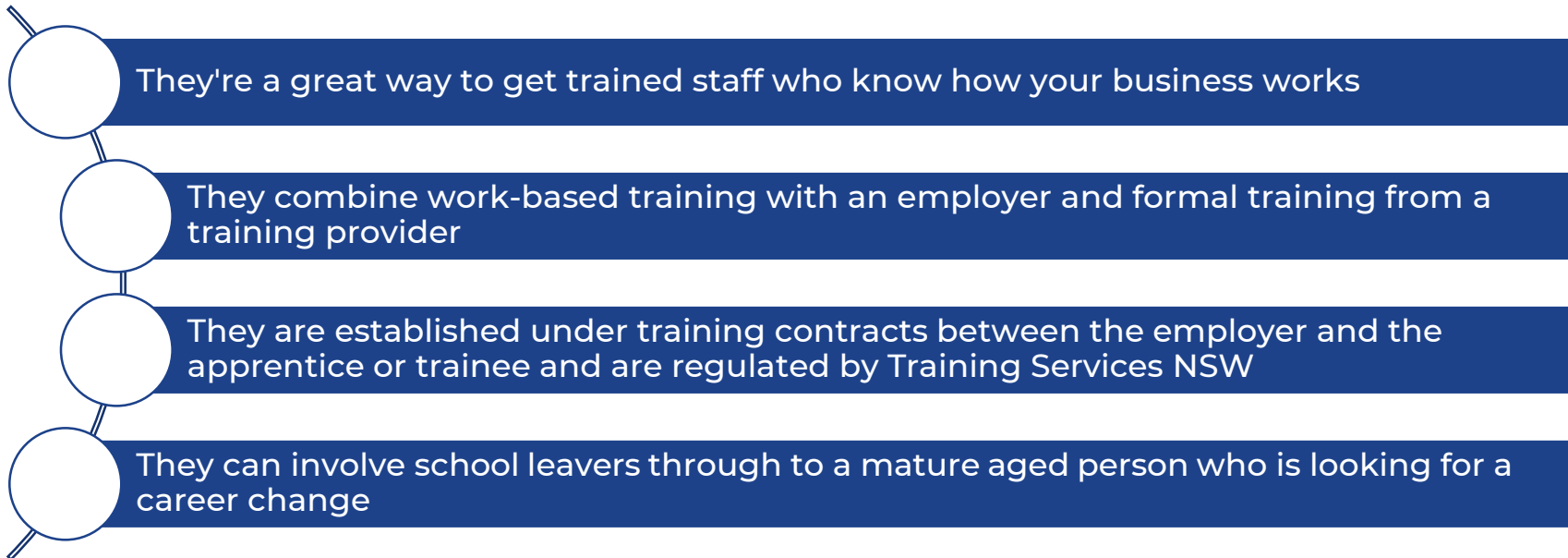
- There is a strong move towards this type of training as it focuses on what industry specifically needs rather than requiring someone do a time-consuming, and often unnecessary, full qualification (eg. A skill set in leadership for a chef to help them manage their team)
- A part qualification or “skill set” is a group of Units of Competence (UoCs, “building blocks”) taken from a full qualification. Eg. Customer service, café skills, accommodation cleaning
- Skill sets can be developed to suit the training needs of the business. They can be used for retraining or upskilling
- Skill sets are currently provided fee-free by the NSW Government to eligible learners
- The RTO negotiates with Training Services NSW to arrange funding for skill sets

What does this mean to you as an employer?

- Employers can access fee-free skill sets for their eligible staff or potential employees
- Costs for full qualifications are subsidised by the NSW Government. The amount of the subsidy depends upon the circumstances of the learner at the time of enrolment
- An RTO can advise you on this

Apprenticeships and traineeships

- There are over 100 apprenticeships and 390 traineeships available in NSW
- Both apprenticeships and traineeships are fee-free at present (until March 2022)



What is a skills pathway?

- This is a formalised, customisable “journey” through education, training and work that is taken in order to progress into a particular job role
- For example:
 - You could start at school with a Certificate II Hospitality course
 - Then move into an apprenticeship in Certificate III Commercial Cookery while employed by a restaurant
 - A skill set in preparing pastries could be added to diversify skills
 - After a few years, a Diploma in Hospitality Management would allow for you to manage the restaurant
 - A Certificate IV in New Small Business could be completed to support your current employer or help you with setting up your own small business

General hospitality pathway



Certificate II

Cafe Attendant

Bar Attendant



Certificate III

Bar Attendant

Espresso Coffee
Machine Operator
(Barista)

Waiter (Hotel/Fine
Dining)

Waiter

Head Waiter

Wine Waiter
(Sommelier)



Certificate
IV

Concierge

Food and Beverage
Supervisor

Front Office
Supervisor



Diploma

Restaurant
Manager



Advanced
Diploma

- <https://www.aapathways.com.au/job-pathways/chart/tourism-travel-and-hospitality-sit/8d063b18-e3ce-407f-8a36-0815eb3d6182>

Assessing your training needs

- Before you put in place the right training for your business, you need to identify the skills needs of your workplace and your workers
- [Assess your training needs](#)

Contacts

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