

Best Practice Guide for Vocational Education and Training

*A publication developed for the
Tasmanian Hospitality Industry*

2013



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About the Tasmanian Hospitality Association

The Tasmanian Hospitality Association (THA) is the peak employer body for hospitality businesses in Tasmania. The THA provides support and representation to a broad range of business types including restaurants, cafes, clubs, pubs and accommodation providers. THA members are located across Tasmania and vary in size from small owner operator enterprises to large companies with many properties throughout the State.

The THA aims to engage in those activities that will support the continued prosperity and improve the profile of the hospitality industry in Tasmania.

The THA is an amalgamation of national bodies the Australian Hotels Association and Tourism Accommodation Australia at a State level.

Foreword

Vocational Education and Training (VET) is an important tool in ensuring an adequately skilled and productive workforce. A shortage of skilled and available employees is a commonly identified concern among hospitality operators. As the name suggests VET is education and training that is focussed on providing skills for work.

VET is industry focussed, offers flexible delivery options both on and off the job and can be linked to career pathways through the Australian Qualifications Framework (AQF). Whilst the VET system can seem complex initially, being informed about how it works and who is involved can provide significant benefits to yourself, your employees and your business.

This Best Practice Guide (BPG) has been developed to provide operators with information on how to achieve:

- Value for money
- High quality training delivery and assessment outcomes
- Clear expectations of all parties involved in VET including employers, supervisors, Registered Training Organisations (RTO's) and learners
- Most suitable training options to facilitate workforce development
- Identification of business needs in the present and future
- A workplace learning culture based on professional development opportunities.



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Abbreviations

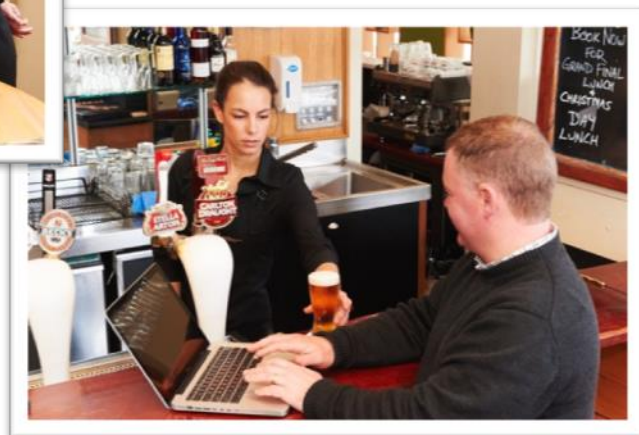
AAC	Australian Apprenticeship Centres
AQF	Australian Qualifications Framework
ASQA	Australian Skills and Qualifications Authority
GTO	Group Training Organisation
JSA	Job Service Australia
VET	Vocational Education and Training
RTO	Registered Training Organisation
RPL	Recognition of prior learning
TTAC	Tasmanian Training Agreements Committee

Introduction

This Best Practice Guide (BPG) aims to provide business operators with adequate information on the Training System to ensure a clear understanding of the roles and responsibilities of the learner, the RTO and you as an employer. There is a perception that the quality of training outcomes and the complexity of the training system are barriers to training. The following information aims to demystify key aspects of the VET system to assist all parties to make appropriate and informed decisions regarding workforce development.

The BPG will outline the minimum requirements of each party involved in training, make clear responsibilities of all parties and provide processes to follow in the event of a dispute, contract variation or cancellation. The BPG aims to provide a pathway for best practice where employers, RTO's and learners can work collaboratively to ensure training outcomes are consistent with enterprise requirements and expectations.

VET is an essential tool to facilitate skilling the current and future workforce in addition to demonstrating career pathways to those considering a career in hospitality. The perception of hospitality as an interim or unskilled career is impacting on the ability of industry to attract and retain a quality workforce. Better engagement with VET is one strategy to mitigate this issue.



An Overview

What is Training?

Training is the process of sharing essential skills and knowledge with learners. In many cases training occurs on the job, with the RTO providing theory in the form of written resources. This should occur where the arrangement suits both the employer and the learner. You have the right to negotiate the best way for training to be delivered to your staff.

Each unit of competence contains Elements and performance criteria which describe the essential knowledge and skills required to be competent in that specific unit. Each unit also contains critical aspects of assessment that must be considered and included in the assessment process such as the requirement to see some skills demonstrated on a number of occasions. (One unit requires the skill to be demonstrated 48 times and another 12 times before the learner can be deemed competent by the assessor/assessment team)

[\(See Appendix I for a copy of the Unit SITHFAB009A Provide Responsible Service of Alcohol.\)](#)

What is VET?

Vocational Education and Training (VET) is nationally recognised which means skills and qualifications achieved through VET are portable around Australia and recognised by industry. Each industry has a dedicated training package.

Training Packages are developed through consulting with industry to identify minimum standards required to competently perform specific tasks.

VET can occur on the job, in a simulated environment or a classroom depending on the situation and what meets the employer and **learner** needs most effectively. The primary focus of VET is to ensure the learner is equipped with the skills industry expect them to have to be effective in workplaces.

Why use VET?

There are numerous benefits to be gained from integrating VET into your workplace. In order to achieve the desired outcomes from VET it is essential to understand why you want to undertake training and development in the first place. Do you want to:

- Increase workforce flexibility by multi-skilling employees to enable them to work across the organisation.
- Increase workforce responsibility by supporting skill development of employees to allow them to take on more complex tasks.
- Improve service levels by equipping staff with essential skills and knowledge to improve upon the level of service offered.
- Improve efficiency and quality of products and services which increases the capacity of the business to meet customer expectations leading to repeat patronage and positive word of mouth advertising.

A Case Study

The Owner of Hotel Black has recently received notice of new legislation coming into effect requiring the organisation to have a Workplace Health and Safety committee.

Usually the Owner would take on this responsibility but does not have time to coordinate the committee.

One of the supervisors had expressed interest in taking on additional responsibility so the owner approached that person and asked if they would be interested in managing the committee.

The employee was initially reluctant as she had limited knowledge of how the committee should work and what their responsibility would be.

The Owner contacted the RTO who looked after the apprentices at the Hotel and they arranged for someone to meet with the Owner and the supervisor to discuss how they could meet their needs.

At the meeting the RTO representative explained the units that the Supervisor could undertake to acquire the knowledge to coordinate the Committee.

The supervisor expressed gratitude to the employer upon completing the training as she felt confident to run the committee and was looking forward to the extra responsibility.

- Foster greater efficiency by encouraging staff to seek more efficient ways to perform tasks and ensuring they possess adequate knowledge and skills required to perform job roles in the most productive manner with minimum wastage.
- Build quality assurance and compliance processes, VET units specialising in a range of compliance based topics such as Workplace Health and Safety are useful strategies to support compliance with regulations within the business.
- Offer professional development opportunities such as motivation and retention of key employees.
- Support succession planning by offering employees opportunities to develop their skills and knowledge in preparation for future roles within the business.
- Improve your business reputation as an employer who values their employees. This results in the business becoming a first port of call for jobseekers.

Having an understanding of how you want your business to change as a result of VET will allow you to evaluate the effectiveness of training in achieving your organisational goals.

VET affords businesses a flexible option to provide training and development opportunities at all levels of the business. Hospitality qualifications are available from entry level through to Advanced Diploma and can be linked through to a tertiary qualification.

VET is about achieving competence by meeting the minimum standards described in the relevant training package. These standards only provide a starting point for training outcomes. Your business culture, processes and procedures are important factors in determining the quality of skills and knowledge learners develop.

The difference between competence and excellence is how you tailor training to your business requirements!



Types of VET

Apprentice or Trainee

Apprentices and trainees are referred to as Australian Apprentices. In the past there was a clear distinction between the two. Now that the majority of apprenticeships are not time based, the distinction is no longer relevant.

An Australian Apprentice is a person registered under a Training Agreement (or training contract) who is undertaking a qualification recognised under the AQF. An Australian Apprentice has the same rights as any employee in your business. The primary difference is that the training agreement/contract that the employer and the apprentice/trainee sign contains a number of obligations for both parties and the Tasmanian Training Agreements Committee (TTAC) has a number of policies that must be met by both parties throughout the duration of the training contract.

Work Placement

Work placement in the VET system is generally through a Job Services Australia agency or the Polytechnic. These learners are generally not working in industry hence require a workplace to practice the skills learnt in the classroom or simulated environment. Work placement is an important function in contributing to a skilled hospitality workforce by providing meaningful experiences to learners. Work placement can be a useful recruitment tool with employers being able to observe learners in the workplace and offer employment to those that best suit the organisation culture and requirements.

VET in Schools

VET in schools is offered to year 11 & 12 students in a range of industries. VET Hospitality courses involve learners undertaking a portion of learning in the school environment and being placed in hospitality businesses to put their learning into practice. VET in schools is different to work experience as learners need to be given opportunities to practice skills not just observe others. Like work placement VET students can be a potential source of employees.

VET in schools is an important program that provides industry with an opportunity to showcase the benefits of working in hospitality. Such programs where learners have enriching experiences are important ways to improve the profile of the hospitality industry as a dynamic and exciting career choice for young people.

School Based Apprenticeships

Allows year 10, 11 & 12 students to undertake a VET qualification as an apprentice or trainee whilst still at school.

Employer Responsibilities

- Offer 8-15 hours per week paid employment during school terms
- Ensure 720-900 hours over a year (school to assist in monitoring this)
- Hours of work to be negotiated between employer and learner
- Employer to ensure qualification is completed regardless if the trainee finishes school prior to completion.

The Student

- Must attend school or college classes (non-attendance is breach of training contract)
- Inform the employer and school or RTO if unable to attend work
- Attend off the job training where required
- Any difficulties with the Apprenticeship to be communicated to the school.

Professional Development

VET can be used to facilitate professional development for individual employees. This could be directly related to their current position, part of succession planning or to facilitate an increase in responsibility.

The flexibility of VET allows a choice of completing a single unit, a cluster of units or an entire qualification depending on business and learner requirements.

VET can also be used to support a career change where an individual wishes to enter into a different industry or sector training can be used to develop individual knowledge and skills in a new area.

See appendix II for Hospitality Qualifications Framework

Group Training

This is a method of employment which offers employers greater flexibility in how they manage Australian Apprentices. Most common for Commercial Cookery this arrangement is where the business becomes a host employer. The Group Training Organisation (GTO) is the employer of the Apprentice and is responsible for employment and training for the learner. The host organisation pays the GTO in an arrangement similar to on-hire labour.

Whilst this arrangement will incur a fee for service, it is often more suitable for businesses that are not able to provide adequate resources (e.g. equipment, supervision or exposure to a variety of tasks) continuously to support the learner. Group training is also an option for businesses that may not be able to provide continuous employment for the duration of the training contract due to seasonality or other reasons.



Customised Training Delivery

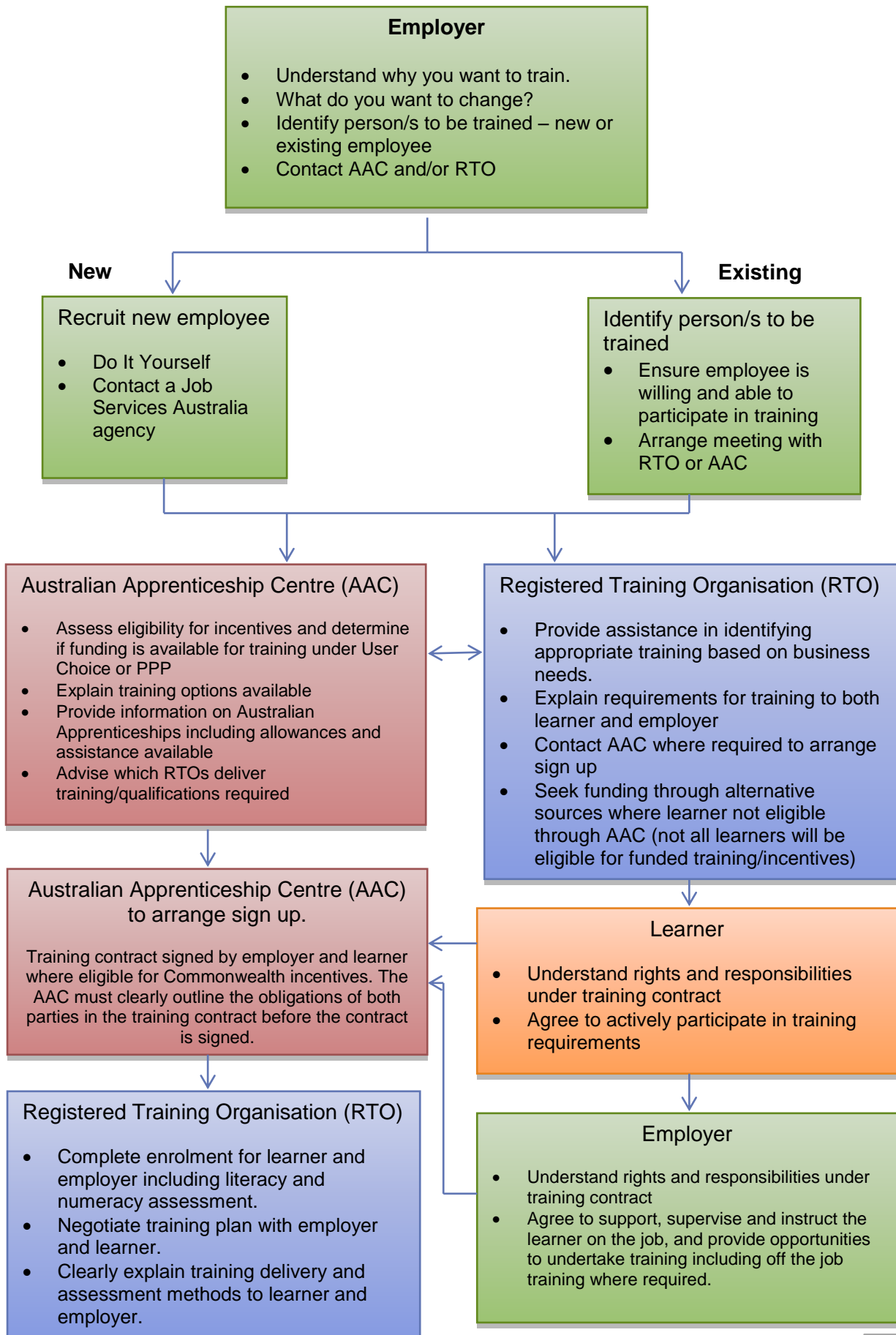
Another common use of VET is for the delivery of short courses to meet a specific need. Courses may be delivered on-site or off the job in a classroom environment.

Examples of such courses include;

- **Compliance** e.g. *RSA, RCG, Food safety, First Aid*
- **Performance improvements** e.g. *Customer service*
- **Change in business** e.g. *moving to table service*
- **New equipment or product** e.g. *new coffee machine or menu*
- General refresher as a career or professional development strategy

Many RTO's will have the ability to customise content and resources to your business needs. This is something that should be discussed prior to entering into an agreement with and RTO.

Commencing Training



Who Does What?

Employer

The first step in undertaking any form of training is to identify why you want training to occur. If you do not clearly identify the need for training it will be difficult to determine what type of training and development to offer. Additionally, learners will not be clear on why they are being trained which may lead to confusion or conflict among employees.

The selection of an RTO will also be important to ensure the training organisation is able to meet your needs and provide adequate levels of service to both you and the learner.

It is important to remember that when dealing with RTOs that you are the customer and they are providing the service. Often when businesses are approached by training organisations this fact can be forgotten. Like any product or service you purchase, if your needs are not being met effectively you have the right to complain or to take your business elsewhere.

When deciding to take on an Australian Apprentice (or trainee), you must determine whether the role will be filled with an existing employee or if you are going to recruit a new employee for the role. A flow chart for employing an Australian Apprentice can be found in [Appendix III](#) or at the following web address:

<http://www.aatinfo.com.au/OTHER/EMPLOYER%20Flowchart%20-%20NEW%20SITE.pdf>



Why Train?

Prior to commencing training you should determine why you are going to undertake training and development. Some questions that may provide useful insight;

- What do I want to change?
- Specific job roles or tasks that require improvement e.g. too much wastage of tap beer
- Do I want to introduce new processes, policies or procedures?
- Do I need to meet regulatory or legislative requirements?
- Do I want to facilitate organisational change?
- Do I want to upgrade staff skills to facilitate succession planning?
- Would employees perceive training as an opportunity or a punishment?
- Would training act as a motivation or retention tool for employees?
- Do I have sufficient physical and human resources to support training and development?
- Can I meet the obligations of the training contract and associated TTAC policies?

Registered Training Organisation (RTO)

Selecting an RTO is an important step in commencing the training process. Understanding the level of service and methods of delivery used by the RTO is essential to ensure both the employer and the learner expectations are met.

The type of relationship you have with your RTO will depend on a range of factors including the capacity of your business to support a learner in the workplace. If you have limited resources both physical and human you will require a greater level of support and involvement from the RTO.

Alternatively if you have adequate resources within the business you may be able to support training delivery and assessment within the business.

The majority of businesses will fall in the middle of these two scenarios. It is likely you will have the physical resources and some staff that are able to support the learner throughout the training but will still require RTO involvement in the training and assessment.

Where your business does not have an existing relationship with an RTO it is important to shop around to determine which RTO is the best matched to meet your business needs. E.g. if you believe your learner will need to access some training off the job due to a lack of resources or equipment, you will need to ensure the RTO is able to deliver off the job training in either a classroom or simulated environment.

The RTO should clearly explain what training options are available and assist you in accessing appropriate funding to offset the training investment. Funding for training comes from the State Training Authority (Skills Tasmania) and is designed to be a contribution towards the cost of training. You may also be eligible for an incentive payment from the Australian Government if your apprentice/trainee is a new employee. Your AAC can assist you with determining eligibility for an Australian Government Incentive.

As the employer you have the right to decide which AAC you wish to use or you can use an AAC recommended by your RTO. There is no requirement to elect an RTO before the AAC you may start with either organisation as both should be able to assist initially.

Australian Apprenticeship Centres (AAC)

Australian Apprenticeship Centres are contracted by the Australian Government to:

- Assist in completing and lodging training contracts
- Provide information on Australian Apprenticeships
- Assess and process applications for claims for Commonwealth incentives and allowances
- Be the first point of contact to provide support to employers, apprentices and trainees to encourage successful completion of the training contract.
- Located in various regions around the state

Tasmanian AAC's currently are:

- Business & Employment
- Jobnet
- MEGT

<http://www.australianapprenticeships.gov.au/search/aacsearch.asp>



Skills Tasmania

Skills Tasmania is the State Training Authority which is responsible for the regulation and administration of VET in Tasmania including;

- Planning, purchase and support for the delivery of VET in Tasmania
- Development of policy to facilitate skill development at a State level
- Promotion of investment in training by industry
- Development, regulation, policy and administration of Australian Apprenticeships
- Traineeships in Tasmania (including regulation of training contracts)
- Identification, development and delivery of other State funded skill development programs



Learner

The learner who will be participating in training, needs to be aware of what training they are participating in and why. Regardless of whether the training is a one day session or a full qualification it is essential they understand why they are participating in training.

Whilst the reasons for training may be perfectly clear to the employer e.g. compliance, new equipment or processes, often learners are not aware of these reasons. In order for training to change behaviour the learner needs to understand why.

Where a learner is to be paid traineeship or apprenticeship wages it is essential that they are fully aware of both the rate of pay and any increases they will receive throughout the training. As an example, there may be confusion as to when Apprentice Chefs are able to move up a grade (e.g. first to second year apprentice wages). Fair Work Australia can assist you with the conditions of the modern Award your apprentice is paid under. As the employer you should also assist with accessing any other entitlements such as Youth Allowance and Tools for Your Trade Payments. The Australian Apprenticeships website contains this information.

www.australianapprenticeships.gov.au

The RTO should also conduct a literacy and numeracy assessment with the learner to ensure levels are adequate to complete the training. Where the learner requires additional support the RTO is responsible for accessing it.



Service Agreement

Prior to commencing training it is recommended that you negotiate a service agreement with your chosen RTO. Below is a range of questions we recommend you ask to ensure you establish a clear expectation of both yours, the learner and the RTO responsibilities with regard to training and assessment.

Training Plan

All RTO's are required to develop a training plan with the employer and the learner within two months of the commencement of the training contract. This plan should clearly indicate how, when, where and using what resources the training and assessment will happen. This plan should be the result of negotiation between the parties (employer and learner) and the RTO and should be reviewed at least three times per year. TTAC have a policy that sets the minimum requirements for all Tasmanian Training Contracts covering Training Plans.



A Case Study

The Head Chef at Hobart Hotel expressed dissatisfaction at the skills of the apprentice chef. The Head Chef explained to the Manager that the apprentice was not able to perform tasks within reasonable timeframes and was wasting too much stock when preparing certain items, but still seemed to be passing each unit.

The Manager contacted the RTO to discuss this issue with the Training Coordinator who arranged a meeting with the RTO trainer/assessor, the training coordinator, the Hotel Manager and the Head Chef.

After discussing the causes of dissatisfaction, the RTO explained to the Head Chef that it was important for the apprentice to be given opportunities to practice the skills being learnt. As the Head Chef had started after the apprentice was signed up, he was not aware of the requirement for opportunities to practice on the job, as well as the fact he should not sign off units for the apprentice until he was satisfied with the performance.

Once the expectations of the Head Chef had been clarified the outcomes of the meeting were explained to the apprentice.

The RTO and the Manager of Hobart Hotel agreed to the level of service required and clarified the responsibilities of each party in a formal agreement.

The Head Chef and RTO Trainer/Assessor also had a meeting to discuss expectation as the Head Chef had not previously been charged with an apprentice.

Following these meetings the Head Chef took more time to mentor the apprentice which resolved the issue through clarifying each party's expectations.

Questions for the RTO

RTO

- How long has the RTO been registered?
- Does the RTO have all elements required for training on their scope or are there units that need to be outsourced?
- If outsourcing units/delivery of training how do they plan to address any gaps and is there additional cost? E.g. first aid training, who pays?
- What is the RTO experience in working with industry?
- How flexible is the RTO with resource changes to meet business needs?
- What will the total out of pocket cost of training be?
- What funding will the RTO be accessing and from where? E.g. State, PPP+ or WELL.
- How does the RTO collect feedback from both employers and learners as to satisfaction with training?
- Does the RTO have access to appropriate facilities for off the job or classroom training e.g. a commercial kitchen for commercial cookery.
- How much time will be allocated to the learner and how often will visits from the trainer occur?
- What is the grievance or appeals process?
- What if any resources are required from the employer? E.g. supervisor or mentor to support the learner.
- What is the process should the training contract be cancelled? E.g. outstanding fees etc.



What is RPL?

Recognition of Prior Learning (RPL) is where a learner is assessed on any formal or informal learning they have that results in them demonstrating competency in particular units or towards qualifications. E.g. a learner who has worked in a gaming room and been licensed for a period of five years would generally be eligible for RPL for the Unit Attend Gaming Machines as a result of their work experience and on the job learning.

RPL is designed so that learners can be recognised for existing skills and knowledge.

What is Credit Transfer?

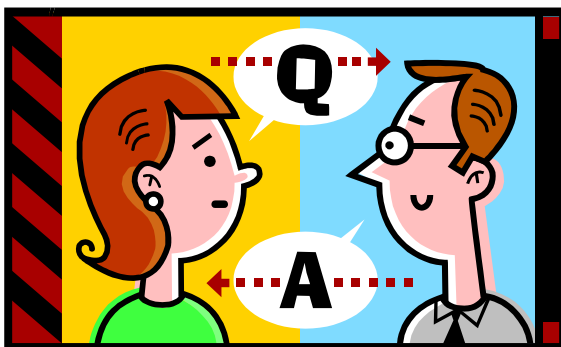
VET is a portable form of training which means each unit of competency completed is transferable to qualifications that are relevant or related to that unit. Provided the unit code is the same and/or the content has not changed learners can gain a credit transfer for the unit towards a qualification.

Training

- Will training occur on or off the job?
- Will off the job training incur additional fees?
- What resources will be used to provide learner with required knowledge to achieve competency?
- How many people will be involved in the training and assessment?
- Who will keep the records?
- When will I get progress reports?
- Will the RTO conduct/deliver all training?
- Can the workplace deliver training if they wish?

The Trainer/Assessor

- What experience does the trainer have in industry?
- How current is that experience?
- What qualifications does the trainer have?
- What is the trainer/assessor experience with Recognition of Prior Learning (RPL)?



What is Assessment?

Assessment is the process of collecting evidence to ensure the learner can apply the skills and knowledge gained from training.

Evidence may include;

- **Supervisor/3rd Party Sign Off**
- *Written Evidence – answers to questions, assignment, case study*
- **Verbal Assessment – learner answers questions from assessor**
- *Observation – assessor observes learner performing tasks that demonstrate competence*
- **Role play**
- *Photographs or video of learner showing competently performing tasks or demonstrating knowledge*

Dealing with Issues

Progression with training

If the learner is not progressing through their training at a suitable rate the trainer/assessor should notify the employer.

The employer should consider whether the learner is receiving adequate support in the workplace in the form of time to undertake training or a mentor to assist in the training process.

Where a training contract exists and there is no valid reason for poor progression in the training, the employer should follow the enterprise disciplinary procedures or alternatively suspend or cancel the training contract if the learner does not wish to continue.

Any proposed change to a training contract MUST be applied for to TTAC and either party has the right under Section 68 of the VET Act to dispute any proposed change. The employer cannot make any change without mutual agreement and not before the change has been approved. The parties are assisted in filling out applications by the AAC and the AAC sends the application to Skills Tasmania.

Lack of contact/ support from RTO

The RTO is required to maintain regular contact with the learner. Should the trainer/assessor not be visiting the learner on a regular basis (as agreed to in the Service Agreement) the employer should contact the RTO manager to discuss.

If an issue cannot be resolved with the RTO and the issue is with the quality of delivery and assessment, information provided about the training or the qualification (received or not received) complaints can be made to the Australian Skills Quality Authority (ASQA) at enquiries@asqa.gov.au. Issues that fall outside of the above areas can be directed to Skills Tasmania.

Completing a Qualification

Once the learner has been assessed as competent in all units listed on the training plan they will be issued a certificate. The RTO is responsible for notifying relevant parties such as Skills Tasmania and the AAC.

*Where the contract is cancelled a **Statement of Attainment** will be issued for any units completed. This can be used as evidence if the learner recommences training at any stage and the learner may apply for a Credit Transfer.*

Performance issues (learner)

If the learner is not performing in their role to the standard required by the organisation you still have the right to commence disciplinary procedures as with any other employee. The training contract may be cancelled in this instance. Alternatively the learner may continue training with another employer in this instance the training contract will be transferred. Any proposed change to the training contract must be applied for through Skills Tasmania.

Assessment decision

Upon commencing training you and your learner should be provided with a copy of the grievance process should there be a disagreement with the assessment decision. If this process is not successful you should follow the directions in the RTO grievance process which includes referring the issue to ASQA (as above).

Cancellation or suspension of training contract

If the employer and learner both wish to cancel or suspend the training contract, they can apply to Skills Tasmania for this to happen. The AAC can assist the parties in filling out the appropriate forms. It is very important to remember that if only one of the parties wish to amend the training contract, the other party has the right to dispute the proposed change by accessing Section 68 of the VET Act.

You should ensure you have covered this occurrence in the Service Agreement to avoid any excessive out of pocket expenses. The learner should be issued a Statement of Attainment for any units completed.

Glossary

Term	Definition
Training System	Refers to all aspects of the Vocational Education and Training system in Australia
Training Package	Integrated set of nationally endorsed standards of competency, assessment guidelines and qualifications for a specific industry
Competency	The ability to perform particular tasks and duties to the minimum standard expected in the workplace as determined by industry
Competency standards	In a training package competency standards are determined by industry and describe the requirements to achieve competence in a particular unit.
Unit of Competency	Refers to a particular task or duty and includes the range of skills and knowledge required to perform that tasks or duty. Each unit of competency within a training package is linked to one or more AQF qualifications.
Australian Qualification Framework	Is the national policy for regulated qualifications in Australian Education and Training
Training Contract	A legal contract between the employer and the Australian Apprentice. The employer agrees to provide employment, support, supervision, on the job instruction, tasks that relate to the training contract and a regular pattern of work to the learner throughout the duration of the contract and the learner must actively participate in training.
Job Services Australia agencies	Small, medium and large, for profit and not for profit organisations that demonstrate the ability to deliver high quality services to both job seekers and employers To find your local JSA agency follow this link. http://jobsearch.gov.au/provider/default.aspx
Australian Apprenticeship Centres	Contracted by the Australian Government to perform a range of functions related to VET.
Learner	Refers to the employee undertaking training, the trainee or Australian apprentice for the purposes of this guide
Training	The process of imparting skills and knowledge to the learner.
Assessment	The process of collecting evidence to ensure the learner can apply skills and knowledge gained from training
Recognition of Prior Learning	Process by which learners demonstrate competency in a unit through work and/or life experience and receive recognition in lieu of undertaking training and assessment.
Statement of Attainment	Document provided to learners as evidence competency has been achieved in one or more units but not a full qualification.
Certificate	Provided to learners upon successful completion of all units which make up a qualification.
ASQA	The national regulator for the Australian VET sector. Regulate training courses and providers to ensure quality standards are met.
TTAC	Seven person committee which issue guidelines and procedures for the operation of vocational placements and training agreements.

Useful Resources

Australian Skills Quality Authority	www.asqa.gov.au	<ul style="list-style-type: none"> - National regulator for Australia's VET sector
Australian Apprenticeships	www.australianapprenticeships.gov.au	<ul style="list-style-type: none"> - Employer Information - Employing an Apprentice - Accessing incentives and allowances - Information on AACs - Information for Apprentices and trainees
Skills Tasmania	www.skills.tas.gov.au	<p>State Training Authority</p> <ul style="list-style-type: none"> - Information for employers, employment conditions, training contract obligations etc. - Information for learners - State specific training information
Australian Skills Quality Authority (ASQA)	www.asqu.gov.au	Formal complaints where issues cannot be resolved through RTO or Skills Tasmania
Training.Gov	www.training.gov.au	Information on the Training Package
Service Skills Australia	www.serviceskills.com.au	<p>Industry Skills Council</p> <ul style="list-style-type: none"> - Feedback on training package - Information on training system for employers
Franklyn Scholar	www.franklynscholar.com.au	Registered Training Organisation (Private Provider)
The Skills Institute	www.skillsinstitute.com.au	Registered Training Organisation (Public Provider)
Tasmanian Polytechnic	www.polytechnic.tas.edu.au	Registered Training Organisation (Public Provider for job seekers or non-employment related training)
Industry Link Training	www.industrylinkaus.com	Registered Training Organisation (Private Provider)

Appendices

- Appendix I Responsible Service of Alcohol Unit Outline
- Appendix II Hospitality Qualifications Framework
- Appendix III Pathway to employing an Australian Apprentice