



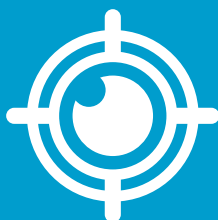
SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

STAKEHOLDERS



OUTCOMES



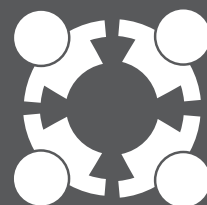
INTEGRITY



BOLDNESS



TEAMWORK



Tourism, Travel and Hospitality

**INDUSTRY REFERENCE COMMITTEE
INDUSTRY SKILLS FORECAST**

REFRESHED APRIL 2017

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Executive summary

The Tourism, Travel and Hospitality Industry Reference Committee (IRC) is responsible for ensuring nationally recognised tourism, travel and hospitality qualifications deliver the skills and knowledge required to equip its sectors with a highly skilled workforce, both now and into the future. IRC membership comprises industry associations, peak bodies, employee associations, government agencies and departments, and employers.

The Tourism, Travel and Hospitality IRC has responsibility for thirty-three qualifications aligned to job roles within the following sectors:

- tourism
- exhibitions and events
- hospitality
- holiday parks and resorts
- travel.

The Tourism Travel and Hospitality IRC commits to thorough and inclusive national consultation to ensure training package products under its remit are reflective of current industry skills needs and provide opportunities for workforce development that actively contributes to the variability and productivity of the sector. Recognition is given to the need for training package related decisions to be made based on appropriate levels of industry engagement and input.

Further, the IRC acknowledges the COAG Industry and Skills Ministers' priorities and will utilise consultation activities, through the support of SkillsIQ, to gain a national perspective on:

- opportunities to identify and remove obsolete training package products from the system
- industry expectations for training delivery and assessment to be documented within Implementation Guides
- opportunities to enhance portability of skills from one related occupation to another
- opportunities to remove unnecessary duplication within the system and create training package products that may have application to multiple industry sectors
- opportunities for the development of skill sets.

Where available the IRC will seek and maximise opportunities to work collaboratively with other IRCs.

This Industry Skills Forecast proposes a schedule for the ongoing review of relevant training package products to inform the development of the four-year rolling National Schedule. An industry analysis of both new and emerging workforce skills needs of the sector has informed this plan.

Sector analysis and industry consultation indicate that the sector is, and will continue to be, impacted by a number of challenges and opportunities, including:

- heightened customer expectations driving more personalised service;
- increased demand for cultural experiences and interaction with local Indigenous cultures; and
- licensing and regulation issues caused by disparity of requirements among States and Territories.

In addition to broad challenges and opportunities, the sector has identified the following factors as having direct impact on the composition and skills needs of the workforce:

- issues with the attraction and retention of employees, particularly in regional and remote locations;
- the impact of seasonality on the availability of workers;
- difficulties in finding employees with the required skills; and
- Australia's ageing population and workforce.

This Industry Skills Forecast identifies a number of trends in workplace design that will impact on the skills needs of the sector. Sustainability, both environmental and economic, along with technology and digital literacy, risk and crisis management skills and basic business skills such as financial, human resources and management skills will be of critical importance in the future tourism, travel and hospitality workforce.

This information, along with industry-identified skills priorities, will directly inform future review of relevant training package products.

Information contained within this Industry Skills Forecast has been sourced by a variety of methods, including:

- meetings and consultation with stakeholders, either face-to-face or by telephone;
- desktop research, to develop an understanding of existing research and views on skill requirements in the sector;
- an industry workforce survey, which was available to all stakeholders across all industries; and
- consultation with the IRC, in order to confirm that the information was both valid and reflected industry views appropriately.

Year one work will encompass a Case for Change relating to the development of a qualification in the casino/ gaming sector and the review of the qualifications in the events sector. This work is the subject of an activity order issued previously.

Given the impact on businesses operating in tourism and hospitality nationally, the units of competency relating

to responsible service of alcohol and food safety have been proposed by industry as a priority for year two of this Industry Skills Forecast.

The SIT Tourism, Travel and Hospitality training package products were last reviewed in 2015 and added to the national register, www.training.gov.au, on 2 March 2016. A temporary extension to Registered Training Organisation (RTO) transition requirements was agreed to by the Australian Government Minister for Vocational Education and Skills and State and Territory Skills Ministers. As a result, RTOs are not required to have the updated qualifications on scope until 2 September 2017.

Scheduling of the review of the cookery and catering qualifications (year three) and hospitality and tourism qualifications (year four) has considered the need to allow for the proper implementation and testing of training package products within the system, prior to any further review work.

A. Administrative information

Name of IRC:

Tourism, Travel and Hospitality Industry Reference Committee

Name of SSO:

SkillsIQ Limited (SkillsIQ)

This document details the proposed four year schedule of work from 1 July 2016 to 30 June 2020 as agreed between the Tourism, Travel and Hospitality IRC and SkillsIQ.

This version of the Industry Skills Forecast was refreshed in April 2017.

About SkillsIQ

As a Skills Service Organisation (SSO), SkillsIQ is funded by the Department of Education and Training to support its allocated IRCs, which are responsible for the development and maintenance of training packages in the following sectors:

- Community Services
- Health
- Local Government
- Public Sector
- Floristry
- Hairdressing and Beauty Services
- Funeral Services
- Retail Services
- Sport, Fitness and Recreation
- Tourism, Travel and Hospitality.

B. Sector overview

The tourism, travel and hospitality industry is broad and comprises a number of sectors. An outline of the key sectors is provided below, along with examples of job roles encompassed by these sectors.

Tourism

Sector overview

Tourism is one of five key 'super-growth sectors' driving new jobs and growth in the economy over the next decade.¹ It is a \$100 billion industry that employs 1 in 13 Australians, accounts for 9.6% of Australia's exports and is a key driver the nation's economy.²

925,000 people are employed directly and indirectly in tourism-related industries. This represents 8.1% of total employment. Of these, 534,000 people are directly employed in tourism. However, there remains an estimated shortage of 38,000 workers in this sector.³

Broadly, the tourism industry encapsulates all businesses that provide goods or services to facilitate leisure and business activities away from the 'home' environment. Tourism has become one of the largest industries in Australia, serving the needs of both domestic and international visitors within the country.

Tourism is a significant industry for Australia with the number of international visitors having more than doubled over the past two decades (2.5 million in 1992⁴ to 7.1 million in 2016).⁵ Tourism generated about \$116.7 billion in visitor expenditure in the year ending June 2016.⁶ For every dollar directly generated by tourism, another 81 cents is generated in other parts of the economy and 45 cents in every tourism dollar is being spent in regional Australia.⁷

As at June 2015, there were 273,512 tourism businesses in Australia (a decline of 3.8%), accounting for 13% of all businesses in the country. Around 95% of these businesses were non-employing, micro (1 to 4 employees) or small (5-19 employees) businesses.⁸

Tourism 2020 targets outline the industry's goal to generate between \$115 and \$140 billion in overnight

visitor expenditure (domestic and international) by 2020. Increased investment in tourism infrastructure will assist in both growing and being able to accommodate the increasing number of domestic and international visitors to and around Australia, although challenges remain in improving supply in regional Australia.⁹

Casinos have an important relationship with the tourism industry, and trends in domestic and international tourism are likely to impact on the casino industry with tourists representing an important source of revenue. In Australia, Queensland has the largest casino concentration with four establishments across the State. Despite facing competition from international and online casinos, Australia's casino industry has displayed an annual growth of 5.6% from 2011-16 and is projected to grow at an annualised rate of 2.8% from 2016-21.¹⁰

Key statistics

- In the 2014-15 year, the Australian tourism industry catered to 6.6 million (7% rise) international visitors and 83.2 million (5% rise) domestic overnight visitors generating \$107.1 billion¹¹
- Tourism industry revenue is projected to increase at an annual rate of 3.7% over the five years through to 2016-17, generating a revenue of \$123.7 billion¹²
- Over the five years through to 2021-22, overall industry revenue is projected to increase by an annual rate of 2.6%¹³
- Domestic tourism forms the largest market, accounting for 59.8% of industry revenue¹⁴
- Around 47% of all businesses report a seasonal trend, reflecting the inherent seasonality of the tourism industry.¹⁵

Job roles

Possible job roles within this industry sector include:

- Indigenous tourism operator;
- Museum attendant;

- Ride attendant;
- Booking agent;
- Cellar door salesperson or guide;
- Visitor information officer;
- Gaming attendant;
- Sales executive;
- Inbound groups manager;
- Marketing or operations manager; and
- Tour guide.

Exhibitions and Events

Sector overview

The exhibition and events sector encompasses companies involved in organising and hosting exhibitions, events and conferences. This may include organising business events such as meetings, incentives, conferences and exhibitions, festivals, cultural or sporting events and a range of other events. The sector is rapidly growing and making significant contributions to the economy.

Industry research shows that international and domestic visitors who travel to and within Australia specifically for major events spend more than the average visitor, despite staying fewer nights. It is also reported that Australians overwhelmingly recognise the importance of major events, with the majority of people understanding that major events can deliver an economic benefit and being comfortable with governments supporting major events, including through the investment of public funds.¹⁶ Events can also play a significant role in encouraging visitation in the low season and encourage regional dispersal.

Large-scale open exhibitions are increasing in popularity, with one such example being Vivid Sydney, which in 2016 attracted a total of 2.3 million visitors (an increase of 35.4% from 2015).¹⁷

The exhibition and conference centres' sub-sector is projected to grow at an annualised 2.3% over the five years through to 2015-16 to reach \$10.8 billion, with a

further 1.3% annual growth through to 2020-21 to \$11.5 billion (IBISWorld Industry Report, 2016).

The event promotion and management services industry has demonstrated steady growth over the past five years and with an increasing demand for industry services. This sub-sector is projected to increase at an annual rate of 1.3% over the five years through to 2015-16 to \$3 billion.¹⁸

Key statistics

- As at November 2015, there were 23,200 conference and event organisers (a 9.6% increase from 5 years to November 2015)¹⁹
- Over the five years to November 2019, the number of job openings for this role is expected to be average (between 10,001 and 25,000)²⁰
- 70.1% of conference and event organisers are female and the median age of the workforce is 35 years, with 25-34 years (39.4%) being the main age group across the sector²¹

Job roles

Possible job roles within this industry sector include:

- Event or exhibition assistant;
- Conference or event coordinator;
- Venue coordinator;
- Exhibition or event manager; and
- Venue manager.

Hospitality

Sector overview

The Australian and New Zealand Standard Industrial Classification (ANZSIC) categorises the hospitality industry as encompassing businesses that provide

accommodation, food and beverages such as cafes, restaurants and takeaway food services; pubs, taverns and bars; hotels, motels and other accommodation and hospitality clubs.

The industry is a significant employer with 267,700 hospitality workers as at November 2015 and employment forecasted to grow by 13.8% (37,000) in the five years to November 2020.²²

Industry identifies ongoing shortages of workers in roles such as café and restaurant managers, waiters and chefs. These shortages have seen an increase in the number of workers on 457 visas being employed across the hospitality sector, but notably in regional areas where it is difficult to attract workers from local sources.

Key statistics

- Over the past five years through to 2015-16, the restaurant industry is projected to have an annual growth of 6.2% to \$13.1 billion²³
- According to IBISWorld Market Research Report, over the 10 years through to 2020-21, the restaurant industry's contribution to the economy is expected to rise by an annual rate of 3.3%²⁴
- In 2015, registered clubs in NSW supported 62,000 full-time equivalent (FTE) jobs, comprising 28,427 direct FTEs and 33,525 indirect FTEs employed²⁴
- In the hospitality industry, there was a greater number of females than males employed in the role of housekeepers (85%), café workers (81%), waiters (77%) and hotel service managers (73%)²⁵
- The median age for hospitality workers was high for the role of café and restaurant managers (41 years) compared to fast food cooks (18 years), kitchen hands (24 years), waiters (22 years), café workers (24 years) and bar attendants and baristas (25 years).²⁶

Job roles

Possible job roles within this industry sector include:

- Housekeeper;
- Bar attendant;
- Espresso coffee machine operator;
- Front-desk receptionist;
- Waiter;
- Catering assistant;
- Concierge or porter;
- Banquet or function manager;
- Cook or chef;
- Club manager;
- Rooms division manager;
- Food and beverage manager;
- Patisserie;
- Catering supervisor; and
- Executive chef.

Holiday Parks and Resorts

Sector overview

While the holiday parks and resorts sector incorporates aspects of the hospitality and tourism sector, it primarily provides customers access to holiday parks, caravan parks and camping grounds that offer options for either short-term or long-term accommodation.

Social and nature-based interests, such as eating out, going to the beach or bushwalking, are the most popular activities for domestic and international caravan and camping visitors in Australia. About 45% of domestic caravan and camping visitors in Australia in 2015 were aged 30-54 years, followed by another 28% aged 55 and over. Comparatively, 42% of international caravan and camping visitors were aged 20-29 years and this cohort generated 51% of all international caravan and camping nights. This trend highlights the continuing significance of the international youth market to the sector.²⁷

Key statistics

- In 2015, there was a total of 586,585 recreational vehicles registered across Australia, comprising 58,375 campervans and 528,210 caravans. This is an increase of 4.5% since 2014
- Domestic and international visitors generated 49.7 million nights in caravan parks and camping grounds around Australia, contributing \$8.6 billion of visitor expenditure to the economy
- 11 million overnight caravan and camping trips (domestic and international) were undertaken throughout Australia in 2015, a 7% increase from 2014.²⁸

Job roles

Possible job roles within this industry sector include:

- Groundskeeper;
- Handy person;
- Housekeeper;
- Reception or front office supervisor;
- Holiday park/resort manager;
- Marketing co-ordinator/manager;
- Sales & events co-ordinator/manager; and
- Relief manager/caretaker.

Travel

Sector overview

The travel sector encompasses travel agencies and tour arrangement agencies which act as intermediaries in distributing travel services on behalf of service producers. This sector generates revenue through selling travel (both domestic and international); offering tour and accommodation services; providing travel arrangements and reservation services for airlines, cars and hotels; and arranging, assembling, wholesaling and retailing tours.²⁹

This sector operates both through traditional bricks-and-mortar agencies as well as online. The industry revenue growth has been constrained over the past five years due to increased competition among operators and the availability of online platforms that allow consumers to self-plan, book and directly pay service providers, thus making it difficult for traditional and small bricks-and-mortar travel agencies to remain competitive. IBISWorld predicts that the digital integration of traditional travel agencies and online agencies, along with the anticipated future demand for domestic and international tourism, will increase industry revenue over the next five years.³⁰

Online-only travel agencies such as Webjet and Expedia have lower operational costs than traditional agencies, often enabling such organisations to offer consumers cheap travel deals. Traditional travel agencies, however, continue to have traction primarily due to their ability to offer a wider variety of bundled travel packages, as well as providing a more transparent and face-to-face customer service experience. Employment numbers, however, are expected to contract slightly as traditional travel agencies develop new strategies to integrate technology and streamline administrative functions to reduce costs.³¹

Key statistics

- The travel agency and tour arrangement services sector has experienced an annualised growth of 2.6% over the five years through to 2015-16 to \$6.6 billion, with the workforce estimated to be at 29,651 people across 4,071 businesses.³² The sector's revenue is forecast to grow at an annualised 2.1% over the five years through to 2020-21, to \$7.4 billion
- The industry is dominated by small enterprises with more than 90% employing fewer than 20 people³³
- The travel agency and tour arrangement services industry is projected to grow at an annualised 2.6% over the five years through to 2015-16 to \$6.6 billion³⁴
- The industry revenue for online travel agencies is expected to increase at an annualised rate of 13.8% over the five years through to 2015-16. However, a slowdown of 8.1% annually is expected over the next five years from 2016-21.³⁵

Job roles

Possible job roles include:

- Domestic or international travel consultant;
- Corporate travel consultant;
- Call centre sales agent;
- Travel agency manager; and
- Wholesaler.

Nationally recognised SIT Tourism, Travel and Hospitality qualifications (as at April 2017)

- SIT10116 Certificate I in Tourism (Australian Indigenous Culture)
- SIT10216 Certificate I in Hospitality
- SIT20116 Certificate II in Tourism
- SIT20216 Certificate II in Holiday Parks and Resorts
- SIT20316 Certificate II in Hospitality
- SIT20416 Certificate II in Kitchen Operations
- SIT20516 Certificate II in Asian Cookery
- SIT30116 Certificate III in Tourism
- SIT30216 Certificate III in Travel
- SIT30316 Certificate III in Guiding
- SIT30416 Certificate III in Holiday Parks and Resorts
- SIT30516 Certificate III in Events
- SIT30616 Certificate III in Hospitality
- SIT30716 Certificate III in Hospitality (Restaurant Front of House)
- SIT30816 Certificate III in Commercial Cookery
- SIT30916 Certificate III in Catering Operations
- SIT31016 Certificate III in Patisserie
- SIT31116 Certificate III in Asian Cookery
- SIT40116 Certificate IV in Travel and Tourism
- SIT40216 Certificate IV in Guiding
- SIT40316 Certificate IV in Holiday Parks and Resorts
- SIT40416 Certificate IV in Hospitality

- SIT40516 Certificate IV in Commercial Cookery
- SIT40616 Certificate IV in Catering Operations
- SIT40716 Certificate IV in Patisserie
- SIT40816 Certificate IV in Asian Cookery
- SIT50116 Diploma of Travel and Tourism Management
- SIT50216 Diploma of Holiday Park and Resort Management
- SIT50316 Diploma of Event Management
- SIT50416 Diploma of Hospitality Management
- SIT60116 Advanced Diploma of Travel and Tourism Management
- SIT60216 Advanced Diploma of Event Management
- SIT60316 Advanced Diploma of Hospitality Management

Registered Training Organisation scope of registration

Table 1 indicates the number of RTOs with SIT Tourism, Travel and Hospitality Training Package qualifications on scope (current as at 13 April 2017, per the National Register of VET www.training.gov.au). The qualifications were reviewed in 2015 and updated versions released on www.training.gov.au on 2 March 2016. As a result RTOs may not have transitioned to the updated qualifications. The transition period is usually 12 months. However, the Australian Government Minister for Vocational Education and Skills and State and Territory Skills Ministers agreed to a temporary extension to transition, and RTOs were therefore granted an additional 6 months to transition (18 months in total) for training products endorsed by the Australian Industry and Skills Committee (AISC), from September 2015 to March 2016. As a result, transition requirements would not require RTOs to have the updated qualifications on scope until 2 September 2017. The superseded qualifications have been identified as such in the table.

TABLE 1. NUMBER OF REGISTERED TRAINING ORGANISATIONS WITH TOURISM, TRAVEL AND HOSPITALITY QUALIFICATIONS ON SCOPE (AS AT APRIL 2017)

| Code | Qualification name | No of RTO on scope |
|----------|---|--------------------|
| SIT10116 | Certificate I in Tourism (Australian Indigenous Culture) | 20 |
| SIT10112 | Certificate I in Tourism (Australian Indigenous Culture) (superseded) | 17 |
| SIT10216 | Certificate I in Hospitality | 214 |
| SIT10213 | Certificate I in Hospitality (superseded) | 188 |
| SIT20116 | Certificate II in Tourism | 142 |
| SIT20112 | Certificate II in Tourism (superseded) | 120 |
| SIT20216 | Certificate II in Holiday Parks and Resorts | 7 |
| SIT20512 | Certificate II in Holiday Parks and Resorts (superseded) | 6 |
| SIT20316 | Certificate II in Hospitality | 476 |
| SIT20213 | Certificate II in Hospitality (superseded) | 414 |
| SIT20416 | Certificate II in Kitchen Operations | 229 |
| SIT20312 | Certificate II in Kitchen Operations (superseded) | 203 |
| SIT20516 | Certificate II in Asian Cookery | 5 |
| SIT20412 | Certificate II in Asian Cookery (superseded) | 4 |
| SIT30116 | Certificate III in Tourism | 66 |
| SIT30112 | Certificate III in Tourism (superseded) | 85 |
| SIT30216 | Certificate III in Travel | 54 |
| SIT31312 | Certificate III in Travel (superseded) | 51 |
| SIT30316 | Certificate III in Guiding | 29 |
| SIT30513 | Certificate III in Guiding (superseded) | 24 |
| SIT30416 | Certificate III in Holiday Parks and Resorts | 16 |
| SIT31212 | Certificate III in Holiday Parks and Resorts (superseded) | 14 |
| SIT30516 | Certificate III in Events | 45 |
| SIT30612 | Certificate III in Events (superseded) | 57 |
| SIT30616 | Certificate III in Hospitality | 379 |
| SIT30713 | Certificate III in Hospitality (superseded) | 304 |

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| Code | Qualification name | No of RTO on scope |
|----------|--|--------------------|
| SIT30716 | Certificate III in Hospitality (Restaurant Front of House) | 22 |
| SIT30816 | Certificate III in Commercial Cookery | 164 |
| SIT30813 | Certificate III in Commercial Cookery (superseded) | 191 |
| SIT30916 | Certificate III in Catering Operations | 27 |
| SIT31013 | Certificate III in Catering Operations (superseded) | 51 |
| SIT31016 | Certificate III in Patisserie | 49 |
| SIT31113 | Certificate III in Patisserie (superseded) | 54 |
| SIT31116 | Certificate III in Asian Cookery | 13 |
| SIT30913 | Certificate III in Asian Cookery (superseded) | 23 |
| SIT40116 | Certificate IV in Travel and Tourism | 31 |
| SIT40212 | Certificate IV in Travel and Tourism (superseded) | 51 |
| SIT40216 | Certificate IV in Guiding | 9 |
| SIT40112 | Certificate IV in Guiding (superseded) | 16 |
| SIT40316 | Certificate IV in Holiday Parks and Resorts | 9 |
| SIT40812 | Certificate IV in Holiday Parks and Resorts (superseded) | 8 |
| SIT40416 | Certificate IV in Hospitality | 200 |
| SIT40313 | Certificate IV in Hospitality (superseded) | 170 |
| SIT40516 | Certificate IV in Commercial Cookery | 141 |
| SIT40413 | Certificate IV in Commercial Cookery (superseded) | 139 |
| SIT40616 | Certificate IV in Catering Operations | 5 |
| SIT40613 | Certificate IV in Catering Operations (superseded) | 16 |
| SIT40716 | Certificate IV in Patisserie | 39 |
| SIT40713 | Certificate IV in Patisserie (superseded) | 41 |
| SIT40816 | Certificate IV in Asian Cookery | 8 |
| SIT40513 | Certificate IV in Asian Cookery (superseded) | 10 |
| SIT50116 | Diploma of Travel and Tourism Management | 60 |

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| Code | Qualification name | No of RTO on scope |
|----------|---|--------------------|
| SIT50112 | Diploma of Travel and Tourism (superseded) | 70 |
| SIT50216 | Diploma of Holiday Park and Resort Management | 8 |
| SIT50412 | Diploma of Holiday Parks and Resorts (superseded) | 9 |
| SIT50316 | Diploma of Event Management | 57 |
| SIT50212 | Diploma of Events (superseded) | 73 |
| SIT50416 | Diploma of Hospitality Management | 257 |
| SIT50313 | Diploma of Hospitality (superseded) | 191 |
| SIT60116 | Advanced Diploma of Travel and Tourism Management | 25 |
| SIT60112 | Advanced Diploma of Travel and Tourism (superseded) | 32 |
| SIT60216 | Advanced Diploma of Event Management | 24 |
| SIT60212 | Advanced Diploma of Events (superseded) | 21 |
| SIT60316 | Advanced Diploma of Hospitality Management | 113 |
| SIT60313 | Advanced Diploma of Hospitality (superseded) | 86 |

Source: www.training.gov.au. RTOs approved to deliver this qualification. Accessed 13 April 2017

National peak bodies and key industry players

The below list represents a range of organisations that have key roles in this sector. These organisations and their networks are well placed to offer industry insights at the time of training package review. Industry engagement will include a broad and inclusive range of stakeholders beyond those included in this list, as deemed relevant to the nature of the training package product review.

- Government departments and agencies
 - State and Territory Tourism Organisations
 - Regional Tourism Organisations
 - Tourism Australia
 - Australian Trade Commission (Austrade)
- Peak and industry associations
 - Accommodation Association of Australia
 - Australian Culinary Federation
 - Australian Federation of Travel Agents Ltd
 - Australian Hotels Association
 - Australian Regional Tourism Network
 - Australian Tourism Export Council
 - Caravan Industry Association of Australia
 - Clubs Australia
 - Exhibition and Event Association of Australasia
 - Guiding Organisations Australia
 - International Air Transport Association
 - International Association of Tour Guides

- Restaurant & Catering Australia
- Tourism Accommodation Australia
- Tourism Hospitality Catering Institute of Australia
- Tourism and Transport Forum Australia
- YHA Australia
- Employee associations
 - United Voice
 - Australian Services Union
- Regulators
 - Food authorities in each State/Territory
 - Liquor and gaming authorities in each State/Territory
- Large and small employers across metropolitan, regional, rural and remote areas
- Registered Training Organisations both public and private.

Challenges and opportunities in the sector

Heightened customer expectations

Heightened customer expectations across all aspects of the industry are forcing businesses to innovate and consider how they can best serve their customer base. Customers no longer simply look for the right product or service at the right price, but require more than a purely transactional interaction. With prospective customers now having the instant ability to make comparisons with competitors' offerings it has become imperative that businesses remain attuned to their customers' needs.

Frontline staff are well positioned to deliver on customer expectations and have an advantageous insight into customer trends and behaviours. Businesses must be willing to give these team members the authority to do what needs to be done in order to satisfy customers. In order to facilitate such empowerment, training will be a key requirement, both in terms of developing the

skills of team members and in providing managers and supervisory staff with the skills to assist in this development.

Further, consumers have become accustomed to a certain level of service and now demand this of all businesses and service providers with whom they engage.

Crucial to meeting customers' expectations is the requirement for businesses to provide a more personalised experience. Customers expect a brand or business to know them on a personal level and deliver upon their unique needs. This places pressure on businesses to ensure they have a deep understanding of the consumer base and the ability to predict their future needs. Customers, seeking a personalised experience, demand that a one-to-one interaction be available to them, and are less willing to wait for answers to their questions.

Trends in the tourism industry suggest that tourism-related businesses, in order to cater to tourists' changing needs, will need to adapt their products by investing in new infrastructure (for example, accommodation, resorts, visitor attractions such as casinos and theme parks) as well as by developing flexible and digitally-accessible forms of service delivery.³⁶

Demand for cultural experiences

Consumers want experiences, and it has been reported that they will spend more money on tourism, education and entertainment-related activities as they become wealthier.³⁷ Just over three quarters of global travellers are influenced by the allure of visiting somewhere new, and experiencing local culture is a big priority.³⁸

Indigenous experiences are an opportunity for huge growth as they are seen to be authentic and unique to the area in which they occur.³⁹ The connection with meaningful Aboriginal and Torres Strait Islander cultural experiences is a unique selling point for Australia, and skills development is required to help meet the increased demand for these experiences.

Traditional stories and bush tucker tend to belong to specific groups and areas. Therefore, skills in explaining

and showcasing these sorts of experiences are required, so that they can then be tailored to the specific local experiences in an area.

In the year ending June 2016, Australia saw 1,136,700 visitor arrivals from China and 241,700 from India, which represents an increase of 22.2% and 9.4% on the previous year respectively.⁴⁰ This substantial growth is even more significant when looked at over ten years, with a 292.4% increase in visitors from China and 217.8% increase in visitors from India since 2005/06.⁴¹

Language and cultural awareness skills to cater to these and other international visitors are seen as being essential in order to ensure that Australian businesses provide the world-class experiences these visitors are seeking. While it is noted that qualifications for translating and interpreting sit outside of the SIT Tourism, Travel and Hospitality Training Package, up-skilling employees with basic language skills to provide service to international visitors is seen to be of critical importance.

Licensing and regulation

Licensing and regulation issues can present challenges for businesses operating within the tourism, travel and hospitality industry. Of particular note is disparity among the States and Territories relating to regulation around Gaming, Food Safety and the Responsible Service of Alcohol, which are particularly fundamental aspects of businesses operating in the hospitality sector.

Differences in legislation and licensing requirements across all States and Territories present significant challenges in terms of the portability of skills and restrict the ability of workers to move between jurisdictions while performing the same job role. Inconsistent regulation further exacerbates the situation for businesses that operate nationally, and for smaller businesses that operate close to State and Territory borders and cannot move staff between locations without additional expense, due to differing regulatory requirements. Further issues are noted in relation to the management of duty of care and responsible service, given the lack of national harmonisation.

Legislative variations also have an impact on RTOs that operate on a national basis and therefore need to have different training programs and resources to cope with the differences in requirements.

Industry also has concerns regarding the quality of Responsible Service of Alcohol training, which varies widely between RTOs and also between modes of delivery, from fully face-to-face to fully online. The Review of the South Australian Liquor Licensing Act 1997 noted the existence of online courses that were being provided at a very low cost and took little time to complete and the report questioned the ease with which qualifications with respect to responsible service of alcohol were able to be obtained.⁴²

The implementation of a minimum common standard, based on the unit of competency in the national training package, would greatly assist in enhancing the portability of skills and decrease costs for businesses operating in this sector.

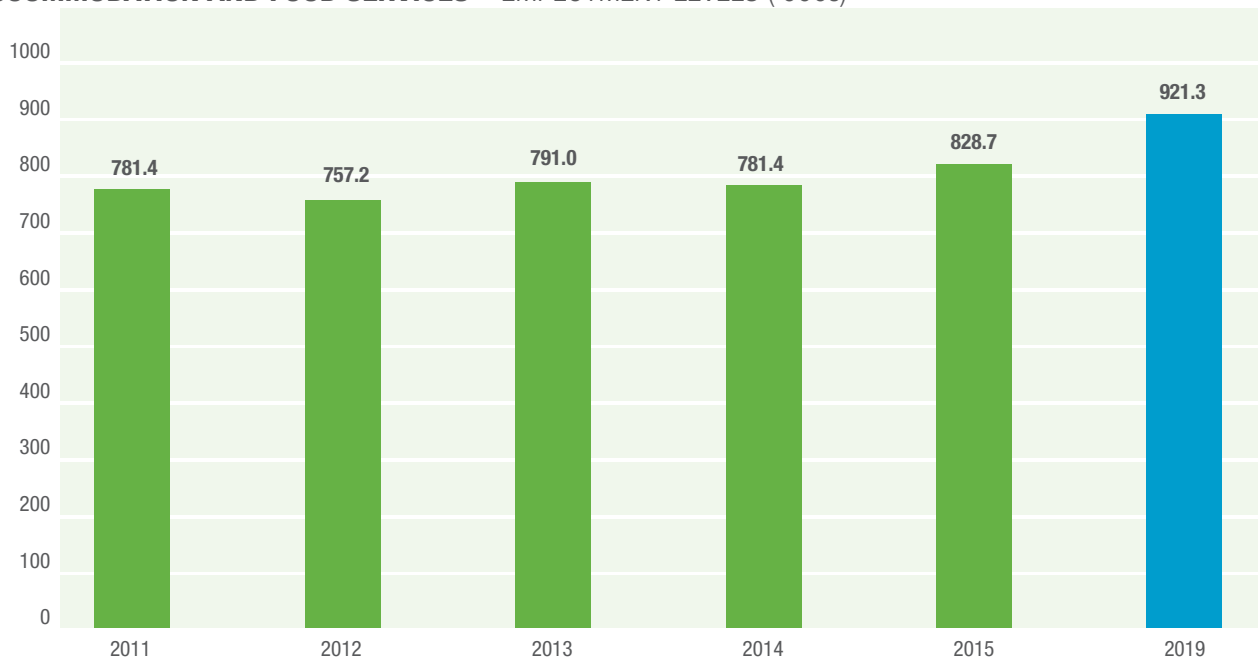
C. Employment

Employment outlook

The tourism, travel and hospitality industry is expecting employment growth overall over the next three years, although this varies across sectors, as identified in the following graphs provided by the Commonwealth Department of Education to inform this Industry Skills Forecast.

Employment levels in the Accommodation and Food Services Sector is projected to grow, from 828,700 in 2015 to 921,300 by 2019.

ACCOMMODATION AND FOOD SERVICES – EMPLOYMENT LEVELS ('000s)

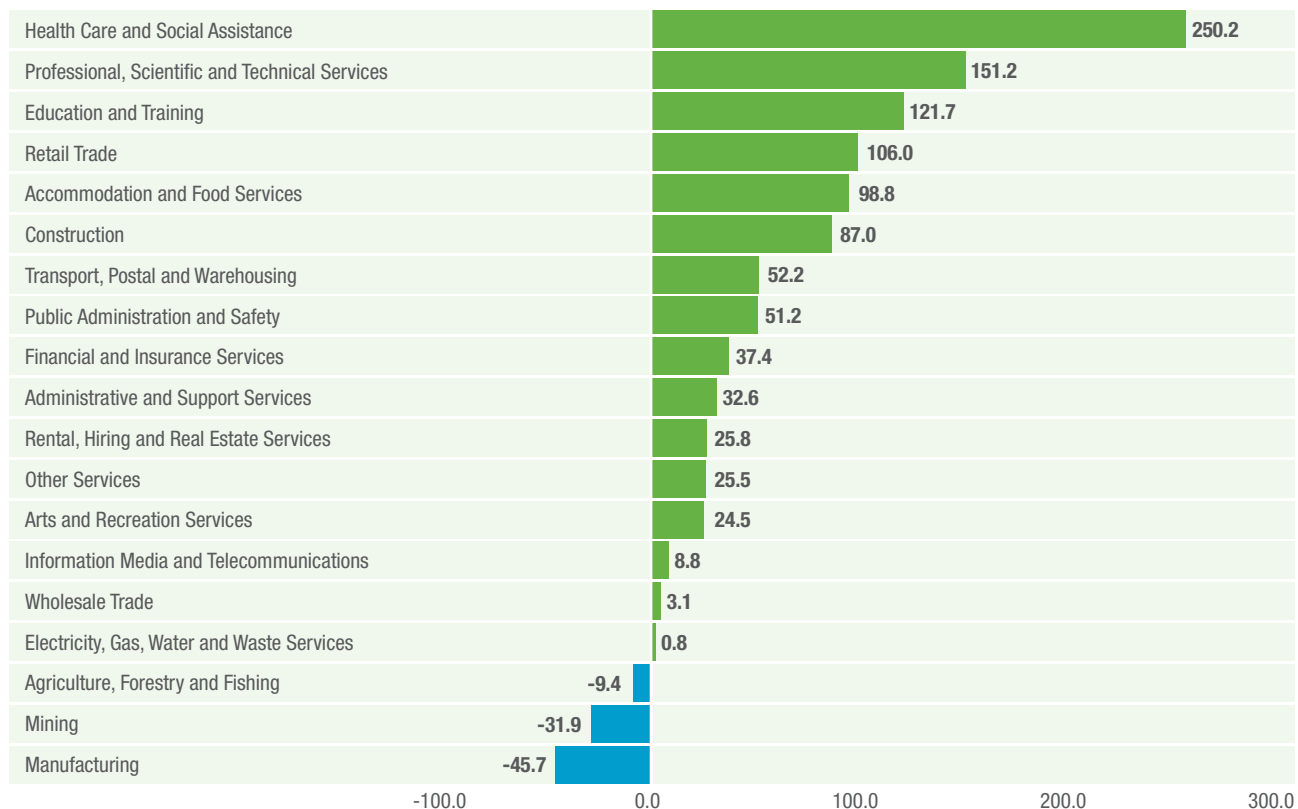


Source: Department of Employment Labour Market Information Portal. This data provided by the Department of Education and Training.

Note: Figures are displayed at the ANZSIC Group H level. The graph includes current and historical employment levels, as well as a projected employment levels to 2019

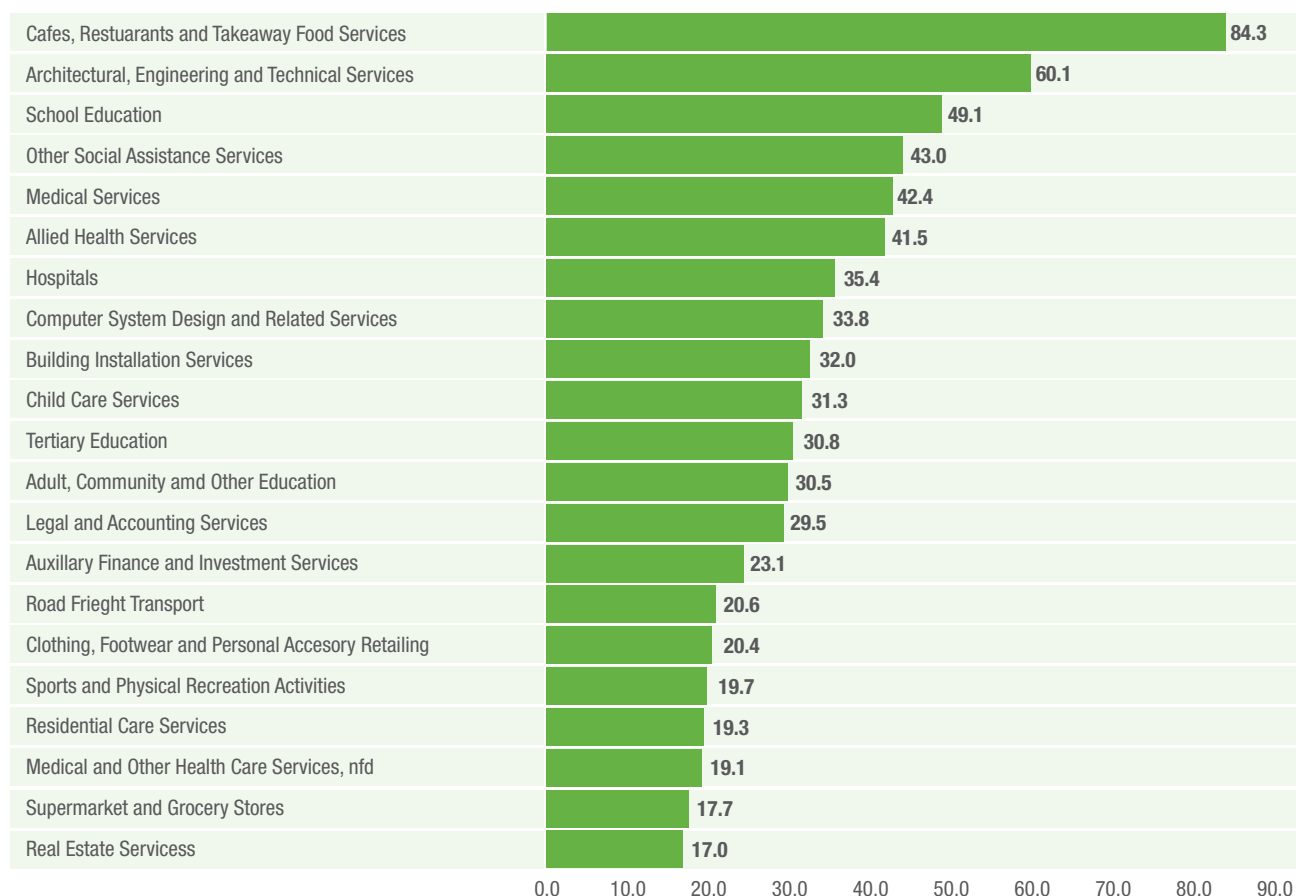
Accommodation and food services is expected to have the fifth highest employment growth across all industry sectors by 2020, as seen in the following graph.⁴³

PROJECTED EMPLOYMENT GROWTH BY INDUSTRY – FIVE YEARS TO NOVEMBER 2020 ('000s)



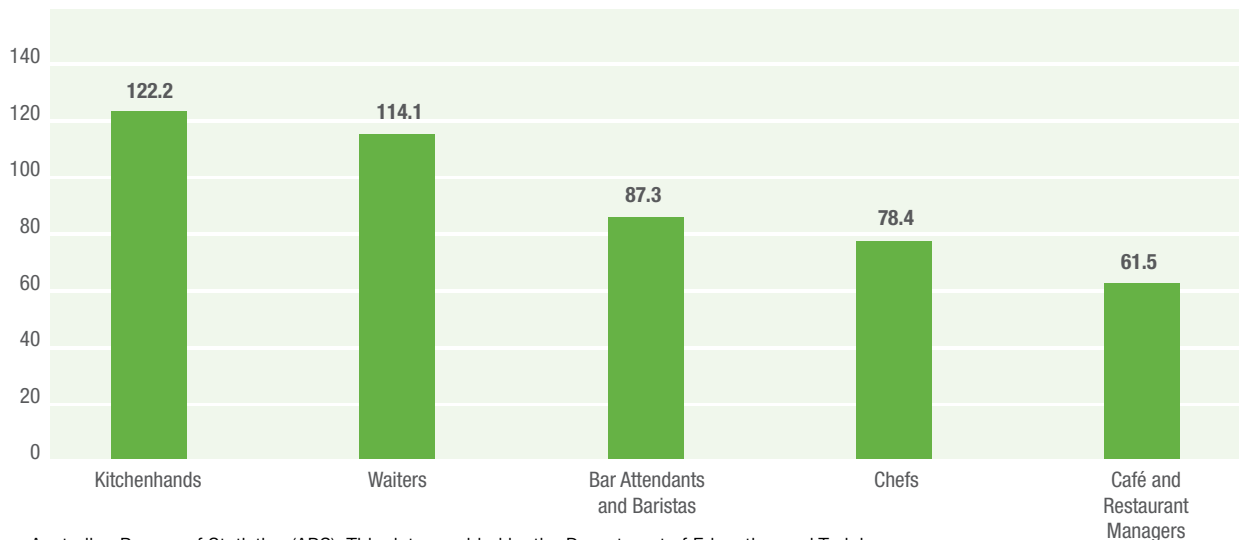
When drilling down this information, the top employment growth sub-sector among all industry sub-sectors to 2020 is expected to be Cafés, Restaurants and Takeaway Food Services, with a predicted 84,300 employees, as seen in the next graph.⁴⁴

TOP 20 EMPLOYMENT GROWTH SUB-SECTORS – TO 2020 ('000s)



Employment varies across a range of key occupations in the industry, as seen in the following graphs, with Kitchenhands and Waiters being roles that employed well over 100,000 people each, based on the five year average to 2015. It is noted that this data includes all those employed in these occupations across the economy and not just those employed in businesses operating in the tourism, travel and hospitality industry. For example, a café or restaurant manager could be employed in a café or restaurant located in a five-star hotel, an aged care facility or hospital, a mine site or a holiday park.

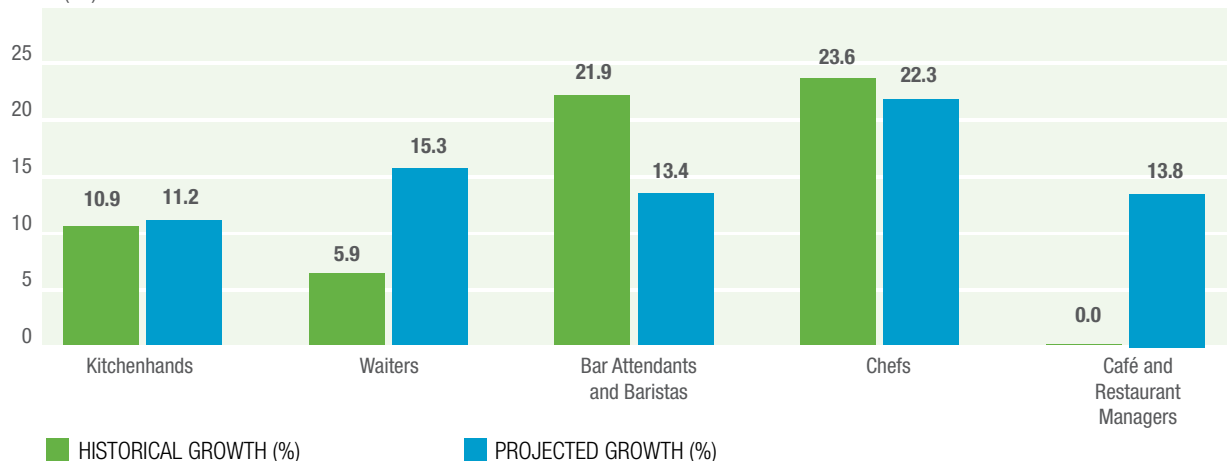
TOURISM, TRAVEL AND HOSPITALITY KEY OCCUPATIONS – EMPLOYMENT LEVELS ('000s)



Source: Australian Bureau of Statistics (ABS). This data provided by the Department of Education and Training.

Note: Occupations are at the four-digit ANZSCO code. Employment levels are the five-year annual average to 2015. Figures include all employed in the occupation across the economy, not just the relevant industry.

TOURISM, TRAVEL AND HOSPITALITY KEY OCCUPATIONS – HISTORICAL AND PROJECTED EMPLOYMENT GROWTH (%)

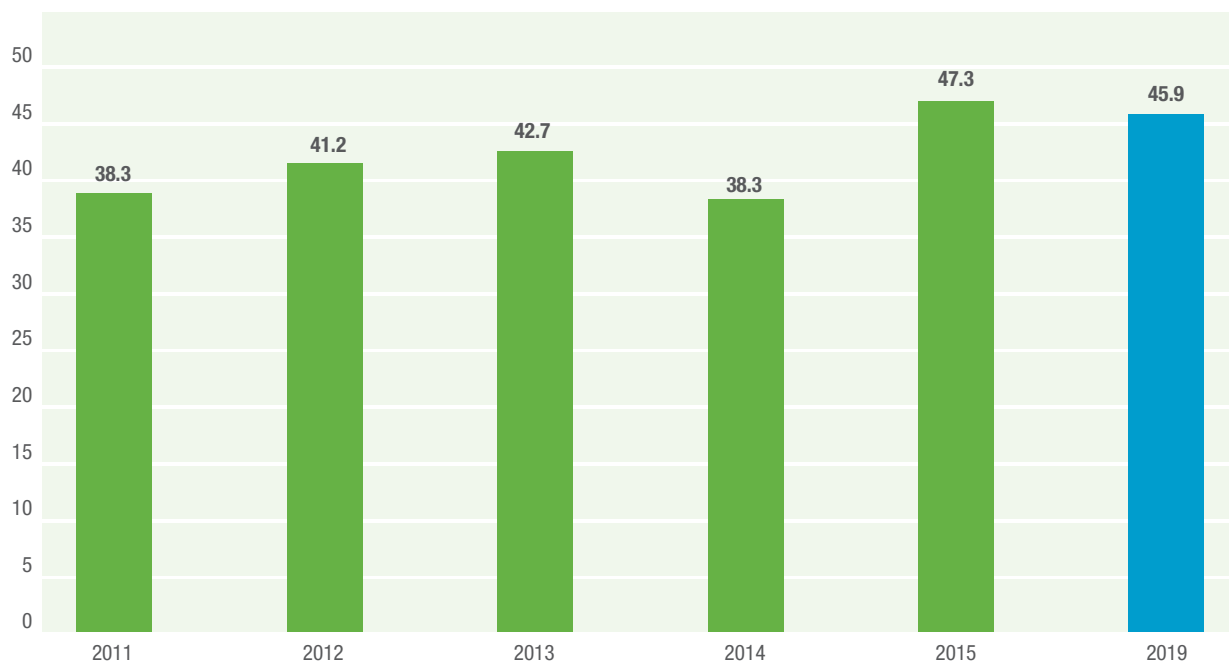


Source: Historical employment growth from the Australian Bureau of Statistics (ABS) and projected employment growth from the Department of Employment. This data provided by the Department of Education and Training.

Note: Occupations are at the four-digit ANZSCO code. The historical employment is the five-year growth rate to 2015 and the projected employment growth rate is the expected growth rate to 2019. Rates are based on figures that include all employed in the occupation across the economy, not just the relevant industry.

Of note in the above graph is that the areas of significant projected growth in employment to 2019 centre on occupations such as waiters and café and restaurant managers, while growth in employment for kitchenhands is expected to remain stable and there is expected to be a decline in employment growth for chefs and bar attendants. Again, it is noted that this data is across the entire economy and not just the tourism, travel and hospitality industry.

TRAVEL AGENCY AND TOUR ARRANGEMENT SERVICES – EMPLOYMENT LEVELS ('000s)



Source: Department of Employment Labour Market Information Portal. This data provided by the Department of Education and Training.

Note: Figures are displayed at the ANZSIC Group 722 level. The graph includes current and historical employment levels, as well as a projected employment levels to 2019.

Occupational breakdown

Below is some more detailed information regarding the job outlook for a range of specific occupations in the tourism, travel and hospitality industry, sourced from the Australian Government Job Outlook website.

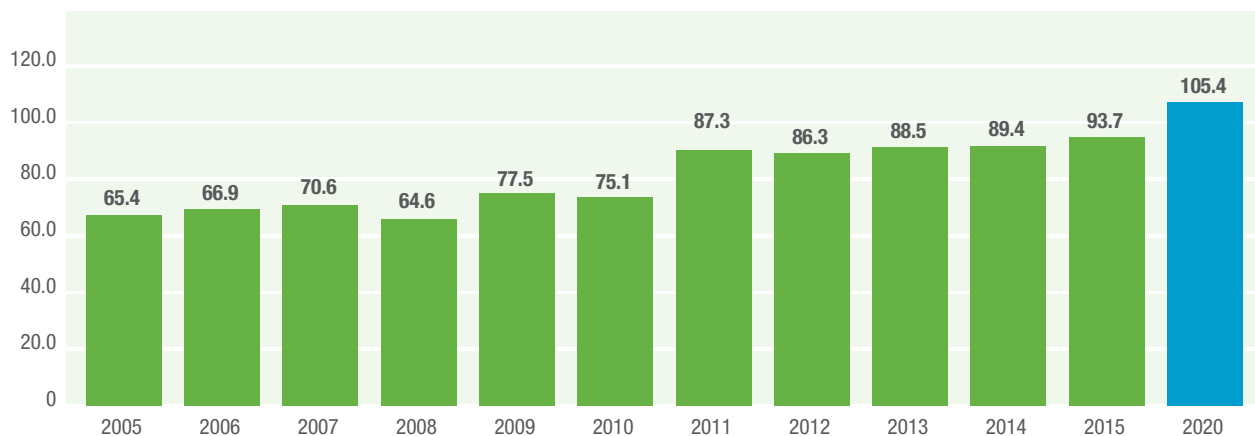
Bar attendants and baristas⁴⁵

- Over the five years to November 2019, the number of job openings for Bar Attendants and Baristas is expected to be high (greater than 50,000)
- Employment for this occupation rose very strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward,

employment for Bar Attendants and Baristas to November 2020 is expected to grow strongly

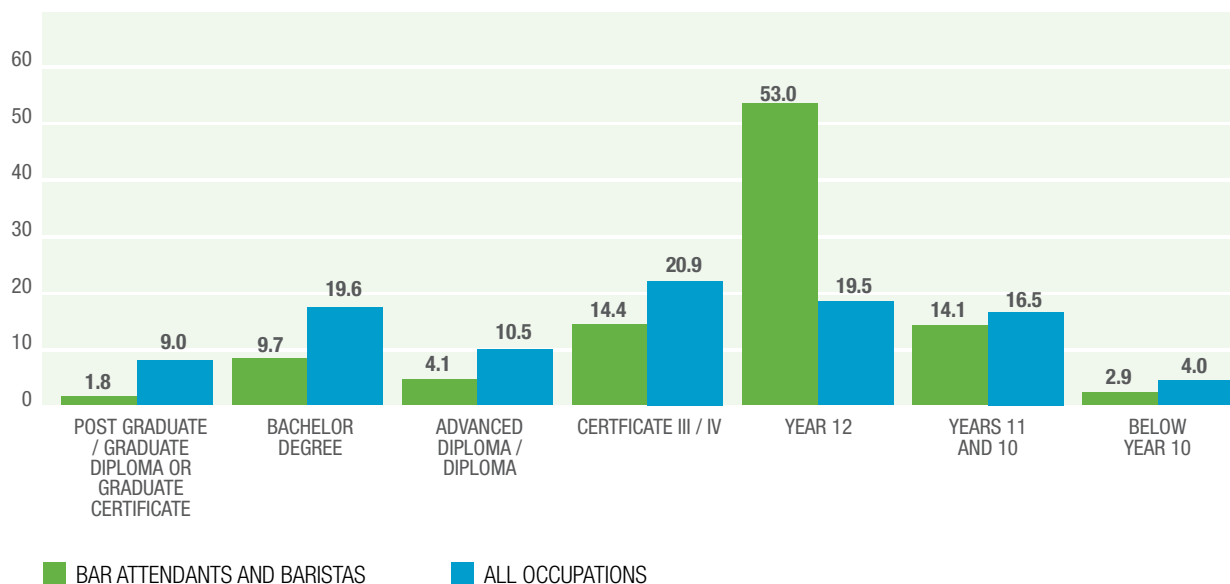
- This is a very large occupation (93,700 in November 2015), suggesting that opportunities should be available in most regions
- Bar Attendants and Baristas have a relatively low proportion of full-time jobs (39.3%). For Bar Attendants and Baristas working full-time, average weekly hours are 38.5 (compared to 40.2 for all occupations) and earnings are low - in the first decile. Unemployment for Bar Attendants and Baristas is above average
- The most common level of educational attainment for Bar Attendants and Baristas is Year 12 (53.0%).

BAR ATTENDANTS AND BARISTAS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

BAR ATTENDANTS AND BARISTAS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

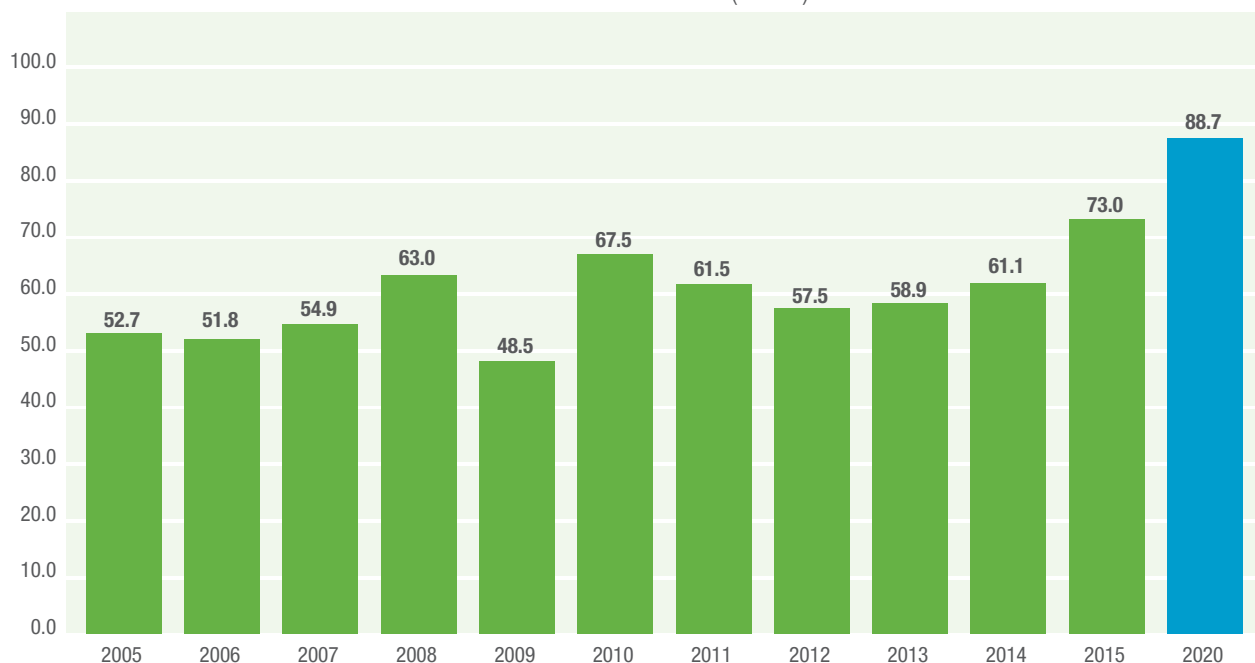


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Café and restaurant managers⁴⁶

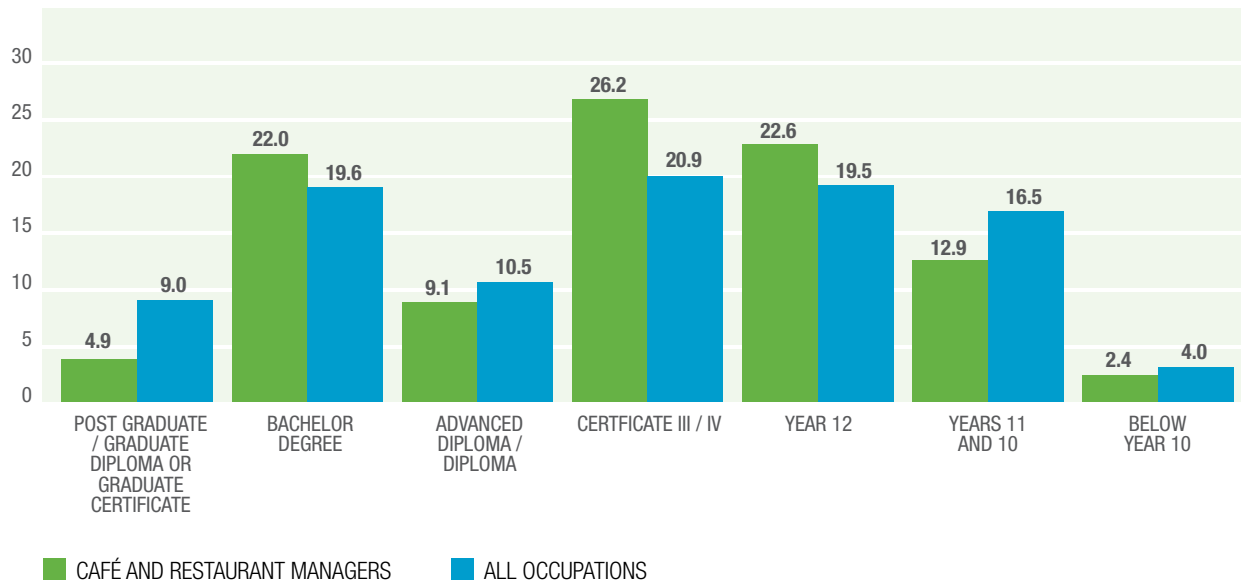
- Over the five years to November 2019, the number of job openings for Café and Restaurant Managers is expected to be above average (between 25,001 and 50,000)
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Café and Restaurant Managers to November 2020 is expected to grow very strongly
- This is a very large occupation (73,000 in November 2015) suggesting that opportunities should be available in most regions
- Café and Restaurant Managers have an above-average proportion of full-time jobs (81.6%). For Café and Restaurant Managers working full-time, average weekly hours are 46.0 (compared to 40.2 for all occupations) and earnings are below average - in the third decile. Unemployment for Café and Restaurant Managers is average
- The most common level of educational attainment for Café and Restaurant Managers is Certificate III/IV (26.2%).

CAFÉ AND RESTAURANT MANAGERS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

CAFÉ AND RESTAURANT MANAGERS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

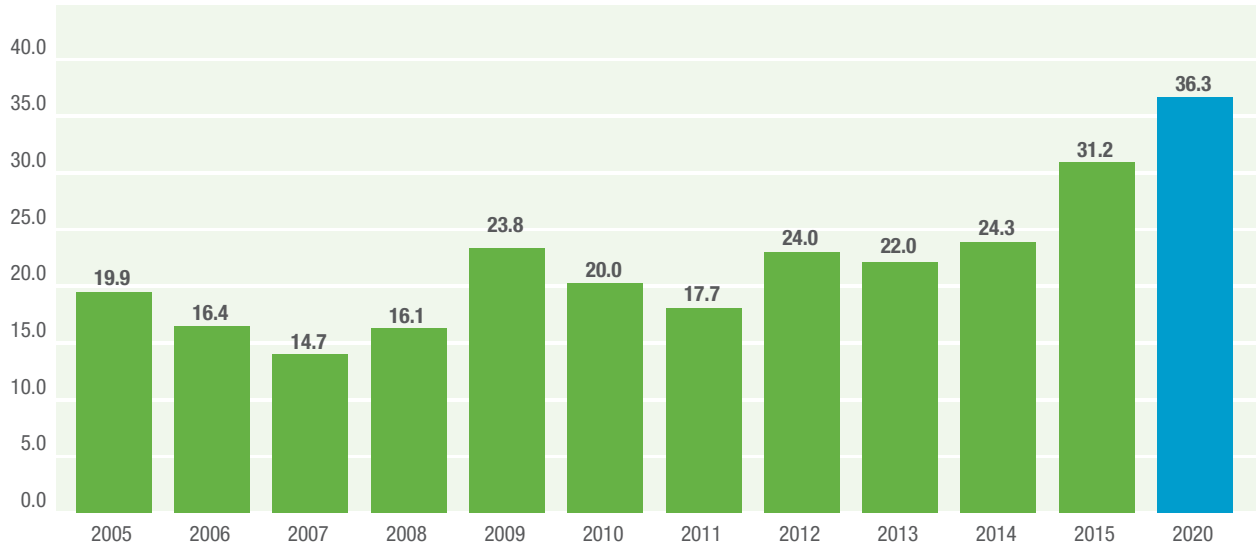


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Café workers⁴⁷

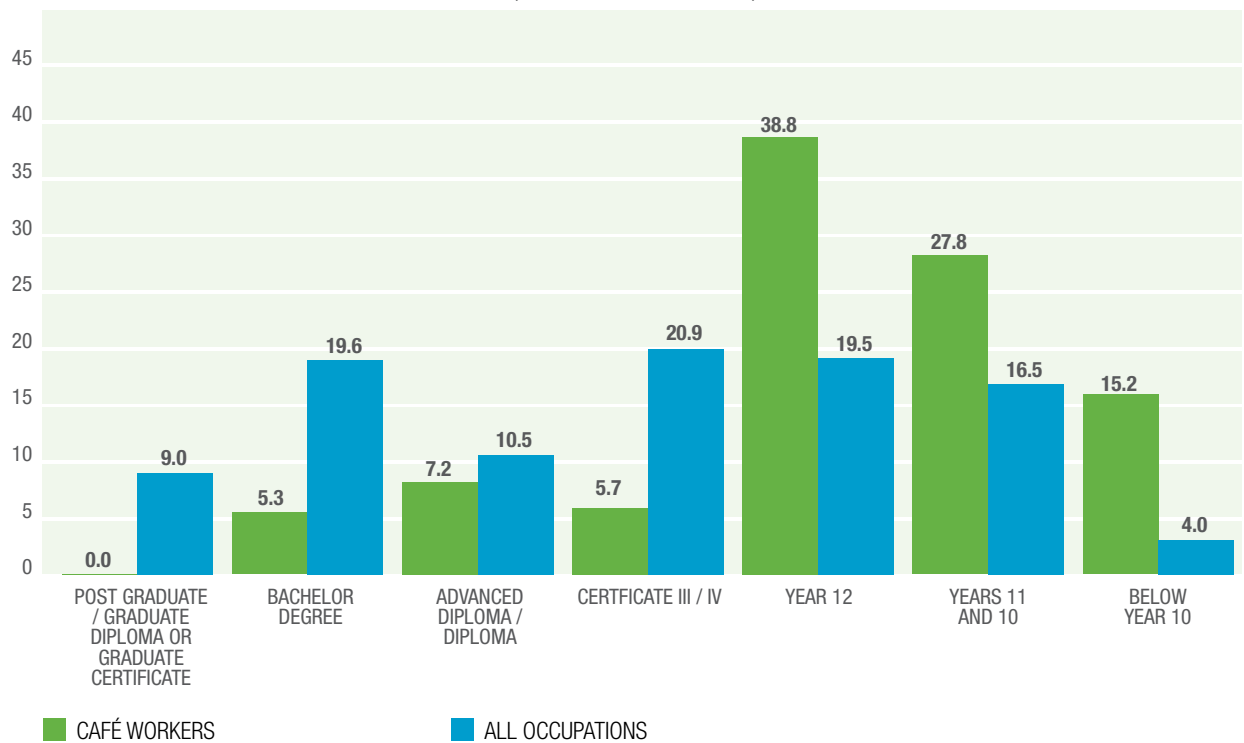
- Over the five years to November 2019, the number of job openings for Café Workers is expected to be above average (between 25,001 and 50,000)
- Employment for this occupation rose very strongly (in percentage terms) in the past five years and rose very strongly in the long-term (ten years). Looking forward, employment for Café Workers to November 2020 is expected to grow strongly
- This is a large occupation (31,200 in November 2015) suggesting that opportunities should be available in many (but not all) regions
- Café Workers have a relatively low proportion of full-time jobs (20.5%). For Café Workers working full-time, average weekly hours are 38.6 (compared to 40.2 for all occupations) and earnings are low - in the first decile. Unemployment for Café Workers is above average
- The most common level of educational attainment for Café Workers is Year 12 (38.8%).

CAFÉ WORKERS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

CAFÉ WORKERS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

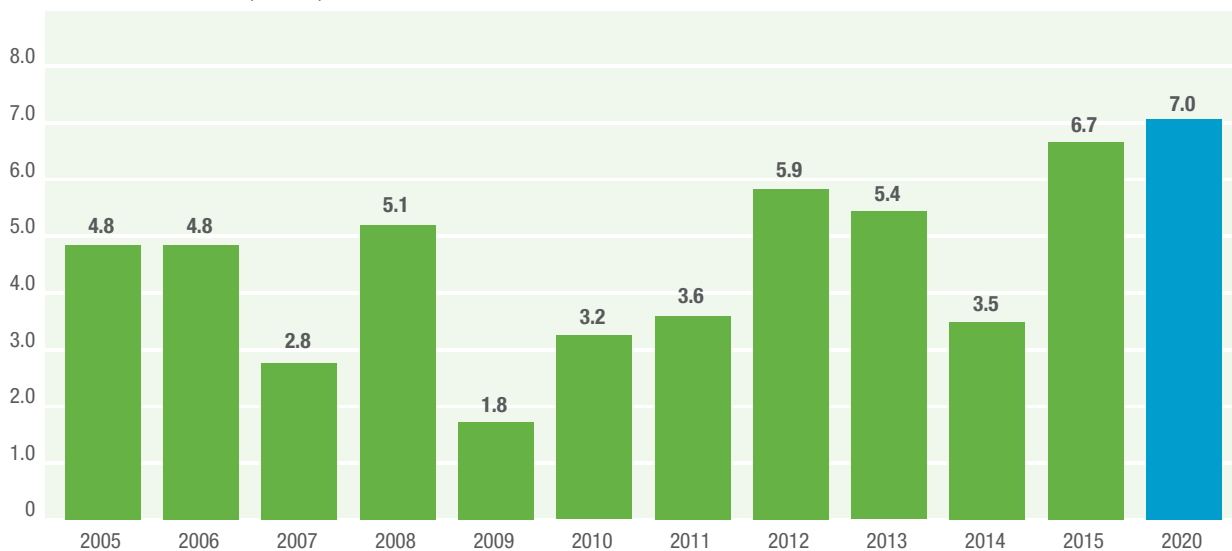


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Caravan park and camping ground managers⁴⁸

- Over the five years to November 2019, the number of job openings for Caravan Park and Camping Ground Managers is expected to be low (equal to or less than 5,000)
- Employment for this occupation rose very strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Caravan Park and Camping Ground Managers to November 2020 is expected to grow moderately
- This is a very small occupation (6,700 in November 2015) suggesting that opportunities may be quite limited in some regions
- Caravan Park and Camping Ground Managers have a high proportion of full-time jobs (91.2%). For Caravan Park and Camping Ground Managers working full-time, average weekly hours are 50.7 (compared to 40.2 for all occupations) and earnings are below average - in the third decile. Unemployment for Caravan Park and Camping Ground Managers is average.

CARAVAN PARK AND CAMPING GROUND MANAGERS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020

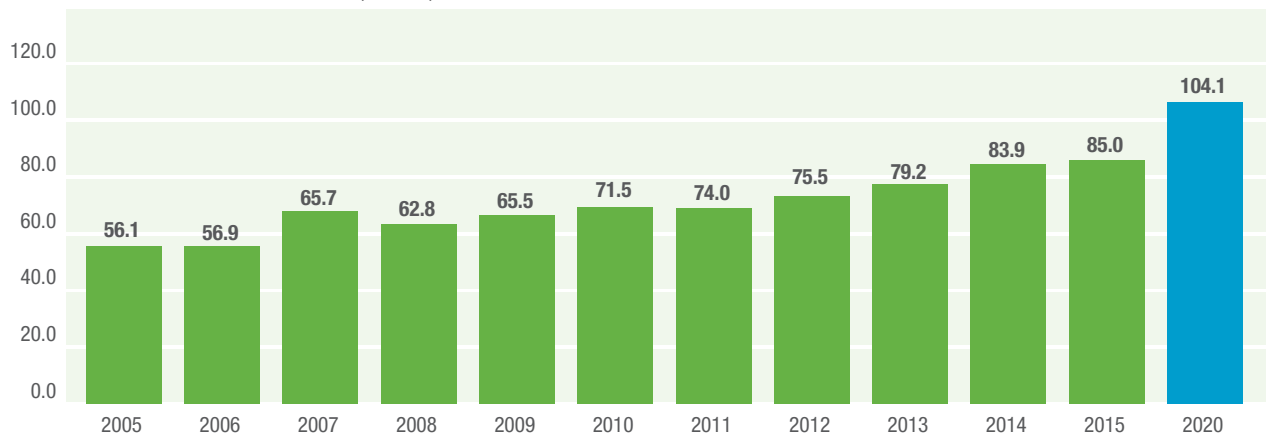


Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

Chefs⁴⁹

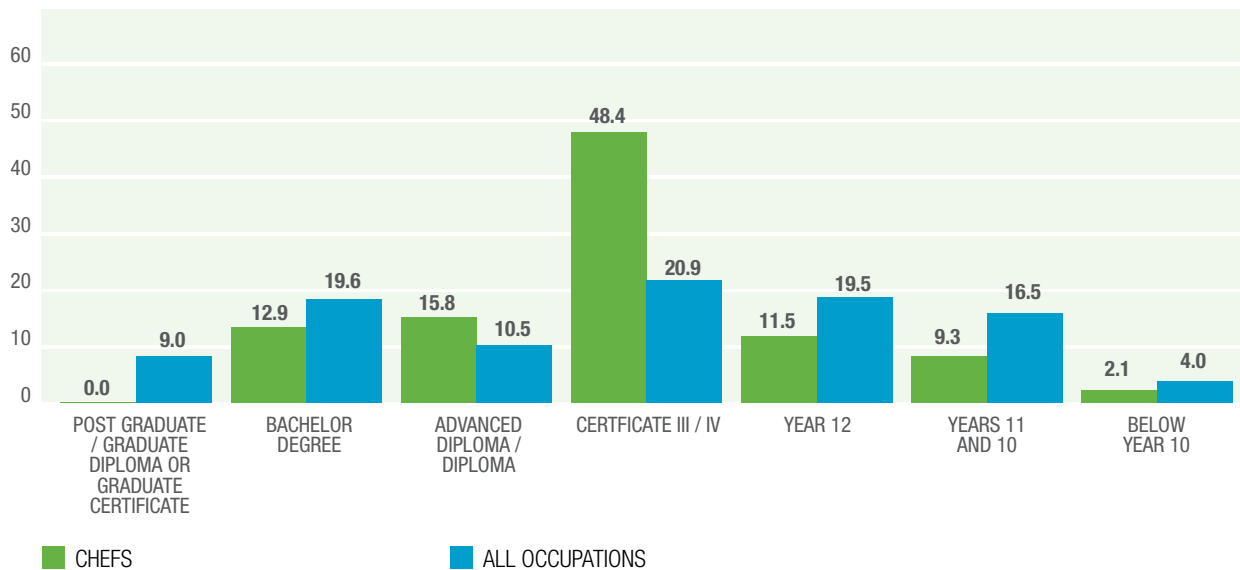
- Over the five years to November 2019, the number of job openings for Chefs is expected to be high (greater than 50,000)
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Chefs to November 2020 is expected to grow very strongly
- This is a very large occupation (85,000 in November 2015) suggesting that opportunities should be available in most regions
- Chefs have an above average proportion of full-time jobs (78%). For Chefs working full-time, average weekly hours are 42.6 (compared to 40.2 for all occupations) and earnings are below average - in the third decile. Unemployment for Chefs is average
- The most common level of educational attainment for Chefs is Certificate III/IV (48.4%)
- It is noted that the Certificate IV in Commercial Cookery provides for the job outcome as a Chef. This accounts for the significantly high level of people attaining a Certificate III/IV qualification.

CHEFS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

CHEFS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

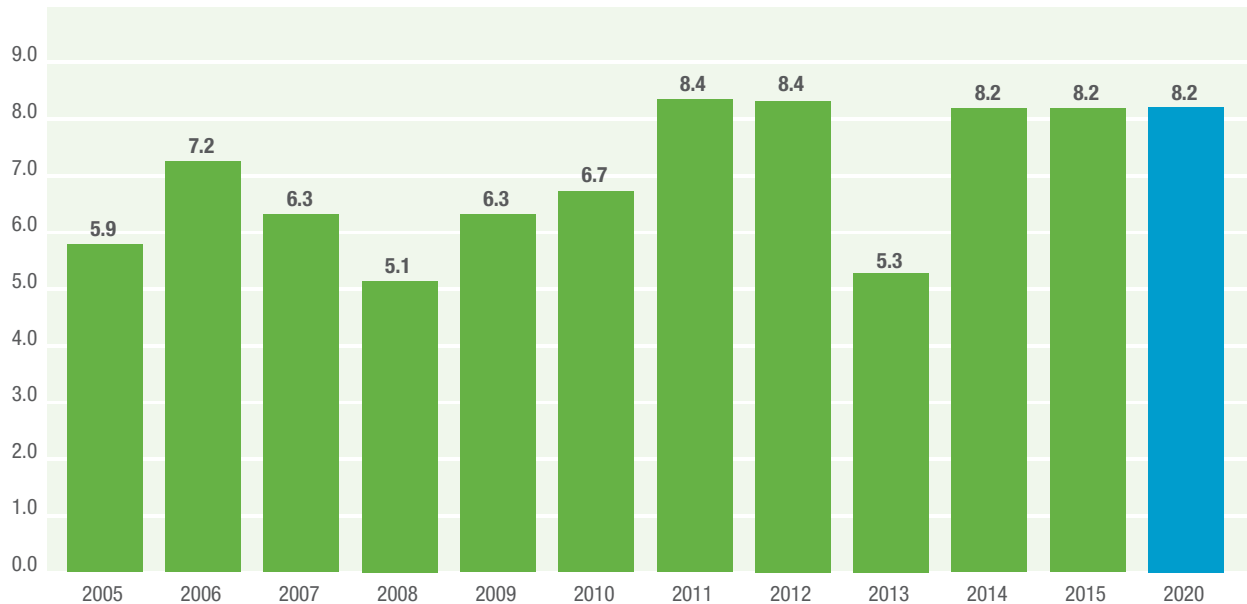


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Club managers⁵⁰

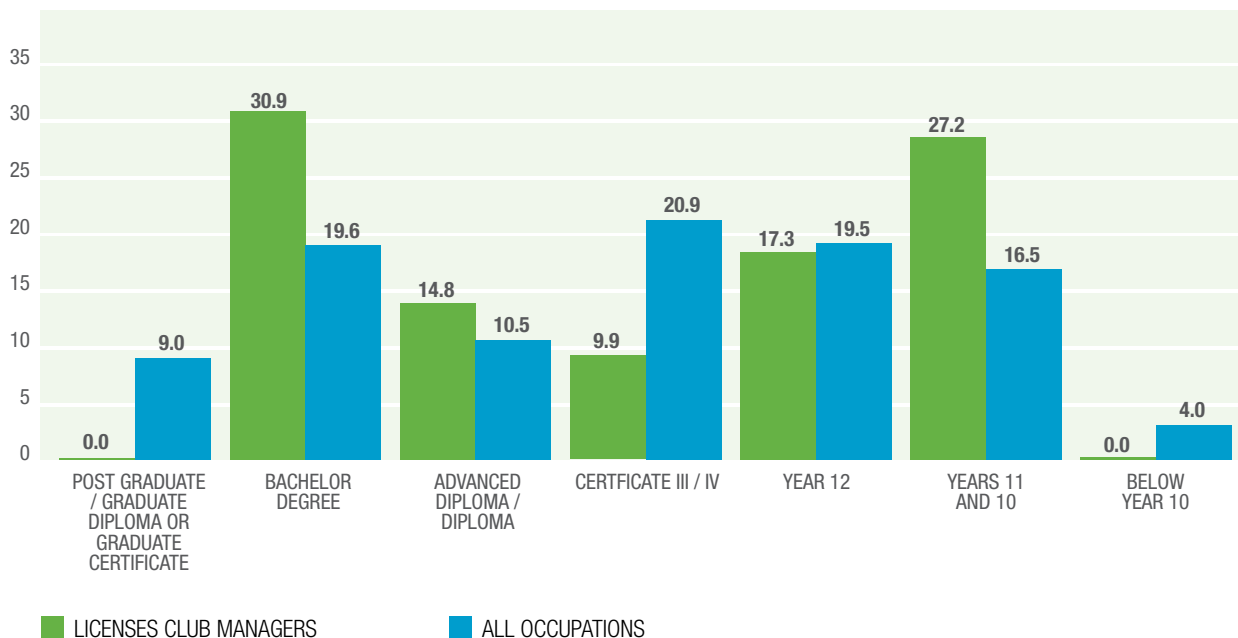
- Over the five years to November 2019, the number of job openings for Licensed Club Managers is expected to be low (equal to or less than 5,000)
- Employment for this occupation rose very strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Licensed Club Managers to November 2020 is expected to grow slightly
- This is a small occupation (8,200 in November 2015) suggesting that opportunities may be quite limited in some regions
- Licensed Club Managers have an above average proportion of full-time jobs (82.4%). For Licensed Club Managers working full-time, average weekly hours are 37.7 (compared to 40.2 for all occupations) and earnings are below average - in the third decile. Unemployment for Licensed Club Managers is below average
- The most common level of educational attainment for Licensed Club Managers is Bachelor degree (30.9%).

CLUB MANAGERS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

CLUB MANAGERS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

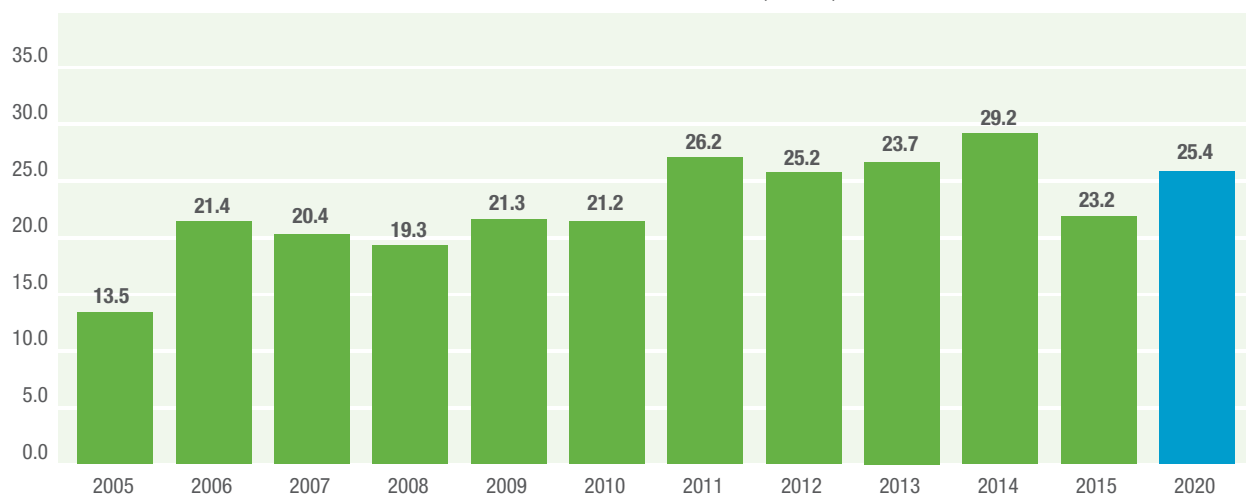


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals

Conference and event organisers⁵¹

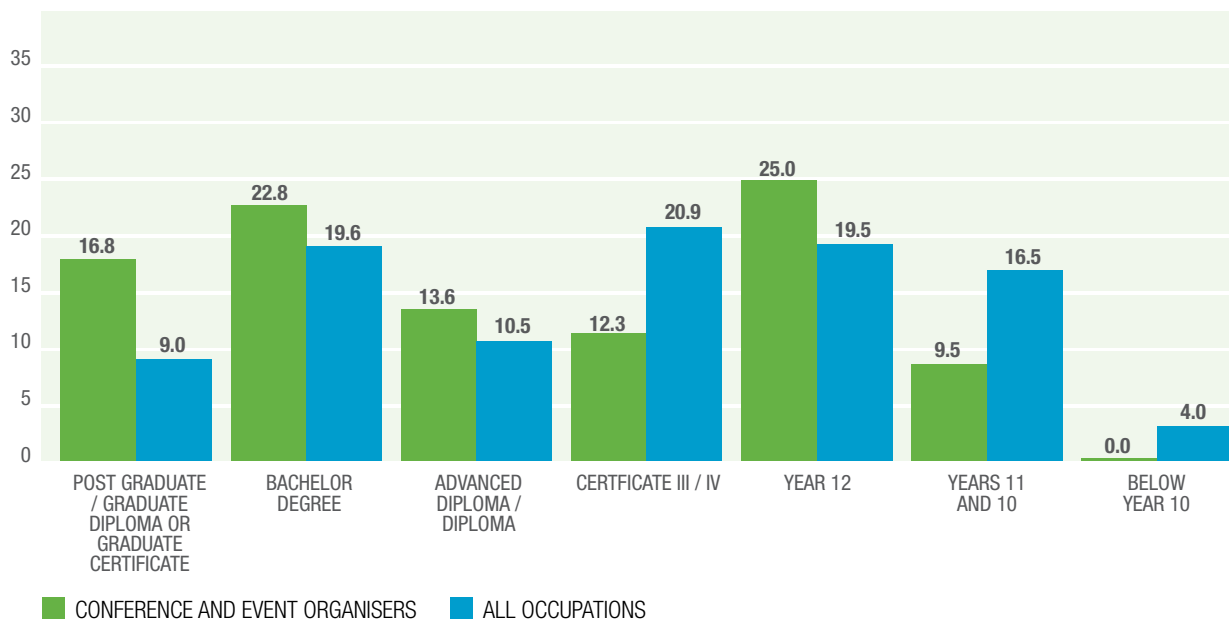
- Over the five years to November 2019, the number of job openings for Conference and Event Organisers is expected to be average (between 10,001 and 25,000)
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose very strongly in the long-term (ten years). Looking forward, employment for Conference and Event Organisers to November 2020 is expected to grow strongly
- This is a large occupation (23,200 in November 2015) suggesting that opportunities should be available in many (but not all) regions
- Conference and Event Organisers have a below average proportion of full-time jobs (68.9%). For Conference and Event Organisers working full-time, average weekly hours are 40.4 (compared to 40.2 for all occupations) and earnings are above average - in the seventh decile. Unemployment for Conference and Event Organisers is average
- The most common level of educational attainment for Conference and Event Organisers is Year 12 (25.0%).

CONFERENCE AND EVENT ORGANISERS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

CONFERENCE AND EVENT ORGANISERS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

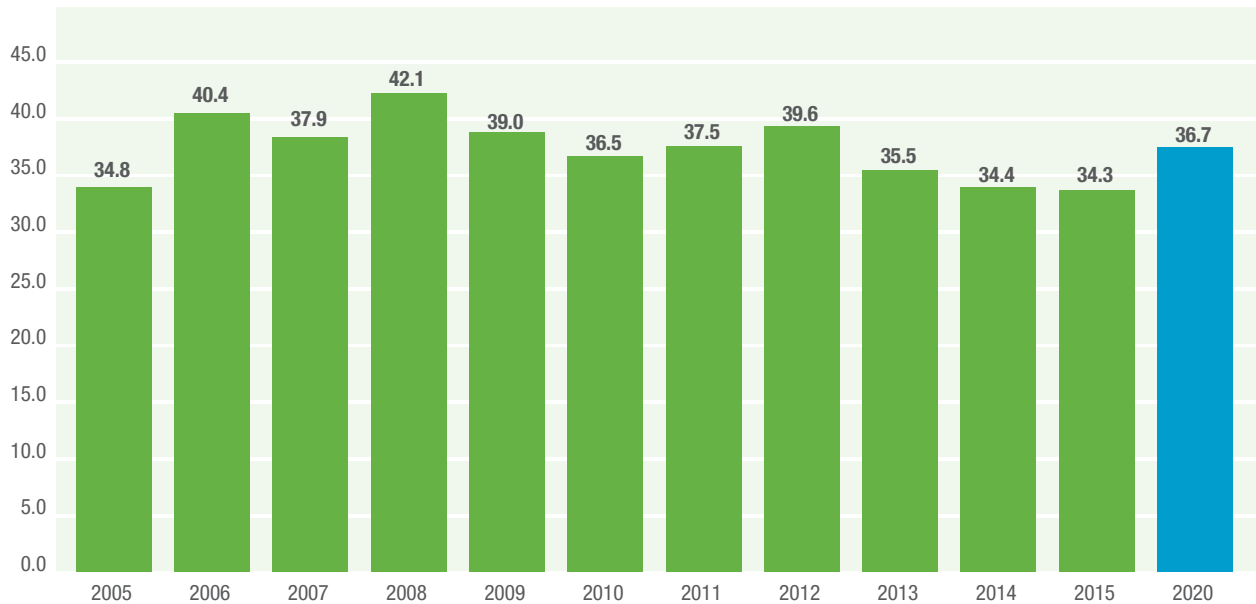


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals

Cooks⁵²

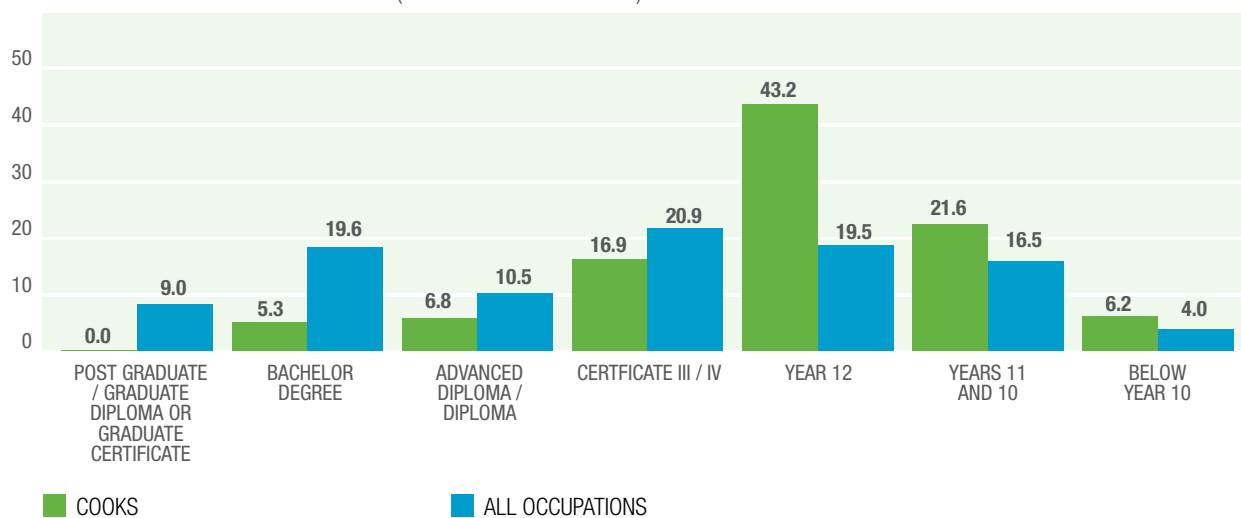
- Over the five years to November 2019, the number of job openings for Cooks is expected to be above average (between 25,001 and 50,000)
- Employment for this occupation fell slightly in the past five years and in the long-term (ten years). Looking forward, employment for Cooks to November 2020 is expected to grow moderately
- This is a large occupation (34,300 in November 2015) suggesting that opportunities should be available in many (but not all) regions
- Cooks have a relatively low proportion of full-time jobs (48.4%). For Cooks working full-time, average weekly hours are 37.9 (compared to 40.2 for all occupations) and earnings are low - in the first decile. Unemployment for Cooks is above average
- The most common level of educational attainment for Cooks is Year 12 (43.2%)
- It is noted that the Certificate III in Commercial Cookery provides for a trade outcome as a Cook.

COOKS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

COOKS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

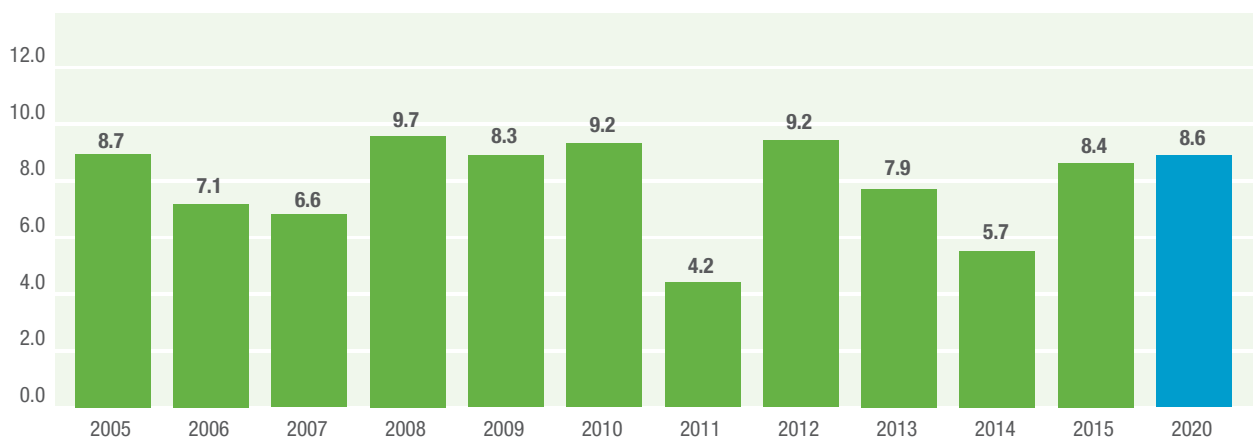


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals

Gaming workers⁵³

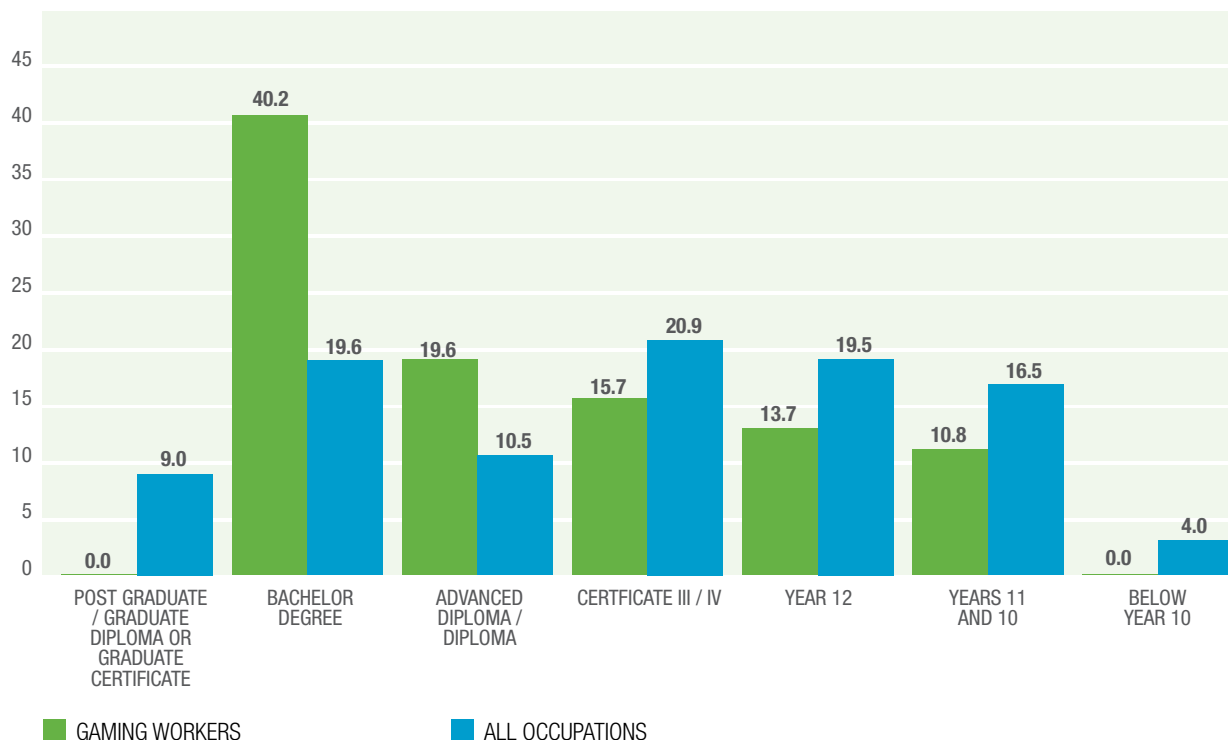
- Over the five years to November 2019, the number of job openings for Gaming Workers is expected to be below average (between 5,001 and 10,000)
- Employment for this occupation fell slightly in the past five years and in the long-term (ten years). Looking forward, employment for Gaming Workers to November 2020 is expected to grow slightly
- This is a small occupation (8400 in November 2015) suggesting that opportunities may be quite limited in some regions
- Gaming Workers have an above average proportion of full-time jobs (77.5%). For Gaming Workers working full-time, average weekly hours are 35.0 (compared to 40.2 for all occupations) and earnings are low - in the second decile. Unemployment for Gaming Workers is below average
- The most common level of educational attainment for Gaming Workers is Bachelor degree (40.2%).

GAMING WORKERS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

GAMING WORKERS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

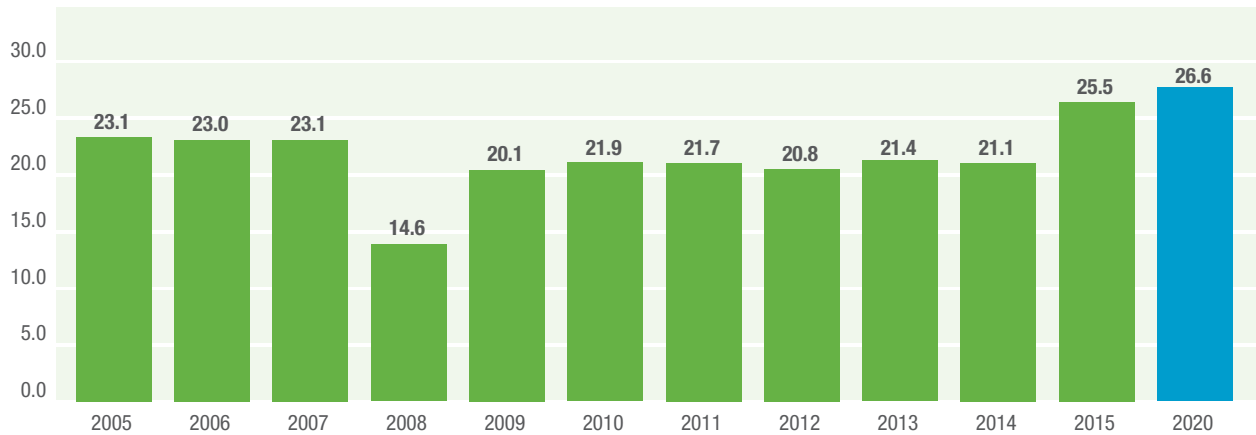


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Hotel and motel managers⁵⁴

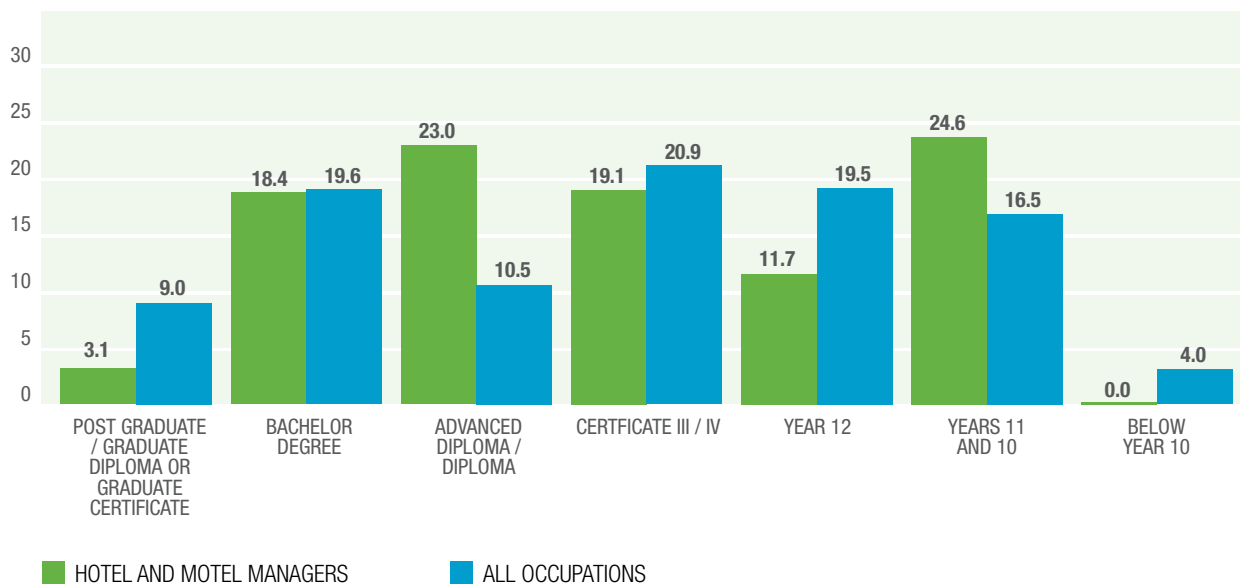
- Over the five years to November 2019, the number of job openings for Hotel and Motel Managers is expected to be average (between 10,001 and 25,000)
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose slightly in the long-term (ten years). Looking forward, employment for Hotel and Motel Managers to November 2020 is expected to grow moderately
- This is a large occupation (25,500 in November 2015) suggesting that opportunities should be available in many (but not all) regions
- Hotel and Motel Managers have a high proportion of full-time jobs (89.6%). For Hotel and Motel Managers working full-time, average weekly hours are 52.4 (compared to 40.2 for all occupations) and earnings are below average - in the third decile. Unemployment for Hotel and Motel Managers is average
- The most common level of educational attainment for Hotel and Motel Managers is Years 11 and 10 (24.6%).

HOTEL AND MOTEL MANAGERS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

HOTEL AND MOTEL MANAGERS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

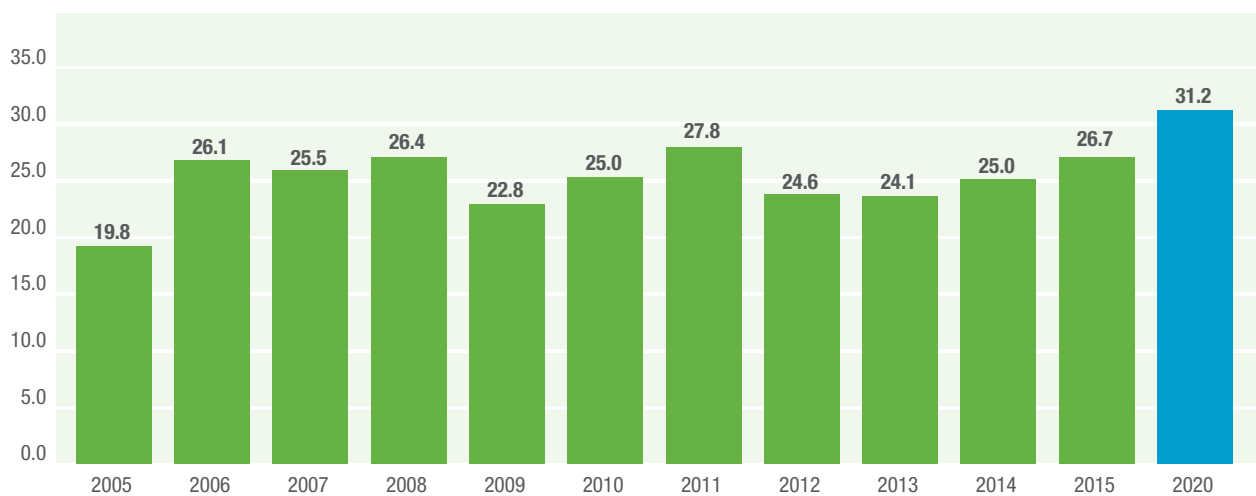


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Housekeepers⁵⁵

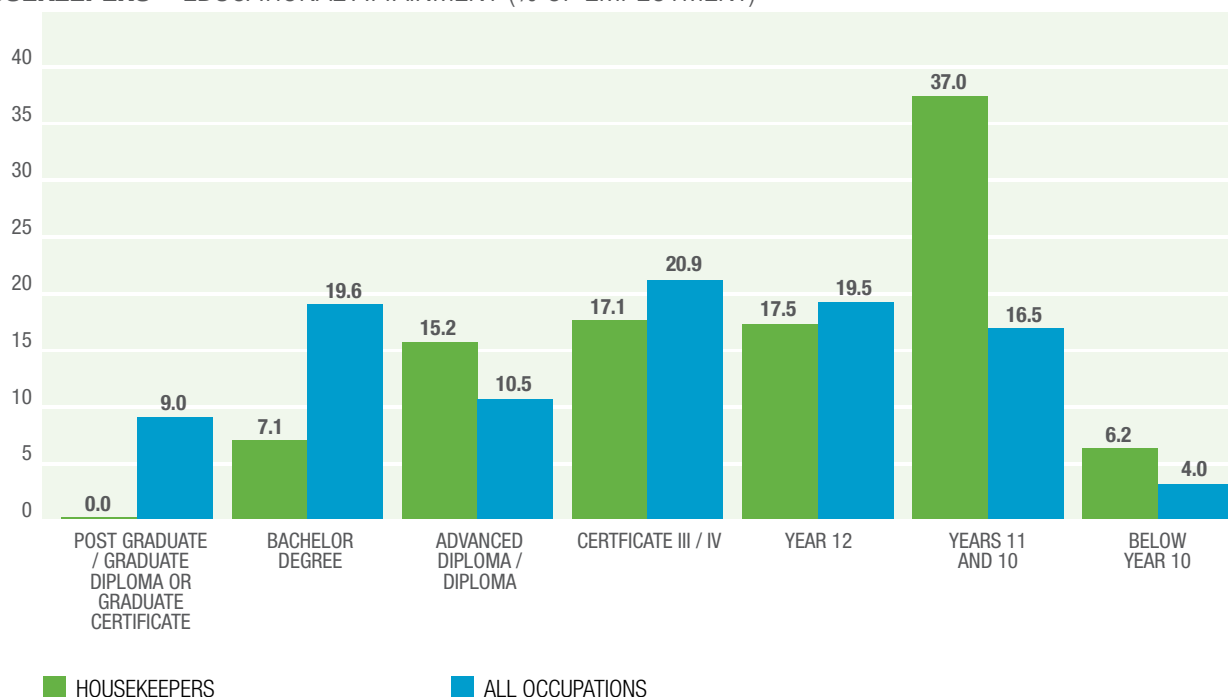
- Over the five years to November 2019, the number of job openings for Housekeepers is expected to be average (between 10,001 and 25,000)
- Employment for this occupation rose moderately in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Housekeepers to November 2020 is expected to grow very strongly
- This is a large occupation (26,700 in November 2015) suggesting that opportunities should be available in many (but not all) regions
- Housekeepers have a relatively low proportion of full-time jobs (24%). For Housekeepers working full-time, average weekly hours are 35.0 (compared to 40.2 for all occupations) and earnings are low - in the second decile. Unemployment for Housekeepers is above average
- The most common level of educational attainment for Housekeepers is Years 11 and 10 (37.0%).

HOUSEKEEPERS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

HOUSEKEEPERS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)



Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

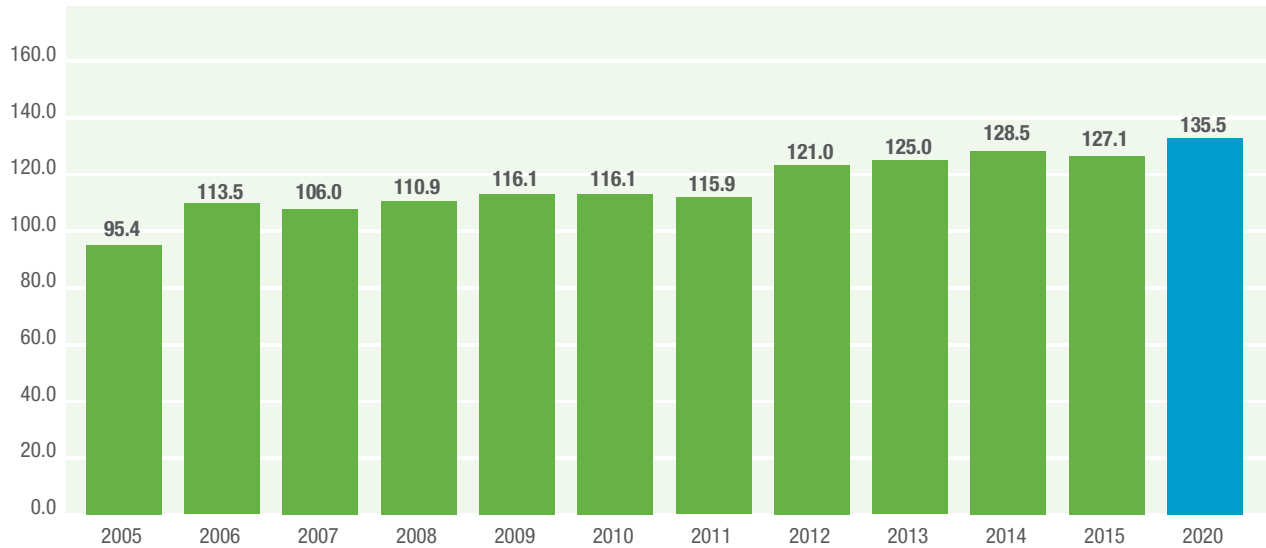
Kitchenhands⁵⁶

- Over the five years to November 2019, the number of job openings for Kitchenhands is expected to be high (greater than 50,000)
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Kitchenhands to November 2020 is expected to grow moderately
- This is a very large occupation (127,100 in November 2015) suggesting that opportunities should be available in most regions
- Kitchenhands have a relatively low proportion of full-

time jobs (19.3%). For Kitchenhands working full-time, average weekly hours are 37.0 (compared to 40.2 for all occupations) and earnings are low - in the second decile. Unemployment for Kitchenhands is above average

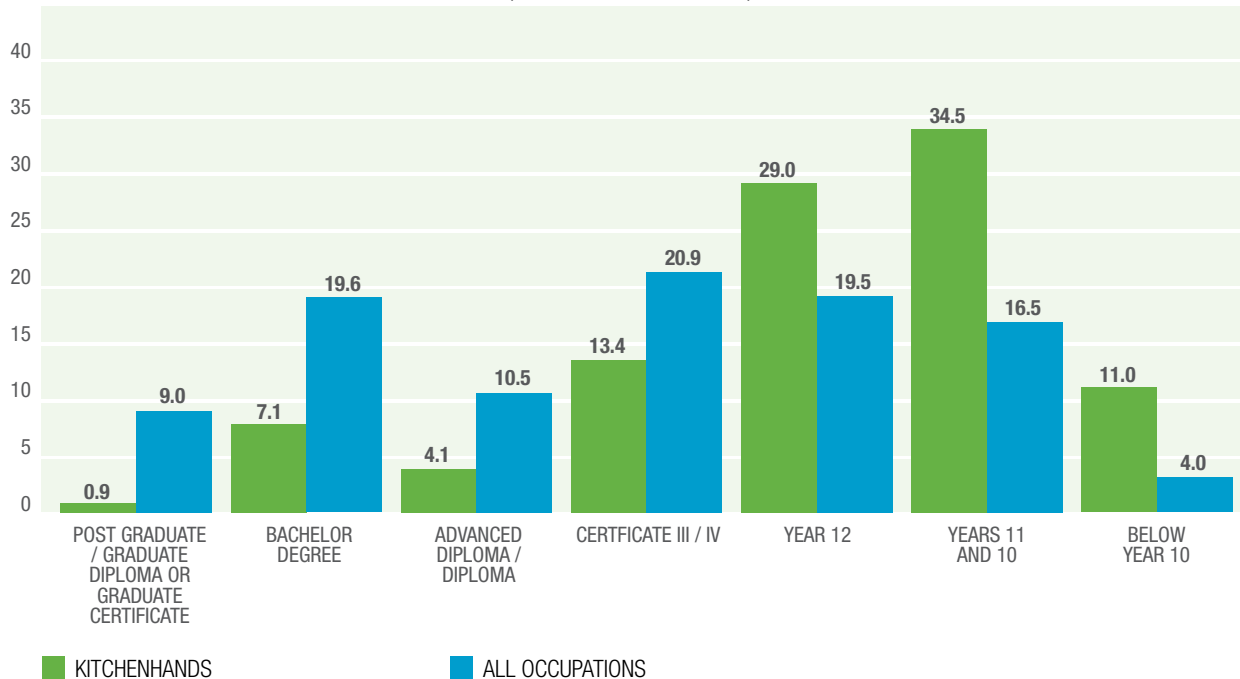
- The most common level of educational attainment for Kitchenhands is Years 11 and 10 (34.5%).

KITCHENHANDS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

KITCHENHANDS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

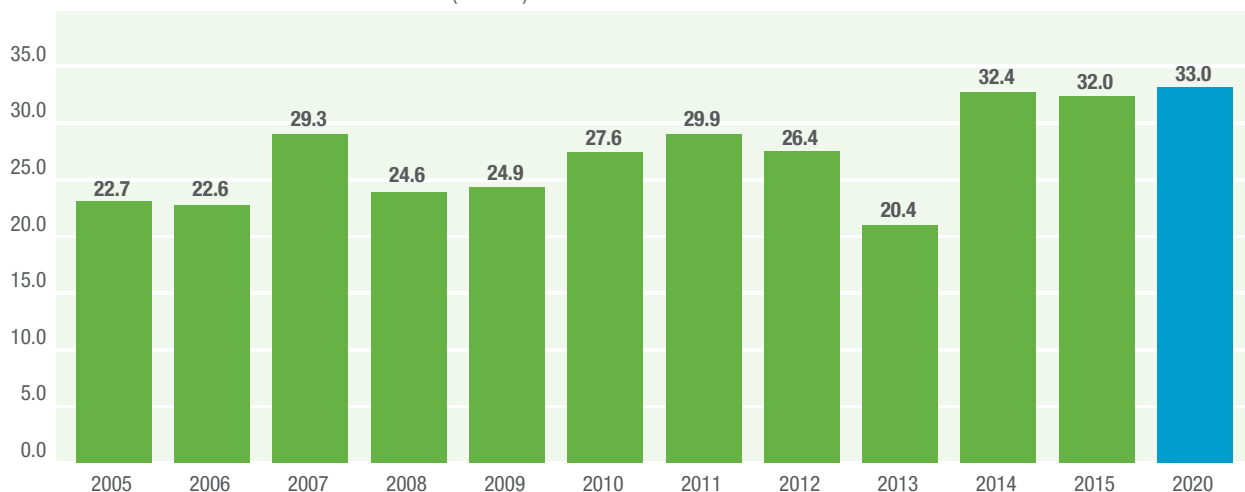


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals

Pastrycooks⁵⁷

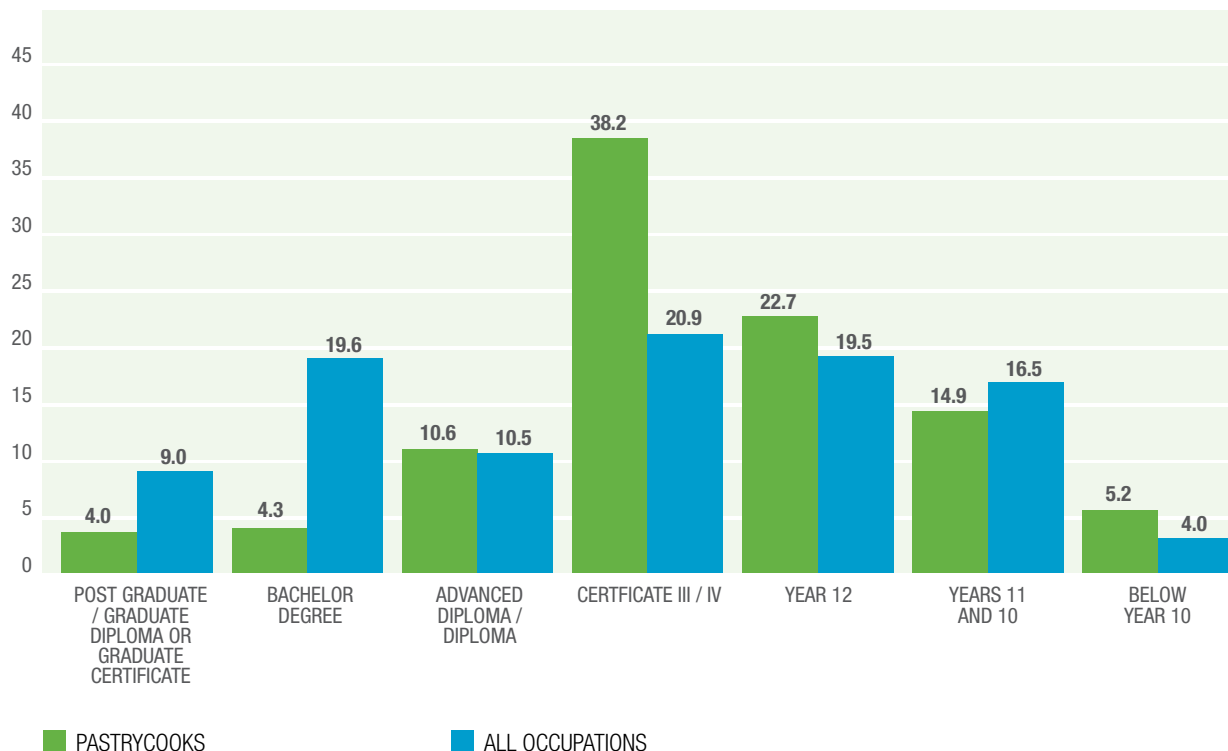
- Over the five years to November 2019, the number of job openings for Bakers and Pastrycooks is expected to be average (between 10,001 and 25,000)
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Bakers and Pastrycooks to November 2020 is expected to grow moderately
- This is a large occupation (32,000 in November 2015) suggesting that opportunities should be available in many (but not all) regions
- Bakers and Pastrycooks have an average proportion of full-time jobs (75.7%). For Bakers and Pastrycooks working full-time, average weekly hours are 42.9 (compared to 40.2 for all occupations) and earnings are below average - in the third decile. Unemployment for Bakers and Pastrycooks is average
- The most common level of educational attainment for Bakers and Pastrycooks is Certificate III/IV (38.2%)
- It is noted that qualifications for Bakers are not covered by the SIT Tourism, Travel and Hospitality Training Package.

PASTRYCOOKS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

PASTRYCOOKS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

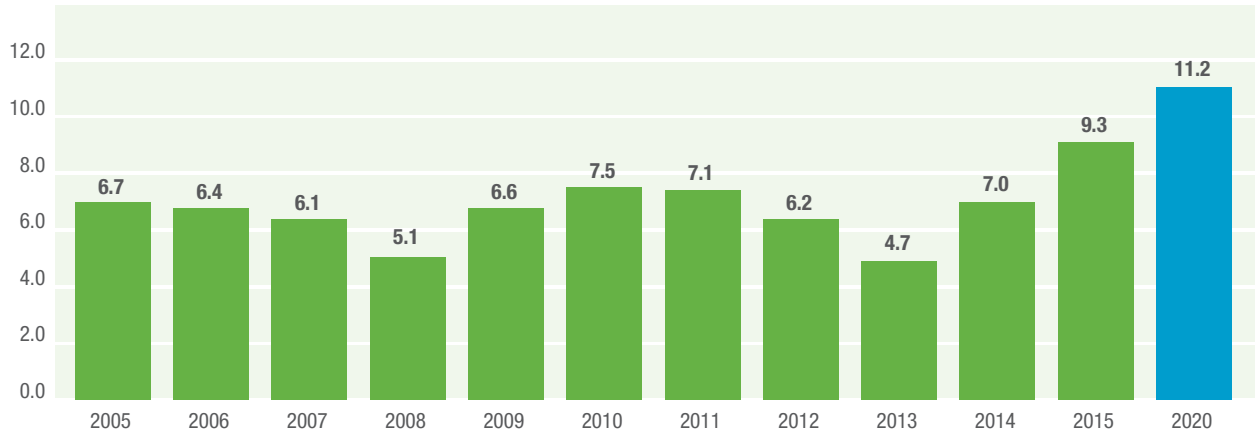


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Gallery, museum and tour guides⁵⁸

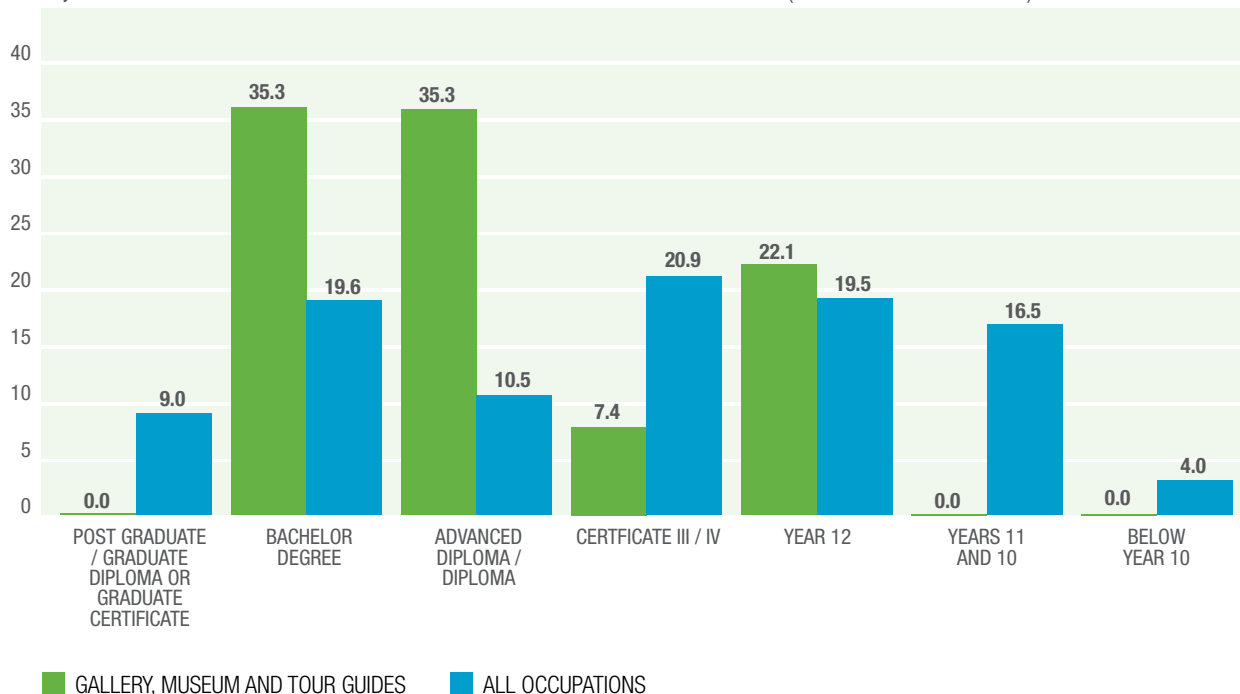
- Over the five years to November 2019, the number of job openings for Gallery, Museum and Tour Guides is expected to be low (equal to or less than 5,000)
- Employment for this occupation rose very strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Gallery, Museum and Tour Guides to November 2020 is expected to grow very strongly
- This is a small occupation (9,300 in November 2015) suggesting that opportunities may be quite limited in some regions
- Gallery, Museum and Tour Guides have a below average proportion of full-time jobs (61.3%). For Gallery, Museum and Tour Guides working full-time, average weekly hours are 39.6 (compared to 40.2 for all occupations) and earnings are average - in the fifth decile. Unemployment for Gallery, Museum and Tour Guides is below average
- The most common level of educational attainment for Gallery, Museum and Tour Guides is Bachelor degree (35.3%).

GALLERY, MUSEUM AND TOUR GUIDES – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

GALLERY, MUSEUM AND TOUR GUIDES – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)

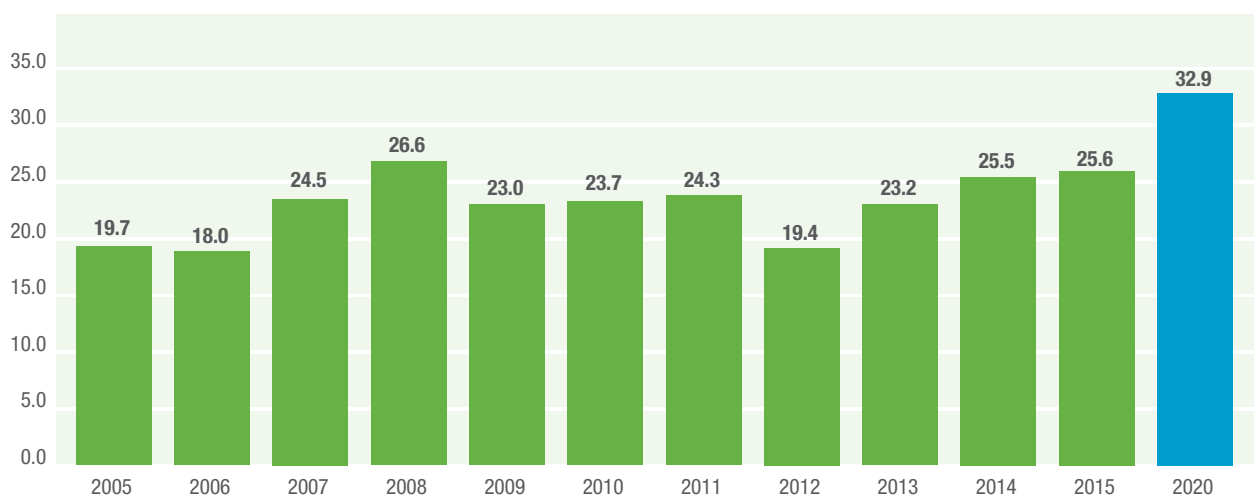


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals

Tourism and travel advisers⁵⁹

- Over the five years to November 2019, the number of job openings for Tourism and Travel Advisers is expected to be average (between 10,001 and 25,000)
- Employment for this occupation rose moderately in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Tourism and Travel Advisers to November 2020 is expected to grow very strongly
- This is a large occupation (25,600 in November 2015) suggesting that opportunities should be available in many (but not all) regions
- Tourism and Travel Advisers have an average proportion of full-time jobs (76.5%). For Tourism and Travel Advisers working full-time, average weekly hours are 39.3 (compared to 40.2 for all occupations) and earnings are below average - in the third decile. Unemployment for Tourism and Travel Advisers is average.

TOURISM AND TRAVEL ADVISERS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020

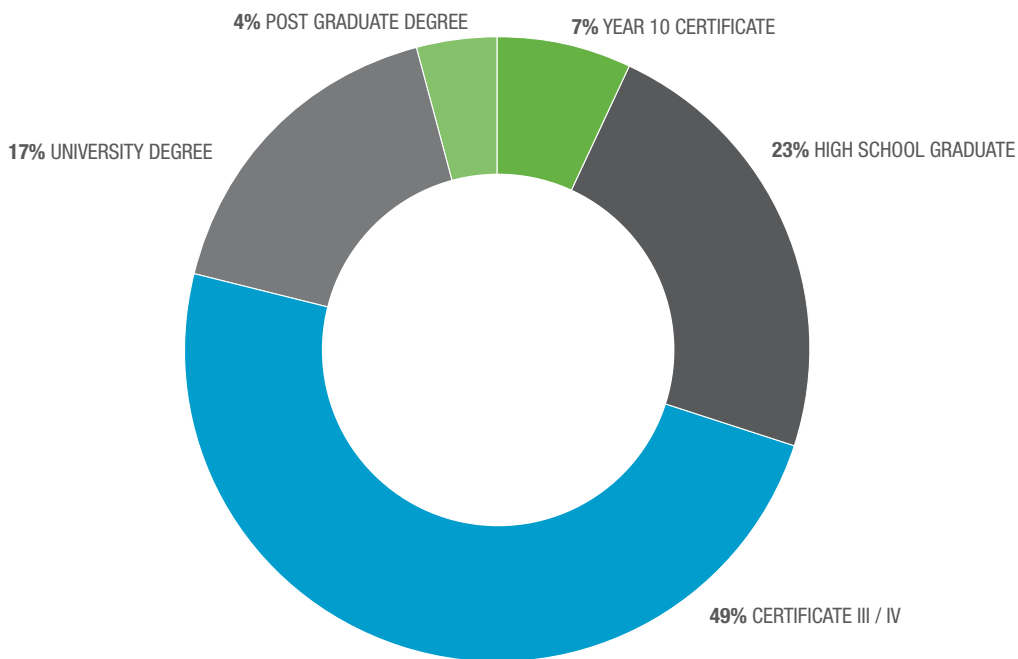


Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

It is noted that the data seen in the ABS table detailing employment levels for Tourism and Travel Advisers differs significantly to that collected by the Australian Federation of Travel Agents (AFTA) Education and Training. AFTA Education and Training's bi-annual survey shows consistently higher employment levels for travel advisers, with an additional 2,030 recorded for 2015 and projections of an additional 4,100 to that predicted by the ABS for 2020. This is likely due to the fact that the AFTA Education and Training data takes into account the many home-based (mobile) travel advisers, who are not accounted for individually in the ABS data, but operate their own micro businesses, quite independently of one another. The ABS data also may not take into account the General Sales Agents (GSAs) of tour wholesale companies who form part of this sector.

AFTA Education and Training also collected data on the qualification profile of travel advisers as seen the next pie chart. The number of travel advisers with Certificate III/IV qualifications was significantly higher than any other qualification level at roughly half of those surveyed (49%), reflecting the importance of VET in delivering the requisite skills for this job role.

TRAVEL ADVISERS – EDUCATIONAL ATTAINMENT

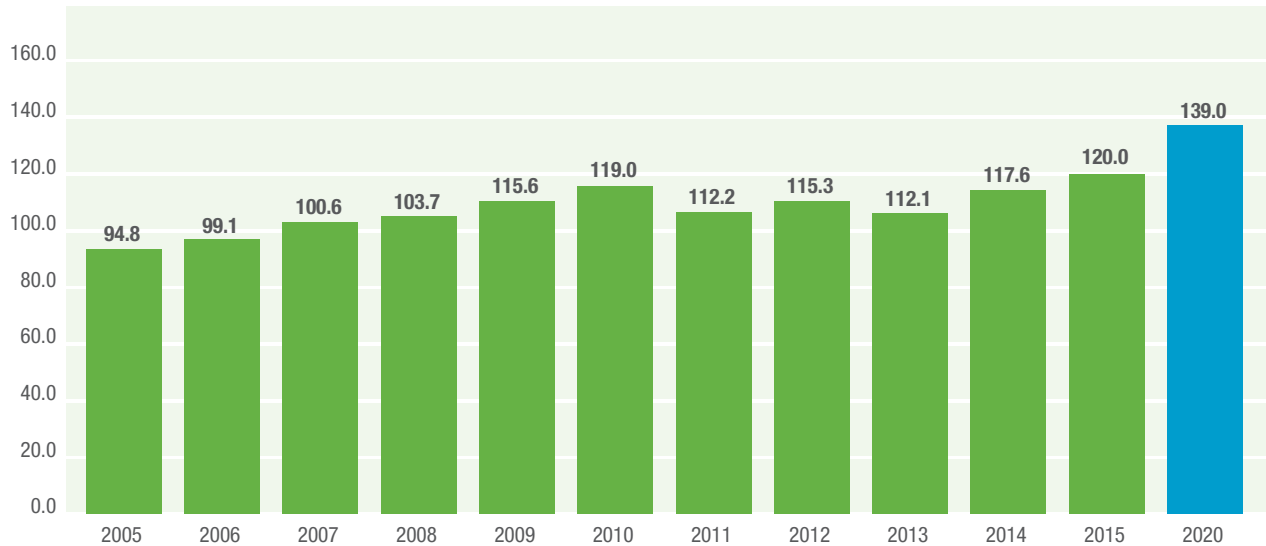


Source: AFTA Education and Training

Waiters⁶⁰

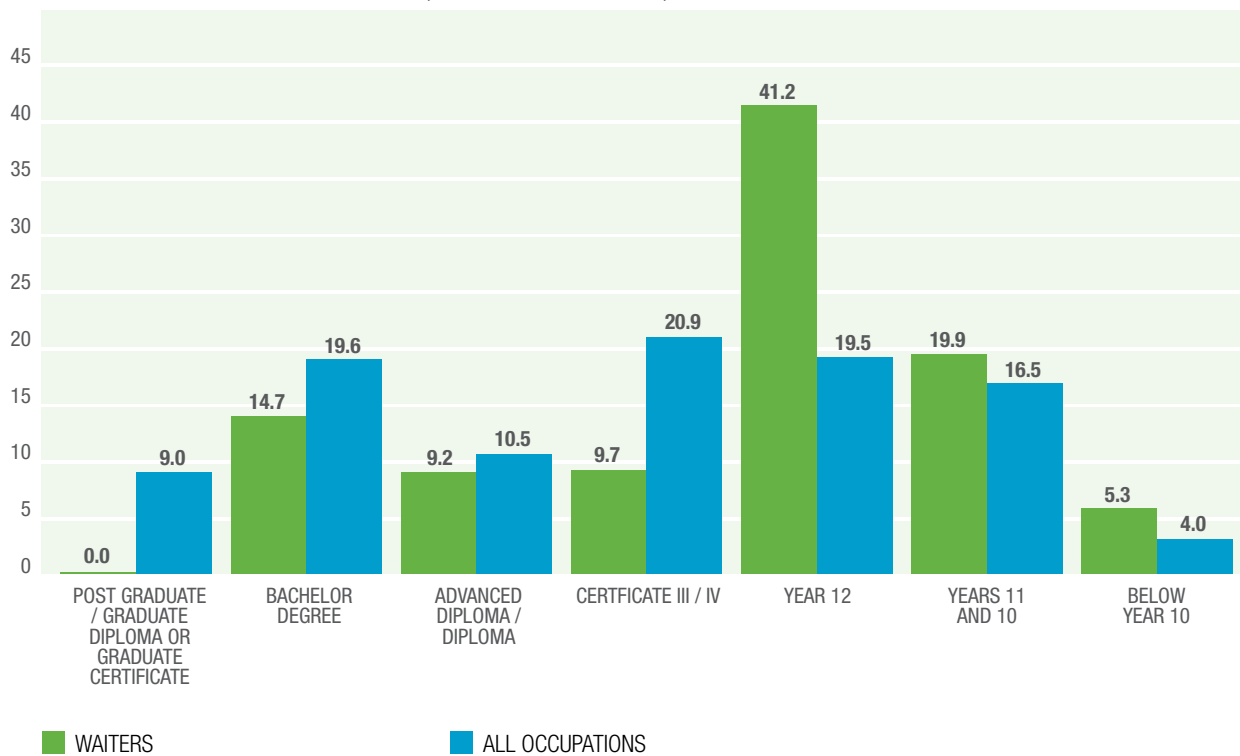
- Over the five years to November 2019, the number of job openings for Waiters is expected to be high (greater than 50,000)
- Employment for this occupation remained relatively steady in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Waiters to November 2020 is expected to grow strongly
- This is a very large occupation (120,000 in November 2015) suggesting that opportunities should be available in most regions
- Waiters have a relatively low proportion of full-time jobs (18.6%). For Waiters working full-time, average weekly hours are 37.2 (compared to 40.2 for all occupations) and earnings are low - in the first decile. Unemployment for Waiters is above average
- The most common level of educational attainment for Waiters is Year 12 (41.2%)
- It is noted that the newly endorsed Certificate III in Hospitality (Restaurant Front of House) now provides a trade pathway for Waiters.

WAITERS – EMPLOYMENT LEVELS ('000s) PAST AND PROJECTED 2020



Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

WAITERS – EDUCATIONAL ATTAINMENT (% OF EMPLOYMENT)



Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals

Workforce challenges and opportunities

Attraction and retention

Industry reports difficulties attracting and retaining staff. Short-term employees are costly to hire, train, manage and administer. Industry also reports that short-term employees are less conscious of the need to deliver the exceptional customer service that is now required by consumers.

Attracting the right staff is a challenge because there is a continuing perception that jobs in the industry don't offer long-term career prospects. Additionally, vertical career paths, where a person rises through the ranks in a single industry, have been replaced by horizontal paths, allowing employees to use the skills they develop in one industry or sector to move to another, either for variety or advancement. This means it is important that skills be transferrable.⁶¹

According to ABS data, as at August 2016, accommodation and food services employ approximately 841,300 persons, full time and part time, comprising 53.8% female workers and around 70.3% of the total workforce.⁶² Over the five years from August 2011 to August 2016, the industry has increased by 9.35% and as at August 2016, around 59.02% of the workforce was employed part-time, of which 62% were females.⁶³ Within the accommodation sub-sector, about 46.13% of workers are employed part-time.⁶⁴ When observing the food and beverages sub-sector, the trend of part-time employment within the industry is more evident, with about 61.3% of the workforce employed in part-time roles.⁶⁵

Historically, the accommodation and food services industry has also had the highest proportion of its workers employed on a casual basis, followed by the retail trade industry.⁶⁶ The most recent casual employment industry figures highlight that as at November 2013, approximately 64.5% of workers in the accommodation and food services industry were employed on a casual basis.⁶⁷

This can work against the industry in terms of attracting staff. Career paths are harder to see and career development is harder to come by, because businesses

are reluctant to invest in training for casual workers. Industry is working hard on building and promoting visible career paths to encourage new entrants to the industry and to retain existing workers.

Groups targeted as "return to work" — including new parents and people with disabilities — might already have the skills and life experience to contribute positively to the industry. New parents, in particular, are returning to work in greater numbers owing to increased costs of living. They bring with them a range of skills, but also a requirement that employers offer more flexible working arrangements than they might have previously, in order to accommodate their responsibilities to their children.⁶⁸

In regional and remote areas the attraction and retention of staff continues to be a challenge, and perceived solutions, like the issuing of 457 visas to engage overseas workers, are increasingly being sought, despite the additional administration and cost of such measures.

Data collected from business in the tourism sector suggests that there is an average vacancy rate of 7% across the sector, which translates to a shortage of approximately 38,000 positions.⁶⁹ This research suggests that, in the absence of any major policy changes to the industry, by 2020 approximately 123,000 new workers will be required to service the tourism industry, with the skilled labour shortage expected to rise to 30,000 workers.

All Australian States and Territories report greater problems with the skill levels of their employees than with recruitment or staff retention. Of all the sub-sectors within the tourism industry, businesses in the café and restaurant industries reported the greatest labour market difficulties in terms of the recruitment and retention of staff relative to those in the accommodation or attraction industries.⁷⁰ South Australia (75%), the Australian Capital Territory (71%) and New South Wales (71%) reported the greatest skills deficiencies within the occupations of cleaners, chefs and cooks who are primarily lacking in qualifications, skills and work experience.⁷¹

Employment in the tourism industry is likely to grow through to 2020 to keep pace with the increasing tourism demand, and it is therefore imperative for businesses to adopt a multifaceted approach to address industry

concerns. One major finding of the research carried out by Deloitte is that organisations and businesses within the tourism industry will need to develop workplace strategies to improve staff retention by, for example, offering their workers the right experience to overcome skills shortages as well as by demonstrating career pathways for career development opportunities.⁷² Businesses will also need to be open to alternative labour streams such as mature, youth and overseas workers to fill gaps in the workforce.

Seasonality

The impact of seasonality on the workforce is a major concern for tourism, travel and hospitality businesses. Of the businesses that participated in the Workforce Futures Program (a program managed by Service Skills Australia in collaboration with industry under the National Workforce Development Fund from 2012-2015), 97% traded year-round, but 71% reported being significantly affected by seasonal trends.⁷³

Businesses in some sectors are seeking to mitigate this impact with labour mobility programs. Some enterprises in the caravan and holiday parks sector, for instance, have begun rotating willing staff members between States and Territories during peak and off-peak seasons. However, only 25% of businesses that participated in the Workforce Futures program had a seasonal worker strategy to assist staff to find work elsewhere and return the next season.

Shortage of skilled workers

Related to attraction and retention issues is the shortage of skilled workers. The inability to find workers with the right skills was rated the highest in terms of difficulties in recruiting staff among tourism businesses in Australia.⁷⁴ Further, the reason most often reported for skills deficiencies was a lack of experience across different occupations.

The situation is no different in the hospitality sector, with chronic, long-term shortages identified in occupations such as chefs, café managers and waiters. In many cases alternative labour sources such as 457 visa-holders and

working holiday-maker visa holders are significantly relied upon to alleviate shortages in these occupations. Both the accommodation and restaurant and café sectors are above the national average in relation to employing international workers, with 16% and 15% of workers respectively being from overseas. Working holiday-makers make up the largest component at 6-7% of total employment.⁷⁵

The prevalence of a seven-day workforce and shift work also present difficulties in ensuring that employees have access to training in order to obtain the required skills.

Additionally, skill shortages are commonly identified when employees are promoted into supervisory or management positions without the necessary training to meet the demands of the higher level role. Programs such as the ClubsNSW *Future Club Leaders* program and the Restaurant and Catering Australia *Skills Pathway Program* have been developed in order to assist in mitigating these skills gaps. In other occupations such as chefs, the development of identified Skill Sets for mentoring and supervision was undertaken to enable a means to up-skill employees as they progress to higher level management roles.

Ageing population and workforce

The number of mature-age workers employed varies across the industry, with significantly high proportions in such sectors as holiday parks and resorts and a far lower proportion in sectors such as cookery and catering. Industry reports that mature age workers have well-developed skills in communication, problem-solving and self-management, which are in effect the foundations of many roles in the tourism, travel and hospitality industry. Indeed, the Australian Tourism Labour Force Report 2015-2020 identified mature-age workers as the most common source of alternative labour, with just over half of all businesses having sought workers from this group.⁷⁶

Barriers do exist to the entry of mature workers to the industry. Some jobs are physically demanding; others involve businesses that operate 24 hours a day and roles reliant on technology can be challenging. In the case of

the latter, industry feedback is that training is needed for older workers, particularly in the use of communications through online platforms and social media. Some stakeholders also note that adaptability and the ability to assimilate into a generally younger workforce could also present barriers.⁷⁷

An ageing workforce is of particular concern for the Holiday Park and Resort sector. According to a KPMG report commissioned by the Caravan Industry Association of Australia, the sector needs to manage the risk of an ageing workforce and to align the age profile of the workforce more closely with the demographic of target customers.⁷⁸ Based on 2015 ABS data, there is a disproportionate number of workers over age 50 in the industry—over 60% of the workforce, which is about double that of workers across all occupations.⁷⁹ Stakeholders report that it is not uncommon for parks to temporarily hire retired travellers who are staying in the park in order to fill labour shortages.

The travel industry also sees the impact of an ageing workforce and notes that succession planning in this sector is not well structured. Up-skilling of “2ICs” (the second person in command) is required to ensure that the transition of leadership of the business is successful upon the retirement of the current ownership or management.

The other impact of Australia’s ageing population can be seen in the services that are being demanded of businesses within the tourism, travel and hospitality industry. Older people with higher levels of discretionary income are looking to enjoy their retirement, which includes buying travel and tourism products.

There are increasing linkages between hospitality and aged care services as people entering aged care today now expect higher levels of comfort and service than was previously provided, particularly in terms of catering. This is a potential growth area for some occupations within the industry.

D. Skills outlook

International and national trends in workplace design

Sustainability

There is a growth in the numbers of consumers who want 'sustainable' tourism options, which encompass both environmental considerations and social and economic sustainability.

On the environmental front, consumers are increasingly asking for experiences reflecting their eco-interests. Eco-tourists primarily want to visit natural attractions and related cultural assets. To meet these expectations operators need to be skilled in lands and parks management, and their operations and infrastructure need to be environmentally friendly. Their guides also need to be knowledgeable about local culture.

The rising popularity of organic food has led to consumers having a greater interest in knowing the source of their food and a growing preference for restaurants that use locally- and regionally-sourced food options. As a result, more online solutions are emerging that enable consumers to track their food from farm to table.⁸⁰ Providing these experiences requires businesses to have the skills to operate in a sustainable manner—both in the way they deliver the service and also in managing their supply chain to the required standards.

Economic sustainability requires employers to create profitable, growing businesses offering opportunities for employment to people of all skill levels. This is a challenge in an industry dominated by small businesses, many of which only employ their owners.⁸¹ Effort is required to make sure operators have the skills and knowledge to grow businesses. Management and leadership skills, strategic planning, financial literacy and mentoring and coaching skills are among those identified as being critical to building and maintaining a sustainable tourism, travel and hospitality industry.

Businesses also need to be robust enough to endure crises like natural disasters, which includes the ability to retain the staff who will be needed after the recovery. Bushfires, floods and other disasters can have a

massive impact on a region, including damaging tourist infrastructure and threatening business viability while an area recovers.

Where tourism and hospitality are major sources of employment in an area, natural disasters can threaten both social and economic sustainability. In some areas tourism is responsible for providing lifestyle-enhancing services as well as employment. In many instances the industry has grown in importance as it has absorbed people who have been let go by other industries in decline. The greater the role tourism plays in a region's economy and the less diversity of industry, the greater the threat to social sustainability when tourism is negatively affected by events.

Technology and digital skills

Between 2006 and 2014, the proportion of international visitors using digital technology to book travel-related options and products increased from 22% to almost 40%.⁸² There is a correlation between the age of consumers and the percentage of online bookings, with younger cohorts being more comfortable with booking aspects of their trip online (56% aged 25-29 years) compared to older travellers (24% aged 70 years and over).⁸³

Industry believes that smaller operators in particular need more skills in using online sales channels for bookings and payments. It is also clear that the ability of consumers to educate themselves before contacting a business to make a booking means staff across the whole industry need enough product knowledge to answer detailed enquiries.

One example is the International Air Transport Association's (IATA's) New Distribution Capability (NDC) platform which enhances the capability of communications between airlines and travel agents. Internationally and locally, the NDC is changing the way travel agents retail airline products and this, along with constantly evolving reservation software, means that workers need to maintain and enhance their skills to achieve maximum productivity and profitability.

Digital technology has led to the creation of popular digital platforms whereby consumers can research and

book tourism-related products online. The development of business websites, as well as the sophisticated management of social media, are key to promoting businesses and a point of differentiation. The recent domination of the peer-to-peer marketplace, and the rise of platform economics in a globalised labour market characterised by entrepreneurial activity, is likely to change traditional employment models.⁸⁴ Digital platforms such as Airbnb and Stayz are becoming increasingly popular among tourists who are keen to try alternative forms of accommodation, particularly during peak periods.⁸⁵

Social media is nearly ubiquitous in terms of its having been adopted by prospective customers and is no longer just a marketing consideration. Businesses now need the skills to be able to factor social media into areas like customer relations and human resources. Social media usage also has legal implications and is relevant to how businesses calculate risk and handle crises.

Digital technology has also enabled travel product consumers to leave publicly-available feedback on service providers' websites which serves as an educational and awareness platform for other consumers and can boost business revenue by creating brand awareness and equity. Digital flexibility has led to an increased dependency on digital platforms to increase efficiency as well as to provide a more fluid customer experience. Self-service kiosks at airports and major attractions, for example, are becoming increasingly popular around the world as they make the consumer's experience more convenient, connected and flexible. The expansion of training in digital technologies for students in this industry, as well as up-skilling of the existing workforce, is pertinent to the continued growth and sustainability of this sector.⁸⁶

The propensity of social media users to give feedback about their experiences is well known. A large number of stakeholders point to the need for businesses to be able to manage feedback on online consumer review platforms such as Trip Advisor. Businesses with the skills to use websites, e-newsletters, blogs and social media to their advantage can turn customers into passionate advocates, encourage repeat business, and calm potential crises. Businesses without these skills are not only missing an opportunity, but risk making situations worse or

potentially sparking crises in the first place.

Risk and crisis management

Risk and crisis management is an area requiring a high level of skill. The potential impact of unforeseen natural, technological, political and other events means that professionals in the tourism, travel and hospitality industry must be able to conduct thorough risk assessments, develop sound contingency plans, and implement best practices if a crisis takes place.

Strategic planning and decision-making skills are considered essential because of the potential for quick action to lessen the effect of a crisis and to ensure customer safety. A single event of a significant nature can threaten the survival of the business.

This is of particular importance in the exhibition and event industry, given the nature of these sectors in bringing large and disparate groups of people together, making skills in this area critical.

Business skills

Industry reports ongoing need for staff development and training in basic business skills. Financial skills such as basic accounts and cost control, as well as human resources and management skills, are required across all sectors, particularly at a middle-management level as employees move from operational to supervisory and management roles. Industry reports that many new entrants do not have the requisite skills across all facets of business ownership and management to ensure the viability of these businesses.⁸⁷ This has been an issue for some time given the relatively high turnover of businesses in some sectors of the industry.

Industry also notes that it is important that any up-skilling in these areas be fully contextualised to the sector. For example, given the high rate of casualisation and staff turnover and other factors such as seasonality, generic human resource training will not equip individuals with the necessary skills to manage these factors.

Top five skills required, per sector, within the next three- to five-year period

When looking at the broad workforce skills outlined below, varying interpretations and definitions will be applied by different parties. Industry stresses that a generic skill may have vastly different meaning and application

to different individuals, organisations and sectors. Industry cautions that a lack of consistent understanding requires careful consideration when reviewing and determining industry skills priorities.

The following lists are arranged alphabetically, in no specific order.

| Tourism (including guiding) |
|---|
| Business skills |
| Communication |
| Customer service and cultural awareness |
| Management and leadership |
| Technology |

| Cookery and catering |
|---------------------------------|
| Communication |
| Culinary skills and innovation |
| Customer service |
| Language, literacy and numeracy |
| Technology |

| Travel |
|--|
| Communication |
| Customer service, including electronic customer interactions |
| Leadership and business development |
| Marketing and social media |
| Technology |

| Hospitality (including gaming) |
|---|
| Business skills |
| Customer service and cultural awareness |
| Language, literacy and numeracy |
| Management and leadership |
| Technology |

| Exhibitions and events |
|----------------------------|
| Customer service |
| Leadership |
| Marketing and social media |
| Project management |
| Technology |

| Holiday parks and resorts |
|---|
| Business skills |
| Customer service and cultural awareness |
| Management and leadership |
| Marketing |
| Technology |

Generic workforce skills ranked in order of importance per sector

The following tables show rankings of generic workforce skills provided by the Department of Education and Training. Again, industry feels that differences in application of these skills means that any conclusions that are drawn are subject to interpretation.

| Tourism (including guiding) | |
|---|------|
| Workforce Skill | Rank |
| Customer service/Marketing | 1 |
| Communication/Virtual collaboration/Social intelligence | 2 |
| Language, literacy and numeracy (LLN) | 3 |
| Learning agility/Information literacy/Intellectual autonomy and self-management | 4 |
| Design mindset/Thinking critically/System thinking/Solving problems | 5 |
| Managerial/Leadership | 6 |
| Technology | 7 |
| Environmental and sustainability | 8 |
| Financial | 9 |
| Data analysis | 10 |
| Entrepreneurial | 11 |
| Science, technology, engineering and mathematics (STEM) | 12 |

| Travel | |
|---|------|
| Workforce Skill | Rank |
| Customer service/Marketing | 1 |
| Communication/Virtual collaboration/Social intelligence | 2 |
| Learning agility/Information literacy/Intellectual autonomy and self-management | 3 |
| Language, literacy and numeracy (LLN) | 4 |
| Technology | 5 |
| Design mindset/Thinking critically/System thinking/Solving problems | 6 |
| Managerial/Leadership | 7 |
| Financial | 8 |
| Data analysis | 9 |
| Environmental and Sustainability | 10 |
| Entrepreneurial | 11 |
| Science, technology, engineering and mathematics (STEM) | 12 |

| Exhibitions and Events | |
|---|-------------|
| Workforce Skill | Rank |
| Customer service/Marketing | 1 |
| Learning agility/Information literacy/Intellectual autonomy and self-management | 2 |
| Communication/Virtual collaboration/Social intelligence | 3 |
| Language, literacy and numeracy (LLN) | 4 |
| Design mindset/Thinking critically/System thinking/Solving problems | 5 |
| Technology | 6 |
| Managerial/Leadership | 7 |
| Data analysis | 8 |
| Financial | 9 |
| Environmental and sustainability | 10 |
| Entrepreneurial | 11 |
| Science, technology, engineering and mathematics (STEM) | 12 |

| Cookery and Catering | |
|---|-------------|
| Workforce Skill | Rank |
| Managerial/Leadership | 1 |
| Communication/Virtual collaboration/Social intelligence | 2 |
| Design mindset/Thinking critically/System thinking/Solving problems | 3 |
| Customer service/Marketing | 4 |
| Financial | 5 |
| Environmental and sustainability | 6 |
| Language, literacy and numeracy (LLN) | 7 |
| Learning agility/Information literacy/Intellectual autonomy and self-management | 8 |
| Technology | 9 |
| Entrepreneurial | 10 |
| Data analysis | 11 |
| Science, technology, engineering and mathematics (STEM) | 12 |

| Hospitality (including gaming) | |
|---|-------------|
| Workforce Skill | Rank |
| Customer service/Marketing | 1 |
| Communication/Virtual collaboration/Social intelligence | 2 |
| Learning agility/Information literacy/Intellectual autonomy and self-management | 3 |
| Managerial/Leadership | 4 |
| Language, literacy and numeracy (LLN) | 5 |
| Design mindset/Thinking critically/System thinking/Solving problems | 6 |
| Technology | 7 |
| Financial | 8 |
| Environmental and sustainability | 9 |
| Entrepreneurial | 10 |
| Data analysis | 11 |
| Science, technology, engineering and mathematics (STEM) | 12 |

| Holiday Parks and Resorts | |
|---|-------------|
| Workforce Skill | Rank |
| Customer service/Marketing | 1 |
| Communication/Virtual collaboration/Social intelligence | 2 |
| Learning agility/Information literacy/Intellectual autonomy and self-management | 3 |
| Managerial/Leadership | 4 |
| Financial | 5 |
| Technology | 6 |
| Language, literacy and numeracy (LLN) | 7 |
| Environmental and sustainability | 8 |
| Entrepreneurial | 9 |
| Design mindset/Thinking critically/System thinking/Solving problems | 10 |
| Data analysis | 11 |
| Science, technology, engineering and mathematics (STEM) | 12 |

The above skills needs and rankings were informed through a variety of methods, including:

- meetings and consultation with stakeholders, either face-to-face or by telephone
- desktop research, undertaken to develop an understanding of existing research and views on skill requirements in this sector
- an industry workforce survey, which was open to all stakeholders across all industries. The broad scope of the survey allowed a variety of individuals from different industries to contribute which reflects the wide-ranging use of these training package products
- validation with the IRC to confirm the findings accurately reflect industry expectations on skill requirements within the next three- to five-year period.

E. Other relevant skills-related insights for this sector

The deregulation of the travel industry and the introduction of the AFTA Travel Accreditation Scheme (ATAS) require businesses wishing to become accredited to ensure that staff can demonstrate an adequate level of education and training.⁸⁸ As the travel industry continues to move from a regulated system to one of accreditation, it will be incumbent upon employers to ensure that skills needs are addressed. There are three specific areas in which additional skills development has been identified by industry: sales and customer service; product and booking knowledge; and destination knowledge. It is proposed that these skills needs be addressed by the development of skill sets that would contribute to the attainment of a Certificate III in Travel. This work has been proposed for year two of this Industry Skills Forecast.

The hospitality industry has seen an increase in the occurrence of special dietary requests and has identified that additional skills may be required by cooks and chefs to provide for these requests. Although the current training package contains information relating to special dietary requirements based on health, lifestyle or cultural factors, industry has noted that this is becoming increasingly complex and additional skills will be required to ensure that businesses are able to meet these needs and maintain productivity.

F. Proposed schedule of work: 2016-17 – 2019-20

Time-critical issues

An activity order has been issued for a Case for Change relating to the development of a specialist qualification in the casino/gaming sector and the review of the qualifications in the events sector. This Case for Change is to be undertaken in year one of the four-year Industry Skills Forecast.

Given the impact on businesses operating in tourism and hospitality nationally, the units of competency relating to responsible service of alcohol and food safety have been proposed by industry as a priority for year two of this Industry Skills Forecast.

The SIT Tourism, Travel and Hospitality training products were last reviewed in 2015 and added to the national register, www.training.gov.au, in March 2016. A temporary extension to RTO transition requirements was agreed to by the Australian Government Minister for Vocational Education and Skills and State and Territory Skills Ministers. As a result, RTOs are not required to have the updated qualifications on scope until September 2017.

Scheduling of the review of the cookery and catering qualifications (year three) and hospitality and tourism qualifications (year four) has considered the need to allow for the proper implementation and testing of training products within the system, prior to any further review work.

Interdependencies

SIT Tourism Travel and Hospitality Training Package qualifications utilise imported units of competency from a range of training packages. This creates interdependencies between training packages, whereby the review of certain units of competency will have an impact on other units and qualifications.

In addition, due to the significant cross-over in skills within job roles in these sectors, there are a number of units of competency within the SIT training package that are used in multiple qualifications. This, along with any pre-requisite arrangements, has been considered in the construction of the schedule provided in the Tourism, Travel and Hospitality Training Product Review Plan.

Accordingly, the review of the cross-sector units of competency has been scheduled for year four, so that

feedback from all previous reviews can be incorporated into the review of these units.

Where the IRC is advising that a training product would need to be reviewed more than once in the four-year period

The IRC notes that there may be instances of unforeseen change triggering a need to review training package products at variance to where they are currently listed for review in the national schedule. Examples of unforeseen change include, but are not limited to, changes to legislation, regulation and industry licencing.

Where the review of a training product is expected to be contentious or involve lengthy work

The review of the units concerning food safety and the responsible service of alcohol, scheduled in this plan for year two, will require considerable consultation among industry and the State and Territory regulators. This work has the potential to be of enormous benefit to industry, but will be contentious if acted upon without consensus. It is expected that this review may require extended timeframes to enable appropriate consultation and agreement among the stakeholders concerned.

Cross Sectoral Projects

The Tourism Travel and Hospitality IRC welcomes the strategic approach to cross-sector skills that has been adopted by the Australian Industry and Skills Committee (AISC) and supports the achievement of efficiencies in the product development process through the development of cross-industry skills standards.

SkillsIQ has been commissioned by the AISC to lead a project that will identify and address cross sectoral skills needs in 'Consumer Engagement through Social and Online Media'. This IRC has been identified as one of several IRCs who will be engaged to contribute to this work.

G. IRC sign-off

This Industry Skills Forecast and Proposed Schedule of Work was agreed to by:

Bradley Woods, Chair of the Tourism, Travel and Hospitality IRC

.....
Signature of Chair

Date:

Tourism, Travel and Hospitality IRC Proposed schedule of work 2016-17 to 2019-2020

Contact details: IRC – Bradley Woods, Chair, SkillsIQ - Meinda Brown, General Manager. Date submitted to Department of Education and Training: 28 April 2017.

These training products were last reviewed in 2015 and released on the national register www.training.gov.au on 2 March 2016. As has been identified earlier in this Industry Skills Forecast, a temporary extension to RTO transition requirements was agreed to by the Australian Government Minister for Vocational Education and Skills and State and Territory Skills Ministers. As a result, RTOs are not required to have the updated qualifications on scope until 2 September 2017.

To allow the training products to be properly implemented and tested within the system and to alleviate "churn", the majority of training products in this sector have been scheduled for review in years three and four. The exception to this is those training products identified by industry as immediate priorities for development in year one and some priority areas identified for work in year two.

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|---|-----------------------|---------------------------------|--------------------|--|-------------------------|-------------------------|
| <i>Year 1 (2016-17)</i> Based on industry priority and approved in first year workplan | SIT | Tourism, Travel and Hospitality | SIT30516 | Certificate III in Events | | |
| <i>Year 1 (2016-17)</i> Based on industry priority and approved in first year workplan | SIT | Tourism, Travel and Hospitality | SIT50316 | Diploma of Event Management | | |
| <i>Year 1 (2016-17)</i> Based on industry priority and approved in first year workplan | SIT | Tourism, Travel and Hospitality | SIT60216 | Advanced Diploma of Event Management | | |
| <i>Year 1 (2016-17)</i> Based on industry priority and approved in first year workplan | SIT | Tourism, Travel and Hospitality | New | Certificate III in Gaming | | |
| <i>Year 3 (2018-19)</i> Based on industry priority and time since last review | SIT | Tourism, Travel and Hospitality | SIT20416 | Certificate II in Kitchen Operations | | |
| <i>Year 3 (2018-19)</i> Based on industry priority and time since last review | SIT | Tourism, Travel and Hospitality | SIT20516 | Certificate II in Asian Cookery | | |
| <i>Year 3 (2018-19)</i> Based on industry priority and time since last review | SIT | Tourism, Travel and Hospitality | SIT30816 | Certificate III in Commercial Cookery | | |
| <i>Year 3 (2018-19)</i> Based on industry priority and time since last review | SIT | Tourism, Travel and Hospitality | SIT30916 | Certificate III in Catering Operations | | |
| <i>Year 3 (2018-19)</i> Based on industry priority and time since last review | SIT | Tourism, Travel and Hospitality | SIT31016 | Certificate III in Patisserie | | |
| <i>Year 3 (2018-19)</i> Based on industry priority and time since last review | SIT | Tourism, Travel and Hospitality | SIT31116 | Certificate III in Asian Cookery | | |
| <i>Year 3 (2018-19)</i> Based on industry priority and time since last review | SIT | Tourism, Travel and Hospitality | SIT40516 | Certificate IV in Commercial Cookery | | |

QUALIFICATIONS

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|---|-----------------------|---------------------------------|--------------------|--|-------------------------|-------------------------|
| Year 3 (2018-19) Based on industry priority and time since last review | SIT | Tourism, Travel and Hospitality | SIT40616 | Certificate IV in Catering Operations | | |
| Year 3 (2018-19) Based on industry priority and time since last review | SIT | Tourism, Travel and Hospitality | SIT40716 | Certificate IV in Patisserie | | |
| Year 3 (2018-19) Based on industry priority and time since last review | SIT | Tourism, Travel and Hospitality | SIT40816 | Certificate IV in Asian Cookery | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT10116 | Certificate I in Tourism (Australian Indigenous Culture) | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT10216 | Certificate I in Hospitality | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT20116 | Certificate II in Tourism | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT20216 | Certificate II in Holiday Parks and Resorts | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT20316 | Certificate II in Hospitality | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT30116 | Certificate III in Tourism | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT30216 | Certificate III in Travel | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT30316 | Certificate III in Guiding | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT30416 | Certificate IV in Holiday Parks and Resorts | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT30616 | Certificate III in Hospitality | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT30716 | Certificate III in Hospitality (Restaurant Front of House) | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT40116 | Certificate IV in Travel and Tourism | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT40216 | Certificate IV in Guiding | | |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|---|-----------------------|---------------------------------|--------------------|---|-------------------------|-------------------------|
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT40316 | Certificate IV in Holiday Parks and Resorts | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT40416 | Certificate IV in Hospitality | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT50116 | Diploma of Travel and Tourism Management | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT50216 | Diploma of Holiday Park and Resort Management | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT50416 | Diploma of Hospitality Management | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT60116 | Advanced Diploma of Travel and Tourism Management | | |
| Year 4 (2019-20) Based on time since last review | SIT | Tourism, Travel and Hospitality | SIT60316 | Advanced Diploma of Hospitality Management | | |
| SKILL SETS | | | | | | |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | SITSS00044 | Event Coordination | | |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | SITSS00045 | Event Development | | |
| Year 2 (2017-18) Based on industry priority | SIT | Tourism, Travel and Hospitality | New | Travel Sales and Customer Service | | |
| Year 2 (2017-18) Based on industry priority | SIT | Tourism, Travel and Hospitality | New | Travel Product and Booking Knowledge | | |
| Year 2 (2017-18) Based on industry priority | SIT | Tourism, Travel and Hospitality | New | Travel Destination Knowledge | | |
| Year 2 (2017-18) Based on industry priority | SIT | Tourism, Travel and Hospitality | SITSS00050 | Food Handling | | |
| Year 2 (2017-18) Based on industry priority | SIT | Tourism, Travel and Hospitality | SITSS00051 | Food Safety Supervision | | |
| Year 2 (2017-18) Based on industry priority | SIT | Tourism, Travel and Hospitality | SITSS00052 | Hospitality Compliance | | |
| Year 2 (2017-18) Based on industry priority | SIT | Tourism, Travel and Hospitality | SITSS00055 | Responsible Service of Alcohol | | |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | SITSS00054 | Kitchen Management | | |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | SITSS00057 | Supervision of Cookery Apprentices | | |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|-----------------------------|-----------------------|---------------------------------|--------------------|---|-------------------------|-------------------------|
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00034 | Business Management | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00035 | Customer Service Management | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00036 | Customer Service | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00037 | Essential Business Skills for a Franchisee | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00038 | Governance for Board Members | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00039 | Mentoring and Supervision | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00040 | Product Development for International Visitor Markets | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00041 | Product Sales for International Visitor Markets | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00042 | Service for International Visitors | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00043 | Understanding Financial Concepts for Budgeting | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00046 | Beverage Advice | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00047 | Essential Business Skills for a Restaurant Manager | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00048 | Espresso Machine Operation | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00049 | Food Advice | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00053 | Housekeeping Service | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00056 | Sommelier | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00058 | Environmentally Sustainable Hospitality and Restaurant Operations | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00059 | Airfare Construction | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00060 | Grounds Keeping and Maintenance | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00061 | Visitor Information Services | | |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | SITSS00062 | Online Engagement for Small Business | | |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|-----------------------------|-----------------------|---------------------------------|--------------------|--------------------|-------------------------|---|
| UNITS OF COMPETENCY | | | | | | |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV001 | Source and use information on the events industry |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV002 | Process and monitor event registrations |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV003 | Coordinate on-site event registrations |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV004 | Provide event staging support |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV005 | Plan in-house events or functions |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV006 | Develop conference programs |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV007 | Select event venues and sites |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV008 | Manage event staging components |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV009 | Organise event infrastructure |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV010 | Manage on-site event operations |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV011 | Research event industry trends and practice |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV012 | Develop event concepts |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV013 | Determine event feasibility |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV014 | Develop and implement event management plans |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV015 | Develop event transport plans |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV016 | Develop crowd management plans |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV017 | Develop multi-venue event plans |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV018 | Plan and allocate exhibition space |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITEEV019 | Recruit and manage exhibitors |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | NEW | Unit regarding business events |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | NEW | Unit regarding large scale events |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM001 | Provide responsible gambling services |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|-----------------------------|-----------------------|---------------------------------|--------------------|--------------------|-------------------------|---|
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM002 | Attend gaming machines |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM003 | Operate a TAB outlet |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM004 | Conduct Keno games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM005 | Analyse and report on gaming machine data |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM006 | Deal Baccarat games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM007 | Conduct Big Wheel games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM008 | Deal Blackjack games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM009 | Deal Poker games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM010 | Deal Pontoon games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM011 | Conduct Rapid Roulette games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM012 | Conduct Roulette games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM013 | Conduct Sic Bo games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM014 | Manage gaming activities |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM015 | Attend casino gaming machines |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM016 | Deal Caribbean Stud games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM017 | Deal Casino War games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM018 | Deal Mississippi Stud game |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM019 | Conduct Rapid Baccarat games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM020 | Conduct Rapid Big Wheel games |
| Year 1 (2016-17) | SIT | Tourism, Travel and Hospitality | | | SITHGAM021 | Deal Three Card Poker games |
| Year 2 (2017-18) | SIT | Tourism, Travel and Hospitality | | | SITXFA001 | Use hygienic practices for food safety |
| Year 2 (2017-18) | SIT | Tourism, Travel and Hospitality | | | SITXFA002 | Participate in safe food handling practices |
| Year 2 (2017-18) | SIT | Tourism, Travel and Hospitality | | | SITHFAB002 | Provide responsible service of alcohol |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC001 | Prepare dishes using basic methods of Asian cookery |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|-----------------------------|-----------------------|---------------------------------|--------------------|--------------------|-------------------------|---|
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC002 | Prepare Asian appetisers and snacks |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC003 | Prepare Asian stocks and soups |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC004 | Prepare Asian sauces, dips and accompaniments |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC005 | Prepare Asian salads |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC006 | Prepare Asian rice and noodles |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC007 | Prepare curry pastes and powders |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC008 | Prepare Asian cooked dishes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC009 | Prepare Asian desserts |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC010 | Prepare Japanese cooked dishes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC011 | Prepare sashimi |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC012 | Prepare sushi |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC013 | Produce Japanese desserts |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC014 | Prepare dim sum |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC015 | Prepare Chinese roast meat and poultry dishes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC016 | Prepare tandoori dishes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC017 | Prepare Indian breads |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC018 | Prepare Indian sweetmeats |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHASC019 | Prepare Indian pickles and chutneys |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC001 | Use food preparation equipment |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC002 | Prepare and present simple dishes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC003 | Prepare and present sandwiches |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC004 | Package prepared foodstuffs |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC005 | Prepare dishes using basic methods of cookery |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC006 | Prepare appetisers and salads |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|-----------------------------|-----------------------|---------------------------------|--------------------|--------------------|-------------------------|--|
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC007 | Prepare stocks, sauces and soups |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC008 | Prepare vegetable, fruit, egg and farinaceous dishes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC009 | Produce cook-chill and cook-freeze foods |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC010 | Re-thermalise chilled and frozen foods |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC011 | Use cookery skills effectively |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC012 | Prepare poultry dishes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC013 | Prepare seafood dishes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC014 | Prepare meat dishes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC015 | Produce and serve food for buffets |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC016 | Produce patés and terrines |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC017 | Handle and serve cheese |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC018 | Prepare food to meet special dietary requirements |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC019 | Produce cakes, pastries and breads |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC020 | Work effectively as a cook |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC021 | Prepare specialised food items |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHCCC022 | Prepare portion-controlled meat cuts |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHKOP001 | Clean kitchen premises and equipment |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHKOP002 | Plan and cost basic menus |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHKOP003 | Plan and display buffets |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHKOP004 | Develop menus for special dietary requirements |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHKOP005 | Coordinate cooking operations |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHKOP006 | Plan catering for events or functions |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHKOP007 | Design and cost menus |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHKOP008 | Select catering systems |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|-----------------------------|-----------------------|---------------------------------|--------------------|--------------------|-------------------------|--|
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHPAT001 | Produce cakes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHPAT002 | Produce gateaux, torten and cakes |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHPAT003 | Produce pastries |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHPAT004 | Produce yeast-based bakery products |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHPAT005 | Produce petits fours |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHPAT006 | Produce desserts |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHPAT007 | Prepare and model marzipan |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHPAT008 | Produce chocolate confectionery |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHPAT009 | Model sugar-based decorations |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITHPAT010 | Design and produce sweet buffet showpieces |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITXFSA003 | Transport and store food |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITXFSA004 | Develop and implement a food safety program |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITXINN001 | Receive and store stock |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITXINN002 | Maintain the quality of perishable items |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITXINN003 | Purchase goods |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITXINN004 | Control stock |
| Year 3 (2018-19) | SIT | Tourism, Travel and Hospitality | | | SITXINN005 | Establish stock purchasing and control systems |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHACS001 | Clean premises and equipment |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHACS002 | Provide housekeeping services to guests |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHACS003 | Prepare rooms for guests |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHACS004 | Laundry linen and guest clothes |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHACS005 | Provide porter services |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHACS006 | Provide valet services |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHACS007 | Conduct night audit |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|-----------------------------|-----------------------|---------------------------------|--------------------|--------------------|-------------------------|--|
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHACS008 | Provide accommodation reception services |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB001 | Clean and tidy bar areas |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB003 | Operate a bar |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB004 | Prepare and serve non-alcoholic beverages |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB005 | Prepare and serve espresso coffee |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB006 | Provide room service |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB007 | Serve food and beverage |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB008 | Operate and monitor cellar systems |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB009 | Conduct a product tasting for alcoholic beverages |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB010 | Prepare and serve cocktails |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB011 | Provide advice on beers, spirits and liqueurs |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB012 | Provide advice on Australian wines |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB013 | Provide advice on imported wines |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB014 | Provide table service of food and beverage |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB015 | Provide silver service |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB016 | Provide advice on food |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB017 | Provide advice on food and beverage matching |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB018 | Provide gueridon service |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB019 | Plan and monitor espresso coffee service |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHFAB020 | Manage the sale or service of wine |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHIND001 | Use hygienic practices for hospitality service |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHIND002 | Source and use information on the hospitality industry |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHIND003 | Use hospitality skills effectively |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITHIND004 | Work effectively in hospitality service |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|-----------------------------|-----------------------|---------------------------------|--------------------|--------------------|-------------------------|--|
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE001 | Interpret aspects of local Australian Indigenous culture |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE002 | Work as a guide |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE003 | Provide arrival and departure assistance |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE004 | Lead tour groups |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE005 | Prepare and present tour commentaries or activities |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE006 | Develop and maintain the general and regional knowledge required by guides |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE007 | Research and share information on Australian Indigenous cultures |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE008 | Prepare specialised interpretive content on flora, fauna and landscape |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE009 | Prepare specialised interpretive content on marine environments |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE010 | Prepare specialised interpretive content on cultural and heritage environments |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE011 | Coordinate and operate tours |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTGDE012 | Manage extended touring programs |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITIND001 | Source and use information on the tourism and travel industry |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITIND002 | Source and use information on the holiday park and resort industry |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD001 | Package tourism products |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD002 | Develop interpretive activities |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD003 | Coordinate and operate sustainable tourism activities |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD004 | Develop in-house recreational activities |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD005 | Develop host community awareness of tourism |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD006 | Assess tourism opportunities for local communities |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD007 | Research and analyse tourism data |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD008 | Develop tourism products |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD009 | Develop environmentally sustainable tourism operations |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|-----------------------------|-----------------------|---------------------------------|--------------------|--------------------|-------------------------|--|
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD010 | Develop culturally appropriate tourism operations |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITPPD011 | Develop and implement local or regional tourism plan |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTOP001 | Load touring equipment and supplies |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTOP002 | Provide outdoor catering |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTOP003 | Allocate tour or activity resources |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTOP004 | Set up and operate a camp site |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTOP005 | Operate tours in a remote area |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL001 | Operate online information systems |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL002 | Access and interpret product information |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL003 | Provide advice on international destinations |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL004 | Provide advice on Australian destinations |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL005 | Sell tourism products and services |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL006 | Prepare quotations |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL007 | Process reservations |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL008 | Book supplier products and services |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL009 | Process travel-related documentation |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL010 | Use a computerised reservations or operations system |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL011 | Source airfares for domestic flights |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL012 | Construct normal international airfares |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL013 | Construct promotional international airfares |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL014 | Construct advanced international airfares |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL015 | Administer billing and settlement plans |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL016 | Provide specialist advice on cruises |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITTSL017 | Maintain product inventories |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
|-----------------------------|-----------------------|---------------------------------|--------------------|--------------------|-------------------------|--|
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITVAF001 | Load and unload a ride |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITVAF002 | Operate a ride location |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITVAF003 | Operate a games location |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITVAF004 | Tow and site recreational vehicles |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITVAF005 | Fill LPG gas cylinders |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCCS001 | Provide customer information and assistance |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCCS002 | Provide visitor information |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCCS003 | Interact with customers |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCCS004 | Provide lost and found services |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCCS005 | Provide club reception services |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCCS006 | Provide service to customers |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCCS007 | Enhance customer service experiences |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCCS008 | Develop and manage quality customer service practices |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCOM001 | Source and present information |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCOM002 | Show social and cultural sensitivity |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCOM003 | Provide a briefing or scripted commentary |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCOM004 | Address protocol requirements |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCOM005 | Manage conflict |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXCR1001 | Respond to a customer in crisis |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXGR1002 | Manage a business continuity crisis |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXEB5001 | Use social media in a business |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXEB5002 | Develop, implement and monitor the use of social media in a business |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXEB5003 | Build and launch a small business website |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXFIN001 | Process financial transactions |

| Planned review start (Year) | Training package code | Training package name | Qualification code | Qualification name | Unit of Competency code | Unit of competency name |
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| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXFIN002 | Interpret financial information |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXFIN003 | Manage finances within a budget |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXFIN004 | Prepare and monitor budgets |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXFIN005 | Manage physical assets |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXFIN006 | Manage revenue |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXGLC001 | Research and comply with regulatory requirements |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXHRM001 | Coach others in job skills |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXHRM002 | Roster staff |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXHRM003 | Lead and manage people |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXHRM004 | Recruit, select and induct staff |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXHRM005 | Manage volunteers |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXHRM006 | Monitor staff performance |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXLAN001 | Conduct basic oral communication in a language other than English |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXLAN002 | Conduct routine oral communication in a language other than English |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXLAN003 | Conduct oral communication in a language other than English |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXLAN004 | Conduct complex oral communication in a language other than English |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXLAN005 | Read and write information in a language other than English |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXLAN006 | Read and write documents in a language other than English |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMGTO01 | Monitor work operations |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMGTO02 | Establish and conduct business relationships |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMGTO03 | Manage projects |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMPR001 | Coordinate production of brochures and marketing materials |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMPR002 | Create a promotional display or stand |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMPR003 | Plan and implement sales activities |

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|-----------------------------|-----------------------|---------------------------------|--------------------|--------------------|-------------------------|---|
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMPR004 | Coordinate marketing activities |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMPR005 | Participate in cooperative online marketing initiatives |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMPR006 | Obtain and manage sponsorship |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMPR007 | Develop and implement marketing strategies |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXMPR008 | Prepare and present proposals |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXWHS001 | Participate in safe work practices |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXWHS002 | Identify hazards, assess and control safety risks |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXWHS003 | Implement and monitor work health and safety practices |
| Year 4 (2019-20) | SIT | Tourism, Travel and Hospitality | | | SITXWHS004 | Establish and maintain a work health and safety system |

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