

Proposal to Establish

SIT40516 Certificate IV in Commercial Cookery

and

SIT30716 Certificate III in Hospitality

(Restaurant Front of House)

as Apprenticeships in Western Australia

September 2016

Submission prepared by

FutureNow - Creative and Leisure Industries Training Council

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OSBORNE PARK DELIVERY CENTRE WA 6916

RE: Proposal to Establish SIT40516 Certificate IV in Commercial Cookery and SIT30716 Certificate III in Hospitality (Restaurant Front of House) as Apprenticeships.

Dear Jim,

Please find attached a report into the Establishment of the SIT40516 Certificate IV in Commercial Cookery and the SIT30716 Certificate III in Hospitality (Restaurant Front of House).

Restaurant & Catering Australia, the proponent for both of these applications submitted Statements of Intent on July 26 2016 and FutureNow, the Creative and Leisure Industries Training Council has now completed stakeholder consultation relating to the proposals.

While some industry support has been demonstrated for both Apprenticeships, the consultation process has also produced divided opinion from the stakeholders who participated in the process. This division extends to the Hospitality members of the FutureNow Board and for this reason the Board has not been asked to endorse or reject the applications on this occasion.

However, as Chair of the FutureNow Board and on the basis of the information in this report I have confidence that the consultation process has been thorough and diligent and submit this report for consideration by the State Training Board.

Yours sincerely

A handwritten signature in blue ink, appearing to be "Barry Felstead".

Barry Felstead
Chair
FutureNow Creative and Leisure Industries Training Council

Proposal to establish Apprenticeships in SIT40516 Certificate IV in Commercial Cookery and SIT30716 Certificate III in Hospitality (Restaurant Front of House)

FutureNow Creative and Leisure Industries Training Council has conducted industry consultation based on the proponent's notice of intent to establish these two apprenticeships. This document is submitted by FutureNow on behalf of the proponent.

The Proponent

The proponent is Restaurant & Catering Australia (R&CA). Restaurant & Catering Australia is represented in this proposal by Mr. John Hart, CEO.

Apprenticeship Details

Apprenticeship Name	Chef de Partie
Qualification	SIT40516 Certificate IV in Commercial Cookery
Duration	48 Months if full Certificate IV in Commercial Cookery apprenticeship undertaken by someone with no previous qualification in a related field (a new entrant, i.e. someone commencing at the beginning of the qualification) or 12 months for a post-trade "top-up" traineeship by someone that has completed a Certificate III in Commercial Cookery.
Occupation Outcome	ANZSCO: 351311 Chef
Classification	Class A, where the qualification can only be obtained by fulfilling the obligations of an apprentice under contract

R&CA have indicated flexibility regarding nomenclature and classification; however their preference is for a Class A apprenticeship with the title of *Chef de Partie*.

Apprenticeship Name	Front of House (Restaurant)
Qualification	SIT30716 Certificate III in Hospitality (Restaurant Front of House)
Duration	24 Months
Occupation Outcome	ANZSCO: 431511 Waiter Secondary ANZSCO's: 431211 Café Worker, 431111 Bar attendant, 431112 Barista, 431411 Hotel service manager
Classification	Class B with conditions, meaning the qualification can only be obtained through a training contract but institutional delivery of the qualification to onshore international students is possible.

R&CA have indicated flexibility regarding the classification of the apprenticeship; however have indicated their preferred classification is Class B with conditions.

Introduction

Restaurant & Catering Australia (R&CA) applied to the State Training Board on 26 July 2016 to establish the Certificate IV in Commercial Cookery and the Certificate III in Hospitality (Restaurant Front of House) as apprenticeships in Western Australia.

Certificate IV in Commercial Cookery

SIT40516 Certificate IV in Commercial Cookery reflects the role of a Chef de Partie or equivalent who has completed the appropriate level of training to perform general or specialised cooking duties and/or supervises and trains other cooks and/or kitchen employees. New entrants can commence from the beginning of the qualification or existing staff with a Certificate III in Commercial Cookery can continue on to gain this qualification and be linked to a more senior job outcome.

Certificate III in Hospitality (Restaurant Front of House)

SIT30716 Certificate III in Hospitality (Restaurant Front of House) is a new qualification that was endorsed in February 2016 as part of the updated SIT Travel, Tourism and Hospitality Training Package. This new qualification exists in addition to SIT30616 Certificate III in Hospitality to provide dedicated front-of-house training specifically for the restaurant and café sector.

Background

This is the second occasion that the Notice of Intent has been submitted for the Certificate IV in Commercial Cookery and the first application for the Certificate III in Hospitality (Restaurant Front of House).

R&CA made the initial application seeking to establish apprenticeships for Certificate IV in Commercial Cookery and Certificate III in Hospitality in 2014, when for various reasons, it was not appropriate to consult on the Certificate III in Hospitality¹. FutureNow's consultation with respect to the Certificate IV in Commercial Cookery revealed divided industry support and dissent was noted within the FutureNow board across the hospitality industry sectors represented. Those opposed to the establishment of the apprenticeship believe that the existing Certificate III in Commercial Cookery apprenticeship is adequate in qualifying workers as a *Chef* in Western Australia. As a result, a recommendation was not reached in 2014 and the report was not able to be submitted to the Establishment and Variation of Apprenticeships Committee (EVAC).

On this occasion, FutureNow has consulted as extensively as possible and notes that there is both support and opposition to both apprenticeships. The current economic climate in Western Australia and the challenges facing the State's hospitality industry may be a factor in the relatively low number of responses. The Stakeholder contact list is provided in Appendix 1.

Industry has provided arguments for and against establishing Certificate IV in Commercial Cookery and the Certificate III in Hospitality (Restaurant Front of House) as apprenticeships. This report aims to objectively capture and reflect that industry sentiment.

¹ In 2014, SIT30713 Certificate III in Hospitality was an established Class B traineeship in Western Australia linked to four separate traineeships. A decision was taken at the time to wait for the SIT12 Travel, Tourism and Hospitality Training Package to be reviewed before undertaking an establishment or variation process for the SIT30713 Certificate III in Hospitality. As a result, FutureNow did not consult for the EVAC on this qualification in 2014.

Reason for establishing the Apprenticeships in Western Australia

R&CA argues that the establishment of these two apprenticeships will improve professionalism in the food service sector. R&CA both nationally and via membership at a State level believes a higher level cookery apprenticeship (at Certificate IV level) will act as an attraction and retention tool where prospective apprentices will be assured of employment for the four years of the apprenticeship while learning cookery techniques and gaining leadership skills simultaneously. This argument extends to the Front of House apprenticeship, where R&CA are aiming to elevate the status of wait staff to be on par with that of the chefs in the kitchen. The proponent maintains that these apprenticeship options will ensure the long term vocational status of occupations in food service and in particular, advance the upskilling of staff to management roles.

The importance of the Western Australian tourism industry has been extensively promoted, particularly in the wake of the resource sector downturn. A significant component of the tourism industry is the hospitality sector comprising cafes, restaurants, take-away food, bars and clubs, which provided 22,000 jobs (34% of Western Australian tourism employment) and contributed \$805m to the Western Australian Tourism GVA* in 2014-15².

However, it is noted that R&CA's application comes at a challenging time for the hospitality industry. ABS data shows a steady decline in hospitality retail spending in 2016 in Western Australian cafes; restaurants and catering services (spend dropped 6.0% in July 2016 compared with July 2015 and 4.8% for the year ending July 2016)³. The implication of this drop in spend is that consumers have become more demanding and are accordingly driving the expectation for heightened professionalism in the hospitality industry.

In the current economic climate, cost management is of primary concern. A restaurant or café's capacity to manage costs whilst maintaining profitability is largely dependent on their ability to manage staff. Retaining appropriately skilled and experienced staff is imperative to maintaining service quality, which may be achieved through making the appropriate training available.

The consultation undertaken for this process indicates that the hospitality industry is divided on the appropriateness of the two proposed apprenticeships. A group of stakeholders including the proponent believes that these two apprenticeships will address professionalism and will support attraction and retention of high-level kitchen and Front of House staff. In contrast, the industry stakeholders opposed to this proposal believe that these apprenticeships will not resolve the challenges facing the industry, but may in fact create new difficulties through additional costs being imposed due to the extended training duration and the remuneration implications.

Positions of support and opposition are captured in both survey responses and letters. The arguments presented in letters are included in Appendix 2.

² Tourism Satellite Account, Western Australia 2014-2015 Fact Sheet, accessed 19/09/2016.

<http://www.tourism.wa.gov.au/Publications%20Library/Research%20and%20reports/TSA%202014-15%20Fact%20Sheet.pdf>

***Gross Value Added (GVA)** – Tourism's contribution to Gross Value Added is the same as tourism's contribution to Gross State Product except output is measured at 'basic prices'. That is, output excludes any taxes on tourism products and is measured before any subsidies on tourism products are deducted. This measure is free of any distortions caused by changes in tax rates or the introduction of new taxes over time.

³ ABS 8501.0 Retail Turnover, State by Industry Subgroup, Original, accessed 06/09/2016.

<http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/8501.0Jul%202016?OpenDocument>

Career Pathway

Certificate IV in Commercial Cookery

The Certificate IV in Commercial Cookery reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. According to the training package details listed on www.training.gov.au, this qualification provides a pathway to work as a *Chef* or *Chef de Partie* in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.⁴

In Western Australia, the Certificate III in Commercial Cookery (linked to a 3-year apprenticeship) leads to the occupational outcome of *Chef*, whereas, *Cook* is the title awarded in the remainder of the nation. To avoid confusion, the title for the Certificate IV in Commercial Cookery apprenticeship if established in Western Australia, cannot be *Chef*. Nomenclature will be addressed in greater detail in the survey responses section of this report. Consultation undertaken for this project demonstrates that a proportion of stakeholders in Western Australia believe that the Certificate III in Commercial Cookery is well established and adequate in providing the pathway that leads to a *Chef* outcome.

Individuals may enter SIT40516 Certificate IV in Commercial Cookery with limited or no vocational experience and without a lower level qualification. Many core units of competency, including cookery units from SIT30816 Certificate III in Commercial Cookery are embedded within the SIT40516 Certificate IV in Commercial Cookery, making it a suitable pathway into Certificate IV in Commercial Cookery. SIT20416 Certificate II in Kitchen Operations can also provide credit towards the Certificate IV in Commercial Cookery. Credit arrangements for units of competency completed in a prior qualification are addressed in the Credit Arrangement section of this report on page 14.

After achieving a Certificate IV in Commercial Cookery, individuals could progress to a Diploma of Hospitality Management or an Advanced Diploma of Hospitality Management.

Certificate III in Hospitality (Restaurant Front of House)

SIT30716 Certificate III in Hospitality (Restaurant Front of House) 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. This is a specialist qualification providing a pathway to work in restaurants and cafés in various front-of-house roles such as a senior bar attendant, sommelier or waiter.⁵

It is possible to enter SIT30716 Certificate III in Hospitality (Restaurant Front of House) without a lower level qualification or previous vocational experience. Pathways from the Certificate III in Hospitality (Restaurant Front of House) include SIT40416 Certificate IV in Hospitality and SIT50416 Diploma of Hospitality Management.

⁴ <https://training.gov.au/Training/Details/SIT40516>

⁵ <https://training.gov.au/Training/Details/SIT30716>

Existing Apprenticeships already in place in Western Australia

There are currently no apprenticeships at Certificate IV level or for non-cookery qualifications for the hospitality industry in Western Australia. The current options are indicated in the tables below:

Table 1. Existing Cookery Apprenticeships as at 31 August 2016

Apprenticeship Name	Classification	Superseded Qualification	Replacement Qualification	Duration	Note
Chef	Class B	SIT30813 Certificate III in Commercial Cookery	SIT30816 Certificate III in Commercial Cookery	36 months full-time	Part-time is defined as a minimum of 20 hours per week.
Chef – Asian	Class B	SIT30913 - Certificate III in Asian Cookery	SIT31116 Certificate III in Asian Cookery	36 months full-time	Part-time is defined as a minimum of 20 hours per week.
Patisserie	Class B	SIT31113 - Certificate III in Patisserie	SIT31016 Certificate III in Patisserie	36 months full-time	Part-time is defined as a minimum of 20 hours per week.

Table 2. Existing Hospitality Traineeships as at 31 August 2016

Traineeship Name	Classification	Superseded Qualification	Replacement Qualification	Duration	Note
Hospitality Operations (Level 3)	Class B	SIT30713 - Certificate III in Hospitality	SIT30616 - Certificate III in Hospitality	24 months full-time	Part-time is defined as a minimum of 20 hours per week.
Hospitality - Food and Beverage (Level 3)	Class B	SIT30713 - Certificate III in Hospitality	SIT30616 - Certificate III in Hospitality	24 months full-time	Part-time is defined as a minimum of 20 hours per week.
Hospitality - Accommodation Services (Level 3)	Class B	SIT30713 - Certificate III in Hospitality	SIT30616 - Certificate III in Hospitality	24 months full-time	Part-time is defined as a minimum of 20 hours per week.
Hospitality - Gaming (Level 3)	Class B	SIT30713 - Certificate III in Hospitality	SIT30616 - Certificate III in Hospitality	24 months full-time	Part-time is defined as a minimum of 20 hours per week.
Hospitality (Supervision) (Level 4)	Class B	SIT40313 - Certificate IV in Hospitality	SIT40416 - Certificate IV in Hospitality	24 months full-time	Part-time is defined as a minimum of 20 hours per week.

As the table above demonstrates, there are four traineeships attached to the existing SIT30713 Certificate III in Hospitality in Western Australia providing for specialisations within hospitality. The Hospitality Operations (Level 3) and Hospitality – Food and Beverage (Level 3) traineeships are most similar to the new qualification and are Class B traineeships, meaning the qualification can be undertaken by a trainee or through an institutional pathway. The Certificate III in Hospitality (Restaurant Front of House) exists in addition to Certificate III in Hospitality, and if established, the Front of House apprenticeship will be similar but not the same as the existing Operations and Food & Beverage traineeships.

Completion rates of food service apprenticeships or traineeships are generally lower than other industries. The Certificate III in Commercial Cookery apprenticeship has a significantly lower completion rate than apprenticeships overall.

- For those commencing the Certificate III in Commercial Cookery apprenticeship in Western Australia in 2011, 42.7% had completed by 30 June 2016 compared to 62.6% for all Western Australian apprentice trades.⁶

Completion rates for Certificate III in Hospitality traineeships are higher than cookery. For those commencing hospitality traineeships in 2012, the table below shows the completion rate by 31 August 2016.

Table 3. Traineeship completion rate for 2012 cohort for specified qualifications by trade⁷

Qualification / Trade	2012 Cohort
Certificate III in Hospitality	58.0%
Hospitality - Operations (Level 3)	62.0%
Hospitality - Food and Beverage (Level 3)	50.5%
Hospitality - Accommodation Services (Level 3)	45.9%
Hospitality - Gaming (Level 3)	33.3%*
Certificate IV in Hospitality	61.9%
Hospitality (Supervision) (Level 4)	61.9%

* The individual completion rate for the *Hospitality – Gaming (Level 3)* qualification is based on a very small number of commencements

Apprenticeship Delivery of Certificate IV in Commercial Cookery and Certificate III in Hospitality (Restaurant Front of House) in Australia

At the date of this report, the Certificate IV in Commercial Cookery exists as an apprenticeship in four States in Australia. The Certificate III in Hospitality (Restaurant Front of House) is recognised as an apprenticeship in New South Wales, Victoria and Tasmania, and as a traineeship in Queensland. The table below provides detail regarding delivery patterns of these apprenticeships and traineeship.

Qualification	Apprenticeship or Traineeship Name	NSW	VIC	QLD	WA	SA	TAS	ACT	NT
SIT40516 Certificate IV in Commercial Cookery	Chef (Small Restaurant or Café) ⁸	A 48 months	A, SBA 48 months	A 48 months	- -	- -	A/T 48 months	- -	- -
	Chef de Partie (Large Hotel) ⁹	A 48 months	A, SBA 48 months	A 48 months	- -	- -	A/T 48 months	- -	- -
SIT30716 Certificate III in Hospitality (Restaurant Front of House)	Head Waiter ¹⁰	A 24 months	A, SBA 24 months	T 24 months	- -	- -	A/ T 24 months	- -	- -
	Wine Waiter (Sommelier) ¹¹	A 24 months	A, SBA 24 months	T 24 months	- -	- -	A/T, SBA 24 months	- -	- -

⁶ Department of Training and Workforce Development, Training Records System (TRS), data request. Received by FutureNow 21/07/2016

⁷ Department of Training and Workforce Development, Training Records System (TRS), data request. Received by FutureNow 14/09/2016

⁸ [http://www.aatinfo.com.au/STP-Details/33334/292/Chef-\(Small-Restaurant-or-Cafe\)-SIT40516/?view=info&s=&i=](http://www.aatinfo.com.au/STP-Details/33334/292/Chef-(Small-Restaurant-or-Cafe)-SIT40516/?view=info&s=&i=) accessed 13/09/2016

⁹ [http://www.aatinfo.com.au/STP-Details/33335/292/Chef-de-Partie-\(Large-Hotel\)-SIT40516/?view=info&s=&i=](http://www.aatinfo.com.au/STP-Details/33335/292/Chef-de-Partie-(Large-Hotel)-SIT40516/?view=info&s=&i=) accessed 13/09/2016

¹⁰ <http://www.aatinfo.com.au/STP-Details/33307/292/Head-Waiter-SIT30716/?view=info&s=&i=> accessed 13/09/2016

¹¹ [http://www.aatinfo.com.au/STP-Details/33308/292/Wine-Waiter-\(Sommelier\)-SIT30716/?view=info&s=&i=](http://www.aatinfo.com.au/STP-Details/33308/292/Wine-Waiter-(Sommelier)-SIT30716/?view=info&s=&i=) accessed 13/09/2016

Legend: A = Apprenticeship, T = Traineeship, SBA = School-based Apprenticeship, A/T = an approved qualification in Tasmania is available as an Apprenticeship/Traineeship.

Regulatory requirements

No occupational licencing, certification or specific legislative requirements currently apply to either the Certificate IV in Commercial Cookery or Certificate III in Hospitality (Restaurant Front of House) qualifications.

Stakeholder Consultation

An online survey tool was designed to capture the sentiment of Western Australia's extensive hospitality industry. Two surveys, addressing each apprenticeship application separately, were distributed via email directly to FutureNow's Hospitality Industry Advisory Group and the proponent, as well as other employers, Registered Training Organisations, the school sector (for Certificate III in Hospitality (Restaurant Front of House)) and industry associations, with the request to complete the survey and to further disseminate to recipients' networks. Hyperlinks to the surveys were placed on FutureNow's website and included in the August edition of FutureNow's eNews.

A survey is deemed an appropriate tool to capture the hospitality industry sentiment because whilst the nature of work varies widely across employers within the hospitality industry, many have operational roles within their business. They are often busy during preparation and service times and are often offsite outside of service hours. Additionally, restaurants and cafés do not operate during ordinary business hours, making it difficult to determine their availability. An online survey however can be completed when convenient for the respondent.

Letters of support were also requested and a number were received in response to the applications (see attached, in Appendix 2). Feedback in this report references both letters (and emails) of support (or otherwise) as well as survey data.

FutureNow Creative and Leisure Industries Training Council Board of Management

The proposal to establish the Apprenticeship for the Certificate IV in Commercial Cookery was noted at FutureNow's 29th and 30th Board meetings held on the 16th June 2016 and 12th August 2016 respectively.

There is not unanimous support for these proposals from the hospitality members of the FutureNow Board. Therefore following advice from the Office of the State Training Board the FutureNow Board has not been asked to support the applications. FutureNow Chair Barry Felstead on behalf of the Board has provided support for the diligence applied to the process of consultation.

Certificate IV in Commercial Cookery

Level of support for the proposed apprenticeship

Sixteen (16) responses were received for the survey regarding the Certificate IV in Commercial Cookery apprenticeship. Six (6) letters/ emails of support (or otherwise) were received from employers or industry associations, which are included in Appendix 2.

At an overall level, 13 respondents (62%) support the establishment of the Certificate IV in Commercial Cookery apprenticeship, where 8 respondents (38%) do not support or have reservations about the establishment.

Table 4. Stakeholder response for establishment of Certificate IV in Commercial Cookery apprenticeship

Yes – Support the establishment	Capacity in which response is given
Accor	Employer, RTO
AEG Ogden Pty Ltd - Perth Arena	Employer
Amici Catering	Employer
Australian Independent Schools WA (AISWA)	School Sector
Crown Perth	Employer, RTO
Duende Tapas Bar	Employer
Joondalup Resort	Employer
Matilda Bay Food & Wine	Employer
Restaurant & Catering Australia	Industry Association, RTO
The Stage Door Waterfront Restaurant	Employer
The University Club of WA	Employer
South Metropolitan TAFE	RTO
South Metropolitan TAFE	RTO
No – Do not support the establishment	Capacity in which response is given
Australian Culinary Federation (ACF)	Industry Association
Australian Hotels Association WA (AHA)	Industry Association
Hospitality Group Training	Employer
Parmelia Hilton Perth	Employer
Sunmoon Boutique Resort	Employer
Australian College of Applied Education (ACAE)	RTO
Unsure whether the apprenticeship should be established	Capacity in which response is given
Intercontinental Hotel Group	Employer
William Angliss Institute of TAFE	RTO

If established, the Certificate IV in Commercial Cookery Apprenticeship could be undertaken in full by someone with no previous qualification in a related field (a new entrant, i.e. someone commencing at the beginning of the qualification) or in a post-trade "top-up" arrangement by someone that has completed a Certificate III in Commercial Cookery. Delivery options, including nominal duration, credit arrangements, part-time arrangements and nomenclature will be addressed at a total respondent level (employers, industry associations, RTOs and school representatives).

Employers and Industry Associations

Level of support for the proposed apprenticeship

Nine (9) employers and the proponent as an industry association support the establishment of the Certificate IV in Commercial Cookery apprenticeship.

A letter from Matilda Bay Food and Wine dated 19th September 2016 and an email on 23rd September 2016 from Crown Resorts Australia were received indicating support for establishing the Certificate IV in Commercial Cookery apprenticeship. Both letter and copy of email can be found in appendix 2.

Australian Hotels Association (AHA WA) via an email received on 6th September 2016 and Australian Culinary Federation (ACF) via a letter dated 22nd August 2016 provided feedback to the proposed Certificate IV in Commercial Cookery apprenticeship opposing the establishment of the Certificate IV in Commercial Cookery apprenticeship pathway. Hospitality Group Training

in its capacity as an employer provided a letter dated 19th August 2016 opposing the proposal, in addition to completing the survey. The three letters can be found in appendix 2.

When survey respondents were requested to provide rationale for their response to the proposed establishment of the Certificate IV in Commercial Cookery apprenticeship, none of those that are in-support provided their reasoning. However, the reservations or reasons given by those not supporting the Certificate IV in Commercial Cookery apprenticeship include that the current apprenticeship at Certificate III level is well established, adequate and appropriate for the workforce. There is also concern regarding the cost associated with employing an apprentice for an additional year and the wage rate thereafter. Verbatim comments have been included to highlight stakeholder sentiment:*

- *“The Certificate 3 is well established and any supervisory/management training in the kitchen we have always undertaken ourselves and will continue to do this.” (sic)*
- *“With the continued severe skill shortages of chefs confronting this industry it is vitally important that we maintain a level of consistency with chefs entering the workforce. Plus increased costs for training, level of graduates and relative wage levels and completion rates of apprentices.” (sic)*
- *“Too high a skill level for apprentices Difficult to achieve required competencies due to supervisory level of tasks Not entry level Increased training costs for employers No industry demand Discrepancy with trade qualification already in place in industry Current serious attrition rates - this will not help Confusion in the marketplace with two pathways Certificate IV is already available post trade.” (sic)*
- *“If a qualified chef (who completed an apprenticeship), is aspiring to advance to become a [Chef de Partie], Sous Chef etc, then I'm unsure why they would want to return to doing another "apprenticeship". The meaning of a tradeperson already says they are "qualified" in their particular trade, so returning to an apprenticeship may make them feel like they are returning to being "unqualified" in the trade of cookery. I'm not sure that a chef with 3 years experience after completing an apprenticeship would be motivated to return to being an apprentice. The programme would need a different name.
What would a Demi Chef, undertaking the "up-skilling apprenticeship" be paid throughout their 2nd apprenticeship? Would his pay reduce back to an apprentice level (to offset the times he/she is away from work back at Tafe)? or would his pay rate stay the same?
I believe Industry would want to know that when someone completes a Cert IV in Commercial Cookery successfully, there is no automatic requirement for them to be recognized automatically as CdP or Sous chef. Unlike those who are qualified as Cert III Apprenticeship level and are recognized as Commis Chef pay level automatically. Can you imagine a kitchen of 10 staff, and everyone does this 2nd apprenticeship, then you have an entire brigade of CdP'. Pay levels and job titles after Commis Chef level needs to be based on organisational needs, and competencies shown in workplace (not based on a qualification). Eg: Many employees have a bachelor degree or even masters degrees, but that does not automatically elevate them to senior managers in the organisation.
In the past, if a qualified chef, eg Sous Chef / Head Chef wants to develop into a business leader (eg, Director of Food and Beverage, General Manager), we have advised them to go and get themselves business / commerce / leadership qualifications, not a higher level certificate in commercial cookery.” (sic)*

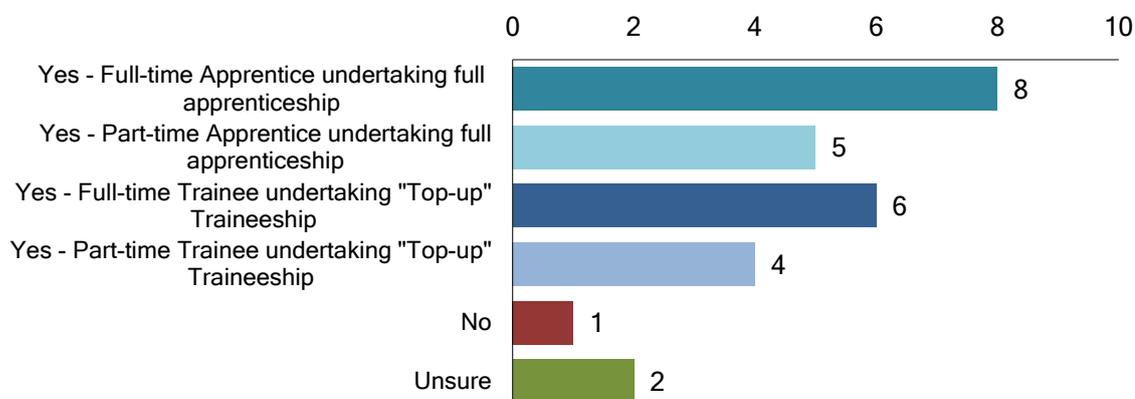
*Respondents have not been identified.

Likelihood of using proposed apprenticeship

As the expected usage of the proposed apprenticeship is critical to understand, survey respondents were asked at Question 17 (Q17) if they would employ an Apprentice or Trainee undertaking Certificate IV in Commercial Cookery. Of the twelve employers that responded to the survey, nine respondents would employ either a worker undertaking the full apprenticeship or a trainee undertaking the “top-up” traineeship. One respondent indicated they were unsure

as well as being likely to employ a full-time and a part-time apprentice undertaking the full apprenticeship.

Q17 Would you employ (a new or existing worker) as an Apprentice or Trainee undertaking the Certificate IV in Commercial Cookery? *Please note: part-time is defined as a minimum of 20 hours per week of employment and supervised training. An apprenticeship*



Employers were asked to provide rationale for their response to whether they would employ an apprentice or trainee at Q17. Comments provided in the survey by those that are likely to employ a Certificate IV in Commercial Cookery apprentice/ trainee include:

- *“Chefs are a need role for the industry, many businesses struggle to recruit qualified staff in chef roles so full support of apprenticeships will build pipelines.” (sic)*
- *“I have a live example at present whereby a Commis Chef of ours is displaying some competencies that suggest to me that they are ready to take on more responsibility; and if this course was around now, I would not hesitate to get her into it. I would not look at Part Time as it is just too long to have them undertake it (around 1.5 times longer than a full timer) - I would want that team member to be up-skilled much quicker than 18 months. I do not really see too many Chef's that are Part Time (they certainly do not want part-time after completing an apprenticeship - they expect (and want) full time - so based upon this, that is why I would not support Part Time, as I wouldn't think we would have them in the traineeship for the entirety of the course personally.” (sic)*
- *“I would employ an apprentice and would keep them as a top-up trainee. Subject to rates / cost I would look at taking a top-up trainee on board.” (sic)*
- *“It would certinally be held in high regard, however they would not be hired into a Chef de Partie / Supervisory role due to the lack of vocational experience.” (sic)*
- *“if work load permitting would employ a apprentice or trainee” (sic)*
- *“Improve skills and give students an overall grounding” (sic)*

One respondent indicated they were both unsure and likely to employ an apprentice undertaking the full apprenticeship. Their reason for providing this response is:

“Depends if the Cert IV completion grants an automatic promotion or not (see previous comments), or is simply a learning opportunity, then in the future the Cert IV graduate applies for a vacant role (CdP, Sous Chef, Head Chef) and may be hired or promoted into his role in the hierarchy because they are the best candidate for the role, not because they have a Cert IV qualification.” (sic)

Another respondent indicated they would employ a full-time apprentice undertaking the full Certificate IV in Commercial Cookery apprenticeship, although appear to refer to the Certificate III in Commercial Cookery apprenticeship in the following statement:

“Only as a full apprenticeship with an extra year for the additional qualification, however 4 years is a very long time to hold someone to an apprenticeship which is why they were cut back a number of years ago - why go back to the same challenge with our millenials in mind.” (sic)

Education Sector and Schools

FutureNow did not actively consult the education sector on the proposed Certificate IV in Commercial Cookery apprenticeship as it will be of a high level, offering leadership outcomes and the associated qualification is deemed unsuitable for delivery within the school system. In consulting on the proposed apprenticeship for Certificate III in Hospitality (Restaurant Front of House), FutureNow provided information about this proposal with a link to the survey, giving the school sector a holistic picture of the overall project being undertaken.

- A representative of the Australian Independent Schools WA (AISWA) completed the survey indicating support for a post-trade “top-up” Traineeship for those that have completed a Certificate III in Commercial Cookery Apprenticeship.

Training Providers

A search on www.tqa.gov.au for RTOs with SIT40516 Certificate IV in Commercial Cookery currently on scope in WA returned 57 records, but did not include any of the RTO respondents to FutureNow’s survey. The superseded SIT40413 Certificate IV in Commercial Cookery is still within the teach-out period and is on scope of North Metropolitan Tafe, South Metropolitan Tafe, South Regional Tafe, Australian College of Applied Education (ACAE) and William Angliss Institute of TAFE. ACAE and South Metropolitan Tafe both have Certificate IV in Commercial Cookery on scope and are currently delivering it. William Angliss Institute of Tafe has the qualification on scope but is not currently delivering. No response was received from North Metropolitan Tafe or South Regional Tafe.

Level of support for the proposed apprenticeship

In addition to the proponent, FutureNow received responses from six representatives of training providers. The following table indicates those providers and their level of support:

Table 5. RTO response to the establishment of Certificate IV in Commercial Cookery apprenticeship

Yes – Support the establishment	Unsure whether the apprenticeship should be established	No – Do not support the establishment
Accor	William Angliss Institute of TAFE	Australian College of Applied Education (ACAE)
Crown Perth		
Restaurant & Catering Australia		
South Metropolitan TAFE		
South Metropolitan TAFE		

Reasons for RTOs’ uncertainty or non-support include:

- *“The Certificate IV qualification is for supervisors and management. To manage and supervise a kitchen takes years of experience and that, in most cases, is not possible within the first 3-4 years of*

training. The certificate IV component (meaning the additional units on top of Certificate III) should be offered to industry as a funded program with a pre-requisite of a minimum of five years continuous service. This would be the best way to skill industry professionals ready to take the next step from commis/chef de partie to Jnr Sous and Sous Chef. The only reason we see some people calling themselves Sous Chef straight out of the apprenticeship is through lack of skilled industry professionals in kitchen brigades.” (sic)

- *“They should just scrap the Cert III then. Once again apprentice salary is low so take up I think would be hard. Plus I don’t know any chef that would go back to complete a Cert IV just to run their team. In the industry the word apprentice is someone who has no experience or knowledge, just because you come out of a class learning how to manage a team doesn’t mean you can do it, so as an employer both apprentices that finish either Cert III or Cert IV would be looked at the same, so really no advantage. I think making the apprenticeship a Cert IV overall would be good...and to scrap Cert III.” (sic)*

Likelihood of delivering qualification linked to proposed apprenticeship

South Metropolitan Tafe and Crown Perth have indicated their RTO would consider delivering the Certificate IV in Commercial Cookery as an apprenticeship and/or post-trade "top-up" traineeship if the proposal to establish the apprenticeship is successful.

Nominal Duration

Restaurant & Catering Australia are seeking to establish a nominal duration of 48 months full-time to undertake the full Certificate IV in Commercial Cookery apprenticeship and 12 months to complete the post-trade “top-up” traineeship. Ten of the sixteen respondents agree that the full apprenticeship should be 48 months in duration and fifteen respondents believe the “top-up” traineeship should be 12 months in duration.

Within New South Wales, the Certificate IV in Commercial Cookery apprenticeship can be delivered over flexible durations, dependant on the qualification completed prior. The Commissioner’s Information Bulletin 651 shows the full-time term of the Certificate IV in Commercial Cookery¹² as follows:

- 48 months or until the relevant competencies are achieved – for direct entry
- 42 months or until the relevant competencies are achieved - where the apprentice holds the SIT20416 Certificate II in Kitchen Operations or SIT20516 Certificate II in Asian Cookery
- 12 months or until the relevant competencies are achieved – where the apprentice holds SIT30816 Certificate III in Commercial Cookery

Certificate IV in Commercial Cookery is delivered as an apprenticeship over 48 months in Victoria, Queensland and Tasmania. Information regarding flexible durations within these jurisdictions is not available.

Credit arrangements

Credit may be applied for applicable units of competency where a Certificate IV in Commercial Cookery Trainee has previously completed Certificate III in Commercial Cookery or Certificate II in Kitchen Operations. Reduction in duration may be negotiated between the RTO and the Apprenticeship Network Provider.

¹² Training Services NSW, Commissioner’s Information Bulletin 651, Tourism Travel and Hospitality – Apprenticeships and Traineeships https://www.training.nsw.gov.au/cib_vto/cibs/cib_651.html#vto2 accessed 13/09/2016

There are 18 core units of competency in the Certificate III in Commercial Cookery that are embedded in the Certificate IV in Commercial Cookery. These common core units are:

- SITHCCC001 Use food preparation equipment
- SITHCCC005 Prepare dishes using basic methods of cookery
- SITHCCC006 Prepare appetisers and salads
- SITHCCC007 Prepare stocks, sauces and soups
- SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes
- SITHCCC012 Prepare poultry dishes
- SITHCCC013 Prepare seafood dishes
- SITHCCC014 Prepare meat dishes
- SITHCCC018 Prepare food to meet special dietary requirements
- SITHCCC019 Produce cakes, pastries and breads
- SITHCCC020 Work effectively as a cook
- SITHKOP002 Plan and cost basic menus
- SITHPAT006 Produce desserts
- SITXFSA001 Use hygienic practices for food safety
- SITXFSA002 Participate in safe food handling practices
- SITXHRM001 Coach others in job skills
- SITXINV002 Maintain the quality of perishable items
- SITXWHS001 Participate in safe work practices

A table that maps the core units of competency across the two qualifications can be found in Appendix 5.

It is noted that there are also commonalities between the Certificate IV in Commercial Cookery and Certificate IV in Hospitality. The Certificate IV in Hospitality is currently already established as a traineeship in Western Australia with a completion rate of 62% for the 2012 cohort and 220 Trainees in training as at 31 August 2016¹³. The qualification of Certificate IV in Hospitality reflects the role of skilled operators who use a broad range of hospitality service, sales or operational skills combined with supervisory skills and sound knowledge of industry operations to plan, monitor and evaluate the work of team members. They operate independently or with limited guidance from others, working as a supervisor in hospitality organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, food and beverage, and gaming.

A comparison of core units in the Certificate III in Commercial Cookery, Certificate IV in Commercial Cookery and Certificate IV in Hospitality reveals three core units of competency that are unique to the Certificate IV in Commercial Cookery (mapping of core units can be found in Appendix 5). It is possible therefore that a worker having completed the Certificate III in Commercial Cookery, could undertake the Certificate IV in Hospitality as a traineeship including the following three units (which are core in Certificate IV in Commercial Cookery) as electives to ensure coverage of supervisory or leadership skills:

- BSBSUS401 Implement and monitor environmentally sustainable work practices

¹³ Department of Training and Workforce Development, Training Records System (TRS), data request. Received by FutureNow 14/09/2016

- SITHKOP004 Develop menus for special dietary requirements
- SITHKOP005 Coordinate cooking operations

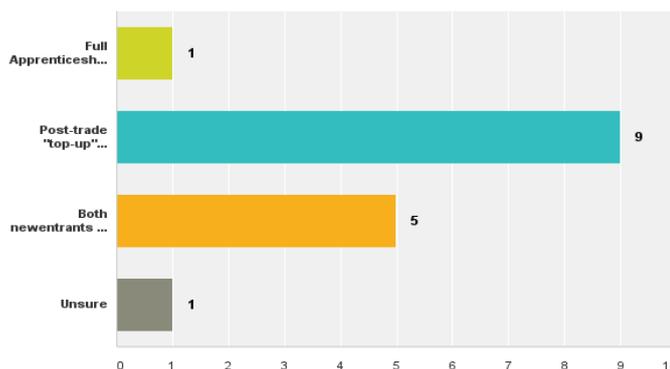
Under Future Skills WA policy, existing workers undertaking a Certificate IV in Hospitality traineeship are not eligible for apprenticeship or traineeship funding.

Target Audience: New Entrants or Existing Workers

The graph below shows that nine of the 16 respondents (56%) to the survey indicated preference for the post-trade "top-up" Traineeship, five indicated preference for both new entrants and/or those with a Certificate III in Commercial Cookery qualification and one respondent would prefer the full apprenticeship to be completed by new entrants only.

Q9 If established, the Certificate IV in Commercial Cookery Apprenticeship could be undertaken in-full by someone with no previous qualification in a related field (a new entrant, i.e. someone commencing at the beginning of the qualification) or as a post-trade "top-up" Traineeship by someone that has completed a Certificate III in Commercial Cookery. What format is appropriate for workers to undertake the Certificate IV in Commercial Cookery Apprenticeship?

Answered: 16 Skipped: 1



If established as a post-trade "top-up" option, respondents are split on which group of Certificate III in Commercial Cookery graduates the Certificate IV in Commercial Cookery Traineeship should be made available. Eight respondents indicate that the "top-up" traineeship should be available to those that have completed the Certificate III in Commercial Cookery Apprenticeship and eight respondents feel that both Certificate III in Commercial Cookery Apprentices and Certificate III in Commercial Cookery institutional students can undertake the "top-up" traineeship.

Since the "top-up" traineeship can only be undertaken by existing workers, it is important to note that under Future Skills WA policy, existing workers are not eligible for apprenticeship or traineeship funding unless the associated occupation is included on the State Priority Occupation List (SPOL). While *Chef* is included on the SPOL, the occupational outcome of *Chef de Partie* attached to the proposed Certificate IV in Commercial Cookery apprenticeship, has not yet been consulted on specifically for the SPOL.

Nomenclature

As the Certificate IV in Commercial Cookery could be undertaken as a full apprenticeship or a post-trade "top-up" arrangement, and the trade certification linked to the Certificate III in Commercial Cookery apprenticeship in Western Australia is *Chef*, the proponent has suggested the title of *Chef de Partie* for this apprenticeship.

The majority (9 respondents) indicated in the survey that the Certificate IV in Commercial Cookery apprenticeship should be called *Chef*, despite that fact that this is the title of the existing Certificate III in Commercial Cookery apprenticeship, A further four respondents stated the apprenticeship should be called *Chef de Partie* and three respondents indicated other options (including "not supported", "*sous chef*" or "other").

The title "Apprentice" is not available for a post-trade "top-up" training contract. If established as a post-trade "top-up" option, most respondents either consider "Trainee" as being appropriate for the training contract (6 respondents) or are unsure (6 respondents).

Part-time arrangements

Whilst the hospitality industry is characterised by a high level of part-time, casual or seasonal employment, this is not necessarily the case amongst chefs. As one respondent to FutureNow's survey indicates, "*it is just too long to have them undertake it (around 1.5 times longer than a full timer) - I would want that team member to be up-skilled much quicker than 18 months. I do not really see too many Chef's that are Part Time (they certainly do not want part-time after completing an apprenticeship - they expect (and want) full time - so based upon this, that is why I would not support Part Time, as I wouldn't think we would have them in the traineeship for the entirety of the course personally.*"

Having said that, 5 employers claim they would be likely to employ a part-time apprentice completing the full apprenticeship and 4 employers would employ a part-time trainee undertaking the "top-up" arrangement.

Pre-requisites

There are no pre-requisites or entry requirements for the SIT40516 Certificate IV in Commercial Cookery.

International Students

The SIT40513 Certificate IV in Commercial Cookery is currently being delivered to onshore international students via an institutional pathway. R&CA has indicated a preference for the proposed Certificate IV in Commercial Cookery apprenticeship to be Class A, it may be possible to establish the apprenticeship as Class B with conditions.

One respondent has some concern with delivery of the Certificate IV in Commercial Cookery being delivered to international students:

"I think we have many international students whom come out with a Cert IV in commercial cookery and going for employment up against our local chefs and they look better on paper than our apprentices this could be done either whilst an apprentice or come back a few years later when in a leadership role at work as a traineeship this could not only benefit the chef it will help the employer retain local chefs ...when going for jobs the employer only see the Cert IV certificate as the higher certificate, therefore the young chef may not get looked at..." (sic)

Certificate III in Hospitality (Restaurant Front of House)

Level of support for the proposed apprenticeship

Three (3) letters/ emails of support and twenty-five (25) survey responses were received regarding the Certificate III in Hospitality (Restaurant front of House) apprenticeship.

In total, 22 respondents (79%) support the establishment of the Certificate III in Hospitality (Restaurant front of House) apprenticeship.

Table 6. Stakeholder response for establishment of Certificate III in Hospitality (Restaurant front of House) apprenticeship

Yes – Support the establishment	Capacity in which response is given
Adventure World	Employer
AEG Ogden Pty Ltd – Perth Arena	Employer
Amici Catering	Employer
Australian Independent Schools WA (AISWA)	School Sector
Catholic Education Office	School Sector
Crown Perth	Employer, RTO
Crown Perth	Employer, RTO
Department of Education	School Sector
Duende Tapas Bar	Employer
Frasers Group	Employer
Joondalup Resort	Employer
Matilda Bay Food and Wine	Employer
Perth Convention and Exhibition Centre (PCEC)	Employer
Q & Z Group PTY LTD (Licensee of The Goose, Busselton)	Employer
Restaurant and Catering Australia	Industry Association, RTO
The Stage Door Waterfront Restaurant	Employer
The University Club of WA	Employer
Voyager Estate	Employer
Franklyn Scholar	RTO
North Regional TAFE	RTO
South Metropolitan TAFE	RTO
Willetton Senior High School/ Department of Education	School Sector
No – Do not support the establishment	Capacity in which response is given
Accor	Employer, RTO
Four Points by Sheraton Perth	Employer
Hilton	Employer
Hospitality Group Training	Employer
Intercontinental Hotels Group (IHG – WA)	Employer
William Angliss Institute	RTO

Employers and Industry Associations

Level of support for the proposed apprenticeship

Reasons for supporting the Certificate III in Hospitality (Restaurant front of House) apprenticeship were not provided in the survey, however the reasons for not supporting include*:

- *“A qualification already exists with similar outcomes, Certificate 3 in Hospitality in which you can choose a restaurant stream.”*
- *“Certificate III Hospitality already exists as a traineeship The same competencies can be achieved using the existing traineeship It will confuse the market with two pathways No demand” (sic)*
- *“We hire and promote the roles (outcomes of the cert IV apprenticeship), based on work experience and behavioral competencies. Not qualifications. * Example - Last Dec we hired 25 F&B attendants, baristas, bar attendants, supervisors for a new venue. From 500 candidates ,we interviewed top 50. These top 50 were decided on a rating systems based on relevant work experience. We did not read or review their*

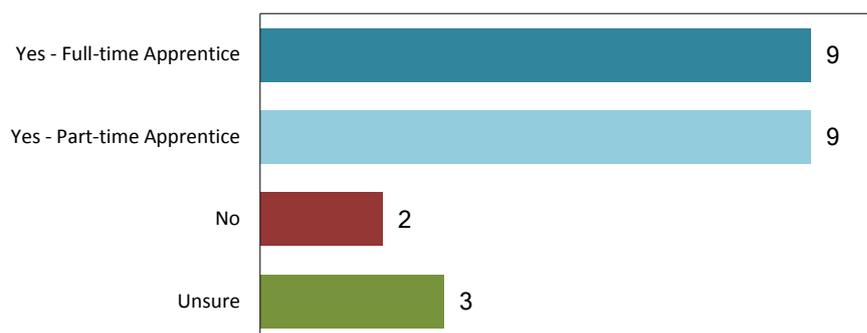
qualifications in their resume, as this is rarely seen in Front of House Roles as an indicator of abilities, knowledge, skills, personality fit for venue. * Industry would not promote or hire someone into a senior Front of House position if they had a qualification and work experience in an apprenticeship * Starting out in the industry, what would motivate a 18yr old to sign onto an apprenticeship for 3 years to learn how to serve customers / make coffee/ run a shift in a restaurant? * Is there feedback from school graduates indicating they would be interested in a front of house apprenticeship? * We have 3 restaurant and bar supervisors at our hotel in Perth, none have any industry qualifications, and interestingly none of them even have thought of getting these type of qualifications to become a restaurant manager in the future. They have learnt everything in the workplace whilst being paid full hourly rates. Their career success has come from what they learn and demonstrate in the workplace. In fact when I asked them what would they get out of undertaking a hospitality qualification to help their career, they could not think of any benefit they would get. In fact when I discussed this with the supervisors, they mentioned how terrible it would be having a team of front of house employees all doing the same work, on the same roster everyday but 1 or 2 team members on an apprenticeship being paid half the amount for the same work, with exactly the same chance of a promotion to team leader. * When a commercial cookery student graduates with a trade certificate: Chef, the industry must hire them as Commis Chef or above for the future in recognition of their trade qualification. What is the proposal for front of house? Will all graduates / tradespersons be hired at a minimum grade / classification (above those with many years experience who already working in the industry)? Will all front of house employees in the industry without an apprenticeship be paid a lower rate (lvl 1) like a cook?" (sic)

*Respondents have not been identified.

Likelihood of using the proposed apprenticeship

In terms of the expected use of the apprenticeship, survey respondents were asked at Question 16 (Q16) if they would employ an Apprentice undertaking Certificate III in Hospitality (Restaurant front of House). Eleven respondents indicated their business would employ an apprentice in some capacity. Of these, six businesses are willing to employ a full-time and part-time apprentice, two businesses will employ a full-time apprentice and two additional businesses will employ a part-time apprentice.

Q16 Would you employ (a new or existing worker) as an Apprentice undertaking the Certificate III in Hospitality (Restaurant front of House)? Please note: part-time is defined as a minimum of 20 hours per week of employment and supervised training.



Respondents were asked to provide rationale for their response to whether they would employ an apprentice or trainee at Q16. Those that are willing to employ a Certificate III in Hospitality (Restaurant Front of House) apprentice made the following comments:

- “Demonstrates an initial commitment by the candidate and a clearer progression pathway into a “specialised role” Ensure that relevant skills are being developed with a direct link to industry outcome” (sic)

- *“I would employ an Apprentice undertaking the Certificate III in Hospitality, as i believe their commitment and enthusiasm would be higher than a casual wait staff. It would also only benefit the business by investing training and time into someone that truly cares for what they are doing.” (sic)*
- *“I would look at employing more up-skilling an existing employee before I would employ a new team member on this course.” (sic)*
- *“Allows a training pathway for junior staff Commits staff, encouraging longevity Focuses on training, which has flow on impact on all team Financial incentives (payroll reduction, lower hourly rate for junior staff)” (sic)*
- *“benefit of us employing a restaurant apprentice provides us with a more highly skilled and engaged team member which will build our team member retention and highlight us as an employer who is focused on the development of our staff and the industry in general.” (sic)*
- *“It is well overdue that the industry recognises the need of a qualification for front of house wait staff. This will bring us up to international standards and give students the opportunity to learn a properer qualification in customer service” (sic)*

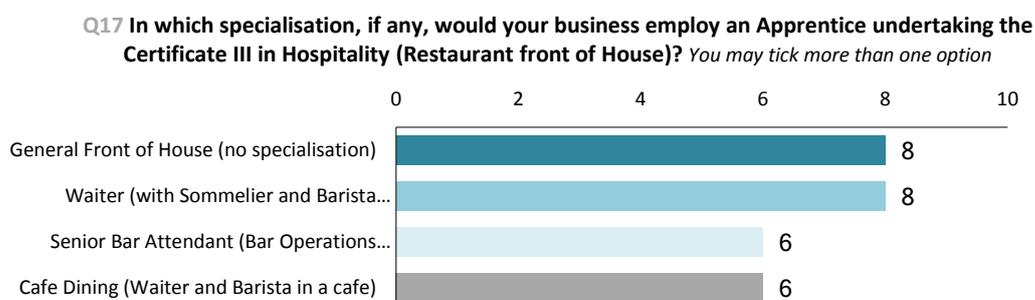
Comments provided by those that are unlikely to employ a Certificate III in Hospitality (Restaurant front of House) apprentice include:

- *“As an enterprise RTO we already have an arrangement to offer the same qualification with practical experience therefore a formal apprenticeship is not need. Apprenticeships indicate that technical skills are the end outcome however the restaurant roles are limited in their technical skills and these technical skills vary vastly across restaurant.” (sic)*
- *“Can use the existing traineeship Shorter time duration Lack of ability of employers to meet training package requirements for the venue” (sic)*
- *“Sporadic nature of events business means hours available are not always consistent week to week.”*

Skill specialisations for the proposed apprenticeship

R&CA have indicated that the Certificate III in Hospitality (Restaurant Front of House) apprenticeship could have three skill specialisations leading to different occupational outcomes: Waiter (with Sommelier and Barista specialisation), Senior Bar Attendant (Bar Operations specialisation) and Cafe Dining (Waiter and Barista in a cafe). Details of the specialisations and their associated units of competency are provided in Appendix 6 of this document.

The employers that responded to the survey do not demonstrate preference for a particular skill stream where it is spread fairly evenly across the specialisations and non-specialisation. Eight of the 18 employers claim they would employ a General Front of House apprentice. The table below shows which specialisation, if any, their business employ an Apprentice undertaking the Certificate III in Hospitality (Restaurant Front of House). Respondents were permitted to tick more than one option, hence numbers will not add up.



Education Sector and Schools

FutureNow sent the survey for the Certificate III in Hospitality (Restaurant Front of House) apprenticeship to the education sector for their feedback. Representatives from the following organisations provided feedback by email or completing the survey:

- Australian Independent Schools WA (AISWA)
- Department of Education
- Willetton Senior High School / Department of Education
- Catholic Education Office

All four representatives support the establishment of the Front of House apprenticeship.

If established, the overwhelming majority of respondents (18 respondents or 78%) support the Certificate III in Hospitality (Restaurant Front of House) apprenticeship being delivered through a School-based apprenticeship pathway.

As this qualification includes the unit of competency, responsible service of alcohol, it is recommended that this unit be delivered to students in Year 12 only.

Training Providers

Since SIT30716 Certificate III in Hospitality (Restaurant Front of House) is a new qualification, endorsed in March 2016, it is not yet on the scope of any RTO.

Level of support for the proposed apprenticeship

FutureNow received responses from seven representatives of training providers. The following table indicates those providers and their level of support:

Table 5. RTO response to the establishment of Certificate III in Hospitality (Restaurant front of House) apprenticeship

Yes – Support the establishment	No – Do not support the establishment
Crown Perth	Accor
Crown Perth	William Angliss Institute
Franklyn Scholar	
North Regional TAFE	
South Metropolitan TAFE	

Reasons for RTOs' uncertainty or non-support include:

“To be honest I don’t think it would have a great pick up. I mean after you finish it in most cases you would be working with un qualified waiters etc. anyway...there are less opportunities to be a leader/manager/sommelier etc. than commercial cookery. It definitely would not bring service levels up. The salary for apprentices is quite low in comparison so the students would have to be quite young and I don’t know how many people class a waiter as a career path...?” (sic)

Likelihood of delivering the qualification linked to the proposed apprenticeship

Accor and North Regional Tafe indicated their RTO will be adding the SIT30716 Certificate III in Hospitality (Restaurant front of House), while North Regional Tafe, South Regional Tafe and Franklyn Scholar would consider delivering the Certificate III in Hospitality (Restaurant front of House) as an apprenticeship if the proposal is successful.

Nominal Duration

Restaurant & Catering Australia are seeking to establish a nominal duration of 24 months full-time to undertake the Certificate III in Hospitality (Restaurant front of House) apprenticeship.

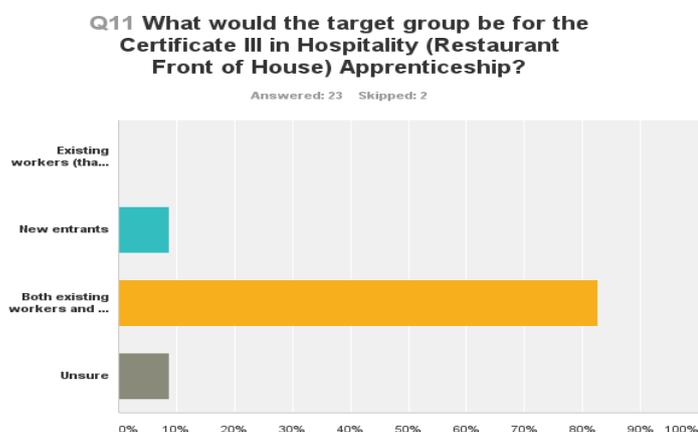
Fifteen respondents agree that the apprenticeship should be 24 months in duration. Five respondents believe a 12 month duration for a full-time apprenticeship is appropriate. Of these five, three recommend the part-time duration be 24 months and two recommend 18 months for part-time.

Credit arrangements

Credit may be applied for applicable units of competency where a Certificate III in Hospitality (Restaurant front of House) apprentice has previously completed Certificate II in Hospitality, Certificate II in Kitchen Operations or a similar qualification. Reduction in duration may be negotiated between the RTO and the Apprenticeship Network Provider.

Target Audience: New Entrants or Existing Workers

The graph below shows that most of the respondents (19 respondents or 83%) indicated that both new entrants and existing workers should be able to undertake the Certificate III in Hospitality (Restaurant Front of House) apprenticeship, if it is established.



Given that the Certificate III in Hospitality (Restaurant Front of House) apprenticeship, if established may be undertaken by existing workers, it is important to note that under current Future Skills WA policy, existing workers are not eligible for apprenticeship or traineeship funding unless the associated occupation is included on the State Priority Occupation List (SPOL). The occupational outcomes of *Waiter*, *Café Worker*, *Bar attendant*, *Barista* or *Hotel service manager* attached to the proposed Certificate III in Hospitality (Restaurant Front of House) apprenticeship, are not included on the SPOL and therefore will be ineligible for existing worker traineeship funding.

Nomenclature

15 Respondents (65%) believe the proposed apprenticeship linked to Certificate III in Hospitality (Restaurant Front of House) should be titled as *General Front of House*. It is also noted that eight of 18 employers would employ a General Front of House apprentice.

Part-time arrangements

16 Respondents (70%) support the Certificate III in Hospitality (Restaurant Front of House) apprenticeship being made available on a part-time basis, if established. Part-time is defined as a minimum of 20 hours per week of employment and supervised training. An apprenticeship undertaken part-time is typically 1.5 times the duration of a full-time apprenticeship.

Pre-requisites

There are no pre-requisites or entry requirements for the SIT30716 Certificate III in Hospitality (Restaurant front of House).

International Students

The SIT30716 Certificate III in Hospitality (Restaurant front of House) is a new qualification, not yet being delivered anywhere in Western Australia. It is expected however that it will be delivered to onshore international students via an institutional pathway.

Other Stakeholders

Relevant unions or associations representing employees' interests

United Voice is the union that has coverage of hospitality workers. An email received by FutureNow on 16 September indicates the Union's inability to provide a formal response in time to be included in this report. FutureNow will forward the advice from United Voice to the Office of the State Training Board when it becomes available.

Relevant National Skills Service Organisation

Skills IQ is the National Skills Service Organisation (SSO) with coverage of the SIT Travel, Tourism and Hospitality Training Package with carriage of the Tourism, Travel and Hospitality Industry Reference Committee (IRC). Skills IQ has provided a letter outlining industry feedback in relation to the proposed apprenticeships that it has received in its capacity as SSO. Skills IQ has indicated that as a SSO, it is not able to provide support or opposition with respect to establishing apprenticeships but includes a description of the Western Australian context where Skills IQ has not been made aware of significant employer demand for either of the proposed apprenticeships. This letter is included in Appendix 2.

Regulatory authorities and other associated agencies

The Certificate IV in Commercial Cookery nor Certificate III in Hospitality (Restaurant Front of House) do not have any occupational licencing, certification or specific legislative requirements attached to it.

Other Industry Training Councils

This section is not applicable as no other Training Councils will be affected by the establishment of either the Certificate IV in Commercial Cookery or Certificate III in Hospitality (Restaurant Front of House) Apprenticeships.

Industrial relations

Should either of the apprenticeships be established, the majority of apprentices will be employed under the Hospitality Industry (General) Award 2012 (HIGA). Dependant on the workplace however, some apprentices may be employed under the Restaurant Industry Award 2010 (RIA) or an Enterprise Agreement. It is important to note that in December 2014, The Fair Work Commission altered the HIGA and RIA by inserting additional conditions for apprentice employment. The change that came into effect on the 1st January 2015 requires employers to reimburse all the apprentice's training fees and resource costs.

Appendices

1. Stakeholder Consultation List

In addition to requesting R&CA and AHA to forward the survey to their membership, the stakeholders in the following table were contacted to provide feedback:

FutureNow Stakeholder Consultation List			
Name	Organisation	Position	Response
John Hart	Restaurant and Catering Australia	CEO	Support - Cert IV Cookery, Support - Cert III Front of House
Eve Ahearn	Accor	Learning & Development Manager	Support - Cert IV Cookery, Do not support – Cert III Front of House
Kyllie Graham	AEG Ogden Pty Ltd - Perth Arena	Catering Manager	Support - Cert IV Cookery, Support - Cert III Front of House
Peter Tischhauser	Amici Catering	Director	Support - Cert IV Cookery, Support - Cert III Front of House
Jay Grace	Crown Perth	Training Lead	Support - Cert IV Cookery, Support - Cert III Front of House
Tracey Finlay	Crown Perth	Trainer and Assessor	Support – Cert III Front of House
Phil Crocker	Duende Tapas Bar	Owner	Support - Cert IV Cookery, Support - Cert III Front of House
Philip Waldron	Joondalup Resort	Executive Chef	Support - Cert IV Cookery, Support - Cert III Front of House
Warwick Lavis	Matilda Bay Food & Wine	Director	Support - Cert IV Cookery, Support - Cert III Front of House
Leighton Yates	The Stage Door Waterfront Restaurant	Director	Support - Cert IV Cookery, Support - Cert III Front of House
Alexis Catelli	The University Club of WA	Human Resources Manager	Support - Cert IV Cookery, Support - Cert III Front of House
Leo Smith	South Metropolitan TAFE	Head of Programs	Support - Cert IV Cookery, Support - Cert III Front of House
Kim Stanton	South Metropolitan TAFE	ASL 2 Cookery Lecturer	Support - Cert IV Cookery
Kate Brough	Intercontinental Hotel Group	Human Resources Manager	Unsure – Cert IV Cookery, Do not support - Cert III Front of House
Sara Roberts	William Angliss Institute	State Training & Administration Coordinator	Unsure – Cert IV Cookery, Do not support – Cert III Front of House
Patrick O'Brien	Australian Culinary Federation (ACF)	President	Do not support – Cert IV Cookery
Simon Barry	Australian Hotels Association WA (AHA)	Industrial Relations Manager	Do not support – Cert IV Cookery
Iain McDougall	Hospitality Group Training	General Manager	Do not support – Cert IV Cookery, Do not support - Cert III Front of House
Anne McLean	Parmelia Hilton Perth	Director of Human Resources	Do not support – Cert IV Cookery, Do not support - Cert III Front of House
Kelly DiSilvio	Sunmoon Boutique Resort	Corporate Services Manager	Do not support – Cert IV Cookery
Rohan Wills	Australian College of Applied Education (ACAE)	Manager Culinary Arts	Do not support – Cert IV Cookery
Georgia Manning	Adventure World	Head of Guest Services	Support – Cert III Front of House
Brendan Pratt	Frasers Group	Executive Chef	Support – Cert III Front of House
Wayne Booth	Perth Convention and Exhibition Centre (PCEC)	Director of Food & Beverage	Support – Cert III Front of House
QI QI	Q & Z Group PTY LTD (Licensee of The Goose, Busselton)	Director	Support – Cert III Front of House
Janine Carter	Voyager Estate	Manager Cellar Door & Direct Sales	Support – Cert III Front of House
Mel Woon	Franklyn Scholar	Operations Manager	Support – Cert III Front of House
Craig Schaffer	North Regional TAFE	Lecturer Hospitality	Support – Cert III Front of House
Lea Pedelty	Four Points by Sheraton Perth	Human Resources Manager	Do not support – Cert III Front of House
Wade McLeod	Association of Independent Schools (WA)	VET Consultant	Support - Cert IV Cookery, Support - Cert III Front of House
Judy Ialacci	Willetton Senior High School/ Education Department	Teacher	Support – Cert III Front of House

FutureNow Stakeholder Consultation List			
Name	Organisation	Position	Response
Louise Morrison	Department of Education	Principal Consultant, Pathways and Transitions	Support – Cert III Front of House
Gen Baker	Catholic Education Office of WA	Coordinator Curriculum K-12	Support – Cert III Front of House
Allan Potaka	South Regional TAFE	Cookery Lecturer	No response
Amanda Smith	South Regional TAFE	Cookery Lecturer	No response
Andrea Gallagher	South Regional TAFE	Hospitality Lecturer	No response
Don Hancey	Panorama Catering	Owner	No response
David Bornmann	Fremantle Esplanade Hotel by Rydges	Manager	No response
Greg Farnan	The Old Brewery		No response
Andrew Mann	Sandalford Wines	Executive Chef	No response
Johnny Kyi	Sandalford Wines	Restaurant Manager	No response
Damon McMillen	Settlers Tavern	General Manager	No response
Kate Sinfield	The Murray Hotel	General Manager	No response
Michael Hartnell	Mandoon Estate	Executive Chef	No response
Sophie Budd	Taste Budds Cooking Studio	Owner	No response
Campbell Fletcher	Tourism WA	Policy Manager	No response
John Parker	The Standard Bar	Owner	No response
Melinda Brown	Skills IQ (Service Skills Organisation)	General Manager	Support/ non support not within SSO remit - letter provided does not support either Apprenticeship on the basis of SkillsIQ work with WA hospitality sector.
Catalina Gonzalez	United Voice	Assistant Secretary	Response pending.

2. Letters of Support/ Opposition

From: [Julie Hobbs](#)
To: [Tracey Farrow](#)
Subject: FW: FutureNow update
Date: Tuesday, 27 September 2016 12:26:31 PM
Attachments: [AVG Certification.txt](#)

Thanks Julie,

In relation to the Cert IV proposal my view on this... is that we are in favour of this proposal as it gives a clear step from Commis to Chef De Partie with the key issue being that the apprentice would need to complete the relevant industry experience prior to completing the Cert IV or would need to complete the relevant industry experience post completing the Cert IV to be promoted to Chef De Partie.

Happy for you to circulate and I will sign the letter to Jim.

Cheers,

Barry

Barry Felstead
Chief Executive Officer – Australian Resorts



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Restaurant
& Catering

SAVOUR
AUSTRALIA



19 September 2016

Mr Jim Walker
Chair
WA State Training Board
Locked Bag 16
OSBORNE PARK DC WA 6916

Dear Mr Walker

APPRENTICESHIPS FOR FRONT OF HOUSE CERTIFICATE III AND COMMERCIAL COOKERY CERTIFICATE IV PATHWAYS

I write to you again in support of Restaurant and Catering Australia's (R&CA) submission seeking the declaration of two new apprenticeship pathways. In Western Australia Restaurant and Catering Australia (R&CA) undertook the Restaurant and Catering Industry Skills Pathways Project (the Project) over a 30 month period from 2013 to end 2015. A critical part of its objective was the development of two apprenticeship pathways at the chef level (Certificate IV in Commercial Cookery) and the front of house level (Certificate III Hospitality Front of House). These proposals were on the back of extensive industry consultations prior to, and during, the Project.

Establishing a national apprenticeship pathway in Australia in a timely fashion is a very challenging exercise. The Training Package review and associated processes are very slow and each jurisdiction has its own requirements and processes to establish pathways, even with clear evidence of industry support.

It is pleasing that at their recent meeting in February 2016, the Australian Industry and Skills Committee (AISC), agreed to approve the revised Hospitality Training Package including the Certificate III in Hospitality (Restaurant Front of House) SIT 30716 and the Certificate IV in Commercial Cookery SIT 40516 apprenticeships.

It was very positive that the NSW, Queensland and Victorian governments and relevant agencies were responsive to industry requirements and implemented the two new pathways. We have made excellent progress in all other jurisdictions as well.

You received advice from your Board earlier this year that we needed to resubmit our application and begin the process seeking declaration again from the start. Whilst this is very frustrating for our members and the wider industry, we have worked with FutureNow to progress the application and consultation process in Western Australia.

We have comprehensively presented the supporting arguments for introducing the two pathways in Western Australia. It is noted that there is now a high degree of frustration with Western Australian employers with the delays and the need to restart the process.



RESTAURANT & CATERING INDUSTRY ASSOCIATION

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Key reasons to introduce the two-year Front of House apprenticeship option include:

- The option was an apprenticeship a number of years ago and was discontinued with minimal regard for employer's opinions;
- The high dropout rate is indicative of the lack of substance with the current offering for many restaurant and catering establishments;
- Lack of a standard arrangement across Australia with the nominal duration for the existing traineeship being between 12 to 18 months;
- The need to provide employers and apprentices with more comprehensive training in all areas across the enterprise's front of house operations with some customisation to allow for a focus in specialist aspects of the business;
- Lack of recognition of the importance of this position for employers and the need to have parity of esteem for this pathway to the Commercial Cookery apprenticeship. It is also clear that many employers wish to give their staff the opportunity to train in all aspects of front of house and specialise in some streams depending on the business. This will lead to great completion rates;
- Lower state government funding support to RTOs for the pathway and a downgrade in the priority of the occupation in state training lists; and
- The rise of the Certificate II in Hospitality, often delivered fully off the job, which has taken a large part of the resources for the industry in some states at the expense of the on and off the job Certificate III option. The introduction of this pathway will allow states to prioritise training effort with industry.

Arguments for the Commercial Cookery Certificate IV apprenticeship include:

- Allowing the recognition of a chef within the training system will address some confusion on titling and the definition of a skill shortage priority listing in the domestic and overseas skill shortage lists;
- Currently many states do not have this as an apprenticeship or traineeship pathway and it is being underutilised due to this. Numbers of commencements in 2012 were a mere 1,873;
- This would finally introduce an enhanced trade training option which would mirror arrangements in all other industries. This would be important for career progression and retaining people in the industry;
- The combined on and off the job arrangement is favoured by many employers rather than an institutional based pathway;
- The introduction of a flexible option would allow for existing employees to upgrade their skills and new entrants to sign up for the full Certificate IV and embed the Certificate III into the arrangements.

Neither of the two pathways are proposed to replace any existing apprenticeship or traineeship pathway and are targeted for specific groups and employers. We consider we have addressed any issue arising in previous consultations in Western Australia that directly related to the two pathways. Hopefully all the work R&CA has undertaken with employers and stakeholders satisfy your requirements like we have in other states.

If you or your delegate wish to have further information on the pathways or discuss any issues raised in this letter, do not hesitate to contact me on 1300 722 878.

Yours sincerely



John Hart
Chief Executive Officer



To whom it may concern

State Training Board

APPRENTICESHIPS FOR FRONT OF HOUSE CERTIFICATE III AND COMMERCIAL COOKERY CERTIFICATE IV PATHWAYS

I write in support of Restaurant and Catering Australia's (R&CA) submission seeking the declaration of two new apprenticeship pathways in Western Australia.

The restaurant and catering industry has undergone huge growth over recent years with profit before tax increasing at an average around 4 per cent per year. The growth has not been consistent across Australia. However, irrespective of the level of growth, there remains labour and skills shortages across the industry and the pressing need for employers to be more innovative and flexible in recruiting and retaining staff and also establishing clearer career progression arrangements linked to formal qualifications.

We have been working with R&CA to assist us in broadening the potential pool of people who have the desire to enter our vibrant industry. We seek to employ people who display energy, commitment and eagerness to learn. We also offer tailored and comprehensive training programs to all staff. One critical issue with the industry and in our business, is the need to up skill our middle management staff in supervising apprentices and to raise retention rates in our business operations.

We have long voiced concern over the imbalance between the national industry recognised training offered and undertaken for our front of house employees and how it is not of the same stature or level of those staff training in the kitchen to be commercial cooks. We consider that it is imperative that an apprenticeship be established which allows us to have a broader scope of learning on and off the job for these important positions. The front of house positions in restaurants are critical to our productivity and cost effectiveness and long term business viability. Training arrangements and qualifications need to keep pace with the demands of business.

Our company also supports the introduction of a Commercial Cookery Certificate IV arrangement. This will allow us to recruit more talented people with the potential to be managers in a shorter period time after skills development training which has a mix of practical and theoretical business and kitchen management training. We would supplement this with our expertise on our business requirements and demands on the job. We also think it would be a useful qualification for some of our existing staff with lower qualifications to undertake.



We consider these pathways will be an important factor in assisting in addressing the retention of staff in the industry, particularly when linked to other initiatives under the Skills Pathways Project. We are pleased to work with R&CA and their training partners to further develop the training arrangements to meet the changing needs of our industry and the young people of today entering our industry. We look forward to taking on young West Australians in our business under the two apprenticeship pathways.

I am a member of R&CA and I recognise that R&CA has been a strong advocate for our industry and have been very innovative in developing multiple and flexible approaches to addressing labour and skills shortages in the hospitality industry. Their leadership with their business membership is outstanding and has the strong support of our company and many of my business colleagues across the country.

I also note that a number of other states have introduced the pathways and provided funding to support the roll out across industry. It is disappointing this process is taking so long and we do not think West Australia should be left behind in these exciting opportunities.

Yours sincerely

A handwritten signature in black ink, appearing to read "Warwick J. Lavis", is written over a large, stylized blue scribble that partially obscures the signature. Below the signature, the name "Warwick J. Lavis" and the title "Director" are printed in a black, sans-serif font. To the right of the printed name, the number "1970 9116" is handwritten in black ink.

Warwick J. Lavis
Director

Ms Tracey Farrow
FutureNow – Creative and Leisure Industries Training Council
PO Box 1811,
Osborne Park DC, WA 6916



Dear Tracey

The Australian Culinary Federation of WA (ACFWA) will not support the application for the implementation of the Certificate IV Commercial Cookery (Apprenticeship Pathway)



We would however be fully supportive of any post trade pathways where qualified chefs can improve their qualifications through legitimate training institutions; we have a number of issues with the request for this qualification;

Apprenticeships are designed for entry level to our industry/trade. The Tourism, Travel and Hospitality Training Package in relation to these qualifications state:



1. Certificate III in Commercial Cookery – “This qualification reflects the role of commercial cooks who use a wide range of cookery skills. They use discretion and judgment and have a sound knowledge of kitchen operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.”
2. Certificate IV in Commercial Cookery – “This qualification reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.”



The Certificate IV is “supervisory and not an entry level qualification. the Certificate IV Commercial Cookery pathway already exists as a post trade option and is available through many Registered Training Organizations. Should there be an appetite from the Department of Training to introduce a Cert IV traineeship program to encourage qualified chefs to further their training we would certainly support it. The Federation believe that the Certificate IV is of a Chef de Partie level and requires post trade on the job experience to achieve.

The ACFWA participated in the decision to implement a three year apprentice term which was agreed in this state after consultation through the Skills Formation Taskforce in 2006, and believe the decision was the correct one for our trade, we believe to revert to a four year term would not provide any benefits to our young people or our industry

Patrick O'Brien
President - ACFWA
22nd August 2016

AUSTRALIAN CULINARY FEDERATION, WA CHAPTER
PO Box 1411, Joondalup WA 6919

From: [Simon Barry](#)
To: [Tracey Farrow](#)
Subject: Proposed Certificate IV Commercial Cookery (Apprenticeship Pathway)
Date: Tuesday, 6 September 2016 2:20:49 PM
Attachments: [image001.jpg](#)
[image002.png](#)
[AVG certification.txt](#)

Dear Tracey

Proposed Certificate IV Commercial Cookery (Apprenticeship Pathway)

Thank you for the opportunity to provide feedback in relation to the proposed establishment of a Certificate IV Commercial Cookery ("**Apprenticeship Pathway**").

2 weeks ago I invited a number of AHA members to complete the FutureNow survey in relation to the Apprenticeship Pathway. I followed these members up on Friday of last week, so I am hopeful that you may have received some further responses since then.

In addition to this, I would also like to provide this e-mail, to advise you of AHA's position, which is based on discussions with our members.

The AHA does not support the establishment of the Apprenticeship Pathway.

Our members have advised us that they have been successfully employing apprentices using the Certificate III pathway for many years now and believe the introduction of a higher level and/or parallel pathway will only confuse the labour market and industry.

With the continued severe skill shortages of chefs confronting our industry, the AHA believes that it is vitally important that we maintain a level of consistency with chefs entering the workforce.

Further, the AHA also has particular concerns in relation to the following aspects of the Apprenticeship Pathway:

- Traditional trade definition;
- Increased costs for training;
- Level of graduates and relative wage levels;
- Lack of wider industry support; and
- Completion rates of apprentices.

In summary, based on member feedback, the AHA opposes the proposed changes.

Yours sincerely

Simon Barry
Senior Workplace Relations & IR Adviser

Australian Hotels Association
Western Australia

38 Parliament Place
West Perth WA 6005

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Tracey Farrow
Project Manager
FutureNow

Dear Tracey

RE: Proposed Certificate IV Commercial Cookery (Apprenticeship Pathway)

Thank you for the opportunity to participate in the Survey regarding the proposed establishment of a Certificate IV Commercial Cookery (Apprenticeship Pathway); I provide the following in addition to my Survey Responses.

I remind you, that as a result of the last survey in 2014 it was very clear that three of the four representative bodies for our industry – the Australian Culinary Federation, Catering Institute Australia and Australian Hotels Association were not supportive of its introduction.

I will state upfront that I am fully supportive of any post trade pathways whereby chefs can improve their qualifications through legitimate training institutions, they already exist. Albeit accessed rarely.

In addition there are a number of specific issues with regards to proposal from RCA:

ENTRY LEVEL DEFINITION

It is generally accepted that “apprenticeships” are designed for entry level to industry/trade. The Tourism, Travel and Hospitality Training Package states as follows:

Certificate III in Commercial Cookery – “This qualification reflects the role of commercial cooks who use a wide range of cookery skills. They use discretion and judgment and have a sound knowledge of kitchen operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.”

Certificate IV in Commercial Cookery – “This qualification reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.”

It is very clear that the vocational outcome for the Certificate IV is “supervisory”. I think this is somewhat contradictory to what industry would generally accept as “entry level”. It also raises the question as to what is a trade and what level is it?

I have seen commentary that states that this will “introduce a post trade training option which would mirror arrangements in all other industries”. I am not aware of other industries where this is the norm apart from some engineering and aeronautical vocations.

COST TO EMPLOYERS

The Fair Work Commission (FWC) decision from December 2014 states employers covered by HIGA and RIA are required to fully reimburse apprentice training and resource fees.

This decision in itself has already had major repercussions within the industry and it is clear has impacted significantly on apprentice recruitment.

Current Fees/Resources cost for Certificate III apprentices in WA is in excess of \$5000 and for Certificate IV would be in excess of \$7000. Additionally the State Government has already budgeted for significant increases in fees in outgoing Budget years.

Whilst it can be argued that some large employers may already be covering the training costs for their apprentices this is certainly not the case for smaller employers and will be a significant burden to already low margins.

In addition to costs for businesses, on completion of this Certificate IV businesses will be required to pay significant wages for an entry level chef based on Level 5 or 6 as against level 4 wages. Higher level chefs will demand payment of higher wage with no or limited demonstrated experience.

CURRENT CERTIFICATE IV PATHWAY

Albeit underutilized, the Certificate IV Commercial Cookery pathway already exists as a post trade option and is available through many Registered Training Organizations. The proposal seems to reject this in preference to an “apprenticeship” model purportedly supported by employers.

It also suggests that this be available as a post trade traineeship – firstly there are a number of caveats as to eligibility for funding and secondly it chooses to omit the fact that an employer will not be eligible for incentives as they will have already been paid as part of the Certificate III completion in the same vocation. This is a problem we already have with Commercial Cookery students entering an apprenticeship pathway.

Even if we accept there is some demand for this qualification surely it would be better to invest some time and energy in consulting industry and, if desired, encourage RTOs to provide more flexible and responsive industry options, possibly similar to the apprenticeship model. If demand grows there may be a need to look at apprenticeship options at a later stage.

LOW COMPLETION RATES

We are all aware that that hospitality has the lowest completion rates of all apprenticeships except hairdressing. What effect will there be by adding an extra year and a higher level qualification? From my knowledge young apprentices struggle to focus on three years of training let alone four.

The level of complexity of Units is also an issue; this obviously gets higher in line with the qualification. I am aware that many of the Units of Competency are supervisory in nature and their practical demonstration would appear to contradictory to the duties of an apprentice.

We are left with a number of questions to ponder on behalf of industry:

- How do we clearly define entry level to the cooking trade and career aspirants?
- Are we throwing out industry agreed interpretations defined in the Training Package?
- Where do current Certificate III level trade chefs sit with the introduction of a Certificate IV? Are they deemed inferior?
- We are only at the early stages of gauging employer reactions to paying apprentice fees under the current arrangements. Will they willing to pay increased training costs?
- What level of representation from industry/employee organisations is acceptable? Three out of four against would appear unsatisfactory. Particularly considering the Union did not even respond last time?
- Where does the current pathway for Certificate IV fit, and if it doesn't, should we consider making it more responsive?
- What should we do about completion rates? It would appear presumptuous to change the system before researching/addressing these?

Ultimately with the severe skill shortages impacting our industry coupled with declining apprentice numbers I am reluctant to agree to change the system without addressing its

inherent faults. A 4 year apprenticeship will only reduce the number of qualified entrants into the industry, therefore contributing to the decline of completion of qualified apprentices.

It appears we are jumping straight to the solution without clearly identifying the problems.

The feedback I am getting from the majority of industry human resources experts is that apprenticeship employment is a very sensitive market at the moment, and with this in mind I am concerned that a significant change like this will cause a “knee jerk” reaction and create more harm than good.

Yours sincerely

Iain McDougall
General Manager

19 August 2016



19 September 2016

Ms Tracey Farrow
Project Manager – Tourism and Hospitality
Future Now Creative and Leisure Industries Training Council
Unit 1/11 Leeway Court
Osborne Park WA 6017

Dear Tracey,

As requested, please find following feedback on the applications currently underway in Western Australia to establish apprenticeships for both SIT30716 Certificate III in Hospitality (Restaurant Front of House) and SIT40516 Certificate IV in Commercial Cookery.

As a Skills Service Organisation, SkillsIQ is not in a position to support or oppose the declaration of apprenticeships, however, at this stage, we have not been made aware through feedback directly to us, of significant employer demand for apprenticeships in either of these qualifications in WA.

The Certificate IV in Commercial Cookery is a long standing qualification, usually undertaken following completion of a Certificate III in Commercial Cookery, which has traditionally been declared as an apprenticeship pathway in WA. It is noted that apprenticeship enrolments in Certificate III in Commercial Cookery have been falling nationally for some years.

However, we are aware that one of our key stakeholders, Restaurant and Catering Australia, has a federally funded project – The Skills Pathway Project – that incorporates enrolment in apprenticeships for both of these qualifications.

The Certificate III in Hospitality (Restaurant Front of House) is a new qualification, endorsed in March 2016 and as such, we are yet to see a clear indication of demand for apprenticeships in this sector, as Registered Training Organisations move to bring the qualification on scope, although it is noted that the Certificate III in Hospitality which has been in existence for some years, has not previously been declared as an apprenticeship pathway in WA.

Another key stakeholder with significant representation in WA has indicated to us that there is not sufficient industry demand to support apprenticeships in these qualifications and is opposed to them being established.

Please do not hesitate to contact me if you require further information.

Best regards,

Melinda Brown
General Manager

From: [Baker, Genevie](#)
To: [Tracey Farrow](#)
Subject: Certificate III Hospitality apprenticeship
Date: Friday, 16 September 2016 4:08:17 PM
Attachments: [image001.jpg](#)
[AVG certification.txt](#)

Dear Tracey,

Thank you for your email and information.

CEWA support the establishment of a Certificate III in Hospitality (Restaurant Front of House) as an apprenticeship through a school-based pathway as we would see it as beneficial for students within Catholic schools.

If you would like further information please don't hesitate to contact me.

Warmest wishes,

Gen

Genevie Baker

Coordinator Curriculum K-12
VET, Arts, VET Funding, Catholic Performing Arts
Teaching & Learning Team



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From: [Ashleigh Hyman](#)
To: [Tracey Farrow](#)
Subject: RE: Union advice on the proposal to establish two Hospitality Apprenticeships in WA
Date: Friday, 16 September 2016 1:21:23 PM
Attachments: [AVG certification.txt](#)

Hi Tracey,

I have spoken with Catalina today and we do apologise for the delay in replying. Catalina is currently involved in a 3 week-long event that is finishing next Friday. She hoped that she would have time to assist while managing the event however that has proved impossible. Catalina would be more than happy to provide advice on the proposal if the deadline allows for Monday 26th onwards. Thank you

Kind Regards,

Ashleigh Hyman | Personal Assistant to Assistant Secretaries and Travel Coordinator
United Voice - WA Branch | Level 2, 54 Cheriton Street, PERTH WA 6000
Direct line 08 9388 5449 | unitedvoicewa.org.au

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3. FutureNow Email Invitation to Provide Feedback

To whom it may concern,

An application has been made to the State Training Board to establish [SIT30716 Certificate III in Hospitality \(Restaurant Front of House\)](#) and [SIT40516 Certificate IV in Commercial Cookery](#) as apprenticeships in Western Australia. The proponent is Restaurant and Catering Australia. Please see below for more details of the proposal.

FutureNow Creative and Leisure Industries Training Council has been requested to undertake stakeholder consultation regarding the application. Once our consultation is complete, FutureNow will be submitting a report to the State Training Board detailing the level of industry and stakeholder support for the two apprenticeships. The State Training Board via its Establishment and Variation to Apprenticeships Committee (EVAC) will deliberate on this advice and make recommendations to the Minister for Training and Workforce Development whether the apprenticeships should be made available and gazetted through State Parliament.

To understand stakeholder support, FutureNow has developed a survey for each of the proposed apprenticeships and requests your involvement by completing the two surveys and forwarding to your networks. This is your industry's opportunity to have your say – does the industry need a senior level commercial cookery apprenticeship, and/ or does your industry need a front-of-house apprenticeship?

The survey for Certificate III in Hospitality (Restaurant Front of House) Apprenticeship can be accessed [via this link](#).

The survey for Certificate IV in Commercial Cookery Apprenticeship can be accessed [via this link](#).

Each survey takes less than 5 minutes to complete and will close for responses COB Monday 22nd August 2016.

We are also seeking letters of support to include in FutureNow's submission. If you feel strongly in support of (or in opposition to) the proposal, please feel free to submit a letter on your business' letterhead. Emails may also be provided and will be enclosed in our submission.

Further Details of the Proposal

Employment and Delivery of Training

As the proponent, Restaurant and Catering Australia has indicated the following intentions around delivery of the apprenticeships:

- Both will be made available as Class B Apprenticeships with condition, meaning they will be qualifications that can be obtained by fulfilling the obligations of an apprentice under a training contract if a Domestic student *or* through an institutional pathway for international students.
- Both will be made available full or part-time.
- The Certificate IV in Commercial Cookery apprenticeship can be undertaken in full by new entrants commencing the apprenticeship from the beginning; or as a post-trade "top-up" traineeship by people that have a Certificate III in Commercial Cookery qualification.

Qualifications

[SIT30716 Certificate III in Hospitality \(Restaurant Front of House\)](#)

This is a new qualification reflecting 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. This specialist qualification provides a pathway to work in various front of house roles in restaurants and cafés. Possible job titles include Senior Bar Attendant, Sommelier or Waiter.

- Establishing an apprenticeship for Certificate III in Hospitality (Restaurant Front of House) is expected to provide a specialist pathway for restaurant and café front-of-house workers through more comprehensive training, using a completely new qualification. It is anticipated that an apprenticeship will raise the professionalism of the restaurant's front-of-house to bring it on par with the commercial cookery pathway.

[SIT40516 Certificate IV in Commercial Cookery](#)

This qualification reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors. Possible job titles include Chef or Chef de Partie.

- It is proposed that the apprenticeship for Certificate IV in Commercial Cookery will provide an alternate and enhanced chef pathway to what is currently available. The Certificate IV in Commercial Cookery includes

management and supervisory skills not addressed in the Certificate III in Commercial Cookery, providing much needed management skills for the hospitality industry.

Should you have any queries, please contact me on the number below or via email. Please bear in mind that I will require all feedback by COB Monday 22nd August 2016.

Kind Regards,

Tracey

Tracey Farrow | Project Manager - Tourism and Hospitality



Phone: (08) 9285 8555 Mob: 0416 352 253

Email: tfarrow@futurenow.org.au

Web: www.futurenow.org.au or www.futurenow.org.au/hospitality-ambassador-program.html

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4. Survey Tool

Certificate IV in Commercial Cookery Apprenticeship Survey

FutureNow is surveying Hospitality stakeholders to gather feedback on a proposal to establish two apprenticeships in Western Australia - the SIT40516 Certificate IV in Commercial Cookery and SIT30716 Certificate III in Hospitality (Restaurant Front of House). The proponent is Restaurant & Catering Australia. This survey will focus on the proposal to establish the SIT40516 Certificate IV in Commercial Cookery as an apprenticeship. A separate survey will address the proposal to establish the Certificate III in Hospitality (Restaurant Front of House) as an apprenticeship.

Establishing the Certificate IV in Commercial Cookery will enable employers to employ an Apprentice Chef de Partie. The [SIT40516 Certificate IV in Commercial Cookery qualification](#) reflects the role of a commercial cook who has a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and are able to solve non-routine problems. This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

Currently no apprenticeship is available at a Certificate IV level for cookery in WA, with the only option being an Apprentice Chef using the Certificate III in Commercial Cookery. The Certificate IV in Commercial Cookery Apprenticeship can be undertaken 1) as a full Apprenticeship by those entering it from the start or 2) as a post-trade "top-up" Traineeship option for those that have completed Certificate III in Commercial Cookery. It will not replace the Certificate III in Commercial Cookery apprenticeship, but will be an additional, higher level pathway for the hospitality sector, addressing supervisory units that are not included in the core of Certificate III in Commercial Cookery.

To proceed, please provide your contact details below.

*** 1. Name:**

*** 2. Job Title:**

*** 3. Organisation:**

*** 4. Email:**

5. Phone:



Certificate IV in Commercial Cookery Apprenticeship Survey

*** 6. Do you support the establishment of the Certificate IV in Commercial Cookery as an apprenticeship in WA?**

- Yes
- No
- Unsure



Certificate IV in Commercial Cookery Apprenticeship Survey

7. Please indicate your reasons for not supporting the Certificate IV in Commercial Cookery being established as an apprenticeship in WA. Please provide as much detail as possible.



Certificate IV in Commercial Cookery Apprenticeship Survey

8. You said you are unsure whether the Certificate IV in Commercial Cookery should be established as an apprenticeship in WA. Please indicate what your reservations are in regard to this apprenticeship in WA. Please provide as much detail as possible.



Certificate IV in Commercial Cookery Apprenticeship Survey

*** 9. If established, the Certificate IV in Commercial Cookery Apprenticeship could be undertaken in-full by someone with no previous qualification in a related field (a new entrant, i.e. someone commencing at the beginning of the qualification) or as a post-trade "top-up" Traineeship by someone that has completed a Certificate III in Commercial Cookery.**

What format is appropriate for workers to undertake the Certificate IV in Commercial Cookery Apprenticeship?

- Full Apprenticeship by new entrants
- Post-trade "top-up" Traineeship to Certificate III in Commercial Cookery qualification
- Both new entrants and those with a Certificate III in Commercial Cookery qualification
- Unsure

*** 10. If established as a post-trade "top-up" option, which group of Certificate III in Commercial Cookery graduates should the Certificate IV in Commercial Cookery Traineeship be available to?**

- Completed Certificate III in Commercial Cookery Apprenticeship
- Completed Certificate III in Commercial Cookery in a training institution (not as an Apprenticeship)
- Both Certificate III in Commercial Cookery Apprentices and Certificate III in Commercial Cookery institutional students
- Unsure

*** 11. The title "Apprentice" is not available for a post-trade "top-up" training contract. What title would you consider appropriate for the training contract, if established as a post-trade "top-up" option?**

Please note: for the purposes of this survey, the post-trade "top-up" option will be referred to as a Traineeship and the associate training contract as "Trainee".

- Trainee
- Cadet
- Intern
- Unsure



Certificate IV in Commercial Cookery Apprenticeship Survey

*** 12. What do you believe the duration of a Certificate IV in Commercial Cookery apprenticeship or traineeship should be, if undertaken full-time?**

Restaurant & Catering propose 48 months for the full Certificate IV in Commercial Cookery apprenticeship and 12 months for the post-trade "top-up" Traineeship, if completed full-time.

Duration of a full

Certificate IV

apprenticeship

Duration of a post-trade

"top-up" Certificate IV

traineeship

*** 13. If established, which format of the Certificate IV in Commercial Cookery apprenticeship and/ or post-trade "top-up" traineeship would you support being made available on a part-time basis?**

Please note: part-time is defined as a minimum of 20 hours per week of employment and supervised training. An apprenticeship undertaken part-time is typically 1.5 times the duration of a full-time apprenticeship.

- Full apprenticeship
- Post-trade "top-up" traineeship
- Both full apprenticeship and post-trade "top-up" traineeship
- Neither
- Unsure

Certificate IV in Commercial Cookery Apprenticeship Survey

*** 14. Certificate IV in Commercial Cookery reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. With this in mind, what should the Certificate IV in Commercial Cookery apprenticeship and/ or traineeship be called?**

- Chef
- Chef de Partie
- Other (please specify)

*** 15. Under what conditions do you believe the Certificate IV in Commercial Cookery apprenticeship and/ or traineeship should be established for Domestic students?**

- Apprenticeship/ Traineeship arrangement only
- Institutional/ in a training institution only
- Both Apprenticeship/ Traineeship arrangement and institutional
- Unsure
- Other (please specify)

*** 16. Do you support the Certificate IV in Commercial Cookery qualification remaining available to International students to undertake institutionally?**

- Yes
- No
- Unsure
- Other (please specify)

Certificate IV in Commercial Cookery Apprenticeship Survey

*** 17. If you are a hospitality operator, business or stakeholder, would you employ (a new or existing worker) as an Apprentice or Trainee undertaking the Certificate IV in Commercial Cookery? (Please tick all that apply)**

Please note: part-time is defined as a minimum of 20 hours per week of employment and supervised training. An apprenticeship undertaken part-time is typically 1.5 times the duration of a full-time apprenticeship.

- Yes - Full-time Apprentice undertaking full apprenticeship
- Yes - Part-time Apprentice undertaking full apprenticeship
- Yes - Full-time Trainee undertaking "Top-up" Traineeship
- Yes - Part-time Trainee undertaking "Top-up" Traineeship
- No
- Unsure
- Not applicable

18. Please expand on your response above (i.e. why would/ wouldn't you employ an apprentice or trainee undertaking the Certificate IV in Commercial Cookery?)

Certificate IV in Commercial Cookery Apprenticeship Survey

*** 19. Are you an employee of a Registered Training Organisation (RTO)?**

- Yes
- No

Certificate IV in Commercial Cookery Apprenticeship Survey

*** 20. Does your RTO currently offer the Certificate IV in Commercial Cookery?**

- Yes (on scope and delivering)
- Yes (on scope but not delivering)
- No
- Unsure

*** 21. Would your RTO consider delivering the Certificate IV in Commercial Cookery as an apprenticeship and/or post-trade "top-up" traineeship if the proposal to establish the apprenticeship is successful?**

- Yes
- No
- Unsure

Certificate IV in Commercial Cookery Apprenticeship Survey

22. Thank you very much for completing FutureNow's survey. Your responses are greatly appreciated.

To finish, please feel free to include any additional comments for the proposed establishment of the Certificate IV in Commercial Cookery apprenticeship in WA.

Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

FutureNow is surveying Hospitality stakeholders to gather feedback on a proposal to establish two apprenticeships in Western Australia - the SIT40516 Certificate IV in Commercial Cookery and SIT30716 Certificate III in Hospitality (Restaurant Front of House). The proponent is Restaurant & Catering Australia.

This survey will focus on the proposal to establish the SIT307165 Certificate III in Hospitality (Restaurant Front of House) as an apprenticeship. A separate survey will address the proposal to establish the Certificate IV in Commercial Cookery as an apprenticeship.

[SIT30716 Certificate III in Hospitality \(Restaurant Front of House\)](#) is a new qualification. It 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. This is a specialist qualification providing a pathway to work in various front-of-house roles in restaurants and cafés and exists in addition to [SIT30616 Certificate III in Hospitality](#). There are currently no specialised Apprenticeships for restaurant or cafe Front of House workers in Western Australia, with the only options being the Food & Beverage (Level 3) or Hospitality Operations (Level 3) Traineeships using SIT30616 Certificate III in Hospitality.

If established, the Certificate III in Hospitality (Restaurant Front of House) Apprenticeship could have three skill specialisations leading to the following occupational outcomes:

- Senior Bar Attendant with Bar Operations specialisation,
- Cafe Dining Waiter and Barista specialisation and
- Waiter with Sommelier and Barista specialisation.

To proceed, please provide your contact details below.

*** 1. Name:**

*** 2. Job Title:**

*** 3. Organisation:**

*** 4. Email:**

5. Phone:



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

*** 6. Do you support the establishment of the Certificate III in Hospitality (Restaurant Front of House) as an apprenticeship in WA?**

- Yes
- No
- Unsure



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

7. Please indicate your reasons for not supporting the Certificate III in Hospitality (Restaurant Front of House) being established as an apprenticeship in WA. Please provide as much detail as possible.



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

8. You said you are unsure whether the Certificate III in Hospitality (Restaurant Front of House) should be established as an apprenticeship in WA. Please indicate what your reservations are in regard to this apprenticeship in WA. Please provide as much detail as possible.



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

*** 9. Would you support the Certificate III in Hospitality (Restaurant Front of House) apprenticeship being made available on a part-time basis?**

Please note: part-time is defined as a minimum of 20 hours per week of employment and supervised training. An apprenticeship undertaken part-time is typically 1.5 times the duration of a full-time apprenticeship.

- Yes
- No
- Unsure

*** 10. If established, do you support the Certificate III in Hospitality (Restaurant Front of House) apprenticeship being delivered through a School-based apprenticeship pathway?**

Please note: This qualification includes a Responsible Service of Alcohol (RSA) component as an elective. Delivery of this unit of competency should be limited to Year 12 students.

- Yes
- No
- Unsure

*** 11. What would the target group be for the Certificate III in Hospitality (Restaurant Front of House) Apprenticeship?**

- Existing workers (that have been employed with the same employer for more than three months full-time/ 12 months part-time immediately prior to the commencement of the apprenticeship)
- New entrants
- Both existing workers and new entrants
- Unsure

*** 12. If established, what do you believe the duration of a Certificate III in Hospitality (Restaurant Front of House) apprenticeship in WA should be?**

Please note: part-time is defined as a minimum of 20 hours per week of employment and supervised training. An apprenticeship undertaken part-time is typically 1.5 times the duration of a full-time apprenticeship.

- 24 months full-time/ 36 months part-time
- 36 months full-time/ 54 months part-time
- Other (please specify alternative nominal duration in months)



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

*** 13. What in your opinion should the Certificate III in Hospitality (Restaurant Front of House) Apprenticeship be called?**

You may tick more than one option.

- Senior Bar Attendant
- Cafe Waiter
- Barista
- Waiter
- General Front of House
- Sommelier
- Unsure
- Not applicable

Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

*** 14. Under what conditions do you believe the Certificate III in Hospitality (Restaurant Front of House) apprenticeship should be established for Domestic students?**

- Apprenticeship arrangement only
- Institutional/ in a training institution only
- Both Apprenticeship arrangement and institutional
- Unsure
- Other (please specify)

*** 15. Do you support the Certificate III in Hospitality (Restaurant Front of House) qualification being made available to international students to do institutionally?**

- Yes
- No
- Unsure
- Other (please specify)

*** 16. If you are a restaurant or cafe operator, business or stakeholder, would you employ (a new or existing worker) as an Apprentice undertaking the Certificate III in Hospitality (Restaurant Front of House)? (Please tick all that apply)**

Please note: part-time is defined as a minimum of 20 hours per week of employment and supervised training. An apprenticeship undertaken part-time is typically 1.5 times the duration of a full-time apprenticeship.

- Yes (Full-time apprentice)
- Yes (Part-time apprentice)
- No
- Unsure
- Not applicable



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

*** 17. If established, the Certificate III in Hospitality (Restaurant Front of House) Apprenticeship could have three skill specialisations leading to different occupational outcomes. In which specialisation, if any, would your business employ an Apprentice undertaking the Certificate III in Hospitality (Restaurant Front of House)? You may tick more than one option.**

- Senior Bar Attendant (Bar Operations specialisation)
- Cafe Dining (Waiter and Barista in a cafe)
- Waiter (with Sommelier and Barista specialisation)
- General Front of House (no specialisation)
- Unsure
- Not applicable
- Other (please specify)



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

18. Please indicate why you say that (what are the benefits of employing a Restaurant (Front of House) Apprentice undertaking the Certificate III in Hospitality (Restaurant Front of House) versus why you would not employ such an apprentice?)



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

* 19. There are currently no specialised apprenticeships for Restaurant or Cafe Front of House workers in Western Australia, with the only options being the Food & Beverage (Level 3) or Hospitality Operations (Level 3) Traineeships, which both use SIT30616 Certificate III in Hospitality. If established, would you support the Certificate III in Hospitality (Restaurant Front of House) apprenticeship being made available as an additional pathway to the SIT30616 Certificate III in Hospitality Food & Beverage (Level 3) or Hospitality Operations (Level 3) Traineeships? Please tick all that apply.

Please note: SIT30716 Certificate III in Hospitality (Restaurant Front of House) is a specialist qualification providing a pathway to work in various front-of-house roles in restaurants and cafés and exists in addition to SIT30616 Certificate III in Hospitality.

- Establish Restaurant Front of House Apprenticeship and **retain** Food & Beverage Traineeship
- Establish Restaurant Front of House Apprenticeship and **retain** Hospitality Operations Traineeship
- Establish Restaurant Front of House Apprenticeship and **remove** Food & Beverage Traineeship
- Establish Restaurant Front of House Apprenticeship and **remove** Hospitality Operations Traineeship
- Unsure

Other (please specify)



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

* 20. Are you an employee of a Registered Training Organisation (RTO)?

Yes

No



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

* 21. Is your RTO adding the SIT30716 Certificate III in Hospitality (Restaurant Front of House) to its scope?

Please note: SIT30716 Certificate III in Hospitality (Restaurant Front of House) is a new qualification that exists in addition to SIT30616 Certificate III in Hospitality.

Yes

No

Unsure

* 22. Would your RTO consider delivering the Certificate III in Hospitality (Restaurant Front of House) as an apprenticeship if the proposal to establish the apprenticeship is successful?

Yes

No

Unsure



Certificate III in Hospitality (Restaurant Front of House) Apprenticeship Survey

23. Thank you very much for completing FutureNow's survey. Your responses are greatly appreciated.

To finish, please feel free to include any additional comments for the proposed establishment of the Certificate III in Hospitality (Restaurant Front of House) apprenticeship in WA.

5. Mapping of core units

Certificate III in Commercial Cookery, Certificate IV in Commercial Cookery and Certificate IV in Hospitality

Units of Competency Mapping

Core Units across Certificate III and IV in Commercial Cookery and Certificate IV Hospitality	
SIT30816 Certificate III in Commercial Cookery	SIT40516 Certificate IV in Commercial Cookery
21 core, 4 elective units	26 core, 7 elective units
	BSBDIV501 Manage diversity in the workplace
BSBSUS201 Participate in environmentally sustainable work practices	
	BSBSUS401 Implement and monitor environmentally sustainable work practices
BSBWOR203 Work effectively with others	
SITHCCC001 Use food preparation equipment	SITHCCC001 Use food preparation equipment
SITHCCC005 Prepare dishes using basic methods of cookery	SITHCCC005 Prepare dishes using basic methods of cookery
SITHCCC006 Prepare appetisers and salads	SITHCCC006 Prepare appetisers and salads
SITHCCC007 Prepare stocks, sauces and soups	SITHCCC007 Prepare stocks, sauces and soups
SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes	SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes
SITHCCC012 Prepare poultry dishes	SITHCCC012 Prepare poultry dishes
SITHCCC013 Prepare seafood dishes	SITHCCC013 Prepare seafood dishes
SITHCCC014 Prepare meat dishes	SITHCCC014 Prepare meat dishes
SITHCCC018 Prepare food to meet special dietary requirements	SITHCCC018 Prepare food to meet special dietary requirements
SITHCCC019 Produce cakes, pastries and breads	SITHCCC019 Produce cakes, pastries and breads
SITHCCC020 Work effectively as a cook	SITHCCC020 Work effectively as a cook
SITHKOP001 Clean kitchen premises and equipment	
SITHKOP002 Plan and cost basic menus	SITHKOP002 Plan and cost basic menus
	SITHKOP004 Develop menus for special dietary requirements
	SITHKOP005 Coordinate cooking operations
SITHPAT006 Produce desserts	SITHPAT006 Produce desserts
	SITXCOM005 Manage conflict
	SITXFIN003 Manage finances within a budget
SITXFSA001 Use hygienic practices for food safety	SITXFSA001 Use hygienic practices for food safety
SITXFSA002 Participate in safe food handling practices	SITXFSA002 Participate in safe food handling practices
SITXHRM001 Coach others in job skills	SITXHRM001 Coach others in job skills
	SITXHRM003 Lead and manage people
SITXINV002 Maintain the quality of perishable items	SITXINV002 Maintain the quality of perishable items
	SITXMGT001 Monitor work operations
SITXWHS001 Participate in safe work practices	
	SITXWHS003 Implement and monitor work health and safety practices

Units of Competency Mapping

Core Units across Certificate III and IV in Commercial Cookery and Certificate IV Hospitality		
SIT30816 Certificate III in Commercial Cookery	SIT40516 Certificate IV in Commercial Cookery	SIT40416 Certificate IV in Hospitality
21 core, 4 elective units	26 core, 7 elective units	9 Core, 12 elective units
	BSBDIV501 Manage diversity in the workplace	BSBDIV501 Manage diversity in the workplace
BSBSUS201 Participate in environmentally sustainable work practices		
	BSBSUS401 Implement and monitor environmentally sustainable work practices	
BSBWOR203 Work effectively with others		
SITHCCC001 Use food preparation equipment	SITHCCC001 Use food preparation equipment	
SITHCCC005 Prepare dishes using basic methods of cookery	SITHCCC005 Prepare dishes using basic methods of cookery	
SITHCCC006 Prepare appetisers and salads	SITHCCC006 Prepare appetisers and salads	
SITHCCC007 Prepare stocks, sauces and soups	SITHCCC007 Prepare stocks, sauces and soups	
SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes	SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes	
SITHCCC012 Prepare poultry dishes	SITHCCC012 Prepare poultry dishes	
SITHCCC013 Prepare seafood dishes	SITHCCC013 Prepare seafood dishes	
SITHCCC014 Prepare meat dishes	SITHCCC014 Prepare meat dishes	
SITHCCC018 Prepare food to meet special dietary requirements	SITHCCC018 Prepare food to meet special dietary requirements	
SITHCCC019 Produce cakes, pastries and breads	SITHCCC019 Produce cakes, pastries and breads	
SITHCCC020 Work effectively as a cook	SITHCCC020 Work effectively as a cook	
SITHKOP001 Clean kitchen premises and equipment		
SITHKOP002 Plan and cost basic menus	SITHKOP002 Plan and cost basic menus	
	SITHKOP004 Develop menus for special dietary requirements	
	SITHKOP005 Coordinate cooking operations	
SITHPAT006 Produce desserts	SITHPAT006 Produce desserts	
	SITXCOM005 Manage conflict	SITXCOM005 Manage conflict
	SITXFIN003 Manage finances within a budget	SITXFIN003 Manage finances within a budget
SITXFSA001 Use hygienic practices for food safety	SITXFSA001 Use hygienic practices for food safety	
SITXFSA002 Participate in safe food handling practices	SITXFSA002 Participate in safe food handling practices	
SITXHRM001 Coach others in job skills	SITXHRM001 Coach others in job skills	SITXHRM001 Coach others in job skills
	SITXHRM003 Lead and manage people	SITXHRM003 Lead and manage people
SITXINV002 Maintain the quality of perishable items	SITXINV002 Maintain the quality of perishable items	
	SITXMGT001 Monitor work operations	SITXMGT001 Monitor work operations
SITXWHS001 Participate in safe work practices		
	SITXWHS003 Implement and monitor work health and safety practices	SITXWHS003 Implement and monitor work health and safety practices
		SITHIND004 Work effectively in hospitality service
		SITXCCS007 Enhance customer service experiences

6. Skill Stream Specialisations

for Certificate III in Hospitality (Restaurant Front of House) Apprenticeship



Restaurant
& Catering

SAVOUR
AUSTRALIA



SIT30716 Certificate III in Hospitality (Restaurant Front of House) – Bar Operations with Multi Skilled specialisation

QUALIFICATION RULES

To achieve a SIT30716 Certificate III in Hospitality (Restaurant Front of House), **20** units must be completed:

- 11 core units
- 9 elective units

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.

This specialist qualification provides a pathway to work in various front of house roles in restaurants and cafés.

Possible job titles include:

- senior bar attendant
- sommelier
- waiter

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication

QUALIFICATION RULES

To achieve a SIT30716 Certificate III in Hospitality (Restaurant Front of House), **20** units must be completed:

- 11 core units
- 9 elective units

Unit code	Unit Name	CU/CEU/EU/KU
PHASE ONE – 5 Core Units (CU) / 1 Key Unit (KU)		
SITXFSA001	Use hygienic practices for food safety	CU
SITHFAB002	Provide responsible service of alcohol	CU
BSBWOR203	Work effectively with others	CU
SITHIND002	Source and use information on the hospitality industry	CU
SITHIND004	Work effectively in hospitality service	CU/KU
PHASE TWO – All of phase one plus 4 Core Units (CU) / 1 Key Unit (KU) + 1 Elective Unit (EU)		
SITXCCS006	Provide service to customers	CU
SITXCOM002	Show social and cultural sensitivity	CU
SITXHRM001	Coach others in job skills	CU/KU
SITXWHS001	Participate in safe work practices	CU
SITHFAB001	Clean and tidy bar areas*	EU
PHASE THREE – All of phase one and two plus 4 Elective Units (EU) / 1 Key Unit (KU) + 1 Core Unit (CU)		
SITXFIN001	Process financial transactions	CU
SITHFAB003	Operate a bar*^	EU
SITHFAB011	Provide advice on beers, spirits and liqueurs^	EU
SITHFAB010	Prepare and serve cocktails *^	EU/KU
SITXINV001	Receive and store stock	EU
PHASE FOUR – All of phase one ,two plus three plus 4 Elective Units (EU) + 1 Core Unit (CU)		
SITXINV003	Purchase goods	EU
SITHFAB013	Provide advice on imported wines ^	EU
SITHFAB005	Prepare and serve espresso coffee*	EU
SITXFIN003	Manage finances within a budget	CU
SITHFAB012	Provide advice on Australian wines	EU

*Prerequisite is SITXFSA001 Use hygienic practices for food safety

^Prerequisite is SITHFAB002 Provide responsible service of alcohol



Restaurant
& Catering

SAVOUR
AUSTRALIA



SIT30716 Certificate III in Hospitality (Restaurant Front of House) – Café Dining with Waiter and Barista specialisation

QUALIFICATION RULES

To achieve a SIT30716 Certificate III in Hospitality (Restaurant Front of House), **20** units must be completed:

- 11 core units
- 9 elective units

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.

This specialist qualification provides a pathway to work in various front of house roles in restaurants and cafés.

Possible job titles include:

- senior bar attendant
- sommelier
- waiter

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication

Unit code	Unit Name	CU/CEU/EU/KU
PHASE ONE – 5 Core Units (CU) / 1 Key Unit (KU)		
SITXFSA001	Use hygienic practices for food safety	CU
SITHFAB002	Provide responsible service of alcohol	CU
BSBWOR203	Work effectively with others	CU
SITHIND002	Source and use information on the hospitality industry	CU
SITHIND004	Work effectively in hospitality service	CU/KU
PHASE TWO – All of phase one plus 4 Core Units (CU) / 1 Key Unit (KU) + 1 Elective Unit (EU)		
SITXCCS006	Provide service to customers	CU
SITXCOM002	Show social and cultural sensitivity	CU
SITXHRM001	Coach others in job skills	CU/KU
SITXWHS001	Participate in safe work practices	CU
SITHKOP001	Clean kitchen premises and equipment*	EU
PHASE THREE – All of phase one and two plus 4 Elective Units (EU) / 1 Key Unit (KU) + 1 Core Unit (CU)		
SITHFAB005	Prepare and serve espresso coffee*	EU
SITXFIN001	Process financial transactions	CU
SITHFAB007	Serve food and beverage	EU
SITHFAB017	Provide advice on food and beverage matching^	EU/KU
SITHFAB016	Provide advice on food	EU
PHASE FOUR – All of phase one ,two plus three plus 4 Elective Units (EU) + 1 Core Unit (CU)		
SITHFAB003	Operate a bar*^	EU
SITHFAB012	Provide advice on Australian wines	EU
SITXFIN003	Manage finances within a budget	CU
SITHFAB011	Provide advice on beers, spirits and liqueurs^	EU
SITHFAB013	Provide advice on imported wines ^	EU

*Prerequisite is SITXFSA001 Use hygienic practices for food safety

^Prerequisite is SITHFAB002 Provide responsible service of alcohol



Restaurant
& Catering

SAVOUR
AUSTRALIA



SIT30716 Certificate III in Hospitality (Restaurant Front of House) – Waiter with Sommelier and Barista specialisation

QUALIFICATION RULES

To achieve a SIT30716 Certificate III in Hospitality (Restaurant Front of House), **20** units must be completed:

- 11 core units
- 9 elective units

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.

This specialist qualification provides a pathway to work in various front of house roles in restaurants and cafés.

Possible job titles include:

- senior bar attendant
- sommelier
- waiter

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication

Unit code	Unit Name	CU/CEU/EU/KU
PHASE ONE – 5 Core Units (CU) / 1 Key Unit (KU + 2		
SITXFSA001	Use hygienic practices for food safety	CU
SITHFAB002	Provide responsible service of alcohol	CU
BSBWOR203	Work effectively with others	CU
SITHIND002	Source and use information on the hospitality industry	CU
SITHIND004	Work effectively in hospitality service	CU/KU
PHASE TWO – All of phase one plus 4 Core Units (CU) / 1 Key Unit (KU) + 1 Elective Unit (EU)		
SITXCCS006	Provide service to customers	CU
SITXCOM002	Show social and cultural sensitivity	CU
SITXHRM001	Coach others in job skills	CU/KU
SITXWHS001	Participate in safe work practices	CU
BSBSUS201	Participate in environmentally sustainable work practices	EU
PHASE THREE – All of phase one and two plus 4 Elective Unit (EU) / 1 Key Unit (KU) + 1 Core Unit (CU)		
SITHFAB005	Prepare and serve espresso coffee*	EU
SITXFIN001	Process financial transactions	CU
SITHFAB012	Provide advice on Australian wines^	EU
SITHFAB014	Provide table service of food and beverage*^	EU/KU
SITHFAB016	Provide advice on food	EU
PHASE FOUR – All of phase one ,two plus three plus 4 Elective Unit (EU) + 1 Core Unit (CU)		
SITHFAB017	Provide advice on food and beverage matching^	EU
SITHFAB020	Manage the sale or service of wine~	EU
SITXFIN402	Manage finances within a budget	CU
SITHFAB011	Provide advice on beers, spirits and liqueurs^	EU
SITHFAB013	Provide advice on imported wines ^	EU

*Prerequisite is SITXFSA001 Use hygienic practices for food safety

^Prerequisite is SITHFAB002 Provide responsible service of alcohol

~Prerequisites are SITHFAB012 Provide advice on Australian wines and SITHFAB013 Provide advice on imported wines