

TO: Regions and Communities of South Australia

FROM: Andrea Bartetzko, Education Manager, TAFE SA  
Local Regional Manager, TAFE SA

DATE: October 2014

RE: Small Regional Communities - Tourism skill sets proposal

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It is my pleasure to inform you of the small regional community funding that has become available to TAFE SA from the Department of State Development South Australia. I have endeavored to interpret your community needs, and propose a range of skill sets to be delivered in your region as listed. Further details will need to be discussed, but your in-principle support will further the program.

Small Regional Communities - Tourism skill sets Locations:

- Limestone Coast
- Riverland
- Murrayland
- Eyre
- Eudunda, Burra, Truro
- Barossa
- Clare
- Balaklava
- Southern York
- Copper Coast
- Port Pirie
- Far North
- Fleurieu and KI

In order to undertake the training:

- Participants must live in a small regional community, as identified on the small regional community postcode list available from the Regional Manager and be an Australian citizen
- Training must be accredited training and this means using units of competency
- Participants will be provided with a qualification study path – Certificate II in Tourism, Hospitality or Retail dependent on the unit cluster
- Participation does not affect eligibility of participation or subsidy as applicable, in other courses currently or in future.
- Delivery mode must be predominantly in a small regional community site

In proposing the following skill sets, we have:

- Acknowledged the common skill needs identified by your community and others
- Included the pre-requisites required of some units of competency and hence the skill cluster
- Provided the duration of delivery as we deem necessary to complete the skill set
- Identified a minimum number of students from the identified postcodes for class viability and/or interaction necessary to gain the most from the class.
- Identified unit/s of competency for each skill set for delivery and assessment and therefore accreditation.

**TAFE SA Regional**

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Tourism Skill sets (TAFE SA Education Manager Andrea Bartetzko Tourism, Events and Travel, and Cleaning Operations):

Skill cluster	Duration	Min. student numbers from a small postcode/max. numbers in class	Resources
Customer Service / Town Ambassador – includes customer service and know your town	2 days	6/15	Room, if class not held at TAFE SA campus, + local knowledge volunteer
Keeping you and your events safe! – understanding liability	1 day	6/15	Room, if class not held at TAFE SA campus
Prepare, present and perform! (follows on from customer service and town ambassador to provide great story telling techniques)	2 days + additional assignment material	6/15	Room, if class not held at TAFE SA campus
Cleaning	1 day	10/12	Room, if class not held at TAFE SA campus
Introduction to Reservation Management Systems (for accommodation bookings)	1 day	6/10	Room and own laptops, if class not held at TAFE SA campus

Hospitality Skill sets (TAFE SA Education Manager Peter Christie Education Manager, Hospitality and Cookery)

Skill cluster	Duration	Min. student numbers from a small postcode/max. numbers in class	Resources
Barista – includes hygiene and coffee making	4 days	6/12	Access to hotel or sports club
Food Hygiene	1 day	6/15	Room, if class not held at TAFE SA campus
Responsible Service of Alcohol	1 day	6/15	Bar – sports club/hotel

Retail Skill sets (TAFE SA Education Manager Ann Dahl, Retail, Wholesale, Floristry, Marketing)

Skill cluster	Duration	Min. student numbers from a small postcode/max. numbers in class	Resources
Social media – using social media to promote your business	1 day	6/15	Room, if class not held at TAFE SA campus
Point of sale	1 day	6/15	Access to a room and equipment

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**Additional students:**

who do not live in a small postcode, can also attend individual sessions at a subsidized fee of \$100 a workshop to make up to the maximum class size.

**Co-ordinating Lecturer:**

I will be allocating a Co-ordinating Lecturer for the Tourism workshops to work with TAFE SA Regional Managers and yourselves, to confirm the skills sets, program delivery and discuss customization and options for your regional location.

**Student selection, registration and assessment:**

As the funding is outcome based, TAFE SA will assist with student selection to ensure we are correctly identifying eligible students, and also provide a clear expectation of class commitment and assist with workshop registration. We are also expecting students to be employed and identify as part of the Tourism industry of your region, so some industry knowledge will enrich the workshops. Some additional time to class may be required to complete assessments, or attend supporting tutorials, so that participants can be assured of gaining the most from classes.

**Scholarships**

Training can be undertaken under the guise of a scholarship, supported by your local community stakeholders, and TAFE SA Regional Managers are able to support this undertaking.

Additional training may be possible should additional funding become available, or on a fee basis – we would enjoy discussing further opportunities with you.

I sincerely appreciate your enthusiasm and support for TAFE SA's small regional community Tourism, Hospitality and Retail program, , and your participation in programming and gathering participants. Further discussions will define the details.

Please forward your commitment to your selected workshops in writing, via email, to your local Regional Manager, and we can begin work!

Yours Sincerely



Andrea Bartetzko  
Education Manager, Tourism, Events and Travel, and Cleaning Operations  
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