TAFE NSW – Western Sydney Institute
Capability Statement in Hospitality

9 October 2013
TAFE NSW – Western Sydney Institute

The Right Choice

TAFE NSW - Western Sydney Institute (WSI) is owned by the State Government of New South Wales in Australia. WSI is a multiple award winner and progressive Registered Training Organisation with ISO 9001 certification providing high quality vocational education, training and workforce development services to industry and enterprises, individuals and the community.

WSI is located in Greater Western Sydney which is the third largest economy in Australia. It is rich in culture and social and economic diversity, encompassing light and heavy industry, commercial centres and agriculture, densely populated areas, semi-rural land and wilderness. With an $11 billion dollar economy, Western Sydney is a major provider of business and government services.

WSI is widely recognised as being a leader in vocational education and training, having been awarded in Australia the prestigious Award of Large Training Provider of the Year for 2009, 2010 and the Australian Skills for Sustainability Educational Institution Award for 2011. The Awards recognise WSI’s excellence in training and working at the forefront of workforce capability development in the region. WSI provides progressive and innovative vocational education and training to more than 114,000 students every year. The qualifications offered are customised to meet the changing patterns of employment and demand for new skills in the global marketplace.

WSI through its seven colleges and specialist centres provides the required training to the community and industries in western Sydney. WSI’s reach extends beyond Western Sydney via distance education through the Open Training and Education Network (OTEN) and Sydney West International Education (SWIE). OTEN is the largest distance education provider in the southern hemisphere. OTEN is experienced in all facets of distance delivery and offers tailored solutions, greater flexibility incorporating a blend of educational methodologies and learning strategies. Currently OTEN has 65,000 students world-wide, enrolled in over 200 internationally-recognised qualifications. Students engage in learning “at their own pace and in their own place”. In addition to having international students form more than 35 different countries, WSI International Education, through a range of delivery models, offers nationally recognised TAFE NSW qualifications and customised training to overseas industries across the globe.

References (offshore partnerships):

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More information about WSI is available from the following links:


As a multiple award winner organisation, WSI leads the state in providing exceptionally high quality vocational education, training (VET) and workforce development services to industries and enterprises, individuals and the community. The Institute offers around 1,000 courses and a wide range of customised programs from the Australian Qualifications Framework (AQF). TAFE NSW courses are based on the Australian National Industry Training Packages. Each course provides the knowledge and skills required to:

- enter the workforce for the first time;
- re-enter the workforce after absences;
- train or re-train for a new job;
- upgrade skills even after having acquired a university degree;
- move into higher study in a university.

WSI offers courses from entry level to Advanced Diploma, ranging from traditional skills and trades to civil engineering and conservation, tourism and hospitality to arts and design and manufacturing. The Institute supports articulation pathways from school to TAFE to tertiary education through our strong partnership arrangements with schools and universities.

WSI is proud of its student and business success stories which confirm it plays an integral part in the lives of individuals, industry and community in the Western Sydney region. Our graduates tell us we make a real difference in many ways – we help them to get their first jobs, reinvent their careers, get the promotion that was in their sights and become industry leaders.

The Institute Specialist Centres bring together teaching expertise in related areas, work closely with industry groups to ensure relevance and currency of training programs.

Each Specialist Centre is supported by expert staff focused on excellence, world-class facilities and cutting-edge industry-standard equipment. WSI training restaurants have repeatedly won the NSW State Best Training Restaurant Award.

Hospitality, Tourism and Events
Animal Studies and Horse Industry
Automotive, Logistics, Maritime and Transport
Building Industry
Business Services and Management
Community Services and Health
Design, Creative Arts and Entertainment
Electrotechnology, Engineering and Manufacturing
Environment and the Land
Hairdressing and Beauty
Information Technology and Library Services
Preparation for Work and Study
Sport and Recreation
Vocational and Further Study Pathways
Four of the campuses feature training restaurants which offer the public dining and bar facilities as part of the student’s training in both hospitality and events. Specialised events are also catered for and a range of meeting facilities can be provided for clients.

The commercial training kitchens which service the restaurants and cafés are equipped with industry standard commercial cookery and food preparation equipment including blast chillers, vacuum packaging machines and pulp master organic waste disposal system.

**WSI Awards and Achievements**

TAFE NSW Western Sydney Institute is the Australian Training Awards Large Training Provider of the Year 2010. In 2011, the Institute was also awarded Skills for Sustainability – Educational Institute Award at the Australian Training Awards. The Skills for Sustainability Award is one of the Australian Training Awards’ highest honours.

The Institute was also recognised its sustainability excellence in education with a 2012 Australian Campuses towards Sustainability (ACTS) Green Gown Award.

WSI won the NSW Tourism 2012, 2011 and 2010 Gold Award for Tourism Education and Training. Following the New South Wales State award, WSI Travel was named the National Winner for Tourism Training and Education at both the 2011 and 2012 Qantas National Tourism Awards. The Hospitality section was awarded the Restaurant & Catering Association Award for Excellence 2010 – Restaurant in Training Institute for the Training Restaurant 21fiftythree.
WSI International Education

More Than a Decade of Success in Offshore Delivery

WSI International Education is an established provider of vocational education and training to
In transnational Education, with more than a decade of success, WSI sets up partnerships with
overseas educational organisations and offers TAFE NSW courses to international students to study
in the comfort of their own country and acquire exactly the same qualifications which are offered
here in New South Wales, Australia.

All WSI courses offered offshore:

1. are based on the nationally endorsed Australian Industry Training Package and the
   Australian Qualification Framework (AQF)
2. contain literacy and numeracy skills, employability and sustainability skills
3. provide pathways to employment and higher education, and
4. comply with the national Standards set by the Australian Skills Quality Authority (ASQA).

The Institute has the capability to design training solutions to develop overseas education capacity,
optimise opportunities in the employment market and enhance workforce development through any
blend of models - onshore and offshore, flexible and on-line or distance.

Currently, WSI has partnerships in ten countries for the delivery of TAFE NSW qualifications:

1. Fiji – Suva, Nadi, Lautoka and Labasa
2. Malaysia – Penang, Subang Jaya, Sabah
3. New Zealand – Auckland
4. People’s Republic of China – Hong Kong Special Administrative Region
5. People’s Republic of China – Shanghai, Chengdu and Ningbo
6. Kingdom of Saudi Arabia – Riyadh
7. Kingdom of Bahrain – Bahrain
8. United Arab Emirates – Abu Dhabi
9. Vietnam – Hue and Ho Chi Minh
10. South Korea – Seoul

We partner with enterprises and offer consultancy services, which include recognition and gap
training, to deliver customised workforce development solutions to improve business capability,
productivity and sustainability. We work closely together to source funding to support training
wherever possible.

In addition to the above partnerships, WSI delivered TAFE NSW Tourism and Hospitality courses at
Hong Kong Federation of Trade Unions and Hong Kong Baptist University and developed the
curricula for Certificate III in Commercial Cookery for the Maldives Ministry of Education.
WSI has delivered training to a wide range of industries and communities from South Pacific to China, South East Asia, Middle East and South Africa. WSI has delivered TAFE NSW Tourism and Hospitality courses in Fiji since 1998 and in Hong Kong since 2005. Our partners are:

**Fiji National University** - Certificate I to Certificate IV, Diploma and Advanced Diploma of Tourism, Diploma and Advanced Diploma of Hospitality and customised industry-based VET training

**Hong Kong YMCA College of Continuing Education** - Advanced Diploma of Tourism and Advanced Diploma of Hospitality

WSI’s quality record is reflected in the number of staff and students receiving awards at regional, state, national and international levels - on average 10 State Medallists each year. WSI success in offshore delivery of Tourism and Hospitality courses is evident in our offshore students having won prestigious awards in local competitions and silver and gold medals in international competitions.

In Fiji, WSI is well known and respected by the Tourism and Hospitality industry and our graduates are sought after by major employers in Tourism and Hospitality. In Hong Kong, 70% of our graduates have succeeded to enrol into a tertiary course in a Hong Kong or Australian university. In the competitive job market of Hong Kong, our graduates have been employed by major hotels on completion of their work placement.

**Afifud Deen** - WSI offshore student with 26 medals from Fiji and around the world

Afifud Deen completed TAFE NSW Certificate III in Commercial Cookery through partnership between WSI and the Training and Productivity Authority of Fiji (TPAF). TPAF merged with Fiji National University (FNU) and is now called National Training and Productivity Council.

Afifud Deen has won 26 medals from Fiji and around the world. Afifud Deen is the Chef-in-Charge at Shangri-La.

“I have 26 medals from Fiji and around the world, got one Silver and 4 Gold medals. I’m the Chef-in-Charge in Shangri-La, I have more than 100 staff in 7 restaurants. We have Asian, Western restaurants …., we prepare big buffets for 4 to 500 people.”

Afifud Deen is full of praise for his teachers and thanks TAFE NSW–Western Sydney Institute for the delivery of TAFE NSW Hospitality courses in Fiji and short customised trainings that he attends and encourages his staff to attend.
WSI Hospitality Courses

WSI’s TAFE NSW Tourism and Hospitality qualifications are nationally recognised and based on the Australian Qualification Framework (AQF). WSI has delivered the full range of TAFE NSW Hospitality courses in Fiji since 1998 and TAFE NSW Advanced Diploma of Hospitality in Hong Kong since 2004. For this submission, only WSI Hospitality courses are listed below:

<table>
<thead>
<tr>
<th>Industry areas</th>
<th>Level of qualifications</th>
<th>Examples of graduate professions</th>
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</thead>
<tbody>
<tr>
<td><strong>Hospitality Operations</strong></td>
<td></td>
<td></td>
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<tr>
<td>Hospitality</td>
<td>Certificate I</td>
<td>Coffee shop assistant, waiter, food and beverage runner, housekeeping assistant or porter</td>
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<tr>
<td>Hospitality</td>
<td>Certificate II</td>
<td>Bar or bottle shop attendant, catering assistant, food and beverage attendant, housekeeping attendant, porter or front officer attendant</td>
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<tr>
<td>Hospitality</td>
<td>Certificate III</td>
<td>Food and beverage attendant, guest services officer, room or gaming attendant</td>
</tr>
<tr>
<td>Hospitality</td>
<td>Certificate IV</td>
<td>Food and beverage / rooms division / shift supervisor</td>
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<tr>
<td>Hospitality</td>
<td>Diploma</td>
<td>Hospitality duty or shift manager</td>
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<tr>
<td>Hospitality</td>
<td>Advanced Diploma</td>
<td>Hospitality duty or shift manager</td>
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<tr>
<td><strong>Commercial Cookery</strong></td>
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<tr>
<td>Hospitality (Commercial Cookery)</td>
<td>Certificate III</td>
<td>Qualified trade cook in any hospitality establishment</td>
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<tr>
<td>Hospitality (Commercial Cookery)</td>
<td>Certificate IV</td>
<td>Executive chef or a chef de partie</td>
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<tr>
<td>Hospitality (Kitchen Operations)</td>
<td>Certificate II</td>
<td>Breakfast cook, cook – fast food outlet or short order cook, kitchen hand</td>
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<tr>
<td><strong>Baking</strong></td>
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<tr>
<td>Retail Baking (Bread)</td>
<td>Certificate III</td>
<td>Bread baker</td>
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<tr>
<td>Retail Baking (Cake and Pastry)</td>
<td>Certificate III</td>
<td>Cake and pastry baker</td>
</tr>
<tr>
<td>Retail Baking (Combined)</td>
<td>Certificate III</td>
<td>Baking</td>
</tr>
<tr>
<td><strong>Meat</strong></td>
<td></td>
<td></td>
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<tr>
<td>Meat Processing (Quality Assurance)</td>
<td>Certificate IV</td>
<td>Meat safety supervisor / inspector, welfare officer</td>
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<tr>
<td>Meat Processing (Retail Butcher)</td>
<td>Certificate III</td>
<td>Butcher</td>
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