

Career and Personal Learning Plan (PLP) information for the



South Australian Hospitality Industry: Front of House

Do you like people and enjoy working as part of a team?

Value working in a friendly environment?

Want a job that can take you all over the world?

Check out South Australia's Hospitality Industry!



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Achieving South Australian Certificate of Education (SACE) – what does this mean?

Each subject or course successfully completed earns 'credits' towards the SACE. At least 200 credits are required for students to gain the certificate. Ten credits are equal to one semester, or two terms, of study in a subject, and 20 credits are equal to a full-year subject. To gain their SACE, students generally complete two years of full-time study. There are two stages to the SACE: **Stage 1**, which most students do in Year 11 (apart from the Personal Learning Plan, which most students are likely to do in Year 10) and **Stage 2**, which most students do in Year 12.

The compulsory SACE requirements are:

- Personal Learning Plan (10 credits at Stage 1)
- Literacy – at least 20 credits from a range of English subjects or courses (Stage 1 or Stage 2)
- Numeracy – at least 10 credits from a range of mathematics subjects or courses (Stage 1 or Stage 2)
- Research Project – an in-depth major project (10 credits at Stage 2)
- Other Stage 2 subjects totalling at least 60 credits

The remaining 90 credits can be gained through additional Stage 1 or Stage 2 subjects or Vocational Education and Training (VET) or SACE Board-recognised courses of a student's choice.

Personal Learning Plan (PLP) – 10 points

This compulsory subject is the first step in the SACE and is usually undertaken in Year 10 (although each school decides when to offer this subject). In the Personal Learning Plan, students explore subject choices for Years 11 and 12 and look at career options. To prepare for these goals, students also look at their strengths and areas in which they need to improve. To help you with your PLP, FTH Skills Council has created a range of career documents that are available to download free from our website www.fthskillscouncil.com.au/resources. Information is available for the following sectors:

Year 11 is usually the first full year of SACE study. Students are able to choose from the range of SACE Stage 1 or Stage 2 subjects offered by their school. In addition to the Personal Learning Plan, students usually complete two other compulsory requirements in Year 11 - a full year of English subjects and a semester of maths, both at Stage 1.

Year 12 is usually the second full year of SACE study. Students are able to choose from the range of SACE Stage 1 or 2 subjects offered by their school. The only compulsory subject in Stage 2 is the Research Project. This is a one semester (or 10 credit) subject which everyone has to complete. The Research Project will allow students to explore something in which they are deeply interested – it could be an art project, a scientific study, a community-based project, or any number of other options.

In Year 12, most students will do four, full-year Stage 2 subjects in addition to the Research Project. Students interested in applying for university or TAFE entry will need to meet certain requirements or prerequisites. Make sure you consider these requirements in Year 10 when choosing your SACE Stage 1 and SACE Stage 2 subjects. *Please note: Vocational Education and Training may not count towards your ATAR.*



Vocational Education and Training (VET) and the SACE VET Recognition Register

VET is not about learning to look after animals. Vocational Education and Training is about learning the skills required for a job. VET Qualifications are a combination of units of competency and the training is provided by Registered Training Organisations (RTOs). Each unit of competency has nominal hours allocated to it and SACE credits are available for each unit of competency towards a qualification that you successfully complete.

A student will earn 10 SACE credits for the successful completion of 70 nominal hours of VET up to the maximum number of credits allocated to each qualification. Students can gain recognition for up to 180 SACE credits at Stage 1 and/or Stage 2 for successfully completed VET units or qualifications.

Code	Qualification	Job Title	Nominal hours - how long training should take	SACE credits for completed qualification
SIT10207	Cert I Hospitality	n/a	120-260	15-35 Stage 1
SIT20207	Cert II Hospitality	Food & Beverage Attendant or Guest Services Attendant	181-700	25-100 Stage 1
SIT30707	Cert III Hospitality	Food & Beverage Attendant or Guest Services Attendant	293-990	40-140 Stage 1 & 2

Refer to the VET Recognition Register on the SACE website www.sace.sa.edu.au for details of how specific VET qualifications can earn SACE credits at Stage 1 and/or Stage 2.

Vocational Education and Training (VET) in SACE for the Hospitality Industry

As we mentioned earlier VET is not about learning to look after animals. VET in SACE for the Hospitality Industry is the recognition of successful completion of Hospitality units with the allocation of SACE credits. VET is the kind of education offered by TAFE colleges and other Registered Training Organisations. VET courses lead to industry-recognised qualifications, generally at Certificate II or III level.

Studying VET as part of your SACE is a good option for many students as it can give you a head-start on a qualification, which can be a great way to gain the skills required for work but there are things you need to be aware of and consider if you are planning on undertaking VET studies as part of your SACE.

If you are considering VET as part of your SACE you must talk to your Schools Career Advisor and ensure you choose enough subjects to still complete your SACE.

Training options available and points you should consider...

Australian School Based Traineeship:

- Enter into a Contract of Training (COT) with an employer or group training provider while you are still at school
- Generally work a minimum of 1 day (8 hours) per week and attend a Registered Training Organisation (RTO) 1 day per week
- Attend school the remaining days and complete other SACE Stage 1 and Stage 2 subjects
- Workplace Practices – Consider choosing Workplace Practices as a subject (SACE Stage 1 and Stage 2). You will still need to complete assignments and provide evidence of your VET learning but this can be based on your workplace learning that you are doing everyday as part of your ASBA
- You get paid for the work that you are doing and may be able to work extra hours as well e.g. weekends and school holidays

REMEMBER you will only get SACE credits for the VET units that you actually complete.

Australian Traineeship:

- Enter into a Contract of Training (COT) with an employer or group training provider after you finish school
- Generally work full-time and attend a Registered Training Organisation (RTO) 1 day per week or for blocks of training
- After successful completion of your Traineeship you will have the skills to work in industry as a Food & Beverage Attendant or Guest Services Attendant

Direct enrolment with Registered Training Organisation (RTO):

- Enrol with a RTO and pay for your own training
- Receive SACE credits for the VET units you successfully complete
- If you only do a few VET units as a “taster” of the industry you may get an idea if you actually like this type of work or not
- Ensure you have sufficient work placement and experience to practice on-job the skills you are meant to be learning

Get a job:

- Have you thought about a part time job while you are still at school?
- You get paid for the work that you are doing and learn new skills
- Most employers will provide training on-the-job

REMEMBER you may not complete any formal VET training, so you may not get any SACE credits for your on-job learning.

Industry Recommendation

The most important thing to remember is that you will not be able to work with alcohol or in gaming areas until you are 18 years old. If you are under 18 you can still work in the industry – but you need to work in the appropriate area or location. Certificate I Hospitality will give you a “taster” of the industry to see if you like it.

Certificate II Hospitality & Certificate III Hospitality are both linked to the job outcome of a Food & Beverage Attendant or Guest Services Attendant. Consider this option if you aren't sure about what you really want to do as this should give you the skills to help you get a job as a Barista, Barperson, Glassy or Food & Bev Assistant/Attendant in a Café, Hotel, Restaurant or Club. Traineeships are available which ensures you are paid for the work you do, along with formal training and workplace experience.

SCHOOL TO WORK - How To Start Exploring Career Options

RIGHT NOW - You are in Year 10 and need to develop a Personal Learning Plan (PLP) as part of your SACE. What do you do?

Step 1

Start thinking about career options and ask yourself some questions like:

- What are my interests and strengths?
- How do I like to learn?
- What do I enjoy learning?
- What do I enjoy doing?
- What current work experience and community work do I have? e.g. working in a retail shop or volunteering at the local sports club
- Can I commence my career path via VET in Schools, a Traineeship, an Australian School Based Apprenticeship (ASBA) or an Apprenticeship?

Follow up your discoveries of the Industry you are interested in:

- Talk to your School's VET Co-ordinator or Career Advisors
- Explore career websites
- Talk to someone who works in the Industry
- Find out as much as you can about the career path you are interested in

Step 2

Decision on career path

After exploring my options I have decided on a career path that suits me!

HOSPITALITY INDUSTRY - FRONT OF HOUSE

Step 3

How do I start a career in the Hospitality Industry?

Here are some options for you to consider:

Years 10, 11, 12 VET in Schools

This option gives you an opportunity to explore the industry if you are still undecided.

Years 10, 11, 12 School Based Traineeship

Certificate II Hospitality. You can start your Traineeship while completing your SACE. Talk to your VET Co-ordinator or Career Advisor.

Completed Yr 12

You can commence a Traineeship, Certificate II, III or IV training after completion of your school studies.

Get a job!

Have you considered a part-time job while you are at school? You can earn your own cash, learn new skills and most employers will provide training on-the-job. The hospitality industry in SA has countless opportunities for you - tourism, restaurants, cafes, accommodation, events, hotels, pubs and clubs - and there is always a need for good staff. The people who work in the industry are generally interesting, social people who understand that many of the 'shifts' are at night, on weekends and when others are not working, for example New Years Eve and Christmas. This could be good for you - especially when you are at School or Uni.

The most important thing to remember is that you will not be able to work with alcohol or in gaming areas until you are 18 years old. If you are under 18 you can still work in the industry - but you need to work in the appropriate area or location.

Yes – It is all about me!

You probably have enough people telling you what to do and what not to do. All we are asking you to do is think - think about where you want to work, think about what sort of jobs you might do and think about what training is appropriate for YOU. That's right - for once - **IT IS ALL ABOUT YOU!** The training that you complete needs to be appropriate for your age and the location where you want to work - you will not be able to work with alcohol or in gaming areas until you are 18 years old.

-18

If you are under 18 the jobs and training appropriate for you would be:

[Food and Beverage Assistant in a Café, Hotel, Restaurant or Club](#)

- Prepare and serve non alcoholic beverages
- Serve food and beverages to customers
- Prepare and serve espresso coffee

[Barista in a Café](#)

- Prepare and serve espresso coffee

[Generic units suitable for all jobs would include](#)

- Work with colleagues and customers
- Follow health safety and security procedures
- Follow workplace hygiene procedures
- Process financial transactions

18+

If you are 18 or older - all of the jobs and training from the “under 18” list plus the following:

[Bartperson or Mixologist in a Hotel, Restaurant or Club](#)

- Clean and tidy bar areas
- Operate a bar
- Prepare and serve cocktails
- Evaluate wines (standard)

[Food and Beverage Assistant in a Hotel, Restaurant or Club](#)

- Provide table service of alcohol
- Provide food and beverage service
- Prepare and serve espresso coffee
- Evaluate Wines (standard)

[Gaming Attendant in a Hotel or Club](#)

- Process financial transactions
- Provide responsible gambling services
- Attend gaming machines
- Conduct a Keno game

[Generic units suitable for all jobs would include](#)

- Provide responsible service of alcohol
- Work with colleagues and customers
- Follow health safety and security procedures
- Follow workplace hygiene procedures
- Process financial transactions

All of these jobs are great stepping stones to a career in the Hospitality industry. Check out the Tourism & Hospitality Career Guide for more information. Free download is available from the Resources pages of the FTH Skills Council website www.fthskillsCouncil.com.au

Don't waste your time and money doing training that isn't appropriate for you.

You can complete training at any age but you should leave the alcohol and gaming training for when you're 18 - you won't legally be able to use these skills in a job until then. [So why bother?](#) The following is a list of training units for the Hospitality industry. It's not an exhaustive list, just something for you to think about.

-18

[I am under 18](#)

- Prepare and serve espresso coffee
- Follow workplace hygiene procedures
- Work with colleagues and customers
- Serve food and beverage to customers
- Prepare and serve non-alcoholic beverages
- Process financial transactions
- Provide quality customer service
- Develop and update hospitality industry knowledge
- Follow health, safety and security procedures
- Apply food and beverage skills in the workplace
- Apply hospitality skills in the workplace
- Work in a socially diverse environment
- Apply point of sale handling procedures
- Develop and update food and beverage knowledge

18+

[I am nearly 18 or older](#)

- All the training from the "I am under 18" list **PLUS**
- Provide responsible service of alcohol
- Provide food and beverage service
- Clean and tidy bar areas
- Operate a bar
- Prepare and serve cocktails
- Evaluate wines (standard)
- Provide table service of alcoholic beverages
- Operate cellar systems
- Provide responsible gambling services
- Operate a TAB outlet
- Conduct a Keno game
- Attend gaming machines

You get the idea. The hospitality industry is always looking for good staff. Just remember - you can not work with alcohol or in gaming areas until you are 18 years old. You have great training opportunities available - just think about what is appropriate **FOR YOU**.

If you are training while at school remember you will only get SACE credits for the units that you actually complete. You may not complete a full Certificate II or III so will not get the full SACE credits detailed on the VET register.

If you are considering VET as part of your SACE you must talk to your schools career advisor and ensure you choose enough subjects to still complete your SACE.

Why work in Tourism or Hospitality?

A job you can be proud of

South Australian Hotels, Clubs, Pubs, Cafes, Caravan Parks and Tourist Attractions have won national awards for excellence in the way they conduct their business - and they all make a huge contribution to South Australia's economy.

Tourism

In 2007 5.8 million visitors stayed 26.3 million nights in SA and generated \$4.2 billion expenditure across our state. The tourism industry sustains almost 4% of all SA jobs and employees many thousands of people, equivalent to 28,000 full time jobs.

Events

SA, 'the Festival State', is internationally recognised for its success in hosting major events, such as Tour Down Under; Clipsal; WOMADelaide; Adelaide Festival of Arts; Adelaide Cup; Adelaide Fringe; Writers week; etc.

Hotels, Pubs and Clubs

There are 630 Hotels in SA, employing 24000 people and serving 28 million meals a year (apart from 80 million litres of beer and 12 million litres of wine). 350000 people are members of more than 1200 Licensed Clubs in the State that produce an annual turnover of \$214 million and spend more than \$47 million on wages to more than 2500 people (another 1750 people are employed indirectly and there are many thousands of volunteers).

Restaurants and Cafes

There are 1027 Licensed Restaurants and Cafes in SA and an unknown number of unlicensed food service operations employing more than 15,000 people and turning over more than \$500 million.

Accommodation

SA offers more than 13000 rooms to visitors in Hotels, Motels and Serviced Apartments and there are more than 140 large Caravan Parks offering more than 20000 sites or cabins. The State is also renowned for a full range of alternative accommodation in Bed & Breakfasts; Farmstays; Vineyard; Cottages & Cabins; Backpackers & Hostels; Houseboats and Resorts.

In short

The Tourism & Hospitality industry is really important to South Australia! However, the industry does more than generate jobs and expenditure - it showcases to the world the States fine wine; fresh quality food; excellent accommodation, and national and international events. You'll feel proud to say you work in the South Australian Tourism and Hospitality industry.

Great training opportunities

The Tourism & Hospitality industry is jam-packed with training opportunities - from short courses that can take just a few hours to complete; to Traineeships; and all the way up to a three year Bachelor Degree. Throughout most training options you can earn while you learn - and the qualifications you attain will be nationally recognised - and internationally in many instances!

Why work in Tourism or Hospitality?

Job variety

There are hundreds of different jobs in Tourism & Hospitality - and many of them are based on the same "core competencies". That means you don't have to leave the industry when you feel the need for a change. The wide range of training opportunities - both on-the-job and through other options - means you can continue learning and upgrade your skills to move laterally or diagonally across career fields.

Exciting, social, teamwork environment

Tourism & Hospitality is a vibrant and exciting community. The industry is fast moving, with constant change, so it's never boring. The people who work in it are generally interesting, social people who have interesting challenging jobs. Sure! There'll be 'shifts'. Many jobs in the industry fall outside the fixed nine-to-five structure - but there are social benefits to this, both within the work teams and in the flexibility you'll have for your personal lifestyle.

Work part time or full time

You can choose to work part-time while you study, or full-time while you learn on-the-job. Because many jobs have peak demand hours, some people work in more than one part-time job to give a full-time week. This not only gives you flexibility in planning your work/life balance, it gives on-the-job variety and keeps life interesting.

Long term security

There's always going to be a demand for Hospitality employees. The industry is growing - and that growth is expected to continue.

A job that can take you worldwide

Not everyone wants to travel - but if you do, this industry is the one for you. Armed with recognised qualifications and experience in the Australian Tourism & Hospitality industry, you'll be welcome almost anywhere in the world.

Check out what your new boss will be looking for!

What are prospective employers in the Hospitality Industry looking for in their employees? Remember: This is not a checklist but an example so you can get an idea of what employers are seeking.

Personal characteristics

- Friendly, helpful and approachable
- Responsible and reliable
- Attention to detail
- Good hygiene
- Neat and tidy appearance

Abilities

- Work in a team
- Effectively manage your time
- Punctuality
- Work under pressure
- Effective communication skills

Skills

- Able to prioritise tasks
- Able to multi-task
- Good hand and eye co-ordination
- Use initiative
- Follow instructions
- Problem solving

What sort of activities you would do

- Taking customer orders
- Prepare and serve espresso coffee
- Preparing drinks
- Serving food and drinks at a counter or bar
- Serving food and drinks at tables
- Clearing tables
- Customer service
- Working with a range of equipment and machinery
- Continuous learning

Training options



Certificates I, II, III, IV, Diploma and Advanced Diploma

The Tourism and Hospitality Industry provides many different opportunities for both formal and informal learning. There are pathways that progress at your own pace through Certificates I, II, III, IV, Diploma and Advanced Diploma (or as many of those steps as you want to take) - or you can build your training through many Short Courses that are available at TAFE and other RTOs (some take just a few hours to complete and others offer classes of two or three hours once or twice a week).

While there are some outstanding Bachelor Degrees offered through South Australian universities specific to the Tourism & Hospitality industry (e.g. in Tourism & Hospitality Management; Cultural Tourism; Ecotourism; Sport & Recreation Management) - this type of learning pathway is not for everyone.

The industry understands that the more skills you learn and the more qualifications you earn - the better service you can provide. Many of the skills and qualifications required in one sector or work area are transferable to other areas, so you can take your skills with you as you move around the industry.

Remember : You have great work and training opportunities available. Just think about what is appropriate FOR YOU!

SCHOOL TO WORK - Career Options

What is the compulsory Education Age?

The State Government has made it law that you are required to be in education or training until you turn 17. The only exemption to this is if you have obtained a formal written job offer for at least 25 hours per week with an employer.

For further information visit this website:

www.educationage.sa.gov.au

[Find out more about how to get started!](#)

Speak to your VET Co-ordinator or Career Advisor at your school. They can provide you with information and assistance on how you can get started on your career in the Hospitality Industry by participating in:

- VET in Schools
- Trade Training Centre
- RTO training
- A Traineeship

Explanations

Vocational Education and Training (VET) in schools

VET in Schools programs commence at the Year 10 level across a number of industries. To date most VET that is provided by schools is at Certificate I or II level and can provide you with basic training in your chosen field. If you are considering a VET in Schools program just remember you can not work with alcohol or in gaming areas until you are 18 years old. You also need to remember that you will only get SACE credits for the units you actually complete.

A Traineeship

If you think this might be the industry for you but aren't really sure why not consider a Traineeship. Industry representatives strongly recommend this option as you will receive formal training linked with work placement and paid work. Successful completion of a Traineeship in Cert II Hospitality will give you the skills you need to work in industry. If you decide that this is the career path for you, you can further your training by completing Cert III, IV, Diploma or Advanced Diploma (or as many of these steps as you want to take)

Years 10,11,12 Training Guarantee for SACE Students Scheme (TGSS)

If you are determined to work in the industry and commence working towards a Certificate III but have not been able to arrange an ASBA, the TGSS scheme might provide you with an opportunity to commence *pre-vocational* training as a part of your SACE.

Conditions include:

- Minimum of 210 nominal hours of VET (30 SACE credits)
- At least 140 hours of relevant work placement
- VET delivered by an approved *Skills for All* provider (RTO)
- Full or partial funding subsidy available
- Any gap between funding subsidy and fee charged by RTO is the personal liability of the student
- After completing SACE and leaving school you continue with the RTO to complete your Cert III

Talk to your VET Co-ordinator or Career Advisor to see whether you qualify for the scheme.

SCHOOL TO WORK - Career Options

What is available while you are at school

Whats available	Yr 10	Yr 11	Yr 12	Costs to you/parents	Financial assistance available	Paid work	Credits towards SACE
VET in Schools/Trade Training Centre Where available	Yes	Yes	Yes	Yes	No	No	Yes
RTO Training Certificate I, II or III Hospitality	Yes	Yes	Yes	Yes	Possibly ¹	No	Yes
Traineeship Certificate II Hospitality**	Yes	Yes	Yes	Possibly*	Yes	Yes	Yes

What is available after completing school

Whats available	Costs to you/parents	Financial assistance available	Paid work
RTO Training Certificate II, III, IV, Diploma, Advanced Diploma Hospitality	Yes	No	No
Traineeship Certificate II, III or IV Hospitality**	Possibly*	Yes	Yes
Bachelor Degree	Yes	No	No

¹ Full or partial funding may be available under the Training Guarantee for SACE Students Scheme (TGSS)

* training fee per curriculum hour to be paid by employer or student

** Maximum of 2 Traineeships will be funded, CHOOSE CAREFULLY!

Testimonials

Jasper Stephens



When I finished school I couldn't think of where I wanted to work or what I wanted to do. I was lucky and discovered the hospitality industry and it has changed my whole life. In the hospitality industry

you aren't stuck in a desk job you are out with your friends. You have to be friendly with the customers and the people that you work with and they become your friends too. I have learnt new things, met tons of new people and have a whole new friendship group. I am working as a Barman and training in bar, waiting and gaming. I am earning a real craft - and the moneys good too!

Ellie May



Ellie May has worked at Mick O'Shea's since May 2007 as a food waitress and a kitchen hand. Now that she has turned 18 she is also undertaking Certificate III training where she will be learning

additional skills to be able to work in the other areas of the hotel such as bar, gaming and alcohol service.

Further information

Where can you find more information to plan your career pathway in the Hospitality industry?

Career Websites To Search:

www.myfuture.edu.au

www.jobsearch.gov.au/joboutlook

www.jobguide.deewr.gov.au

www.aajobpathways.com.au

Food Tourism & Hospitality Industry Skills Advisory Council SA Inc (FTH Skills Council)

represents the interests of the food and beverage processing and manufacturing, and tourism and hospitality industries in SA.

www.fthskillscouncil.com.au

Australian Apprenticeship Centres (AAC)

assists Apprentices/Trainees & their employers in the setting up of Contracts of Training and administers financial government support services and allowances.

www.australianapprenticeships.gov.au

Australian Hotels Association SA Branch

www.ahasa.com.au

Group Training Australia

www.grouptraining.com.au

Hospitality Group Training provides young people with the opportunity and support to begin a Traineeship, Australian School Based Apprenticeship or Apprenticeship in hospitality across SA.

www.hospitalitysa.com.au

Hospitality Industry Training

www.hitsa.com.au

Restaurant & Catering Australia

www.restaurantcater.asn.au

TAFE SA

www.tafesa.edu.au

Trade Schools for the Future

provides information relating to Trade Schools for the Future and Apprenticeship Brokers.

www.tradeschoolsforthefuture.sa.edu.au

Training and Apprenticeship Services (TAS)

is the State Government authority who administers matters for Apprenticeships and Traineeships.

www.employment.sa.gov.au

United Voice (Formerly LHMU)

www.unitedvoice.org.au



Career, PLP, SACE and VET information available online at

www.ftskillscouncil.com.au/resources

Additional sector documents will be uploaded when available.

For further information please contact:

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Web www.ftskillscouncil.com.au