

HOSPITALITY INTERNSHIP PROGRAM

Employer
Information

This is an internship program offered to highly skilled candidates that have recent and suitable hospitality experience or, have completed hospitality studies to a Diploma level within the past 12 months. Undertaking this internship allows the candidates to take up full time work while taking part in structured workplace based training to enhance their skills. Interns available for positions in Food and Beverage, Front Office and Cookery.

Why take on Hospitality Interns through MCIE?

Employers can derive great benefits from employing or hosting a student undertaking an internship. Benefits include:

- **No recruitment cost:** Taking on internships offers employers a cost-effective program for recruiting qualified, experienced and motivated candidates to meet the company needs
- **Access to experienced candidates:** MCIE seeks out experienced candidates to be placed with host organisations. We will match your requirements with our pool of eligible candidates
- **A committed employee** that will work a minimum of 30 hours per week. While their wage requirements are modest, interns are among the most highly motivated members of the workforce
- **No unreasonable employer obligations:** Test-drive the talent and hire them full time at the end of their internship, that is if you are impressed with the skills and the work ethics of the intern. You are not obligated to pay unemployment or a severance package should you not hire them at the end of the internship
- **Certainty of having an intern for 12 or 24 months:** The internship programs offered by MCIE are either registered for 12 months or 24 months. This will provide your

business the certainty of having a full time reliable employee for a fixed period of time

- **Increasing your organisation's profile:** Offering internship and work placement opportunities raises the profile of your organisation with staff and students as an employer of choice. It can also contribute to succession planning and facilitate recruitment of future staff
- **Increase Workplace Diversity:** When an organisation is comprised of groups of people with different experiences and backgrounds, more innovative and creative ideas are a direct result

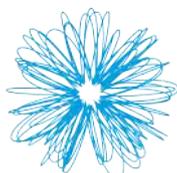
What are the estimated wages for Hospitality Interns?

- Internships are arranged on a full time basis with interns completing a minimum of 30 hours per week
- The average hourly rate for interns is AU\$16-\$20. This wage may vary depending on the host organisation and internship hours

What are my Employer Obligations?

As a host organisation it is your responsibility to:

- Treat the interns as though they are one of your employees by providing a safe working environment and ensure safe work practices are adhered to in the workplace
- Define the jobs, tasks and roles that the intern will undertake as part of their internship
- Ensure the supervising staff have the right skills to manage the intern
- Communicate well and develop a rapport with the intern
- Provide the intern the opportunity to try new things and progress their skills
- Allow time for the intern to practice new skills
- Motivate, watch, coach, praise and ask questions
- Communicate with us promptly should any issues arise with the intern



MCIE

For further information and enrolment details please contact:

Melbourne City Institute of Education

t: +61 03 9329 8005

e: internships@mcie.edu.au

w: www.mcie.edu.au

BECOMING A HOST ORGANISATION

What does it take to become a host organisation?

We look for establishments that are diverse and range from clubs, hotels, motels, restaurants, caterers, hospitals, cafes and more. A commitment to quality training is paramount and therefore each Host organisation should have staff with relevant training and experience to mentor the Interns. There should be provision for adequate supervision at a Host employer's establishment. MCIE has a "duty of care" to ensure that interns are placed in a safe work environment and therefore place an emphasis on all aspects of occupational health and safety. MCIE is pleased to provide assistance and support to host organisations in the areas of risk management and safe work systems.

Eligibility criteria for interns

In order to be eligible for the MCIE Hospitality Internship Program candidates must meet the following requirements:

- Be of 18 years of age or over
- Have recent relevant experience (either employment or study experience) in Hospitality
- Experience is defined as:
 - the equivalent of at least 12 months full time work or study in hospitality, where
 - the experience occurred in the 24 months immediately before the internship application is lodged
- Meet health and character requirements and maintain health cover
- Have appropriate English language skills to undertake the training
- Hold a minimum of Diploma or higher level qualification in hospitality (Where internship application is based on study experience)
- Proof of academic requirements for internship program

- Strong knowledge of the hospitality industry
- Flexibility and willingness to work in a variety of departments
- Flexibility and willingness to work in rural and remote locations

An intern is already in Australia on a Student Visa, are they eligible?

As well as meeting the above, candidates will be eligible for an internship if:

- They completed their Hospitality course at the Diploma level or higher
- They can apply for a 12 month internship; and
- Their student visa does not have an 8503 condition on it

Food Handling Certificate:

- **SITXFSA101** - Use hygienic practices for food safety is the entry level unit of competency for food safety training within the Hospitality sector in Australia. It includes basic food safety practices such as personal hygiene and conduct, food handling, housekeeping and waste disposal and responsibilities where work involves preparation or serving of food in establishments such as cafes, clubs, hotels or bars.

All interns who opt for the Hospitality Internship Program undertake Food Safety Handlers certificate which is delivered as part of the induction program.

Want to become a host organisation and would like to know more?

Please contact our office and we will be happy to discuss your interest in becoming a host organisation and we will guide you through the process step by step.

Email us at internships@mcie.edu.au or call 1300 737 004



HOSPITALITY INTERNSHIP PROGRAM

Employer
FAQ's

Employer FAQ's

This program has been designed for skilled candidates that have recent and suitable hospitality experience or have completed hospitality studies to a Diploma level within the past 12 months. This program provides them a platform to further develop their skills by gaining practical experience whilst undertaking a workplace based structured training program.

These FAQs outline key points of information that you need to know before entering into an Internship Agreement with MCIE.

How does taking on an Intern benefit my organisation?

- You get a full time employee at minimum wage (minimum 30 hours per week)
- You will get an experienced candidate who will hit the ground running
- Employers not required to sponsor, low paperwork
- Intern cannot change employer for the duration of the internship
- Cannot take up employment with another employer for the duration of the internship
- Up to 24 month's visa
- No Training benchmarks (as in subclass 457 visas)
- Labour Market testing (as in subclass 457) not required
- No extra costs on-medical, insurance and other expenses

What is the role of MCIE in the Internship program?

MCIE will be the principal sponsor and training provider for the Interns. We will design a structured workplace training program for the intern, in consultation with you as the employer.

Once agreed by all parties, the training program will be implemented and monitored by MCIE until the agreed completion of the program.

How can a host employer offer placement to foreign candidates?

All you have to do is register your interest (via application form) to take on an intern with MCIE. Once an application is received outlining your requirements (including qualifications, relevant skills, employment experience), MCIE will select and introduce potential candidates who match or closely match your requirements.

Once the suitable candidate has been identified your organisation will be required to make an employment offer to the candidate that would include:

- A description of the main tasks and responsibilities of the position
- Details of the position Job title, Occupation, Address of workplace
- Proposed period of training
- Annual salary, frequency of payment (weekly, fortnightly, monthly)

Are there any costs to the host employer?

- There are no costs to the host employer. MCIE will bear all the costs of sourcing, sponsoring and training the candidates
- The host employer is only obligated to pay the wages in accordance with Australia's Industrial Relation laws

What are the estimated wages for Hospitality Interns?

- Internships are arranged on a full time basis with interns completing a minimum of 30 hours per week
- Interns are to be considered an employee of the host organisation and to be paid in accordance with Australia's Industrial Relation laws for hospitality workers
- The average hourly rate for interns is AU\$16-\$20. This wage may vary depending on the host organisation and their internship hours

How long can the visa be granted for?

The subclass 402 visa - occupational trainee stream may be valid for up to two years to undertake an approved training program (subject to the length of the approved training program). An additional two months may be added beyond the training end date to allow the occupational trainee and their family members to make arrangements to leave Australia or to apply for another visa.

If the training cannot be completed in the approved visa period, a second subclass 402 visa - occupational trainee stream may be applied for.

HOSPITALITY INTERNSHIP PROGRAM

Employer
FAQs
cont.

Can a host employer terminate the employment in between the training period?

Yes, the host employer can if the reasons warrant the employment to be terminated and must be accepted by all parties involved.

What are the responsibilities of the host employer?

As the host employer, you are expected to treat the candidate as you would treat any new employee. You may need to point out things such as OHS practices and emergency procedures used in your workplace; start, finish & break times, and names and roles of key personnel.

The designated MCIE Internship Coordinator will also guide you in nominating an appropriate workplace supervisor from amongst your staff for the candidate. The training plan will have to be signed by the nominated supervisor and a written feedback by the workplace supervisor will also be required.

What does the Internship program consist of?

The structured workplace based training program will be developed in conjunction with MCIE, you and the chosen candidate. It will include:

- Training program objectives
- Overview of work activities (training modules)
- Detailed and specific training tasks
- Training duration and timeframes for training tasks
- Skills audit to assess the candidate's existing skills and identifies his/her training needs
- Training locations (on-the-job, classroom-based and supervised work activities)
- Details of trainers and assessors
- Planned learning outcomes
- Monitoring and assessment of the candidate's learning

What are the responsibilities of MCIE in arranging and monitoring Internship placements?

- MCIE is committed to ensuring that the Internship Program is a fruitful and rewarding experience for host employers and the interns. To this end we endeavour to provide many different forms of support to our hospitality partners and candidates
- MCIE has a dedicated Internship Coordinator who will be the main point of contact for all information on training, assessment, and administration matters. It will be the responsibility of the Internship Coordinator to find the most appropriate match between candidates and host employers, taking into account factors such as the type of work expected of the candidate in the host employer's workplace, the level of work related skills the candidate already has, what they need to learn and demonstrate through the Internship placement, and the work environment and culture of the host employer's workplace
- It is the responsibility of the Internship Coordinator to provide support to all parties, monitor the progress of the candidate and to organise to resolve any disputes or problems that may occur
- MCIE will provide administrative support to the host employer according to mutually agreed terms
- It is the responsibility of MCIE to ensure that the Internship Agreement has been correctly completed to activate training program



DISCOVER MCIE



Melbourne City Institute of Education (MCIE) is located in Melbourne, Australia. MCIE is a leading Registered Training Organisation that provides vocational education services to students from Australia & Overseas with an effort to empower students with the skills and confidence to be contributing members of the business community and society in general. Our aim is to train, build & prepare each student to occupy key positions within the industry.

A Leading Education Institution

Melbourne City Institute of Education (MCIE) is an award winning and vibrant Registered Training Organisation. MCIE develops courses and delivery strategies to engage students and ensure they have a competitive edge. The Institute provides educational services to numerous students from diverse backgrounds and walks of life.

Career Focussed Training

All courses offered at MCIE are developed in consultation with relevant business and industry leaders. This consultation ensures the curriculum being delivered is equipping the students with the right skills and experiences that will help them achieve their career goals. As our goal is to ensure students reach their goals, we offer support and guidance every step of the way.

Experienced staff

MCIE employs experienced teaching staff who have demonstrated strong industry experience and who are committed to promoting a culture of learning and achievement. MCIE endeavours to provide students with the best quality training for meeting the ever-increasing demands of the industry.

MCIE Awards



For further information and enrolment details please contact:

Melbourne City Institute of Education

t: +61 03 9329 8005

e: internships@mcie.edu.au

w: www.mcie.edu.au



HOTELS TIPS

