

CASE STUDY:

VenuesLive partners with Allara Learning to upskill local jobseekers and create employment opportunities



CLIENT

VenuesLive

Background: VenuesLive is Australia's leading provider of venue management and hospitality services with extensive venue, event and catering management experience.

VenuesLive manages and operates ANZ Stadium (Sydney's Olympic Park), the Optus Stadium in Perth and the new Western Sydney Stadium.

The company also provides hospitality services at Sydney Motorsport Park, Sydney International Aquatic Centre, Quaycentre, Sydney Olympic Park Sports Halls, Sydney Olympic Park Athletic Centre, Sydney Olympic Park Hockey Centre, Wollongong Sports & Entertainment Centres including WIN Stadium and WIN Entertainment Centre, and UOW Jubilee Oval at Kogarah.

venueslive.com.au



Challenge: VenuesLive sought to develop a hospitality training program that would provide ANZ Stadium with industry-qualified, job ready staff, while creating employment opportunities within the local community.

Key challenges:

- Finding skilled hospitality staff with full week availability.
- Developing a customised training program tailored to VenuesLive's business culture.
- Aligning the program with a nationally recognised qualification - SIT30616 Certificate III in Hospitality.
- Delivering a training program that would provide genuine employment opportunities to local job seekers.

“ We have tried hospitality training programs before with varying degrees of success. However, there is no doubt by partnering with Allara Learning this has been by far the most successful program. Through the program, we're not only able to provide training and employment opportunities, but provide opportunities to people who are actually work ready.”

James Treloar
General Manager Human Resources, VenuesLive



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The knowledge that there would be practical on-site training, alongside theory, provided candidates with an extra level of comfort to know they were not about to be thrown into the deep end, particularly for candidates who did not have any work experience."

Ibrahim Mehio
Project Manager, PeoplePlus Australia

Solution: Allara Learning delivered a customised hospitality training program tailored to VenuesLive's business culture.

Employment service provider PeoplePlus Australia referred candidates for the program.

Following an interview process, Allara Learning and VenuesLive selected candidates with the values and attributes they believed would be a good fit within the business.

Training was delivered on-site at ANZ Stadium, where participants received a mix of classroom based and hands-on instruction from Allara Learning professional trainers.

Working within ANZ stadium's bar and food preparation areas, participants learnt how to make coffees, prepare food and beverages and manage stock levels.

In addition to technical skills, participants learnt customer service, communication skills and self management.

The participants' training provided them with necessary qualifications to move into employment with VenuesLive.



I was interested in hospitality for some time, but unsure how to get into it..The program was perfect to expand my skills. Each day was different; I was working with different people, tasks and sections of the venue. The variety of skills you learn through the program can lead you in many different directions within hospitality."

George Korkidas
Student

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ABOUT ALLARA LEARNING

Allara Learning is a leading national training and education provider.

Allara Learning provides nationally recognised qualifications to businesses and individuals across Australia.

Tailored training solutions are delivered onsite, in classrooms and online.

Allara Learning works with many of Australia's most respected companies and organisations, including: Merivale, Solotel, TFE Hotels, Freedom Furniture and Billabong Group.

Founded in 2009, the company is headquartered in Sydney with offices in Melbourne, Brisbane, Townsville, Cairns and Perth.

Allara Learning operates two Registered Training Organisations:
Tactical Training Group Pty Ltd
National Provider No. 91054
WG Learning Pty Ltd
National Provider No. 91178

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Outcomes:

- VenuesLive gained skilled hospitality staff with full week availability.
- 100% of participants completed the course.
- 100% of participants gained their nationally recognised SIT30616 Certificate III in Hospitality.
- 100% of participants were offered employment at VenuesLive.
- VenuesLive have committed to running future programs with Allara Learning.

“

...Working with students from the point of training and through to work experience allows us to showcase the way that we operate, as well as engage students in our culture which is passionate about delivering our hospitality products. We're thrilled students had a positive experience through the program, which naturally flowed into employment once they received their certificates."

Amy Irwin
Senior Staffing Operations and Services Coordinator, VenuesLive