

APPENDIX B – TOURISM, HOSPITALITY AND EVENTS OCCUPATIONS IN DEMAND

ANZSCO CODE	OCCUPATION	TRAINING PACKAGE QUALIFICATION	JUSTIFICATION/EVIDENCE
431111	Bar attendant	Certificate II in Hospitality	There is a discrepancy between the required supply of skilled labour to the hospitality and events industry and that which is being delivered. A significant amount of hospitality labour sits at AQF levels 2 and 3. This discrepancy is linked to both issues in the quality and the quantity of supply. Industry feedback indicates that the availability of staff at junior or frontline levels continues to be of great concern for the industry (Tourism Transport Forum Tourism Industry Sentiment Survey October 2009). Furthermore, in the accommodation and food service sector, 60.9% of workers were without non-school qualifications as at May 2009, a gap which needs to be addressed with the delivery of qualifications at Certificates II and III levels.
431112	Barista	Certificate II in Hospitality (Kitchen Operations)	
431211	Café worker	Certificate II in Hospitality (Asian Cookery)	
431511	Waiter	Certificate II in Hospitality (Asian Cookery)	
542113	Hotel receptionist	Certificate III in Hospitality	
351411	Cook	Certificate III in Hospitality (Commercial Cookery)	
351112	Pastry cook	Certificate III in Hospitality (Asian Cookery) Certificate III in Hospitality (Catering Operations) Certificate III in Hospitality (Patisserie) Certificate III in Events	
451611	Tourist info officer	Certificate II in Tourism	There is a discrepancy between the required supply of skilled labour to the tourism industry and that which is being delivered. A significant amount of tourism labour sits at AQF levels 2 and 3. This discrepancy is linked to both issues in the quality and the quantity of supply.
451612	Travel consultant	Certificate III in Tourism	
		Certificate III in Tourism (Retail Travel Sales)	
		Certificate III in Tourism (Wholesaling)	
		Certificate III in Tourism (Visitor Information Services)	
		Certificate III in Tourism (Guiding)	
431111	Bar attendant	Cross-sector units 'Provide quality customer service', 'Manage quality customer service', 'Deal with conflict situations', 'Communicate on the telephone'	Industry feedback enforced the importance of high quality customer service as a main factor for continued business success.
431112	Barista		
431211	Café worker		
431511	Waiter		
542113	Hotel receptionist		
451611	Tourist info officer		
451612	Travel consultant		

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141111	Cafe or restaurant manager	Certificate IV in Hospitality Certificate IV in Hospitality (Commercial Cookery)	Leadership and entrepreneurial skills are particularly important for handling changes in Australian society, for example growth in cultural diversity of employees and a reduction of the proportion of younger people.
141211	Caravan park and camping ground manager	Certificate IV in Hospitality (Asian Cookery)	Recruitment, retention and motivation of skilled employees are vital tasks of supervisors and managers which will gain importance for continued growth and productivity of the tourism, hospitality and events industry. The development of flexible career pathways and progression opportunities for employees will increase retention rates and improve job satisfaction.
141311	Hotel or motel manager	Certificate IV in Hospitality (Catering Operations)	
141411	Licensed club manager	Certificate IV in Hospitality (Patisserie)	
141911	Bed and brkft operator	Diploma of Hospitality Advanced Diploma of Hospitality	While the economic downturn has alleviated the labour shortages in the short term, the industry still struggles to attract sufficient quality workers.
141999	Accommodation and hospitality manager	Diploma of Events Advanced Diploma of Events	Industry feedback to SSA has stated that people in this sector tend to be promoted to Management/Supervisory roles mainly because they are effective at their current job role. It is therefore sometimes assumed that they have supervisory skills; which is a dangerous assumption to make. The Tourism and Hospitality sector is very labour intensive; therefore, developing a core of trained Managers and Supervisors is a key area, which is needed to allow the sector to grow and develop.
149111	Amusement centre manager		
149311	Conference and event organiser		
149999	Hospitality, retail and service managers nec		
351311	Chef		
111111	Chief executive or managing director (board members)	Cross-sector units 'Develop and update legal knowledge required for business compliance', 'Interpret financial information', 'Manage finances within a budget', and 'Manage financial operations'	Personnel are often promoted from within clubs to higher positions regardless of whether or not they have appropriate qualifications. A high number of board members need VET to increase the professionalism of this occupation and knowledge of duties and governance.
451412	Tour Guide	Certificate III in Tourism (Guiding) Certificate IV in Tourism (Guiding)	Feedback from the tourism industry has highlighted the need for tour guides; particularly those with foreign language skills. This is especially the case in remote and regional Australia, As the tourism industry seeks to attract visitors from non-traditional nations, the need for tour guides with language skills in Mandarin, Korean and Japanese will greatly increase. If people with these skills cannot be attracted to the industry in Australia, the tourism industry may need to consider hiring workers from overseas to meet the demand.