



SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

PROGRAM FOR THE

SKILLSIQ NSW ITAB INDUSTRY FORUM 2022

THURSDAY 26 MAY 2022 • PARRAMATTA SQUARE BUSINESS & EVENTS CENTRE



*Kick-starting
careers*

*with sustainable jobs
for local people*

and driving economic
recovery by rebuilding skills
to boost the recruitment
and retention of staff

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TIME: 9:00 AM TO 4:00 PM AEST • REGISTRATION FROM 8:30 AM

**VENUE: AUDITORIUM, PARRAMATTA SQUARE BUSINESS & EVENTS CENTRE
PODIUM LEVEL 2, 4 PARRAMATTA SQUARE, 12 DARCY STREET, PARRAMATTA NSW 2150**

* Welcome

On behalf of the SkillsIQ NSW Industry Advisory Committees -

- Tourism, Travel and Hospitality
- Wholesale, Retail and Personal Services
- Sport, Fitness and Recreation

Welcome to the SkillsIQ NSW Industry Forum 2022.

This forum provides an important opportunity to explore how to drive post-pandemic economic recovery by rebuilding skills to boost recruitment and retention. We'll identify the emerging opportunities and challenges for building capability, and explore how business can adapt and grow by promoting skills to boost recruitment and retention of staff in a changed business and consumer landscape.

We'll explore the post-pandemic world of work with a focus on:

- the economic imperatives for future jobs growth
- the jobs outlook for the service industries
- industry investment in skills development
- image transformation and positioning industry to improve recruitment and retention for sustainable local jobs.

Synopsis

SkillsIQ NSW is hosting this important industry event for the services sector in NSW. It brings industry leaders together from across the retail, personal services, sport, recreation, tourism, travel and hospitality sectors to share their ideas and insights on the challenges and opportunities of a post-pandemic landscape. We'll look at how this shift is impacting businesses today and transforming them into the future.

Theme

The theme for the forum is *kick-starting careers with sustainable jobs for local people* and driving economic recovery by rebuilding skills to boost the recruitment and retention of staff.

We'll examine the changed post-COVID in which business continues to struggle with skills shortages. We'll address the challenges to reposition the service industries as providers of sustainable careers, and we'll explore the opportunities for businesses to recreate themselves as employers of choice in order to survive and prosper.

Topics

We'll address three key topics areas, as follows:

- The changed post-pandemic landscape of the service industries and a shift to new models
- The role of skills in driving economic recovery
- Opportunities for the service industry as providers of sustainable careers for local people.

Strategically, this is a change management opportunity to promote the acquisition of skills in the workforce to recruit new entrants, and to enhance management and leadership capabilities.

The post-pandemic world of work for the service industries is characterised by skills shortages and retention issues. With the loss of visa holders and international student workers, coupled with historically low unemployment, it's never been harder to recruit and retain staff. Job ads are up over 30% on this time last year, and unemployment is expected to drop below 4% for the first time in 50 years. Given the increased costs to business, we're facing a perfect storm that may hinder economic recovery.

There may, however, be a silver lining for those businesses able to adapt and position themselves as employers of choice by investing in new technologies, implementing new business models, or focussing on skills development. Many of these adaptations are here to stay.

How will your business survive and thrive in this emerging post-pandemic landscape that's still grappling with changed consumer habits, employee expectations and added operational pressures?

* Program sessions

Minister's address

The Hon. Alister Henskens, NSW Minister for Skills and Training and Minister for Science, Innovation and Technology will provide his vision of a skills-led recovery.

Training Services' perspectives

David Collins, Executive Director of Training Services NSW, will provide his perspectives on the delivery of skills into the future through Smart and Skilled and Skilling for Recovery to support businesses to recover.

Industry updates

Industry Advisory Committee members will provide an overview of the industries that they represent: retail and personal services; sport and recreation; and tourism, travel and hospitality.

Economic outlook: key opportunities and challenges for the labour market

Dr Sherman Chan, Chief Economist, Business NSW, will provide an update on Australia's economic recovery and its implications for the labour market. She will explore the challenges and opportunities that lie ahead for businesses.

Panel discussion - The post-pandemic world of work

Join Claire Field of Claire Field & Associates as we explore the post-pandemic world of work. We'll hear perspectives on the challenges and opportunities from industry experts including Fleur Brown, Chief Industry Affairs Officer at the Australian Retailers Association, Mustafa Agha, Policy Manager with Business Western Sydney, Rick Myatt, CEO of the Australian Travel Careers Council and Wes Lambert, CEO of the Restaurant and Catering Industry Association.

Industry investment in skills - A showcase

Join the celebration as we review the achievements of those industries that have implemented training programs with real outcomes and sustainable jobs. Nathan Lovett, CEO of the National Indigenous Culinary Institute and Sandy Chong, CEO of the Australian Hairdressing Council share their ideas on how to achieve success by engagement with industry and young learners through targeted programs.

Skills Service Organisations and Training Packages

Melinda Brown, General Manager, SkillsIQ, has overseen the delivery of ten training packages serving the skills needs of sectors comprising almost 50 per cent of the Australian workforce. Together with 19 Industry Reference Committees (IRCs), SkillsIQ represents 90 diverse service-related and 'people-facing' industry sectors including retail and wholesale, sport, fitness, community recreation, outdoor recreation, travel, tourism, events, hospitality, accommodation, restaurants and cafés, holiday parks and resorts, hairdressing and barbering, beauty services, floristry, community pharmacy and funeral services. Melinda will provide an update on VET reform and where to next for training package development.

Image transformation – perception versus reality

Join Dean Minchington, Managing Director, WorkforceIQ, as he leads discussion on the need for the service industries to reposition themselves as the providers of sustainable careers with real jobs and clear pathways. Skills shortages in our sector are not new. Now is the time to take a serious look at our industries and address the issue of image. Jan Gawel and Maureen Harding from the Hair and Beauty Association, Paul Rifkin, of ChefPaulRifkin and Graham Thom, PCYC Institute State Manager, delve into the skills crisis and help to unravel the barriers to recruitment and retention. Participants will also have the opportunity to contribute their ideas to identify the key messages and channels for recruitment, and learn how to build pipeline retention initiatives that promote real jobs and careers in a table breakout session.

Recruiting and engaging young learners

Whether it's school leavers or job seekers, how do we improve engagement with young learners? Join the panel discussion on recruiting and engaging young learners through VET in Schools, work placement, SBATs and other school-to-work transition programs. How do we encourage industry to engage with schools and give kids a go through work placement? We'll hear from John Purcell, CEO of Careers Links and Chair of the Workplace Learning Network, Jamie Petschy, Employment Facilitator with the DESE Local Jobs Program, Sydney Greater West, Meredith Schaerf, Education Manager, Ella Baché and Christine Assanti, Senior Project Officer for the Regional Industry Education Partners program.

* Schedule

Time	Session Title	Presenter / Facilitator
8.30 am	REGISTRATION & NETWORKING	
Auditorium		
9.00 am	Acknowledgment of Country	
9.05	Opening remarks	Yasmin King, CEO, SkillsIQ
9.15 am	Training Services NSW perspectives on the changing skills landscape and driving a skills-led recovery	David Collins, Executive Director, Training Services NSW
9.30 am	IAC industry updates	Sport & Recreation <ul style="list-style-type: none"> • Stan Wall • Matt George • Andrew Chan Travel, Tourism and Hospitality <ul style="list-style-type: none"> • Rick Myatt • Shannon Lactic • Karen Doyle Wholesale Retail & Personal Services <ul style="list-style-type: none"> • Aaron Hines
10.05 am	Keynote presentation – Economic outlook: key opportunities and challenges for the labour market	Dr Sherman Chan, Chief Economist, Business NSW
10.25 am	MORNING TEA	
Auditorium		
10.45 am	Discussion panel – The post-pandemic world of work. The good, the bad and the ugly. Addressing the opportunities and challenges.	Facilitator: Claire Field, Principal, Claire Field & Associates Panelists: <ul style="list-style-type: none"> • Fleur Brown, Australian Retailers Association (ARA) • Mustafa Agha, Business Western Sydney • Rick Myatt, Australian Travel Careers Council (ATCC) • Wes Lambert, Restaurant and Catering Industry Association (RCA)
11.45 am	Industry showcase - industry investment in skills development	Sandy Chong, CEO Australian Hairdressing Council Nathan Lovett, CEO National Indigenous Culinary Institute (NICI)
12.15 pm	Skills Service Organisation update	Melinda Brown, General Manager, SkillsIQ
12.45 pm	LUNCH & NETWORKING	
Auditorium		
1.30 pm	Minister's Address	The Hon. Alister Henskens, Minister for Skills and Training Minister for Science, Innovation and Technology
1.45 pm	Vote of thanks	SkillsIQ IAC & IRC member Jeffrey Lehrer
1.50 pm	Panel discussion: Image transformation, perception versus reality	Facilitator: Dean Minchington, Managing Director, WorkforceIQ Consulting Group Panelists: <ul style="list-style-type: none"> • Jan Gawel and Maureen Harding, Hair and Beauty Australia (HABA) • Graham Thom, PCYC • Paul Rifkin, ChefPaulRifkin
2.20 pm	Breakout table session: Repositioning your industry. It's all about image and how does your industry look?	IAC member-led discussion
2.50 pm	Bring it back to basics – review outcomes and set goals	Dean Minchington, Managing Director, WorkforceIQ Consulting Group
3.00 pm	AFTERNOON TEA	
Auditorium		
3.15 pm	Panel discussion: Recruiting and engaging young learners through stronger connections with industry.	Facilitator: John Purcell, CEO Career Links Panelists: <ul style="list-style-type: none"> • Jamie Petschy, DESE Local Jobs Program (LJP) • Meredith Schaefer, Ella Baché • Christine Assanti, Training Services Regional Industry Education Partnerships
3.45 pm	Conclusion and recommendations	Sarah Rosen, Executive Officer, SkillsIQ ITAB
4.00 pm	Close	

* Key Presenters and Panel Participants



The Hon. Alister Henskens

Alister Henskens is the Minister for Science, Innovation and Technology and

Minister for Skills and Training in the NSW Government and is the Leader of the House in the Legislative Assembly. He was elected as the State Member for Ku-ring-gai in 2015.

Alister has served as the Minister for Families, Communities and Disability Services, and has been Cabinet Secretary, Parliamentary Secretary for Finance, and Chair of several Parliamentary Committees, including the Transport and Infrastructure Committee.

Prior to entering politics, he was a lawyer for 27 years, first as a solicitor and then as a barrister, and was appointed Senior Counsel in 2011. Alister worked principally in the areas of general commercial law, insolvency, banking, defamation, and building and construction law.

Alister holds a Bachelor of Economics and Bachelor of Laws from the University of Sydney and a Master of Laws from the University of Toronto, Canada, where he studied under a Rotary Foundation Scholarship.



David Collins PSM

As the Executive Director, Training Services NSW, David Collins provides strategic

leadership and management of the NSW vocational education and training market to meet the skills needs of industry, individuals and the community, to drive improved job and skill outcomes through apprenticeships and traineeships.

David has worked across the NSW and Commonwealth government in a range of skills and employment policy and regulatory and program management roles. With the NSW Government David has led the successful transition to Smart and Skilled and provides ongoing leadership for apprenticeships and

traineeships as Commissioner for Vocational Training. He delivers statewide programs through a network of regional offices with a budget of around \$750 million.



Yasmin King

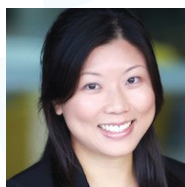
Yasmin King is CEO of SkillsIQ, a Skills Service Organisation which develops national

vocational standards on behalf of nineteen 'people-facing' Industry Reference Committees which represent the skills needs of around 50% of the Australian workforce. She has undertaken international consulting work for the governments of Peru, Vietnam and Thailand, and for the APEC Human Resources Committee.

An experienced negotiator and mediator, Yasmin is adjunct to the Australian Graduate School of Management, lecturing in Negotiation and Conflict Resolution. Her previous roles have included being the inaugural NSW Small Business Commissioner and Associate Commissioner for the Australian Competition and Consumer Commission (ACCC) and a Non-Executive Director of Le Cordon Bleu Australia. Additionally, Yasmin sits on the Boards of Micro-X, an innovative ASX-listed medical device company and the Australian Healthcare and Hospitals Association and chairs the Audit and Risk Committees of both Boards.

Her qualifications include B.Ec Hons, MBA, FCPA and FAICD, however, her real qualifications were being a part owner in a small wine shop that survived regulatory changes, major roadworks killing all foot traffic and the major supermarket chains entering in direct competition.

It is this experience that makes Yasmin passionate about the importance of the service sectors.



Dr Sherman Chan

Dr Sherman Chan is the Chief Economist for Business NSW.

She has experience in government, banking and consulting. She holds a PhD and a Bachelor of Commerce (Honours in Economics) from UNSW. Proficient in both macroeconomics and microeconomics, she has also been a sessional lecturer at UNSW since 2014. In addition to economic research and analysis, Sherman specialises in government program evaluation, impact measurement and cost-benefit analysis.



Claire Field

Claire Field is the Principal of Claire Field and Associates, a consultancy practice offering

strategic advice across VET, international education, higher education and EdTech.

Claire served as the CEO of the Australian Council for Private Education and Training, representing more than 1,100 private VET and higher education providers. She has worked in senior roles in a number of state and Australian government agencies and has held senior positions in both TAFE NSW and Mission Australia.

Claire is a Board member of apprenticeship and employment services provider MEGT and sits on the Advisory Board of tech company, HSD. She is a member of the Australian government's Pacific Australia Labour Mobility (PALM) Advisory Group and an executive member of the Australian VET Research Association (AVETRA). She has a weekly column in Campus Morning Mail and is the host of the free podcast 'What now? What next? Insights into Australia's tertiary education sector'.



Fleur Brown

Fleur Brown is the Chief Industry Affairs Officer for the Australian Retailers Association (ARA),

the peak body for Australia's \$362 billion retail sector. In this role, Fleur oversees the ARA's policy, government relations, marketing



* Key Presenters and Panel Participants

and events teams and is also responsible for the retail body's sustainability and impact initiatives. Alongside ARA CEO Paul Zahra, Fleur is an industry spokesperson, helping strengthen the voice and profile of this powerful sector within the media, government and broader public arena. A passionate environmentalist, Fleur's recent achievements include the launch of the Race to Zero program alongside Australia's first Retail Roadmap to sustainability.



Sandy Chong
Sandy Chong is CEO/Director of the Australian Hairdressing Council (AHC) and a key influence

in the Hairdressing Industry. She speaks on behalf of the industry to Government, creating relationships to support an industry that is often overlooked. Her role at the AHC has established better business practices, and enhanced training and education to build sustainable careers for the future of the industry.

Sandy's vision is to create an industry that has the highest possible standards in ethics, technical ability and workplace practices.



Melinda Brown
Melinda Brown is the General Manager of SkillsIQ. She has extensive experience across

a range of industry sectors including tourism, travel, hospitality and retail and almost ten years' experience in the Vocational Education and Training sector.

Having oversight of the 19 Industry Reference Committees supported by SkillsIQ, Melinda also leads the Skills Engagement and Training Package Advisory team, ensuring that the work undertaken meets industry's current and future needs. Her extensive experience in stakeholder engagement has seen her work on many projects both within Australia and internationally, and her in-depth knowledge of VET sector policy, skills & workforce development,

and training package development are highly regarded by industry stakeholders.

Melinda holds a number of vocational qualifications as well as a degree in Tourism Management. She is Vice-President of the Board of Disabled Wintersport Australia, a Graduate of the Australian Institute of Company Directors, President of Skat International Sydney, an Associate Fellow of the Institute of Managers and Leaders and a member of the Women Chiefs of Enterprise International.



Dean Minchington
Dean Minchington is the Managing Director of WorkforcelQ Consulting

Group. He was the founding CEO of ServiceIQ, a New Zealand based Industry Training Organisation for the service sector, including tourism, travel, hospitality, accommodation services, retail and retail supply chain.

His background includes involvement in industry skills training with registered training organisations (RTOs) and an Industry Skills Council in Australia. Recognising the emergence of Digital Skills Dean also engaged as an early member of the Professional Pathways Working Group Member of the Digital Skills Forum.

Dean was also the founder of Stride4, a company that provides supported and authentic work experience, matching people with employers. Stride4 was founded on the belief that work experience leads to informed career decisions and that supported work experience pathways ultimately led to enduring employment relationships.

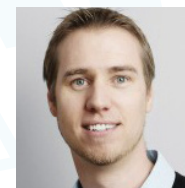


John Purcell
John Purcell is the CEO of Career Links a Not for Profit organisation delivering services to the youth of

the Hunter Region he is also on the executive of the Workplace Learning Network having just completed 3

years as the Chair. John has over 30 years' experience in assisting young people make the transition from school to further education and employment. He has held positions in Group Training and Registered Training Organisations and has delivered youth specific programs for organisation that have a youth focus. He has experience delivering both State and Federal government funded programs, apprenticeships and traineeships, vocational training and further education pathways.

John is an advisor on youth issues to industry groups and government committees. The programs he presently manages are youth focused. He has a comprehensive understanding of the barriers young people face in transitioning from school and is dedicated to the development of career opportunities for all young people.



Jamie Petschy
Jamie Petschy is the Employment Facilitator for the Local Jobs Program, an Australian

Government initiative to bring together expertise, resources, and access to funding at the local level to support job seekers and business in each region. This program supports Australia's economic recovery from the COVID-19 pandemic.

Jamie chairs the Sydney Greater West Local Jobs and Skills Taskforce which works with employers, employment services providers, training organisations and community representatives to drive the development and implementation of the Sydney Greater West Local Jobs Plan. Jamie also supports targeted projects to meet the priorities of the plan by providing reskilling and upskilling opportunities for local jobseekers. This includes working with organisations that apply for funding through the Local Recovery Fund to ensure employment opportunities are maximised. The program is part of supporting Australia's economic recovery from the COVID-19 pandemic.

* Key Presenters and Panel Participants



Rick Myatt

Rick Myatt is CEO of the Australian Travel Careers Council (ATCC), an organization of travel and

tourism leaders encouraging and supporting careers in the travel industry through initiatives such as, Travel Industry Mentorship, Travel Traineeship Scheme and, the Travel Ambassador Program. He has also been the Director of AFTA Education and Training, the training arm of the Australian Federation of Travel Agents (AFTA) for over 15 years.

With degrees in ICT, Marketing and Law, Rick has served on many Boards and in senior management capacities in the USA, the UK, Japan and Australia in the travel retail, airports, tourism and education sectors. He represents ATCC on industry training boards, in Government consultative working groups, as well as the SkillsIQ Tourism, Travel and Hospitality Industry Reference Committee and SkillsIQ NSW Tourism, Travel and Hospitality Industry Advisory Committee, providing advice on workforce skill needs and training policies for the travel and tourism industry.

Rick is a Fellow of the Australian Institute of Company Directors (FAICD) and a Fellow of the Australian Institute of Management (FAIM). Rick has been a SES volunteer (floods) since 2011.



Wes Lambert

Wes Lambert is the CEO of the 2020 Association of the Year Restaurant and Catering Industry

Association, the national industry association representing the interests of more than 48,000 restaurants, cafés and catering businesses across Australia.

Wes is IFRS CPA Qualified, a Fellow of the Governance Institute, recently earned his Certified Association Executive accreditation and for over 20 years, has progressively built his executive level change management, lobbying, negotiation,

governance, finance & accounting experience in diverse roles across multiple industries and sectors around the globe and enjoys the art of dealmaking. He was also named and AuSAE Influencer for 2020. Wes is a member of the SkillsIQ Tourism, Travel and Hospitality Industry Reference Committee and SkillsIQ NSW Tourism, Travel and Hospitality Industry Advisory Committee.



Jeffrey Lehrer

Jeffrey Lehrer is the CEO of the Scouts Australia Institute of Training. He has 25 years'

experience in working with young people and adults in a broad range of educational settings.

Jeffrey also sits on a range of committees including the SkillsIQ Sport and Recreation Industry Reference Committee (Chair), the SkillsIQ NSW Sport and Recreation Industry Advisory Committee, the Outdoor Council of Australia Education and Training Subcommittee and Outdoors NSW/ACT.

His qualifications include Master of Education, Graduate Diploma of Learning (Management), Graduate Certificate of Career Development Practice and a Bachelor of Adult Education (VET).



Stan Wall

Stan Wall is the CEO of Lifeguarding Services Australia (LSA), and is

responsible for strategic planning, leadership and operational logistics for various governments, local councils and private facilities and events using his specialist aquatic operational management and rescue skills. Under his leadership LSA has been independently certified as an ISO-accredited company for Quality Management, Environmental Management and Occupational Health and Safety Management systems.

Stan sits on the Board of the Aquatic and Recreation Institute (ARI), represents industry on the National

Aquatic Industry Committee (NAIC), NSW Sport and Recreation Industry Advisory Committee and NSW Sport and Recreation Skills Council.



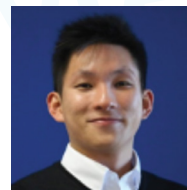
Nathan Lovett

Nathan Lovett is the CEO, National Indigenous Culinary Institute (NICI). He has worked

in Aboriginal employment and aspiration programs for the past 15 years, including time with Training Services NSW. Throughout his career, Nathan has worked across multiple industries and has extensive experience with a large range of programs targeting employment in the VET sector.

Originally focused on a career as PDHPE Teacher, Nathan became involved in Aboriginal programs in 2006, an experience that created a new passion and opportunity for him to focus his efforts in helping his Indigenous community.

Nathan's family are from Moruya, and he is a descendant of the Yuin people. In his role as CEO of NICI, Nathan is focused on creating pathways for Aboriginal and Torres Strait Islander people to work with the best employers in the hospitality industry around the country.



Andrew Chan CEM MAHRI

Andrew Chan is the Learning Project Manager for Surf Life Saving NSW.

He is an experienced Learning and Development practitioner, passionate about helping people be the best they can be.

Andrew is responsible for managing strategic projects related to learning and RTO compliance within Surf Life Saving NSW.

He holds a number of professional qualifications/ accreditations including:

- Diploma in Training Design and Development (TAFE NSW)
- Diploma of Vocational Education and Training (TAFE NSW)

* Key Presenters and Panel Participants

- Diploma of Quality Auditing (TAFE NSW)
- Bachelor of Commerce (Human Resources) (UNSW)
- Principal Auditor - ISO 45001 OHSM (Exemplar Global)

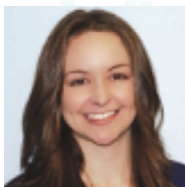


Matt George

Matt George is the General Manager of Jamberoo Action Park. He provides strategic direction

and operational guidance in the running of the Illawarra-based recreation park. Matt provides leadership in business development, people and culture strategy, stakeholder engagement, change management and governance.

Matt is passionate about creating environments where people and businesses can flourish by inspiring teams to pursue excellence and to be adaptive in a changing consumer market. He is also a Councillor with Business Illawarra and sits on the Illawarra Regional Advisory Council.

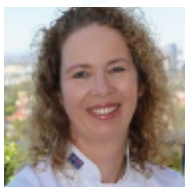


Shannon Lakic

Shannon Lakic is the Policy, Training & Executive Services Manager at the Caravan & Camping

Industry Association of NSW. With a background in private legal practice, vocational education and training, and a Bachelor of Media LLB from Macquarie University, Shannon is heavily involved in the Association's advocacy work on behalf of its members, as well as corporate communications, member engagement and education activities throughout the State.

Shannon also sits on the SkillsIQ NSW Tourism, Travel and Hospitality Industry Advisory Committee.



Karen Doyle

Karen Doyle is the Program Manager at Le Cordon Bleu Australia and National President

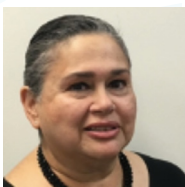
of the Australian Culinary Federation (ACF). An experienced chef, she works in education management, and heads up the Vocational and Higher Educational programs at Le Cordon Bleu, Sydney and TAFE NSW. She fosters education and training in apprentices, culinary students and chefs through both formal education, regional, national and international competitions for which she is frequently a Judge. Karen is a gold medal winner and overall winner of the Restaurant of Champions, Salon Culinaire and 2022 recipient of the ACF Victoria Black Hat Award.



Aaron Hines

Aaron Hines is the Director of the Retail Institute for the Australian Retailers Association

(ARA). He leads the education and training division of the ARA, providing targeted skills training and staffing assistance for ARA members, and supporting individuals in commencing and progressing their retail careers through retail education programs. Aaron has 14 years' experience in leading high quality, innovative and engaging industry learning solutions and has a passion for lifelong learning. He is the facilitator for the ARA Skills and Employment Advisory Committee and a representative on a number of Industry Reference Committees. Aaron holds a Masters of Communication, Bachelor of Business (Training and Human Resource Development) and TAE Certificate IV.



Maureen Harding

Maureen Harding is the Proprietor of Hairdressing by Maureen Harding (HBMH) and

the National President of Hair and Beauty Australia (HABA).

Maureen has practiced hairdressing for over 40 years. She specialises in training new people in the Hair and Beauty industry and provides

them with additional business skills and mentoring to enhance their career pathways. She is the National President and Chair of HABA, the peak body for the hair and beauty industry. She is also a member of the SkillsIQ Personal Services Industry Reference Committee dealing with training packages in both Hair and Beauty, and the SkillsIQ NSW Wholesale, Retail and Personal Services Industry Advisory Committee.



Jan James Gawel

Jan James Gawel is the CEO of Hair and Beauty Australia (HABA). Prior to joining HABA,

Jan held a number of senior roles in the Australian EdTech, VET and International Education sectors.

Jan has 18 years of experience in corporate finance with a focus on education, technology and sustainable energy.



Graham Thom

Graham Thom is PCYC Institute State Manager responsible for the Registered Training Organisation with

the delivery of programs at any of the 66 PCYC Clubs across NSW. The Institute delivers pre-vocational programs, mainly to disadvantaged youth, and courses providing pathways towards vocational training and employment.

Graham has been working in Vocational Education & Training since the late 1990's, first as a hospitality trainer before running his own RTO for eleven years before more recently joining PCYC in July 2021. He holds a Master of Adult Education (UTS).



Chef Paul Rifkin

Paul Rifkin is the Executive Chef at chefpaulrifkin consulting. He has over 40 years of experience

as a chef and Executive Chef. As

* Key Presenters and Panel Participants

a consultant chef, he works with catering teams at clubs conducting catering audits, mentoring executive chefs, conducting food safety reviews, kitchen design, and other activities to improve business operations and advise on staff training.

Paul is a passionate supporter of local produce, markets and suppliers having forged strong relationships with producers of wagyu, lamb and pigs buying the local produce when available.

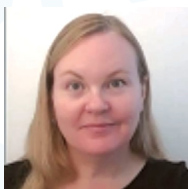


Meredith Schaerf

Meredith Schaerf is the Education Manager for Ella Bache. She is focussed on strategies to

minimise risk and to maintain safety standards in beauty therapy and dermal therapies with emerging technologies. Her role also includes collaborating with the New Product Development Team to test and trial new products, ingredients, treatments and technologies coming to market.

Meredith began her career in the beauty industry over 20 years ago and has practiced as a beauty therapist since 2000, a Dermal Clinician since 2015 and a Dermatologist performing Skin Cancer screening for range of companies employees. She has a Diploma of Vocational Education and a Bachelor of Health Science (Dermal Therapies).



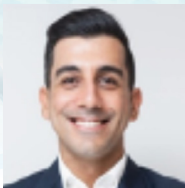
Christine Assanti

Christine Assanti is a Senior Project Officer with the Regional Industry Education Partnerships (RIEP)

Program with Training Services NSW. RIEP is a NSW Government initiative with 26 RIEP Officers working with NSW schools to strengthen connections with local industry to support students planning their career pathways.

Christine has a passion for expanding the career and pathway

awareness of our young people. She has a BA in Communications and a background in Project Management, Training, Recruitment and a previous small business owner who currently serves in a number of Career Advisor Forums and Local Industry Taskforce and Working Groups.



Mustafa Agha

Mustafa Agha is the Policy Manager at Business Western Sydney, an organisation

whose main objective is advocating to make the region a better place to live, work, learn, play and invest. Mustafa brings more than a decade's experience in policy development as well as experience in investment management focusing on infrastructure investment and stewardship. With a strong interest in innovation and economic development, Mustafa as a born and raised Western Sydneysider, is committed to seeing the region reach its full potential.



Sarah Rosen

Sarah Rosen is the Executive Officer for the SkillsIQ NSW ITAB. She has 20 years of experience

in the education sector including TAFE NSW, Macquarie University, the Australian Council for Private Education & Training (ACPET), Service Skills Australia and the Australian Curriculum Assessment and Reporting Authority (ACARA). Sarah engages with industry, government and VET sector stakeholders to identify industry skills needs, and provides independent advice to NSW Government on training and skills needs across the services industries. She holds a Master of Arts and *Certificate IV in Training and Assessment* (TAE).

* NSW Industry Advisory Committees

SPORT, FITNESS AND RECREATION INDUSTRY ADVISORY COMMITTEE

NAME	ORGANISATION	SUB-SECTOR GROUP
Ross Bidencope	Sport NSW	Sport
Anna Booth	AFL SportsReady	Sport
Andrew Chan	Surf Lifesaving NSW	Aquatics and Recreation
Matt George	Jamberoo Action Park	Aquatics and Recreation
Michael Ilinsky	Royal Life Saving NSW	Aquatics and Recreation
Jeffrey Lehrer	Scouts Australia	Outdoor Recreation
Tony McFadyen	National Rugby League (NRL)	Sport
Simon McDonald	Australian Institute of Fitness	Fitness
Lori Modde	Outdoors NSW and ACT	Outdoor Recreation
John Norman	Outdoor Training College	Outdoor Recreation
Melanie Rahtz	YMCA NSW	Community Recreation
Graham Thom	PCYC NSW	Community Recreation
Stanley Wall	Lifeguarding Services Australia	Aquatics and Recreation
Jared Wilson	Aquatic and Recreation institute	Aquatics and Recreation

WHOLESALE, RETAIL AND PERSONAL SERVICES INDUSTRY ADVISORY COMMITTEE

NAME	ORGANISATION	SUB-SECTOR GROUP
Taryn Astill	General Pants	Retail
Wendy Blair	Australian Hairdressing Council	Hairdressing
Joh Dickens	Professional Florists Association	Floristry
Meegan George	Freshmark	Wholesale
Maureen Harding	Hair and Beauty Australia	Hairdressing and Beauty Services
Aaron Hines	Australian Retailers Association - Retail Institute	Retail
Barbara Pollak	Pearson's School of Floristry	Floristry
Sushila Richardson	National Retail Association	Retail
Meredith Schaerf	Ella Baché and Skin Smart, Australia	Beauty Services
Natascha Shlaimon	Pharmacy Guild of Australia	Community Pharmacy
Marian Sue	McDonald's Australia Ltd	Food Retail
Michelle Taylor	Urban Spa	Beauty Services
Mitchell Worsley	SDA Union	Retail

TOURISM, TRAVEL AND HOSPITALITY INDUSTRY ADVISORY COMMITTEE

NAME	ORGANISATION	SUB-SECTOR GROUP
Simon Chan	Fortune Village Chinese Restaurant	Asian Cookery
Cass Champion	Accommodation Association of Australia (AAOA), NSW	Accommodation
Dana Dittfort	Hospitality Training Network	Hospitality
Karen Doyle	Australian Culinary Federation	Cookery
Brett Eldershaw	Colourful Collective Travel	Guiding
Lisa Fitzgerald	Grand Pacific Group	Hospitality and Events
Stuart Hordern	Hunter Valley Wine & Tourism Association	Tourism and Accommodation
Shannon Lakin	Caravan and Camping Industry Association	Holiday Parks and Resorts
Wes Lambert	Restaurant and Catering Industry Association	Hospitality
Nathan Lovett	National Indigenous Culinary Institute	Cookery
Sarah Maxwell	Solotel	Hospitality
Rick Myatt	Australian Travel Careers Council	Travel
Paul Rifkin	ChefPaulRifkin Consulting	Cookery
Karl Schlothauer	Independent Bars Association	Hospitality

* SkillsIQ NSW ITAB

The SkillsIQ NSW ITAB is supported by the NSW Department of Education to provide independent advice to the NSW government on the training and skills needs of the service industries within NSW. The industries represented include retail and wholesale, sport, fitness, community recreation, outdoor recreation, travel, tourism, events, hospitality, accommodation, restaurants & cafés, holiday parks & resorts, hairdressing & barbering, beauty services, floristry, community pharmacy and funeral services. Our Industry Advisory Committees (IACs) are comprised of peak bodies, industry associations and business owners. They provide independent advice on the training and skills development needs of industry, to help ensure our industries have a skilled workforce that is able to meet current and future job role requirements.

Contact us

SkillsIQ NSW ITAB
GPO Box 4194
Sydney NSW 2001

Contact: Sarah Rosen - Executive Officer - NSW ITAB
Email: nswitab@skillsiq.com.au
Telephone: 02 9392 8100
Mobile: 0438 233 797

SkillsIQ Limited

ADDRESS Level 1, 332 Kent Street, Sydney NSW 2000 POST GPO Box 4194 Sydney NSW 2001
TELEPHONE 02 9392 8100 | FAX 02 9392 8199 | WEB www.skillsiq.com.au

Find us on:

