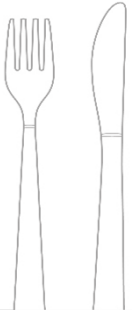




Restaurant
& Catering

certified Professional Restaurateur





ABOUT THE CPR PROGRAM

What is the Certified Professional Restaurateur Program?

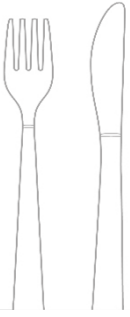
R&CA's Certified Professional Restaurateur (CPR) program recognises the essential business management skills required to operate a restaurant. The aim of the program is to improve the quality and professionalism of restaurant businesses and industry personnel, and ultimately, the quality of the dining experience to customers.

The program which has been developed by industry for industry is a two-staged process including the Certified Professional Restaurateurs (CPR) and the Restaurant Accreditation. In short, the CPR program recognises the management skills required to successfully manage a restaurant. When certified, restaurateurs will subsequently be invited to apply to have their business accredited through the accreditation program. The ultimate aim of the CPR and the Restaurant Accreditation is to give business owners the skills to manage their business sustainably and recognise the professionalism of these operators.

The CPR program defines these skills using National Competency Standards drawn from the National Hospitality Training Package. The areas / skills covered in the certification process are:

- Staff selection and recruitment;
- Customer service;
- Workplace Health & Safety;
- Food safety;
- Planning; and
- Management and Leadership.

All participants also need to complete and/or have completed a Responsible Service of Alcohol (RSA) and a Food Safety Supervisor (FSS) course (only applicable in Queensland, Victoria, New South Wales and Australian Capital Territory).



Units of competency required:

BSBMGT517	Manage operational plan
SITHFAB002	Provide responsible service of alcohol
SITXCCS008	Develop and manage quality customer service practices
SITXFSA001	Use hygienic practices for food safety
SITXHRM003	Lead and manage people
SITXHRM004	Recruit, select and induct staff
SITXWHS003	Implement and monitor work health and safety practices

A workplace observation may be required to ensure the above qualifications are used in the workplace in a professional manner.

Certification focuses on the achievement of competencies by individuals who operate restaurants and can be achieved via multiple pathways i.e. training and assessment or assessment only.

What is the benefit?

As a national certification, CPR creates a clear career path for talented industry personnel, setting an industry standard for business best practice, and assisting in recruiting experienced professionals.

For Operators:

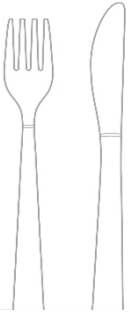
- Certification or recognition of skills previously not acknowledged
- Basis for on-going professional development

For Restaurant Businesses:

- Improved business management practices
- Competitive and marketing advantages
- Reputation as an employer of choice

For Industry:

- A higher profile for industry management roles
- A more professional and sustainable industry
- An improved profile for the industry
- Best practice standards and benchmarks to which operators can compare skills and operations and use to continuously improve



- Industry of choice for personnel

For Consumers:

- Promotes a quality dining experience
- A means for which to recognise restaurants that meet standards

Am I eligible to apply?

There is restricted criteria to apply for CPR. To apply to be a Certified Professional Restaurateur you must:

- Have a minimum of 10 years' experience within the hospitality industry;
- Have a minimum of 5 years in a management or supervisory role; and
- Provide your current resume with employer references where relevant.

Are there any pre-requisites?

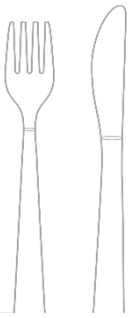
Yes. You must hold a valid Food Safety Supervisor certificate or proof you have completed two units of competency being '*Use Hygiene practices for food safety*' and '*Participate in safe food handling practices*' and a '*Responsible Service of Alcohol certificate*' in the states where it is legislated. It is also relevant but not necessary that you have completed a First Aid Course.

Restaurant Accreditation

Restaurant accreditation provides a mark of professionalism by ensuring businesses are compliant and adopt best practice. There is a strong and interdependent relationship between the CPR and restaurant accreditation program.

To obtain accreditation and to ensure that the accredited restaurant is operating within the law, the restaurant will be required to provide evidence of compliance i.e.

- Copies of ABN registration;
- Copies of Certificate of Registration of business name and incorporation;
- Certificate of Currency of Workers Compensation;
- Certificate of Currency of Public and Products Liability Insurance (minimum \$10 million);
- Health Inspection Report on all commercial kitchens of the operation; and
- Copy of Liquor License (if licensed).



**If you hold a Gold Licence you may not be required to provide some of the compliance evidence.*

Operators of accredited businesses must agree to have Restaurant & Catering Australia (R&CA) validate registrations as part of the audit process.

What is the cost and time involved?

Options	Pathway	Cost* (members)	Cost* (non-members)	Estimated Time
Option 1	Certification Fee	\$90.00	\$390.00	30 minutes
Option 2	Assessment Only	\$350.00	\$750.00	5 hours (inc. prep)
Option 3	Full training to be undertaken	\$500.00	\$1,100.00	Up to 20 hours
Option 4	Accreditation Fee	\$175.00	\$500.00	1 hour

Note: All pathways are required to make a separate application for certification and accreditation.

*all prices are GST inclusive.

Steps for Getting Certified

Visit rca.asn.au to get the relevant *expressions of interest* and/or *application forms*.

1. Complete the Registration of Interest Form. Fill in your details and return to the association by post, fax or email.
2. Fill in the application and complete any necessary training. A copy of the application form is available on the website, however please ensure to register your interest and discuss with a member of the CPR team prior to filling in an application.
3. Get your restaurant accredited! You cannot do this until you have become a Certified Professional Restaurateur.

Further information?

Please contact the association on 1300 722 878 or by emailing training@restaurantcater.asn.au.