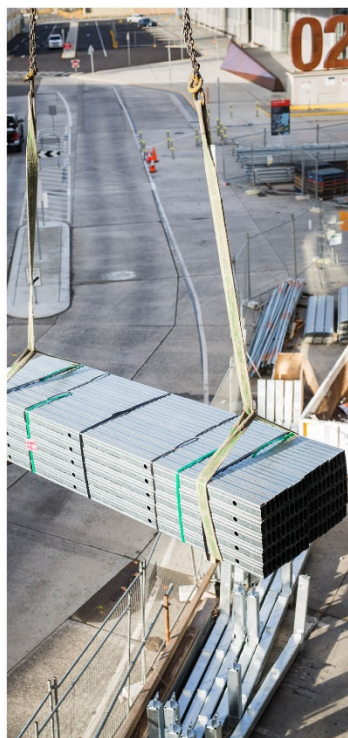


## Mentoring in Tourism and Hospitality - Skill Set

# Program Guidelines



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# Mentoring in Tourism and Hospitality – Skill Set

## 1. Aim

The Tasmanian Government has received advice from the Tasmanian Tourism and Hospitality Workforce Advisory Committee (TTHWAC) that the industry requires training in supervisory and mentoring skills to help support staff retention and, critically, address apprenticeship and traineeship completion rates.

To ensure that the Tasmanian Government continues to be responsive to the needs of the tourism and hospitality Industry, up to \$50 000 has been allocated to fund an Endorsed Registered Training Organisation (ERTO) to deliver a pilot program consisting of a Skill Set, delivered across 3 regions of the state, for up to 15 students per region (total 45 students), from the *BSB40520 Certificate IV in Leadership and Management* qualification or equivalent. The funding will also allow the ERTO to engage a project manager to promote the training opportunities, and to ensure students are engaged in learning that provides an industry focus through being practice-based. This program will not support a Recognition of Prior Learning approach. The students learning should be industry aligned and practical.

The Skill Set units for delivery and endorsed by the TTHWAC are:

- BSBLDR411 – Demonstrate Leadership in the Workplace
- BSBLDR413 – Lead effective workplace relationships
- BSBXTW401 – Lead and facilitate a team

The Grant will be offered to a single ERTO that:

- has the capacity to deliver the program in the 3 regions of Tasmania (North, North West and South), including through 3<sup>rd</sup> party arrangement (refer 2.3)
- has had previous experience in delivering a similar product
- has knowledge of the Tasmanian Tourism and Hospitality Industry
- can demonstrate a strong industry partnership
- demonstrates a professional project management plan
- has a clear marketing and promotional strategy

- demonstrates the ability to design an engaging delivery strategy that can be delivered to meet the time constraints of industry participants.
- Presents Value for money

The funding for this program is limited to \$50 000 for this pilot. Applications received before the closing date will be competitively assessed against the eligibility and assessment criteria. For this reason, applicants should ensure they receive and retain an email notification when they submit their application, as confirmation that their application has been submitted. If no confirmation is received please contact, Andrew Harris at Skills Tasmania (email: [andrew.harris@skills.tas.gov.au](mailto:andrew.harris@skills.tas.gov.au) or phone: 03 616 56038).

## 2. Eligibility criteria

For any queries about the eligibility criteria, contact Andrew Harris by emailing [andrew.harris@skills.tas.gov.au](mailto:andrew.harris@skills.tas.gov.au) or phoning (03) 6165 6038.

You may be asked to supply documentation to support your eligibility claims as part of the application process, or as part of an audit process to confirm your claims were true and correct.

The following conditions outline eligibility to apply for the Fund:

### 2.1 Skills Tasmania Endorsed RTO status

Applicants who can apply must be an Endorsed Registered Training Organisations (ERTO) in Tasmania at the time of applying. For more details about the endorsement process go to [www.skills.tas.gov.au/providers/rtos/endorsedrto.htm](http://www.skills.tas.gov.au/providers/rtos/endorsedrto.htm).

### 2.2 ASQA Registration

ERTOs must be registered in accordance with the requirements of the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training.

### 2.3 Third Party arrangements

If the ERTO intends to use a third party or parties in the delivery of training or assessment services, ERTOs must comply with ASQA requirements as they relate to third party agreements and provide a copy or copies of current relevant third party agreement/s. The application must also list the third-party contact details and outline the role of the third party in the delivery of the program

## 2.4 Scope of registration

ERTOs must only submit applications where the qualification(s) and/or units of competency are included on their scope of registration for delivery in Tasmania at the time of lodging the application.

## 2.5 Authorisation to release information

The ERTO, by its lodgement of the grant application, expressly authorises the Australian Skills Quality Authority (ASQA) to release information to Skills Tasmania regarding the ERTO's registration status, including the results of any recent audits and subsequent sanctions that may have been applied.

## 2.6 Financial viability

ERTOs applying for any Skills Tasmania grants must be financially viable at the time of applying and for the duration of any subsequent funding agreement.

A financially viable entity is one that is not under external administration, is not being wound up, dissolved or trading while insolvent nor where a liquidator has been appointed.

To demonstrate financial viability the ERTO must be able to show, if requested, the ability to generate sufficient income to meet operating costs, debt commitments and, where applicable, to allow for growth while maintaining service levels.

## 2.7 Agreement to meet conditions and contractual obligations

By applying, the applicant agrees to meet all the conditions and requirements in the *Department of State Growth (Skills Tasmania) Agreement for all Programs*.

## 2.8 Skills Tasmania right to amend

Skills Tasmania reserves the right to amend the grant requirements, obligations, or guidelines at any time prior to the grant's closing date and the finalisation of the schedule agreement with successful ERTOs.

## 2.9 Reporting Requirements

The successful applicant will be required to report training activity as part of their AVETMISS reporting.

## 3. Ineligible applicants

Applicants who cannot apply:

- RTOs who are not an ERTO in Tasmania
- ERTOs who are not scoped to deliver the skill set units of competence in Tasmania.

## 4. Assessment criteria

Eligible applications will be competitively assessed against the criteria set out below.

The assessment criteria are weighted strongly towards supporting jobs, the local community and economy.

The assessment will be based on the level of detail and evidence provided by the applicant for each criterion.

Applicants are strongly encouraged to ensure that all information is included in their application at the time of submission.

Eligibility does not automatically mean a grant will be approved. Only one grant will be offered.

Assessment Criteria	Weighting
4.1 Has the capacity to deliver the program in the 3 regions of Tasmania	10%
4.2 Has had previous experience in delivering a similar product	10%
4.3 Has a knowledge of the Tasmanian Tourism and Hospitality Industry	10%
4.4 Can demonstrate a strong industry partnership	20%
4.5 Demonstrates a professional project management plan	10%
4.6 Has a professional marketing and promotional strategy	10%
4.7 Demonstrates the ability to design an engaging delivery strategy that can be delivered to meet the time constraints of industry participants	20%
4.8 Value for money	10%



## 5. Timeframes

To ensure everyone has an equal opportunity to apply for a grant, no late applications will be accepted after the closing date and time. If extenuating circumstances are likely to prevent applicants meeting the deadline, applicants must contact us before the grant program closes to discuss further.

Applicants are advised to submit applications well before the closing date and time. This will allow time for applicants to raise any concerns when submitting their application or to ensure they do not get distracted by other matters and miss the cut-off time.

Description	Date/time
Program Guidelines – published for preview	13th October 2021 02:00 pm
Program opens	13th October 2021 02:00 pm
Program closes	10th November 2021 02:00 pm
Applicants notified (anticipated by)	1st December 2021

During the assessment process the department may, at its discretion, require further information to support or clarify an application, this information must be provided within 3 working days, unless otherwise advised. Failure to provide further requested information within the timeframe may result in the application being unsuccessful.

All applicants will receive a notification on the progress of their application and, where possible, the outcome of the application by the estimated date above.

## 6. Application process

The Department of State Growth uses an online grants management system called SmartyGrants. This system is easy to use and accessible via mobile phones, tablets, laptops and personal computers.

The online platform allows you to apply for a grant at any time while the program is open. It also allows us to send you notifications throughout the grant application and funding process.

If you do not have internet access, please contact us to discuss alternate options.

## Guidance to the application process

- 6.1 Applicants should read the guidelines carefully before starting an application. The application form will help structure applicant's responses.
- 6.2 This is a competitive, merit-based process. Meeting the eligibility criteria will not automatically result in a successful grant.
- 6.3 There will be no opportunity to change an application or provide further information to support it once it has been submitted. Applicants should, therefore, ensure that all supporting documentation provided is accurate and is attached correctly before submitting.
- 6.4 Applicants should complete and lodge an application online via SmartyGrants from the Skills Tasmania website [www.skills.tas.gov.au](http://www.skills.tas.gov.au). Applicants who are unable to apply online via SmartyGrants can access a manual application by calling Andrew Harris on (03) 6165 6038.
- 6.5 Following the submission of the application via SmartyGrants, applicants will receive an automatic receipt of their application. This receipt will include details of the application and a unique application ID.
- 6.6 Applications will be assessed by a panel consisting of departmental staff and one independent business operator from the tourism and hospitality industry.
- 6.7 Applicants will be advised of the outcome of their application once considered by the independent panel.

## What does a successful application look like?

A successful application:

- Is submitted before the closing date and time.
- Meets all aspects of the eligibility criteria.
- Demonstrates a good understanding of the purpose of the grant program.
- Shows that the activity or project to be undertaken with the grant funding aligns to the purpose of the grant program.
- Has clear well-structured answers to all the assessment criteria questions.

- Contains, where requested, quality documented evidence to support your claims against the eligibility and/or assessment criteria.

## 7. Appealing a decision

Grounds for appeal are:

- the persons making the decision had a direct or indirect financial interest in the outcome of the application.
- the preparation of the application was affected adversely by incorrect advice provided by a staff member of the Department of State Growth.
- the persons making the recommendations discriminated against the applicant on irrelevant grounds, such as cultural, religious or linguistic background; race; gender; marital status; sexual orientation; or disability.

All requests must be in writing and should be addressed to Alexis Wadsley, Acting Director, Workforce Development, Skills Tasmania.

Your request must be received within 28 days from the date of the Department of State Growth notifying you of the decision about your application

## 8. Grant payments

Applicants will be asked for their bank account details to process grant payments. This bank account must be in the same name as the individual, business or organisation that applied for the grant. Applicants may be asked to provide a copy of their bank statement or a letter from their bank to confirm their bank account details.

Providing incorrect bank account details may result in funds being paid to an incorrect account. These funds will need to be returned to us before we attempt another grant payment. This process may result in significant delays in funding being received. Additionally, we cannot guarantee that funds paid to an incorrect bank account will be returned to us.

If a grant recipient's

- situation changes,
- does not complete the activities or tasks required under the funding agreement,
- does not use any or all of the funding provided, or

- the information provided to us is found to be false or misleading,

the recipient will be required to return some or all of the funds to the department.

## 9. Taxation and financial implications

Grants distributed under the program attract GST. Grant payments to successful applicants, who are registered for GST, are increased to compensate for the amount of GST payable. Where GST applies to the grant funding, a valid tax invoice must be supplied by the successful applicant to the department.

The receipt of funding from this program may be treated as income by the Australian Taxation Office (ATO).

It is strongly recommended that, prior to submitting an application, potential applicants seek independent advice from a tax advisor, financial advisor and/or the ATO, about the possible tax implications for receiving the grant.

Information on invoices can be found on our Business Tasmania website:

[www.business.tas.gov.au/manage\\_a\\_business/invoices](http://www.business.tas.gov.au/manage_a_business/invoices)

## 10. Acquittal

An acquittal is a statement made by a grant recipient, confirming that the grant funding was used as per the funding agreement. Unless otherwise stated, it is a requirement that all Department of State Growth grants are acquitted.

### How to acquit a grant

An acquittal form will be provided to recipients, asking for information about the activities and expenditure relating to the grant. Evidence such as quotations, invoices, receipts, statements, reports, etc., are also required to support the acquittal.

The department may ask recipients to provide a Statement of Expenditure certified by an independent, professional auditor. In this situation the recipient will be responsible for the cost of obtaining the certified Statement of Expenditure.

## Failure to complete an acquittal

Failure to lodge a valid acquittal by the due date will result in the recipient being required to return the funding to the department. In this situation the department will invoice the recipient.

## 11. Administration and contact details

The program will be administered by the Department of State Growth on behalf of the Crown in the Right of Tasmania. Contact [andrew.harris@skills.tas.gov.au](mailto:andrew.harris@skills.tas.gov.au) or Andrew Harris on (03) 6165 6038.

### Note

All applicants must take care to provide true and accurate information. Any information that is found to be false or misleading may result in action being taken and grant funds, if already provided, will be required to be repaid to the department.

## 12. Publicity of grant assistance

The Department of State Growth disburses public funds and is therefore accountable for the distribution of those funds. As part of the accountability process, the department may publicise the level of financial assistance, the identity of the recipient, the purpose of the financial assistance, and any other details considered by the department to be appropriate.

## 13. Right to information

Information provided to the Department of State Growth may be subject to disclosure in accordance with the *Right to Information Act 2009*.

### Confidentiality

The Tasmanian Government may use and disclose the information provided by applicants for the purposes of discharging its respective functions under the Program Guidelines and otherwise for the purposes of the program and related uses.

The department may also:

1. Use information received in applications for any other departmental business.
2. Use information received in applications and during the delivery of the project for reporting purposes.

## 14. Personal information protection

Personal information will be managed in accordance with the *Personal Information Protection Act 2004*.

This information may be accessed by the individual to whom it related, on request to the Department of State Growth. A fee for this service may be charged.

## 15. Disclosure

The following applies to all successful applicants:

- Despite any confidentiality or intellectual property right subsisting in the grant funding agreement or deed, a party may publish all or any part of the grant funding agreement or deed without reference to another party.
- Please note that all obligations under the *Personal Information Protection Act 2004* (Tas) or the *Privacy Act 1988* (Cwlth) still apply.

## 16. Disclaimer

Although care has been taken in the preparation of this document, no warranty, express or implied, is given by the Crown in Right of Tasmania, as to the accuracy or completeness of the information it contains.

The Crown in Right of Tasmania accepts no responsibility for any loss or damage that may arise from anything contained in or omitted from or that may arise from the use of this document, and any person relying on this document and the information it contains does so at their own risk absolutely.

The Crown in Right of Tasmania does not accept liability or responsibility for any loss incurred by an applicant that are in any way related to the program.



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