

Guide to Vocational Education and Training for the Caravan Parks, Holiday Parks and Resorts Industry in Western Australia

www.futurenow.org.au



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The FutureNow Guide to Vocational Education and Training for Caravan Parks, Holiday Parks and Resorts in Western Australia

Contents

About FutureNow	3
Introduction	3
Workforce Development	3
Benefits of Vocational Education and Training (VET):	
How Training Can Improve Your Business	4
Training Options:	
Apprenticeships and Traineeships	5
Recognition of Prior Learning (RPL)	5
Up-skilling and Re-skilling Your Staff	6
Customised Training	6
National Training Initiative for Existing Workers	6
Business Growth Centre	7
Tourism and Hospitality Qualifications Available in WA	8
Registered Training Organisations	9
Government Incentives / Funding	10
Industry's Role	11
Get Involved	11
Handy Links to Training Information in WA	11

About FutureNow...

FutureNow - Creative and Leisure Industries Training Council Inc brings together industry leaders, training organisations and action groups to make recommendations to government regarding workforce development strategies for Western Australia.

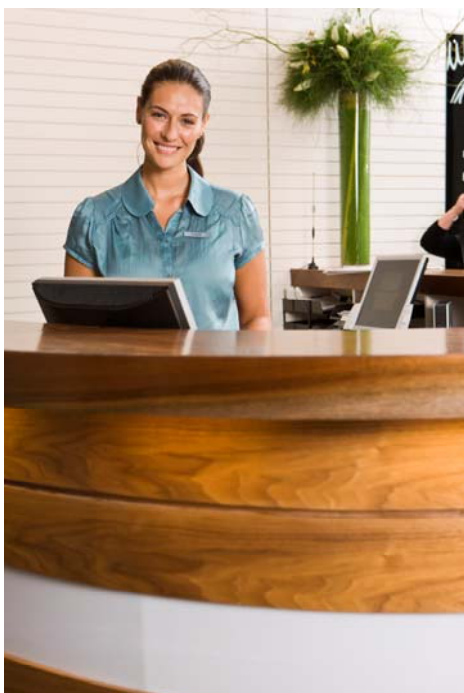
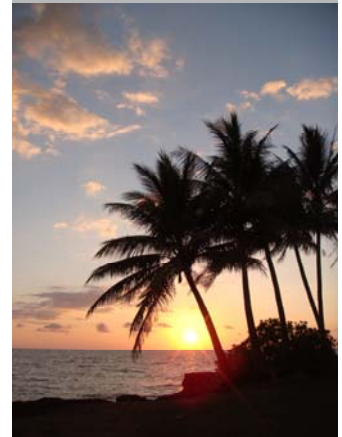
Introduction

FutureNow – Creative and Leisure Industry Training Council acknowledges the importance of and economic contribution that caravan parks, holiday parks and resorts make to the tourism industry in Western Australia.

Economic and demographic changes will impact heavily on the Western Australian workforce in forthcoming years and strategic business and human resource planning is critical to the growth and success of the caravan, holiday parks and resorts industry sector.

To achieve this goal, the attraction and retention of staff; quality skills training and education; and increasing productivity is essential to enable Western Australian businesses to be sustainable and globally competitive.

FutureNow is pleased to provide the Caravan Industry Association of Western Australia with an insight into the benefits of training, options available to engage in training and professional development, and financial incentives available to employers and employees for skilling our Western Australian workforce.



Workforce Development

Initiated by the WA Department of Training and Workforce Development in 2009, training councils such as FutureNow are working closely with industry, training providers and government to create a strategy with immediate, medium and long term initiatives for investment to increase productivity and to ensure the skills needs of industry are met into the future.

Environmental scans of the tourism and hospitality industries conducted in 2009 and 2010 found that:

- Caravan park and camping ground managers were recognised as a 'Skilled Occupation in Demand' in the *National Environmental Scan 2010* - Service Skills Australia.
- Caravan park, holiday park and resort managers were recognised as a 'Skills Gap / Shortage' in the *Input to the WA State Training Profile 2010-2012* and *WA Workforce Development Plan - Tourism, Hospitality and Events 2010* – FutureNow Creative and Leisure Industries Training Council.

Benefits of Vocational Education and Training (VET)

How Training Can Improve Your Business

Almost two-thirds of workers in the accommodation and food services industries in Western Australia do not have a post-school qualification (63.9%)*. This has highlighted a need for government to invest in training and provided an opportunity for industry to take advantage of the diverse range of training options that can benefit their businesses, employees and customers.

Just some of the benefits of Vocational Education and Training include:

- training is flexible and can be undertaken on or off the job
- training can be tailored to your business needs
- federal and state funding incentives are available to eligible employers and employees
- all VET qualifications are created and endorsed by industry professionals
- qualifications and competencies gained are nationally recognised
- VET training provides a skilled workforce resulting in:
 - increased knowledge and skills;
 - increased productivity;
 - increased quality of service;
 - increase in staff retention;
 - increase in staff morale; and an
 - increase in customer satisfaction.



*2009 Labour Market Overview reported by the WA Department for Commerce



Training Options

Training your staff is now easier than ever in Western Australia. With flexible training arrangements that will suit your business as well as your employees, training outcomes lead to nationally recognised competencies and qualifications.

Apprenticeships and Traineeships

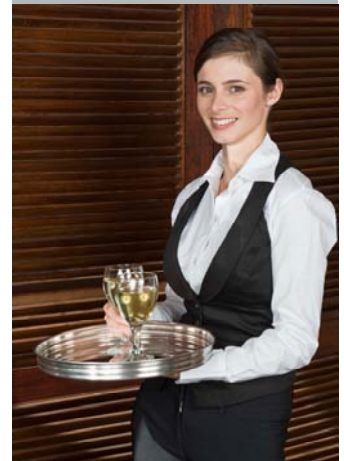
Employees can combine work and structured training with options for businesses to employ full time, part time, in-school or with mature age employees. Financial support is available to eligible employers, apprentices and trainees.

Current Traineeships applicable to the Caravan Industry in Western Australia include:

- **Caravan Park Operations (Level 2)**
- **Caravan Park Operations (Level 3)**
- **Hospitality (Accommodation Services) (Level 3)**
- **Hospitality (Food and Beverage) (Level 3)**
- **Hospitality (Operations) (Level 2)**
- **Hospitality (Operations) (Level 3)**
- **Hospitality (Supervision) (Level 4)**

**It is anticipated that some new Traineeships in Western Australia will be established for the Caravan Industry later this year (2010) to reflect the new national qualifications of 'Holiday Parks and Resorts'.*

For more information about Apprenticeships and Traineeships go to the **Apprenticentre** website: www.trainingwa.wa.gov.au/apprenticentre/detcms/portal/ or phone: 13 19 54.



Recognition of Prior Learning (RPL)

Recognition of Prior Learning (or RPL) can help your staff gain formal recognition for the skills and knowledge they may already have and is an assessment process that assesses the skills and knowledge your staff may have obtained through their work experience, studies and life experiences.

The assessment process determines the extent to which the employee has achieved the required competencies of a qualification. RPL can be granted for partial or total completion of a qualification.

For more information about Recognition of Prior Learning go to the **Training WA Career Centre** website: www.trainingwa.wa.gov.au/careercentre/detcms/portal/ or phone: 13 23 98, or you can contact your local TAFE or Registered Training Organisation.

Training Options

Up-skilling and Re-skilling your Staff

To maintain a competitive edge, training providers recognise that employers may need to provide their staff with new skills or re-skill them in the use of new technologies and processes. Training providers can offer diverse and tailored solutions to your business' training needs and are well placed to advise you about the programs available for you to up-skill or re-skill your staff.

For more information please contact your preferred training provider or local TAFE.

Customised Training

Training providers provide training solutions across a wide range of industries and can work with businesses to develop tailor made training solutions that meet the needs of individual organisations. Training can be delivered in the workplace to minimise disruption to business operations and align to specific business or industry systems and processes.

For more information go to the **Training WA** website and click on the 'For Employers' Tab: www.trainingwa.wa.gov.au/trainingwa/detcms/portal/ or contact your local training provider or TAFE.

National Training Initiative for Existing Workers

The Productivity Places Program (PPP) for existing workers is part of the Australian Government's 'Skilling Australia for the Future' initiative. With a range of qualifications available in the tourism and hospitality industries it is a great opportunity for your employees to undertake training to gain a formal qualification.

Examples of Productivity Places Program qualifications applicable to the Caravan Industry in Western Australia include:

- Certificate III in Hospitality
- Certificate IV in Caravan Park Supervision
- Certificate IV in Hospitality
- Certificate IV in Tourism
- Diploma in Caravan Park Management
- Diploma in Hospitality



To find out if your local training provider is delivering PPP funded qualifications, contact your local TAFE or Registered Training Organisation. For more information about the Productivity Places Program visit the **Department of Education, Employment and Workplace Relations** website at <http://www.deewr.gov.au/Skills/Programs/SkillTraining/ProductivityPlaces/Pages/default.aspx>

Training Options



Business Growth Centre

Developed by the WA Department of Training and Workforce Development (originally called the 'Small Business Training Institute'), the Business Growth Centre aims to offer affordable, accessible advice and training to all small business owners and managers in Western Australia.

A variety of support programs are available, which include:

Small Business Solutions – The program introduces business owners to qualified advisors. By working together they are able to address issues that need attention such as marketing, finances, staff issues or other matters.

Tourism – The Business Growth Centre is working in conjunction with Tourism WA, Tourism Council WA and Visitor Centres Association WA to create a high standard of service which can be enjoyed by visitors to our tourist destinations.

Aboriginal Business Mentoring – The Business Growth Centre offers one-on-one mentoring and support to assist Aboriginal business owners in overcoming the challenges relevant to their businesses, allowing them to help their families and communities.

Green Business Skills – The Green Business Skills program offers suggestions to help make business' "greener" resulting in reduced costs and increased profits.

Networking – The Business Growth Centre offers regular networking events to help people meet and interact with other small business owners and potential customers.

For more information about the **Business Growth Centre** visit the website at www.bgc.wa.gov.au



There has never been a better time to train your work force and take your business to the next level!

FutureNow is Working with Industry

FutureNow is working in partnership with the Caravan Industry Association of Western Australia; Registered Training Organisations; and State Government to ensure specialised training needs are met for caravan park, holiday park and resort operators.

Tourism and Hospitality Qualifications Available in WA

Qualifications from the national SIT07 V2.2

Tourism, Hospitality and Events Training Package:

Tourism:

SIT10107 Certificate I in Tourism (Australian Indigenous Culture)
SIT20107 Certificate II in Tourism
SIT20509 Certificate II in Holiday Parks and Resorts *New to Caravan Industry in 2010
SIT30107 Certificate III in Tourism
SIT30207 Certificate III in Tourism (Retail Travel Sales)
SIT30307 Certificate III in Tourism (Tour Wholesaling)
SIT30407 Certificate III in Tourism (Visitor Information Services)
SIT30507 Certificate III in Tourism (Guiding)
SIT31209 Certificate III in Holiday Parks and Resorts *New to Caravan Industry in 2010
SIT40107 Certificate IV in Tourism (Guiding)
SIT40207 Certificate IV in Tourism
SIT40809 Certificate IV in Holiday Parks and Resorts *New to Caravan Industry in 2010
SIT50107 Diploma of Tourism
SIT50409 Diploma of Holiday Parks and Resorts *New to Caravan Industry in 2010
SIT60107 Advanced Diploma of Tourism

Hospitality:

SIT10207 Certificate I in Hospitality
SIT10307 Certificate I in Hospitality (Kitchen Operations)
SIT20207 Certificate II in Hospitality
SIT20307 Certificate II in Hospitality (Kitchen Operations)
SIT20407 Certificate II in Hospitality (Asian Cookery)
SIT30707 Certificate III in Hospitality
SIT30807 Certificate III in Hospitality (Commercial Cookery)
SIT30907 Certificate III in Hospitality (Asian Cookery)
SIT31007 Certificate III in Hospitality (Catering Operations)
SIT31107 Certificate III in Hospitality (Patisserie)
SIT40307 Certificate IV in Hospitality
SIT40407 Certificate IV in Hospitality (Commercial Cookery)
SIT40507 Certificate IV in Hospitality (Asian Cookery)
SIT40607 Certificate IV in Hospitality (Catering Operations)
SIT40707 Certificate IV in Hospitality (Patisserie)
SIT50307 Diploma of Hospitality
SIT60307 Advanced Diploma of Hospitality

Events:

SIT30607 Certificate III in Events
SIT50207 Diploma of Events
SIT60207 Advanced Diploma of Events



Qualifications from the national THC04 Caravan Industry Training Package:

Please note that caravan park operational qualifications from this training package have been superseded by the SIT07 V2.2 Tourism Hospitality and Events Training Package and these qualifications will be replaced by the 'Holiday Parks and Resorts' qualifications for all new enrolments in 2010/2011:

Caravan Parks:

THC20404 Certificate II in Caravan Park Operations
THC30404 Certificate III in Caravan Park Operations
THC40404 Certificate IV in Caravan Park Supervision
THC50404 Diploma of Caravan Park Management

Registered Training Organisations



WA Registered Training Organisations servicing the Caravan, Tourism and Hospitality Industries

Private Training Providers (Caravan, Holiday Parks and Resorts Industry Training):

Tubal Pty Ltd

Servicing metropolitan and regional WA.

T: (08) 9246 2340 M: 0419 909 273

W: www.tubal.com.au

**Challenger Institute of Technology has recently applied for scope to deliver Holiday Parks and Resorts qualifications in Western Australia. Delivery due to commence late 2010 / early 2011.*

Visit the National Training Information Service website at www.ntis.gov.au for the latest list of training providers in the caravan, tourism and hospitality industries.

TAFE Colleges (Tourism and Hospitality Training):

WA Metropolitan TAFE Colleges

Central Institute of Technology

Campuses located in Perth, Leederville, East Perth, Mt Lawley, Subiaco and Nedlands.

T: 1300 300 822

W: www.central.wa.edu.au

Challenger Institute of Technology

Campuses located in Boddington, Beaconsfield, Fremantle, Heathcote, Henderson, Kwinana, Mundijong, Munster, Murdoch, Peel (Mandurah), Pinjarra, Rockingham and Waroona.

T: (08) 9239 8200

W: www.challenger.wa.edu.au

Polytechnic West

Campuses located in Armadale, Balga, Bentley, Midland and Thornlie.

T: (08) 9267 7777

W: www.polytechnic.wa.edu.au

West Coast Institute of Training

Campus located in Joondalup.

T: 1300 134 881

W: www.westcoasttafe.wa.edu.au

WA Regional TAFE Colleges

Durack Institute of Technology

Campuses located in Geraldton, Carnarvon and Exmouth.

T: 1800 672 700

W: www.durack.edu.au

C.Y. O'Connor College of TAFE

Campuses located in Northam, Narrogin, Merridin and Moora.

T: (08) 9622 6777

W: www.cyoctafe.wa.edu.au

Great Southern Institute of Technology

Campuses located in Albany, Denmark and Mt Barker.

T: 1800 675 781

W: www.gs institute.wa.edu.au

Kimberley TAFE

Campuses located in Broome, Kununurra, Derby, Halls Creek and Wyndam. Access Centre in Fitzroy Crossing.

T: (08) 9168 0877

W: www.kimberley.tafe.wa.edu.au

Pilbara TAFE

Campuses located in Karratha, South Hedland, Newman, Tom Price, Roebourne, Onslow, Pannawonica, Paraburdoo and Jigalong.

T: 1300 304 244

W: www.pilbaratafe.wa.edu.au

South West Regional College of TAFE

Campuses located in Bunbury, Busselton, Collie, Harvey, Manjimup and Margaret River.

T: 1800 621 445

W: www.swrc.wa.edu.au

TAFE also has a partnership with Curtin University of Technology to offer courses through their Vocational Training and Education Centres in Kalgoorlie and Esperance.

W: www.kalg.curtin.edu.au



Australian Government Australian Apprenticeships Incentive Program

Please note that the word 'Apprenticeships' as used in this program refers to all apprenticeships and traineeships in Western Australia.

The objective of the Australian Apprenticeships Incentives Program is to develop a more skilled Australian workforce that delivers long term benefits for our nation and our international competitiveness. This is achieved by encouraging employers to open up genuine opportunities for skills-based training of their employees, through provision by the Australian Government of financial incentives to employers who employ and train an Australian Apprentice (apprentice or trainee). The Australian Government also funds a range of personal benefits for Australian Apprentices to encourage retention in, and completion of, their Australian Apprenticeship.

Standard Commencement, Recommencement and Completion Incentives:

- \$1,250 incentive for an employer who commences an Australian Apprentice in Certificate II training; or \$1,500 incentive for an employer who commences an Australian Apprentice in Certificate III, IV or Diploma or Advanced Diploma qualifications.
- \$750 incentive for employers recommencing Australian Apprentices at the Certificate III, IV or Diploma or Advanced Diploma level.
- Employers of Australian Apprentices who successfully complete a Certificate III, IV or Diploma or Advanced Diploma qualification may be eligible to receive the \$2,500 completion incentive.

Additional incentives may also be available in the following areas:

- Rural and Regional Incentive
- School-based Apprenticeship
- Declared Drought Areas
- Mature Aged Worker
- Assistance for Apprentices with a Disability
- Living Away from Home Allowance



A full summary of the **Australian Government Australian Apprenticeships Incentives Program** can be found via the following link: www.australianapprenticeships.gov.au/documents/publications/2009/summaryofincentives1Jan.pdf

More information can be found on the **Australian Apprenticeships** website at:

www.australianapprenticeships.gov.au/employer/incentives.asp

Industry's Role...

FutureNow - Creative and Leisure Industries Training Council Inc works in partnership with industry to help gather vital data, trends, concerns, recommendations and information that will assist with workforce development for Western Australia.

Get Involved

Help us to help you - give us your feedback, tell us what's working and what's not in the caravan, holiday parks and resorts sector.

Tell us what training you need and what skills your future workers will need.

Support the employment of graduates, trainees and apprentices and help them become the leaders of the future.

Establish working partnerships with quality training providers and secondary schools who work so hard to supply you with your future skilled workforce.

Support FutureNow, become a member, get involved with our work and contribute to the professionalism, productivity and growth of the caravan, holiday parks and resorts industry in Western Australia.

Your industry sector contact at FutureNow is:

Michelle Sidebottom - Project Manager Tourism and Hospitality
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Handy Links to Training Information in WA

Sources used to compile this document for the Caravan Industry Association of WA included:

FutureNow – Creative and Leisure Industries Training Council - www.futurenow.org.au

WA Department of Training and Workforce Development - www.trainingwa.wa.gov.au

Department of Education, Employment and Workplace Relations - www.deewr.gov.au

Apprenticentre - www.trainingwa.wa.gov.au/apprenticentre

Business Growth Centre - www.bgc.wa.gov.au

Service Skills Australia - www.serviceskills.com.au

National Training Information Service - www.ntis.gov.au

An electronic version of this document is available on the FutureNow website at www.futurenow.org.au via the 'Projects, Resources and Links' tab.

FutureNow.

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