



Friday, 21 October 2022

Training Services NSW

### LETTER OF SUPPORT

I will begin with my personal dealings with Austrain Academy (2011 – 2015). In the very early stages of my career, I struggled to obtain work in the Wollongong area due to having no work experience or qualifications. It took some time before I was able to land a position at a local Club called City Diggers. At this time, working in the hospitality industry was going to be temporary and was looking for alternatives until the manager offered development and training opportunities through John Crittenden. From here, I completed my certificate III, certificate IV and Diploma of Hospitality through Austrain Academy and this is what kept me in the club and hospitality industry. We covered everything necessary in both theory and face to face training sessions for me to further myself in the venue and to develop career opportunities at management level. In closing and with emphasis, the training from Austrain is what kept me engaged in the field of hospitality and determined my career direction.

Following my work at City Diggers, I progressed to a management position at Mollymook Golf Club (2016 – present) on the South Coast, 2 hours South of Wollongong. We have seen several of our staff members in a variety of capacities (FOH hospitality attendants, Duty Managers, Apprentice Chefs, for example) develop and improve themselves through training with John at Austrain Academy. From what I have seen, the trainees and apprentices who complete training through Austrain finish their training with a higher level of competence than those who have trained with other RTOs. I put this down to the attention provided to each person in training and the practical training sessions our trainees and apprentices are exposed to.

I have been involved with approximately 4-5 RTOs for different reasons over approximately a decade in the hospitality and club industry and I can confidently say that my preference is to use Austrain every time. I highly recommend that Austrain Academy's contract be renewed for the future success of the industry and the local community who need such an astute training provider.

Yours sincerely,

Jason Clay  
Operations Manager