
Wisconsin Youth Apprenticeship

HOSPITALITY, LODGING, AND TOURISM

PROGRAM GUIDE



Department of Workforce Development

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HOSPITALITY, LODGING, AND TOURISM YOUTH APPRENTICESHIP PROGRAM GUIDE

Description

The Leisure and Hospitality industry is rapidly expanding as more people are able to experience international travel. All over the world, better equipped and more lavish hotels, resorts, tours, events and attractions are attracting even more willing travelers for business or pleasure. Leisure and Hospitality sector makes up about 9.0 percent of all employment in Wisconsin. It is projected that Leisure and Hospitality will grow by 11.5 percent between 2006 and 2016 (compared to 8.0 percent overall growth rate in the state's employment), adding 29,640 new jobs to the state's economy. Accommodation and Food Services industry, a sub-sector of Leisure and Hospitality sector, is projected to grow by 11.5 percent between 2006 and 2016, creating 25,700 jobs in Wisconsin (Source: 2006-2016 Wisconsin Projections, Office of Economic Advisors, DWD)

Nationally, Leisure and Hospitality sector makes up about 9.5 percent of all employment. The sector is projected to grow by 14.3 percent between 2006 and 2016 (compared to 10.4 percent overall growth rate in the country's employment), adding 1.87 million new jobs to the country's economy. Accommodation and Food Services industry, a sub-sector of Leisure and Hospitality sector, is projected to grow by 11.4 percent between 2006 and 2016, creating 1.28 million jobs in the U.S. (Source: U.S. Bureau of Labor Statistics).

The Hospitality, Lodging, and Tourism Youth Apprenticeship Program was designed with the needs of employers in mind. Employers have expressed concern finding workers who possess basic "soft-skills," which is often a prerequisite for success in a customer service-oriented field. Additionally, hospitality careers are stereotyped as low-wage and entry-level with little opportunity for advancement. Faced with a shrinking pipeline of workers, this program was revised with representatives from hospitality, lodging, and tourism services associations to meet the needs of you, our hospitality, lodging, and tourism employers.

By working with the Hospitality, Lodging, and Tourism Youth Apprenticeship Program you make an investment in the young people in your community. You will have a dependable recruitment pipeline to an entry level workforce that can be used to increase workforce diversity and provide supervisory opportunity for staff. You will be directly involved in the economic development efforts of your community as well as become a part of the creation of highly skilled workers, an excellent point in any public relations marketing.

Wisconsin Youth Apprenticeship (YA) is a rigorous program that combines academic and related technical classroom instruction with mentored on the job learning for high school students. By training youth apprentices, employers play an active role in shaping the quality of their future workforce, improving the skill level of potential workers, and enhancing their competitive positioning in the marketplace. Employers, school districts, local consortiums, parents, and potential YA students are referred to the Youth Apprenticeship Program Operations Manual for general YA Program requirements.

Objective

The Wisconsin Hospitality, Lodging, and Tourism YA Program is designed to provide students with a working understanding of core employability and hospitality and tourism services skills, as well as occupationally specific skills that serve as the standard for occupational pathways in the Hospitality and Tourism industry. This program provides the framework for educators and industry to work together to produce work-ready, entry-level employees that will compete favorably in a global market, as well as, provide for post-secondary educational advancement while integrating work-based learning in the school and worksite.

The following features distinguish a YA Program from other similar youth school to work programs.

- Level Two Youth Apprenticeship is a two-year program for high school juniors and seniors with an interest in a particular field; i.e., hospitality and tourism services. One-year Youth Apprenticeship Programs are also available to pursue.
- Youth apprentices, parents, employers, YA program coordinators, and school districts enter into a written agreement approved by the Department of Workforce Development.
- Statewide skills are established by the industry, making the youth apprentice skill set more relevant to the state's employers.
- Youth apprentices are trained at the worksite by skilled mentors and are paid minimum wage or better for their work. Students average 10-15 hours/week.
- Youth apprentices receive a high school diploma and a Certificate of Occupational Proficiency from the Wisconsin Department of Workforce Development (DWD) at graduation.
- Youth apprentices may receive advanced standing credit and/or transcribed credit for the YA Program at a Wisconsin Technical College and/or at some four year colleges. See **Appendix F** for current details.
- Statewide skill standards focus on skills and knowledge needed by employers for entry level employment in the hospitality and tourism industry.

Students apply and are interviewed by hospitality and tourism industry employers for positions in the Hospitality, Lodging, and Tourism YA Program. The state approved skill standards and program guide for the Hospitality, Lodging, and Tourism YA Program are used in both the classroom instruction and worksite learning. If the local school district is unable to provide the related technical classroom instruction courses, they may contract with their local technical college or employer practitioners to do so.

The skill standards are competency based. Competencies are performance-based outcome statements of occupational related skills defined by representatives of hospitality, restaurant, and lodging worksites throughout Wisconsin and aligned with national skill standards. The competencies in the program include many of the standards and knowledge statements outlined in the National States' Career Cluster Skill Standards for Hospitality and Tourism, www.careerclusters.org, the Secretary's Commission on Achieving Necessary Skills (SCANS), the American Hotel and Lodging Educational Institute's Lodging Management Program (www.ei-ahla.org), and the National Restaurant Association ProStart® program (<http://www.nraef.org/prostart/>).

The competencies will be taught at the worksite in combination with supportive, related technical classroom instruction. While the skill competencies are established statewide, program implementation and oversight occurs through local consortium committees to assure local needs are met.

Target Population

This program is applicable for a student who has expressed an interest in a customer service, culinary arts, travel, tourism, lodging, or business management career. This program makes for an attractive career option for students with a strong desire to work with many different people in travel and leisure services. All students successfully meeting current high school graduation requirements and with a good attendance record for that year are encouraged to apply for the Hospitality, Lodging, and Tourism Youth Apprenticeship (YA) Program. The student must apply to the program in the year previous to program entry and be on track toward fulfilling high school graduation requirements in their school district. SEE **Appendix G** for students entering or continuing the Hospitality, Lodging, and Tourism YA Program in 2008.

Hospitality and Tourism industries comprise establishments engaged in a number of travel and leisure activities, ranging from simple dinners out to visits to attractions, museums, amusements and parks to travel for vacations, business, and visits to friends and relatives. Furthermore, all hospitality and tourism service workers need to possess good customer service skills. The Hospitality, Lodging, and Tourism YA program was structured to require industry-wide foundational skills and industry-specific technical skills.

All Youth Apprentices must complete the core hospitality and tourism foundational knowledge competencies consisting of competencies in employability skills, customer service, safety, security, and basic hospitality and tourism fundamentals. The Required Skill competencies may be completed concurrently with the specific technical skills.

The hospitality, lodging, and tourism services - specific technical skill competencies can be chosen based on interest and job placement in food service, lodging, event planning, and marketing provided they are allowable by DWD Child Labor Laws. Contact the Department of Workforce Development's Equal Rights Division/Labor Standards Bureau at 608-266-6860 for questions regarding child labor laws.

Potential Hospitality, Lodging, and Tourism youth apprentices will be required to complete a minimum of 450 work hours with 180 hours (2 semesters) of related technical classroom instruction for a Level One (1-year) Hospitality, Lodging, and Tourism YA Program or a minimum of 900 work hours with 360 hours (4 semesters) of related technical classroom instruction for a Level Two (2-year) Hospitality, Lodging, and Tourism YA program.

Hospitality, Lodging, and Tourism YA students are required to perform all of the Core and Safety/Security skills for EACH UNIT they enroll in. **Level One (one year)** YA students are to choose additional competencies from a MINIMUM of TWO Units. **Level Two (two year)** YA students are to complete competencies from a MINIMUM of FOUR Units.

Hospitality, Lodging, and Tourism Pathways

1. Restaurant & Food/Beverage Services-

- Food & Beverage Services – Dining Area
- Food & Beverage Services – Kitchen Area
- Maintenance & Grounds
- Marketing & Sales
- Meetings & Events

Several different dining room and kitchen specialty tasks will be performed in a restaurant with dine-in seating and meeting/banquet service.

2. Lodging-

- Front Office
- Housekeeping
- Lodging Management (Year Two ONLY)
- Maintenance & Grounds
- Marketing & Sales
- Meetings & Events

Task choices which include front desk operations, housekeeping, marketing, meetings and events, and grounds keeping will be available in this pathway at a lodging institution.

NOTE: Switching between pathways is allowable provided that the student does NOT repeat the same UNIT in another Pathway. Any exception requests should be forwarded to the Department of Workforce Development Youth Apprenticeship state coordinator.

Hospitality, Lodging, and Tourism YA Program Responsibilities

The following responsibilities are outlined for individuals involved in the Hospitality, Lodging, and Tourism YA Program.

Students –

1. Maintain academic skills and attendance at the high school to remain on track for high school graduation.
2. Participate in progress reviews as scheduled.
3. Exhibit maturity and responsibility to meet requirements of employment as designated by the employer.

Parents or Guardians-

4. Ensure that adequate transportation is available to and from the worksite.
5. Participate in student progress reviews as scheduled.

School District-

6. Recruit students and coordinate student enrollment in the program with the consortiums and/or employers.
7. Integrate the YA Program related technical classroom instruction and worksite training into the student's overall education program with high school graduation credit issued for each semester successfully completed.
8. Participate in student progress reviews as scheduled.

YA Program Coordinators-

9. Apply and maintain approval from the DWD to operate a YA Program.
10. Ensure a minimum of 450 hours of worksite instruction/experience plus a minimum of 180 hours of related technical classroom instruction for each one year YA program.
11. Establish and meet regularly with an advisory committee that will identify when and where tasks will be taught during the Hospitality, Lodging, and Tourism YA Program.
12. Develop and maintain a yearly commitment with participating high schools, technical colleges, and local businesses to accommodate the number of students involved in the Hospitality, Lodging, and Tourism YA Program.
13. Establish and maintain a YA student grievance procedure.
14. Provide employer mentor training.

Related Technical Classroom Instruction Faculty-

15. Qualify in the specialty areas being taught in the YA Program.

Employers and Worksite Mentors-

16. SEE **Appendix B** – Hospitality, Lodging, and Tourism YA Implementation Guide for Employers.
17. Participate in a mentor training session and provide on the job training of the Youth Apprentices.

Department of Workforce Development-

18. Monitor national and state regulatory agencies, such as OSHA, for changes and impact on the Hospitality, Lodging, and Tourism Youth Apprenticeship Program.

Program Guide Organization

The competencies included in the program guide are aligned with the skills required under the National States' Career Cluster Skill Standards (<http://www.careerclusters.org/>) for the Hospitality and Tourism Career Cluster, the Secretary's Commission on Achieving Necessary Skills (SCANS), the American Hotel and Lodging Educational Institute's Lodging Management Program (www.ei-ahla.org), and the National Restaurant Association ProStart® program (<http://www.nraef.org/prostart/>).

The Hospitality, Lodging, and Tourism YA Program also requires that Related Technical Classroom Instruction is provided to support attainment of the knowledge necessary to master

the competencies. While recommendations for specific Related Technical Classroom Instruction are detailed separately in **Appendix C**, instructional requirements will vary depending on local consortium and advisory group decisions. It is strongly advised that local consortiums work with their advisory groups to determine appropriate Related Technical Classroom Instruction based on their local needs and resources.

The Youth Apprenticeship Program curriculum is written and organized according to the Worldwide Instructional Design System (WIDS) format and includes the Hospitality, Lodging, and Tourism YA Skill Standards Checklist and Course Outcome Summary (COS) for the program. Overall progress is documented on the Hospitality, Lodging, and Tourism YA Skill Standards Checklist which lists skill level achievement for each competency achieved. The COS outlines each skill competency with its corresponding performance standards and learning objectives. The Performance Standards describe the behaviors, as applicable, that employers should look for in order to evaluate the competency. The Learning Objectives outline the required content to be covered in the related technical classroom instruction. SEE **Appendix D** - Wisconsin Instructional Design System (WIDS) Format and Youth Apprenticeship Program Guide Terms and **Appendix E** - Use and Distribution of the Curriculum for further details.

Evaluation

The student must successfully complete the related technical classroom instruction and demonstrate the minimum skill level required on the Hospitality, Lodging, and Tourism YA Skill Standards Checklist for each competency according to the applicable curriculum. Worksite mentors and/or instructors use this checklist to evaluate the learner on each of the required skills. It is the responsibility of the mentor(s) to rate the students skill level on all tasks performed at the worksite.

Hospitality, Lodging, and Tourism YA Program Completion

Upon successful completion of high school and the Level Two (2 year) Hospitality, Lodging, and Tourism YA Program requirements, the youth apprentice will receive a high school diploma and the applicable Certification of Occupational Proficiency from the Department of Workforce Development indicating "Hospitality, Lodging, and Tourism Youth Apprenticeship in (Name of Specific Pathway(s)) attained. Youth Apprentices who successfully complete a Level One (1 year) Hospitality, Lodging, and Tourism YA Program and who are on track for graduation will be eligible for a Level One Certificate from the Department of Workforce Development. Furthermore, the YA students may;

1. Continue to work in the hospitality and tourism services industry.
2. Apply to a registered apprenticeship.
3. Pursue a degree or diploma from a Wisconsin Technical College with advanced standing and/or transcribed credit.
4. Apply for admission to a four-year University of Wisconsin school with high school academic elective credit for admission.
5. Go into military service.

SEE **Appendix F** for current agreements for post-secondary credit at Wisconsin Technical Colleges and University of Wisconsin colleges.

Appendices

Appendix A - Work Contracts, Child Labor Laws, Liability & Insurance

Appendix B - Hospitality, Lodging, and Tourism YA Implementation Guide for Employers

- Benefits to the Employer
- Role of the Employer
- Role of the Mentor
- Checklist for Program Participation
- Checklist for Program Operation
- Frequently Asked Questions
- Work Contracts, Child Labor Laws, Liability & Insurance (insert Appendix A)

Appendix C - Recommended Related Technical Classroom Instruction

Appendix D - Wisconsin Instructional Design System (WIDS) Format and Youth Apprenticeship Program Guide Terms

Appendix E - Use and Distribution of the Curriculum

Appendix F - Post Secondary Advanced Standing Credits

Appendix G - Grandfather Clause – Program Transition Guidelines

Appendix H - Hospitality, Lodging, and Tourism Skill Standards Checklist

Appendix I - Hospitality, Lodging, and Tourism YA Course Outcome Summary: Overview and Table of Contents (COS)

Appendix J- Required Skills Curriculum (Units 1-2)

Appendix K- Food & Beverage – Dining Area (Unit 3)

Appendix L- Food & Beverage – Kitchen Area (Unit 4)

Appendix M- Lodging – Front Office (Unit 5)

Appendix N- Lodging – Housekeeping (Unit 6)

Appendix O- Lodging – Management (Year Two ONLY) (Unit 7)

Appendix P- Maintenance and Grounds (Unit 8)

Appendix Q- Marketing and Sales (Unit 9)

Appendix R- Meetings and Events (Unit 10)