

A. Administrative information

Name of IRC: Tourism, Travel and Hospitality Industry Reference Committee

Name of SSO: SkillsIQ

This document details the four year work plan from 1 July 2016 to 30 June 2020 for the Tourism, Travel and Hospitality IRC and SkillsIQ.

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
- 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 in 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 12 Australian, accounts for 9.6% of Australia’s exports and is a key driver of Australia’s economy.

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 needs of both domestic and international visitors within Australia.

Tourism is a significant industry for Australia with the number of international visitors more than doubled over the past two decades (2.5 million in 1992 to almost 6.6 million in 2014).²

¹ Deloitte Access Economics, Positioning for Prosperity

² Productivity Commission (2015), *Australia’s International Tourism Industry*, Commission Research Paper, Canberra.

Tourism generated \$115 billion in visitor expenditure in the year ending 31 March 2016.³ 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.⁴

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

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 Australian tourism infrastructure will assist to grow and accommodate the increasing number of domestic and international visitors to and around Australia, although challenges remain in improving supply in regional Australia.⁶

Casinos have an important relationship with the tourism industry and trends in domestic and international tourism are likely to impact on the casinos 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 casinos industry has displayed an annual growth of 5.6 per cent from 2011-16 and is projected to grow at an annualised rate of 2.8 per cent from 2016-21.⁷

Key Statistics

- In the 2014-15 year, the Australian Tourism Industry catered to 6.6 million (7 per cent rise) international visitors and 83.2 million (5 per cent rise) domestic overnight visitors generating \$107.1 billion.⁸
- The Tourism industry revenue is projected to increase at an annual rate of 3.7 per cent over the five years through 2016-17, generating a revenue of \$123.7 billion.⁹
- Over the five years through 2021-22, the industry revenue is projected to increase by an annual rate of 2.6 per cent.¹⁰
- Domestic tourism forms the industry's largest market, accounting for 59.8 per cent of the industry revenue.¹¹
- Around 47 per cent of all business report a seasonal trend, reflecting the inherent seasonality of the tourism industry.¹²

Job Roles

Possible job roles within this industry sector include:

³ Tourism Research Australia, International Visitor Survey 2016 and National Visitor Survey March 2016

⁴ Austrade, Tourism 2020 Key Messages

⁵ Tourism Research Australia, State of the Industry 2015

⁶ Tourism Research Australia State of the Industry 2015

⁷ Little, S. (2016). Casinos in Australia. IBISWorld Industry Report R9201.

⁸ Tourism Research Australia State of the Industry 2015

⁹ IBISWorld Industry Report 2016

¹⁰ IBISWorld Industry Report 2016

¹¹ IBISWorld Industry Report 2016

¹² Deloitte Access Economics, Australian Tourism Labour Force Report 2015-2020

- Indigenous storyteller
- Museum attendant
- Ride attendant
- Booking agent
- Cellar door salesperson or guide
- Visitor information officer
- Sales executive
- Inbound groups manager
- Marketing or operations manager
- 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, 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 are comfortable with governments supporting major events, including through the investment of public funds.¹³

Large-scale open exhibitions are increasing in popularity, one such example is Vivid Sydney, which in 2016 attracted a total of 2.3 million visitors (an increase of 35.4 per cent from 2015).¹⁴

The exhibition and conference centres sub sector is projected to grow at an annualised 2.3 per cent over the five years through 2015-16 to reach \$10.8 billion, with a further 1.3 per cent annual growth through 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 per cent over the five years through 2015-16 to \$3 billion.¹⁵

¹³ Tourism & Transport Forum, 'Backing Major Events – Australian support for major events and why governments should get behind them', May 2014

¹⁴ Ayres, S. 2016, *Vivid Sydney 2016 smashes visitor record with 2.3 million*, 27 June, NSW Government, viewed 22 August 2016, <<http://www.vividsydney.com/sites/default/files/20160627-vivid-sydney-2016-smashes-visitor-record-with-2.3-million.pdf>>

¹⁵ IBISWorld (April 2016). *Event Promotion and Management Services in Australia*: Market Research Report ANXSIC N7299.

Key Statistics

- As at November 2015, there were 23,200 conference and event organisers (a 9.6 per cent increase from 5 years to November 2015).¹⁶
- 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).¹⁷
- 70.1 per cent of conference and event organisers are female and the median age of the workforce is 35 years, with 25-34 years (39.4 per cent) being the main age group across the sector.¹⁸

Job Roles

Possible job roles within this industry sector include:

- Event or exhibition assistant
- Conference or event coordinator
- Venue coordinator
- Exhibition or event manager
- Venue manager

Hospitality

Sector Overview

The Australian and New Zealand Standard Industrial Classification ('ANZSIC') categories 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 employers with 267,700 hospitality workers as at November 2015 and employment forecasted to grow by 13.8 per cent (37,000) in the five years to November 2020.¹⁹

Industry identifies ongoing shortages of workers in areas 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.

Key Statistics

- Over the past five years through 2015-16, the restaurants industry is projected to have an annual growth of 6.2 per cent to \$13.1 billion.²⁰
- According to IBISWorld Market Research Report, over the 10 years through 2020-21, the restaurant industry's contribution to the economy is expected to rise by an annual rate of 3.3 per cent, a faster pace than the overall Australian economy.

¹⁶ Australian Jobs 2016. Department of Employment. Australian Government.

¹⁷ Job Outlook. (Undated). *Conference and event organisers: ANZSCO: 1493*. Australian Government. Accessed <http://joboutlook.gov.au/iouploads/1493.pdf>.

¹⁸ Job Outlook. (Undated). *Conference and event organisers: ANZSCO: 1493*. Australian Government. Accessed <http://joboutlook.gov.au/iouploads/1493.pdf>.

¹⁹ Department of Employment Job Outlook

²⁰ *Restaurants in Australia: Market Research Report*. (May 2016). IBISWorld Market Research Report ANZSIC H4511a.

- In 2015, registered clubs in NSW supported 62,000 full time equivalent (FTE) jobs, comprising 28,427 direct FTEs and 33,525 indirect FTEs employed.²¹
- In the hospitality industry, females were most dominant in the role of housekeepers (85 per cent), café workers (81 per cent), waiters (77 per cent) and hotel service managers (73 per cent).²²
- 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).²³

Job Roles

Possible job roles within this industry sector include:

- Housekeeper
- Bar attendant
- Gaming 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
- Executive chef

²¹ KPMG, 2015 National Clubs Census, 2016.

²² Australian Jobs 2016. Department of Employment. Australian Government.

²³ Australian Jobs 2016. Department of Employment. Australian Government.

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.²⁴

Key Statistics²⁵

- In 2015, 586,585 recreational vehicles were registered across Australia, comprising 58,375 campervans and 528,210 caravans. This is an increase of 4.5%
- 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 trip (domestic and international) were undertaken throughout Australian in 2015, a 7% increase from 2014.

Job Roles

Possible job roles within this industry sector include:

- grounds person
- handy person
- housekeeper
- reception or front office supervisor
- holiday park/resort manager.

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), tour and accommodation services, travel arrangement and reservation services for airlines, cars and hotels, and arranging, assembling, wholesaling and retailing tours.²⁶

²⁴ Caravan Industry Association of Australia, State of the Industry, 2016

²⁵ Caravan Industry Association of Australia, State of the Industry, 2016

²⁶ Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006 (Revision 2.0). Last updated 2 October 2015.

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 as well as availability of online platforms that allow consumers to self-plan, book and directly pay service providers, making it difficult for traditional and small bricks and mortar travel agencies to remain competitive. IBISWorld industry reports predict 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.

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 some 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.²⁷

Key Statistics

Travel agency and tour arrangement services sector has experienced an annualised growth of 2.6 per cent over the five years through 2015-16 to \$6.6 billion with the workforce estimated to be at 29,651 people across 4,071 businesses (IBISWorld Industry Report, 2016). IBISWorld reports that the industry revenue is forecasted to grow at an annualised 2.1 per cent over the five years through 2020-21, to \$7.4 billion.

- The industry is dominated by small enterprises with more than 90 per cent employing less than 20 people (IBISWorld Industry Report N7220, 2016).
- The travel agency and tour arrangement services industry is projected to grow at an annualised 2.6 per cent over the five years through 2015-16 to \$6.6 billion (IBISWorld Industry Report N7220, 2016).
- The industry revenue for online travel agencies, is expected to increase at an annualised rate of 13.8 per cent over the five years through 2015-16, however slow down to 8.1 per cent annually over the next five years from 2016-21 (IBISWorld Industry Report OD4163, 2016).

Job Roles

Possible job roles include:

- domestic or international travel consultant
- corporate travel consultant
- call centre sales agent
- travel agency manager.

33 Nationally Recognised SIT Tourism, Travel and Hospitality Qualifications (as at September 2016)

- SIT10116 Certificate I in Tourism (Australian Indigenous Culture)
- SIT10216 Certificate I in Hospitality

²⁷ Williams, T (2016). Travel Agency and Tour Arrangement Services in Australia. IBISWorld Industry Report N7220.

- 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 2 below indicates the number of registered training organisations (RTOs) with the above qualifications on scope (current as per 12 August 2016 as per the National Register of VET training.gov.au). Some of the qualifications in the list below were reviewed in 2015 and updated versions released on training.gov.au on 2 March 2016. As a result RTOs may not have transitioned to these 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 increase to transition and RTOs were granted an additional 6 months to transition, 18 months in total, for training products endorsed by the 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 below.

Table 2: RTO Scope of Registration by Qualification	No of RTOs with qualifications on scope
SIT10116 Certificate I in Tourism (Australian Indigenous Culture)	20
<i>SIT10112 Certificate I in Tourism (Australian Indigenous Culture)</i>	18
SIT10216 Certificate I in Hospitality	217
<i>SIT10213 Certificate I in Hospitality</i>	206
SIT20116 Certificate II in Tourism	148
<i>SIT20112 Certificate II in Tourism</i>	134
SIT20216 Certificate II in Holiday Parks and Resorts	6
<i>SIT20512 Certificate II in Holiday Parks and Resorts</i>	6
SIT20316 Certificate II in Hospitality	477
<i>SIT20213 Certificate II in Hospitality</i>	463
SIT20416 Certificate II in Kitchen Operations	229
<i>SIT20312 Certificate II in Kitchen Operations</i>	231
SIT20516 Certificate II in Asian Cookery	4
<i>SIT20412 Certificate II in Asian Cookery</i>	4
SIT30116 Certificate III in Tourism	23
<i>SIT30112 Certificate III in Tourism</i>	99
SIT30216 Certificate III in Travel	54
<i>SIT31312 Certificate III in Travel</i>	55
SIT30316 Certificate III in Guiding	29
<i>SIT30513 Certificate III in Guiding</i>	27
SIT30416 Certificate III in Holiday Parks and Resorts	14
<i>SIT31212 Certificate III in Holiday Parks and Resorts</i>	15
SIT30516 Certificate III in Events	17
<i>SIT30612 Certificate III in Events</i>	69
SIT30616 Certificate III in Hospitality	369
<i>SIT30713 Certificate III in Hospitality</i>	338
SIT30716 Certificate III in Hospitality (Restaurant Front of House)	3
<i>New qualification, not previously delivered</i>	
SIT30816 Certificate III in Commercial Cookery	63
<i>SIT30813 Certificate III in Commercial Cookery</i>	215

SIT30916 Certificate III in Catering Operations	10
<i>SIT31013 Certificate III in Catering Operations</i>	57
SIT31016 Certificate III in Patisserie	18
<i>SIT31113 Certificate III in Patisserie</i>	61
SIT31116 Certificate III in Asian Cookery	8
<i>SIT30913 Certificate III in Asian Cookery</i>	23
SIT40116 Certificate IV in Travel and Tourism	5
<i>SIT40212 Certificate IV in Travel and Tourism</i>	60
SIT40216 Certificate IV in Guiding	2
<i>SIT40112 Certificate IV in Guiding</i>	16
SIT40316 Certificate IV in Holiday Parks and Resorts	9
<i>SIT40812 Certificate IV in Holiday Parks and Resorts</i>	9
SIT40416 Certificate IV in Hospitality	205
<i>SIT40313 Certificate IV in Hospitality</i>	191
SIT40516 Certificate IV in Commercial Cookery	61
<i>SIT40413 Certificate IV in Commercial Cookery</i>	151
SIT40616 Certificate IV in Catering Operations	3
<i>SIT40613 Certificate IV in Catering Operations</i>	18
SIT40716 Certificate IV in Patisserie	14
<i>SIT40713 Certificate IV in Patisserie</i>	47
SIT40816 Certificate IV in Asian Cookery	4
<i>SIT40513 Certificate IV in Asian Cookery</i>	10
SIT50116 Diploma of Travel and Tourism Management	16
<i>SIT50112 Diploma of Travel and Tourism</i>	83
SIT50216 Diploma of Holiday Park and Resort Management	9
<i>SIT50412 Diploma of Holiday Parks and Resorts</i>	9
SIT50316 Diploma of Event Management	21
<i>SIT50212 Diploma of Events</i>	87
SIT50416 Diploma of Hospitality Management	250
<i>SIT50313 Diploma of Hospitality</i>	215
SIT60116 Advanced Diploma of Travel and Tourism Management	7
<i>SIT60112 Advanced Diploma of Travel and Tourism</i>	35
SIT60216 Advanced Diploma of Event Management	24

SIT60212 Advanced Diploma of Events	23
SIT60316 Advanced Diploma of Hospitality Management	104
SIT60313 Advanced Diploma of Hospitality	94

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.

- 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
 - Liquor and gaming authorities in each state
- Large and small employers across metropolitan, regional, rural and remote areas
- Registered Training Providers both public and private.

Challenges and opportunities in the sector

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, they are demanding more than a purely transactional interaction. With an instant ability to make comparisons with competitor offerings it has become imperative that businesses remain attuned to their customer's 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.

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

Falling out of customer expectations is the desire of customers to have 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 ability to predict their future needs. Customers, seeking a personalised experience, demand the availability of one-to-one interaction 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 or invest in new infrastructure such as accommodation or resorts, visitor attractions such as casinos and theme parks as well develop flexible and digitally accessible forms of service delivery.²⁸

Cultural Awareness

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.²⁹ Just over three quarters of global travellers are influenced by the allure of visiting somewhere new and experiencing local culture is a big priority.³⁰

Indigenous experiences are an opportunity for huge growth as they are seen to be authentic and unique to the area in which they occur.³¹ The connection with meaningful Aboriginal cultural

²⁸ Productivity Commission (2015), *Australia's International Tourism Industry*, Commission Research Paper, Canberra.

²⁹ Hajkowicz SA, Cook H, Littleboy A. 2012. *Our Future World: Global megatrends that will change the way we live*. The 2012 Revision. CSIRO, Australia.

³⁰ TripAdvisor TripBarometer 2014

³¹ <http://www.iba.gov.au/reports/AR1213/part-7-external-engagement/Indigenous-tourism/index.html>

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, general skills in explaining and showcasing these sorts of experiences are required, so that they can then be applied to the specific experiences in an area.

In the year ended 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.³² 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.

Language and cultural awareness skills to cater to these and other international visitors are seen to be 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 regulation around Gaming, Food Safety and Responsible Service of Alcohol, which are fundamental aspects of businesses operating in particular in the hospitality sector.

Differences in legislation and licensing requirements across all states and territories present significant challenges for portability of skills and restricts the ability of workers to move between jurisdictions, while performing the same job role. This is exacerbated for those businesses that operate nationally, or even for smaller businesses that operate in close to state and territory borders and cannot move staff between locations without additional expense due to differing regulatory requirements.

It also has impacts for Registered Training Organisations that operate on a national basis and therefore need to have different training programs and resources to cope with the differences in requirements.

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.

³² Australian Bureau of Statistics, Overseas Arrival and Departures, 3401.0

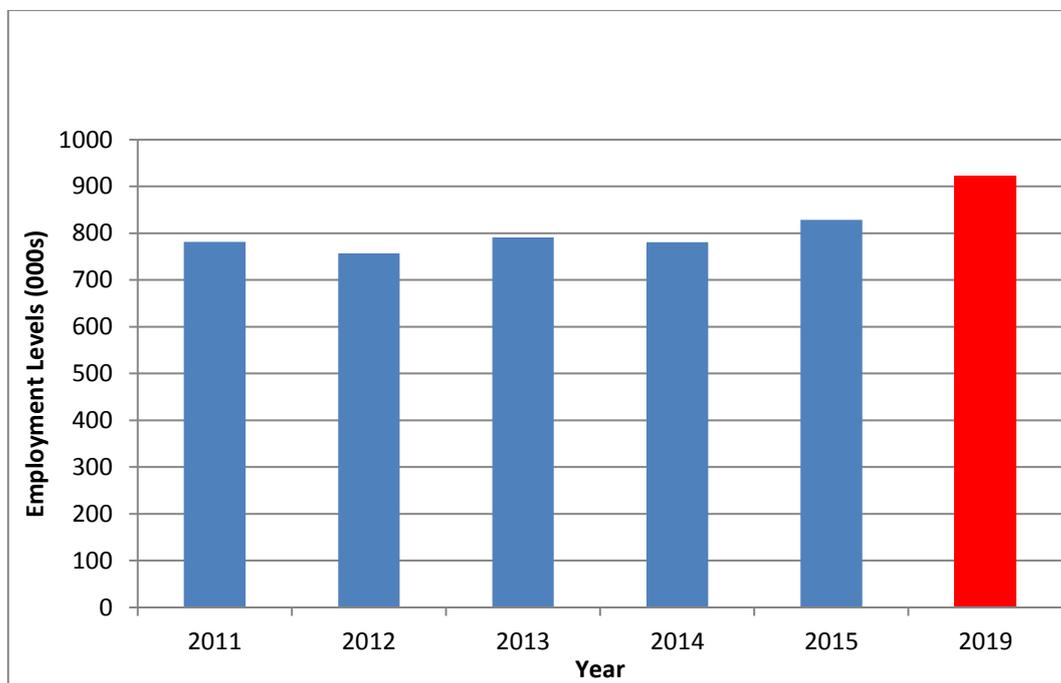
C. Employment

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 below graphs provided by the Commonwealth Department of Education to inform this workplan.

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)



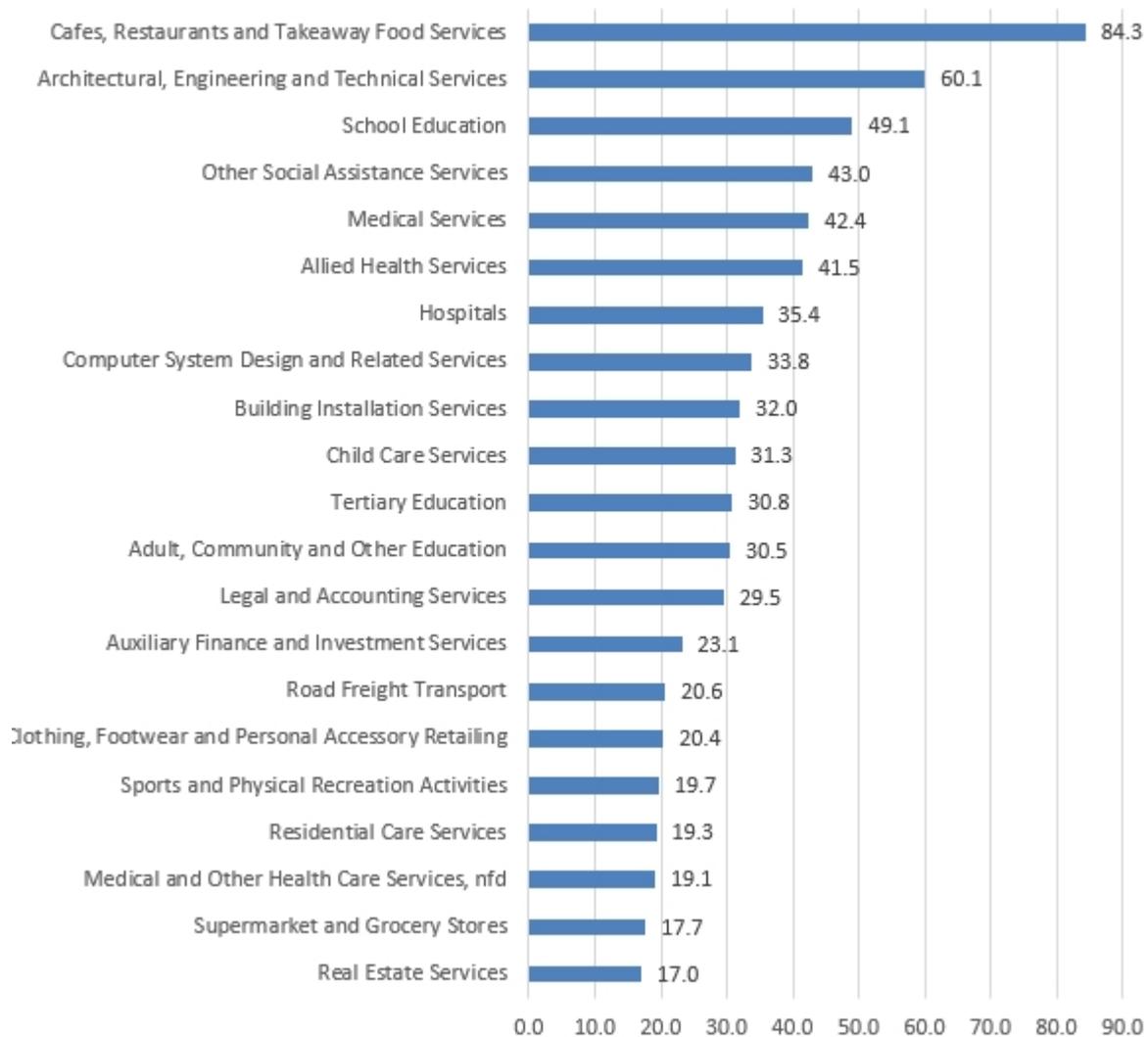
Source: Department of Employment *Labour Market Information Portal*.

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

Café's Restaurants and Takeaway Food Services are predicted to be the top growth sub-sector among all industry sub-sectors to 2020, with a predicted 843,000 employees.³³

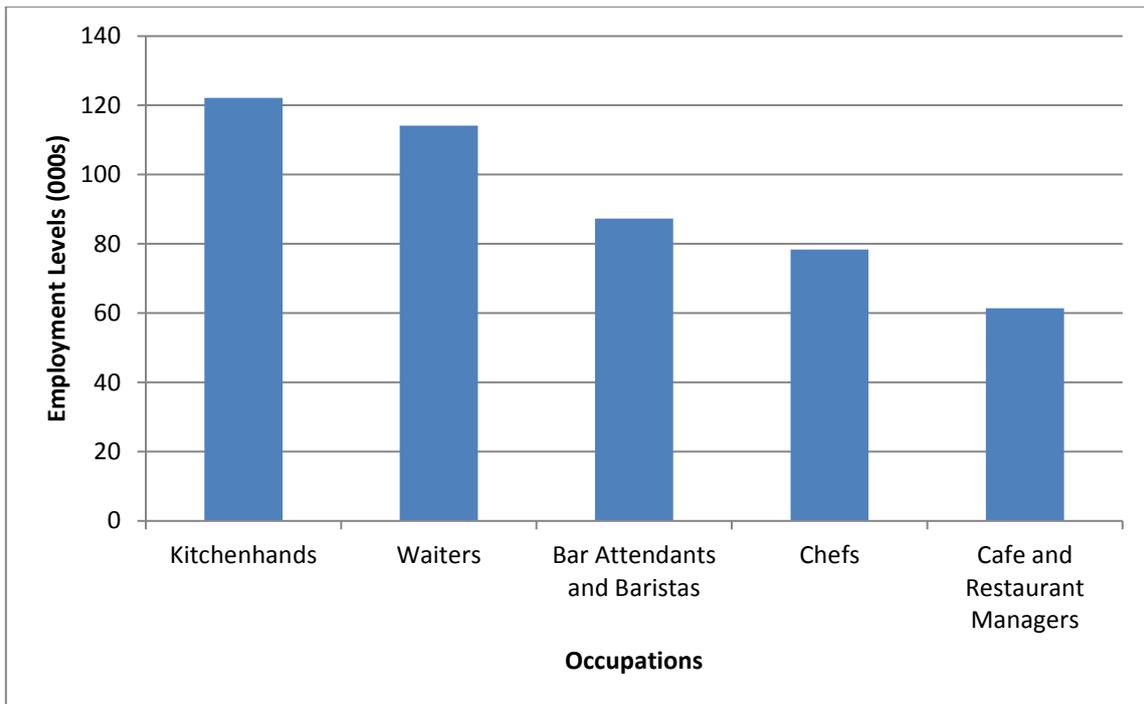
³³ Department of Employment, 2016, Labour Market Research and Analysis Branch, Employment Outlook to November 2020.

Top 20 Employment Growth Sub-Sectors to 2020 (,000s)



Employment varies across a range of key occupations in the industry, as seen below, 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.

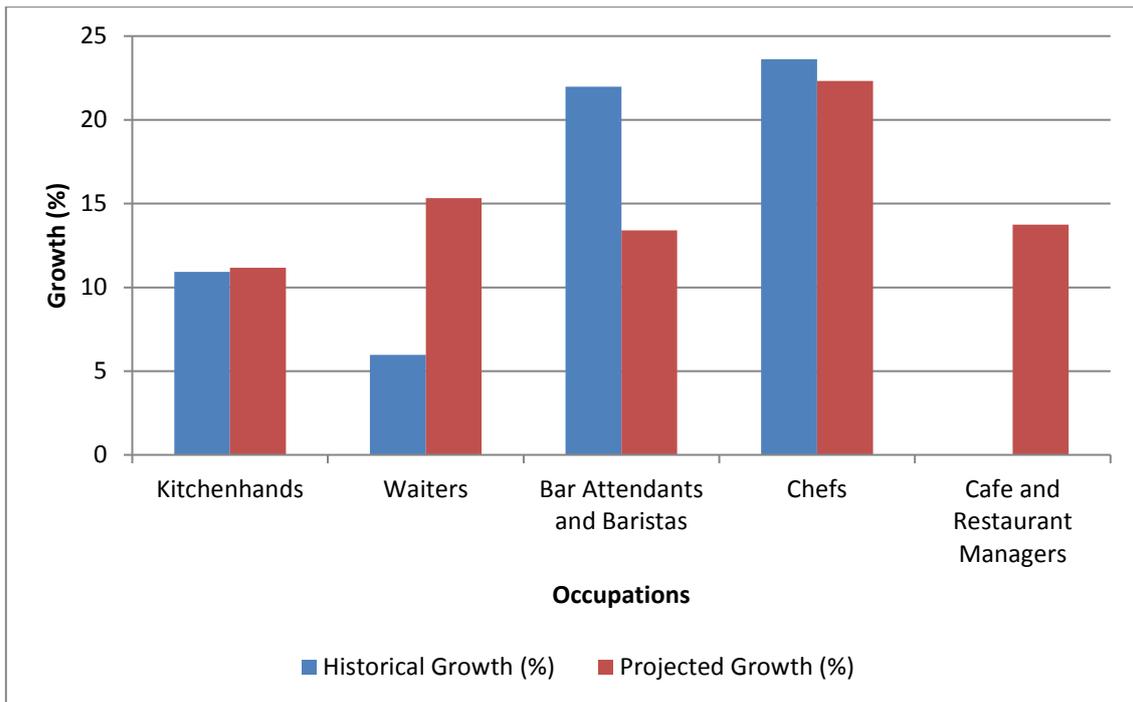
SIT12 Tourism, Travel and Hospitality Key Occupations – Employment Levels (000s)



Source: Australian Bureau of Statistics (ABS)

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.

SIT12 Tourism, Travel and Hospitality Key Occupations – Historical and Projected Employment Growth (%)



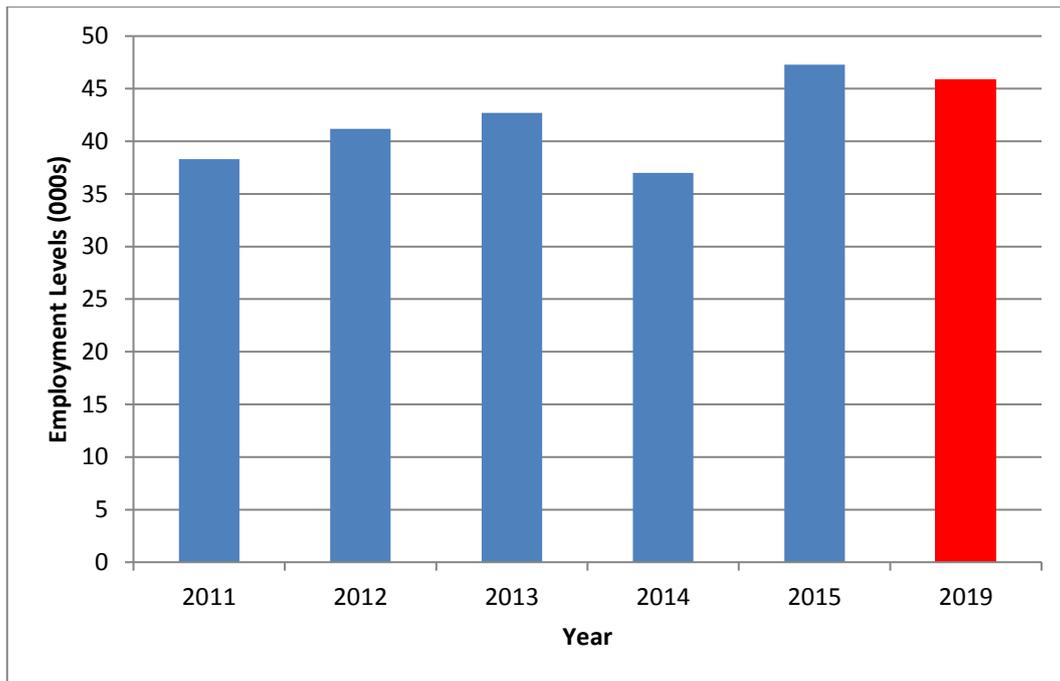
Source: Historical employment growth from the Australian Bureau of Statistics (ABS) and projected employment growth from the Department of Employment.

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 centres 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.

Employment levels in the Travel Agency and Tour Arrangement Services Sector is projected to decline slightly from 47,300 in 2015 to 45,900 by 2019.

Travel Agency and Tour Arrangement Services – Employment Levels (000s)



Source: Department of Employment *Labour Market Information Portal*.

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

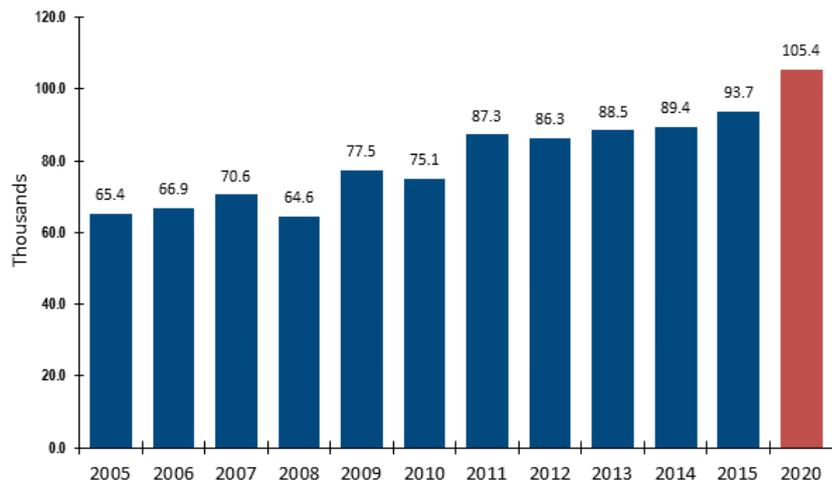
Occupational Breakdown

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.

Bar attendants and Baristas

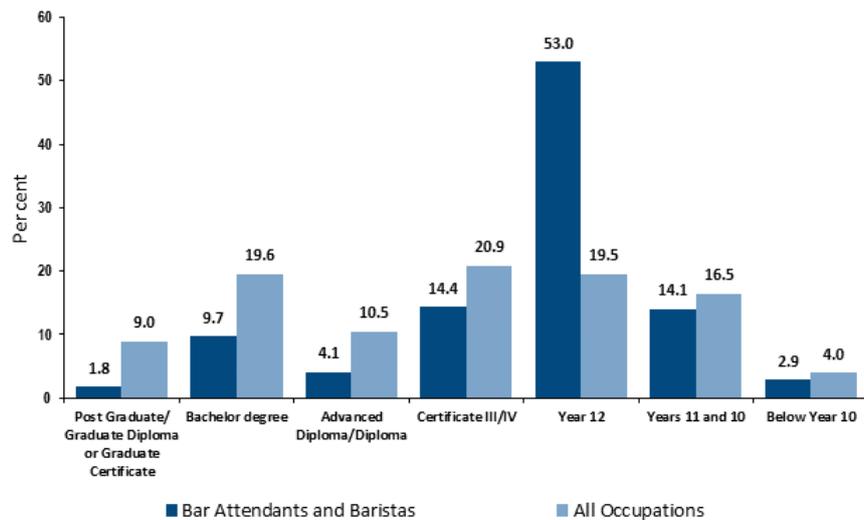
- Over the five years to November 2019, the number of job openings for Bar Attendants and Baristas is expected to be high (greater than 50,000).
- Employment for this occupation rose very strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward,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

Employment Level (thousands) past and projected to 2020



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

Educational Attainment (per cent of employment)



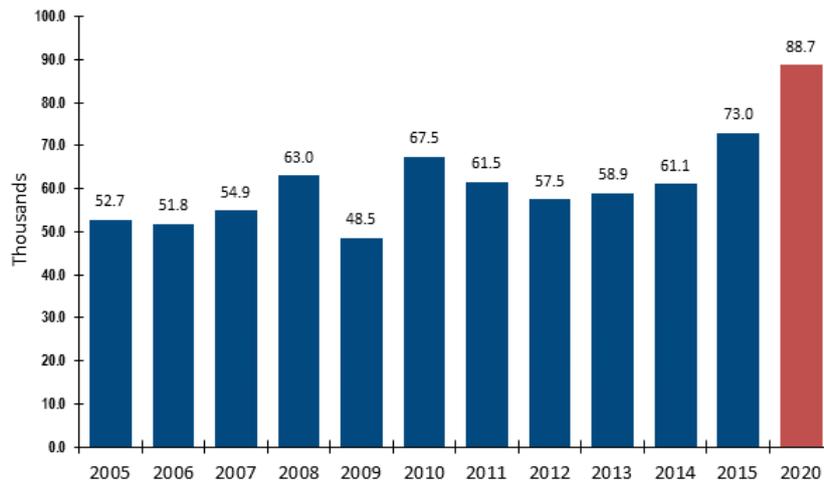
Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Café and Restaurant Managers

- Over the five years to November 2019, the number of job openings for Cafe 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 Cafe 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.

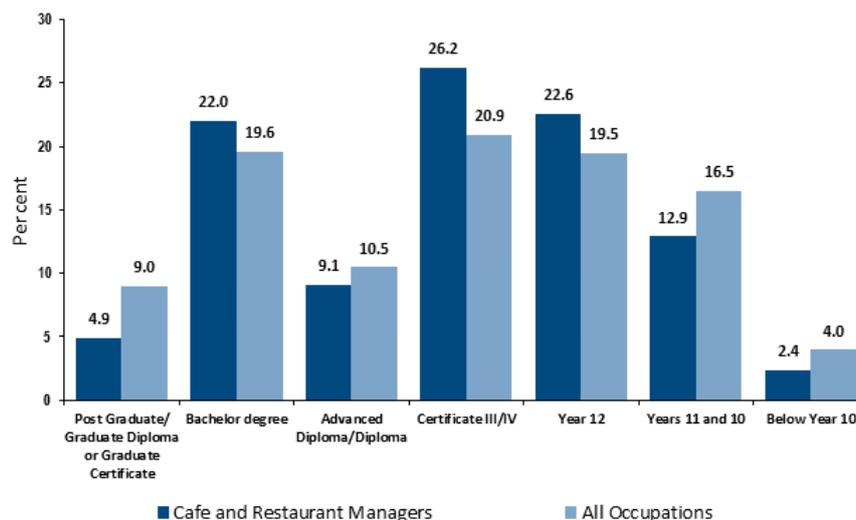
- Cafe and Restaurant Managers have an above average proportion of full-time jobs (81.6 per cent). For Cafe and Restaurant Managers working full-time, average weekly hours are 46.0 (compared to 40.2 for all occupations) and earnings are below average - in the third decile. Unemployment for Cafe and Restaurant Managers is average.
- The most common level of educational attainment for Cafe and Restaurant Managers is Certificate III/IV (26.2 per cent).

Employment Level (thousands) past and projected to 2020



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

Educational Attainment (per cent of employment)

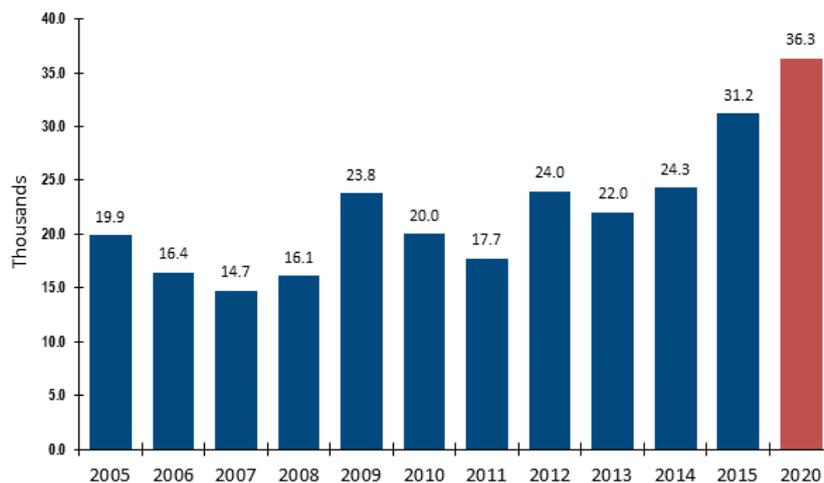


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Café Workers

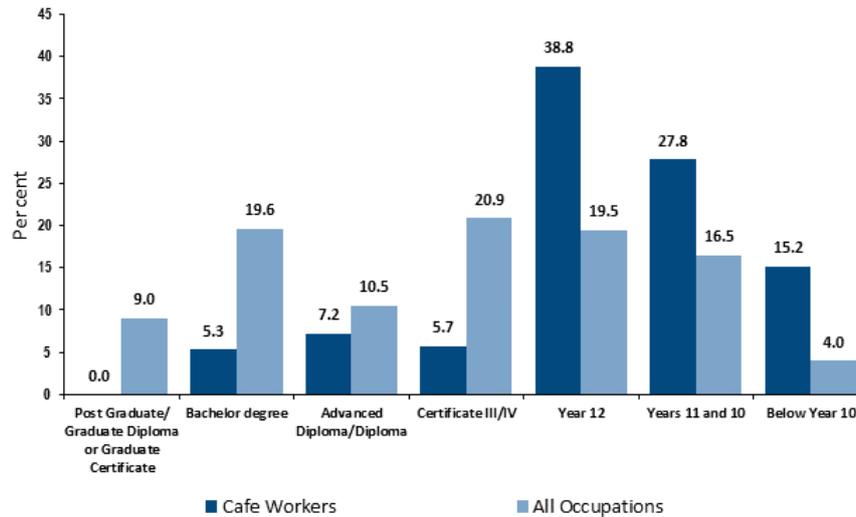
- Over the five years to November 2019, the number of job openings for Cafe Workers is expected to be above average (between 25,001 and 50,000).
- Employment for this occupation rose very strongly (in percentage terms) in the past five years and rose very strongly in the long-term (ten years). Looking forward, employment for Cafe 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.
- Cafe Workers have a relatively low proportion of full-time jobs (20.5 per cent). For Cafe 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 Cafe Workers is above average.
- The most common level of educational attainment for Cafe Workers is Year 12 (38.8 per cent).

Employment Level (thousands) past and projected to 2020



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

Educational Attainment (per cent of employment)

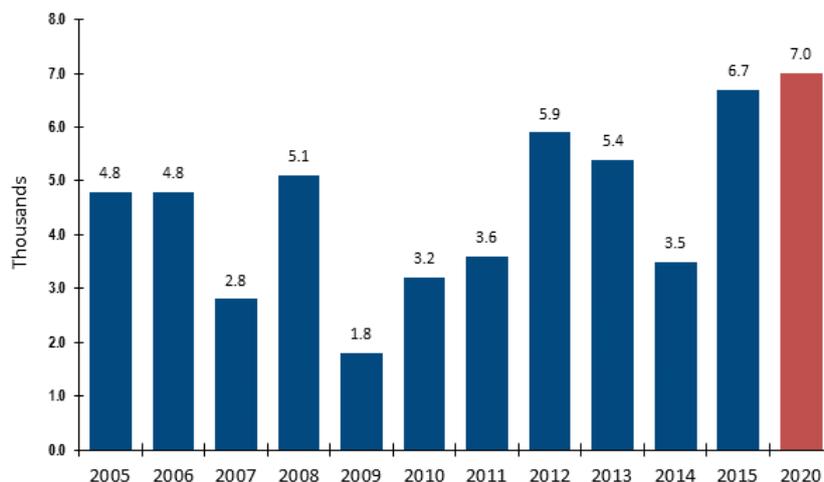


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Caravan Park and Camping Ground Managers

- 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 (6700 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 per cent). 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.

Employment Level (thousands) past and projected to 2020

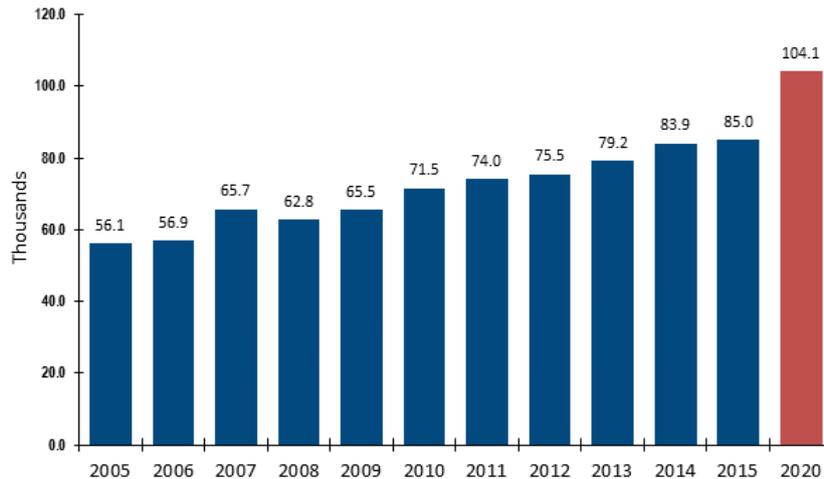


Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

Chefs

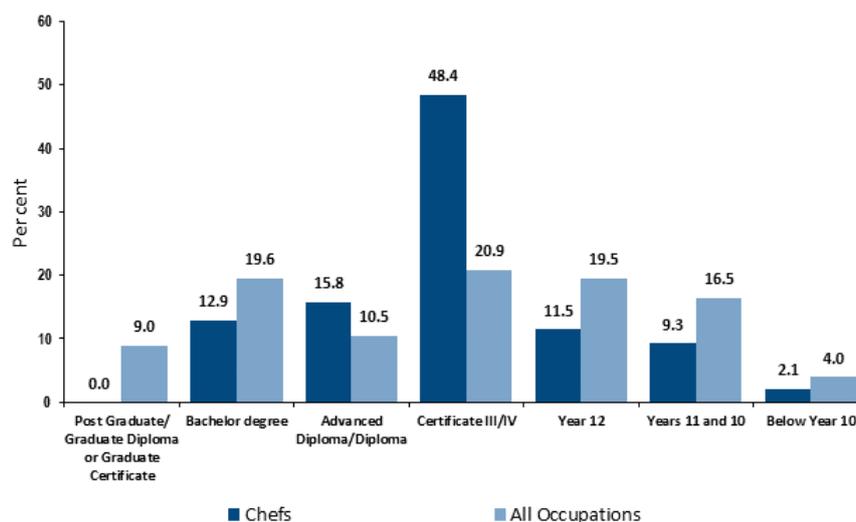
- Over the five years to November 2019, the number of job openings for Chefs is expected to be high (greater than 50,000).
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Chefs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

Employment Level (thousands) past and projected to 2020



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

Educational Attainment (per cent 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.

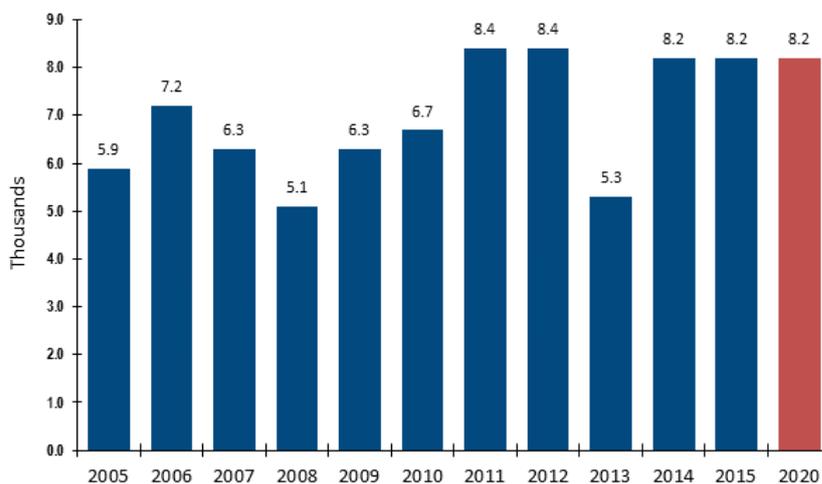
Club Managers

- 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 (8200 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 per cent). 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.

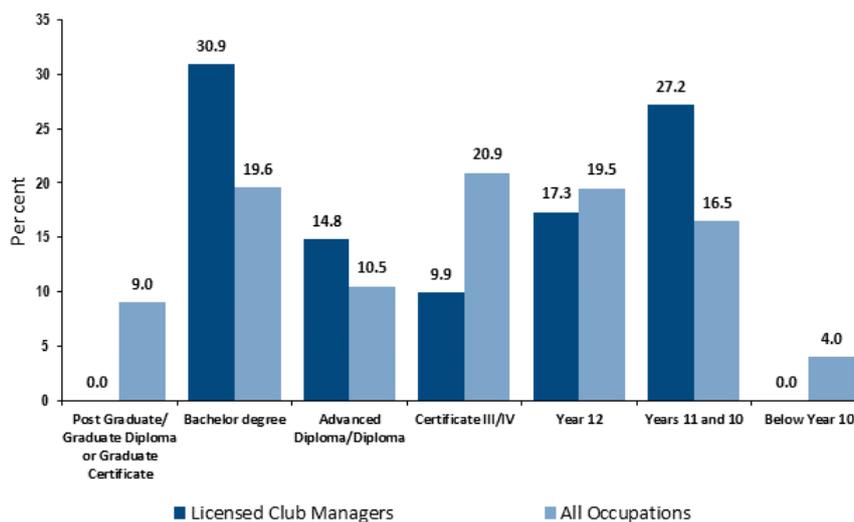
- The most common level of educational attainment for Licensed Club Managers is Bachelor degree (30.9 per cent).

Employment Level (thousands) past and projected to 2020



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

Educational Attainment (per cent of employment)

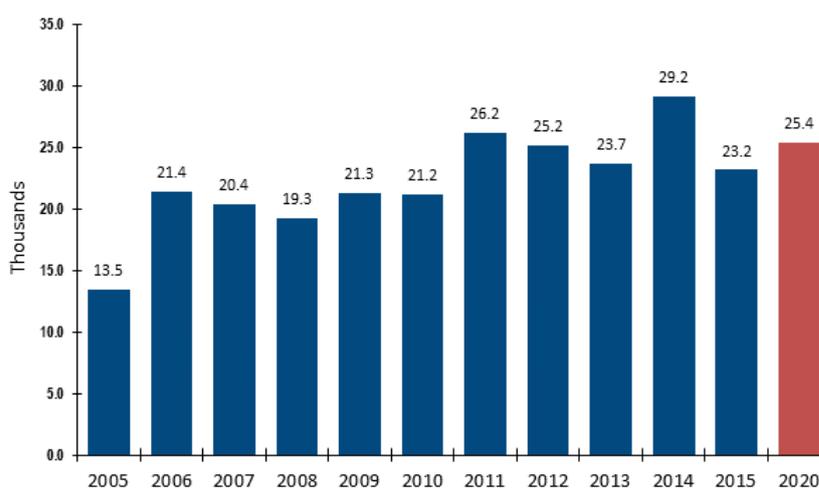


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals

Conference and Event Organisers

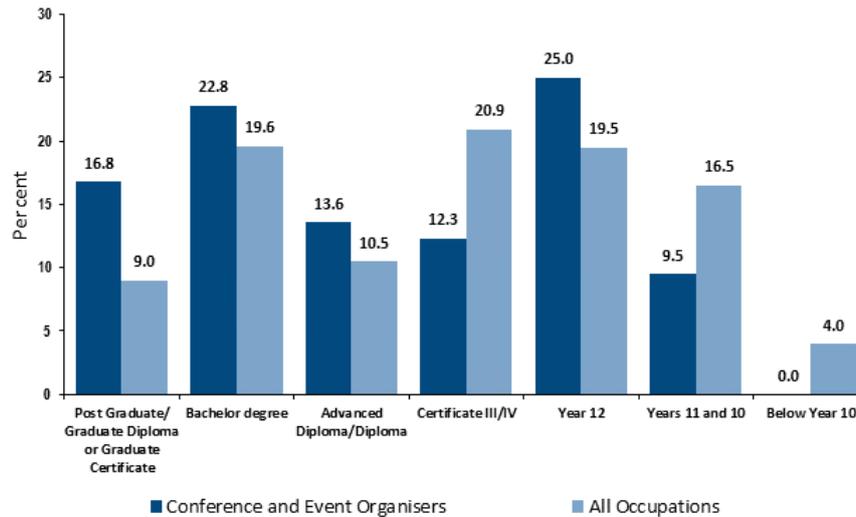
- Over the five years to November 2019, the number of job openings for Conference and Event Organisers is expected to be average (between 10,001 and 25,000).
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose very strongly in the long-term (ten years). 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 per cent). 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 per cent).

Employment Level (thousands) past and projected to 2020



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

Educational Attainment (per cent of employment)

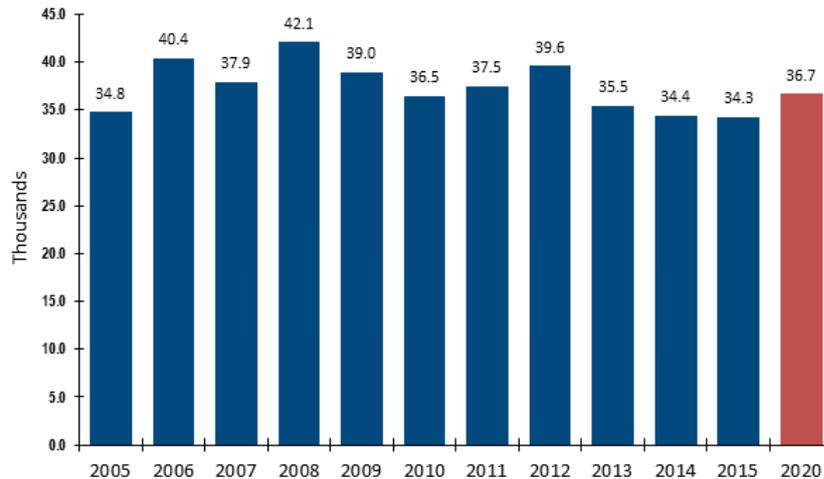


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Cooks

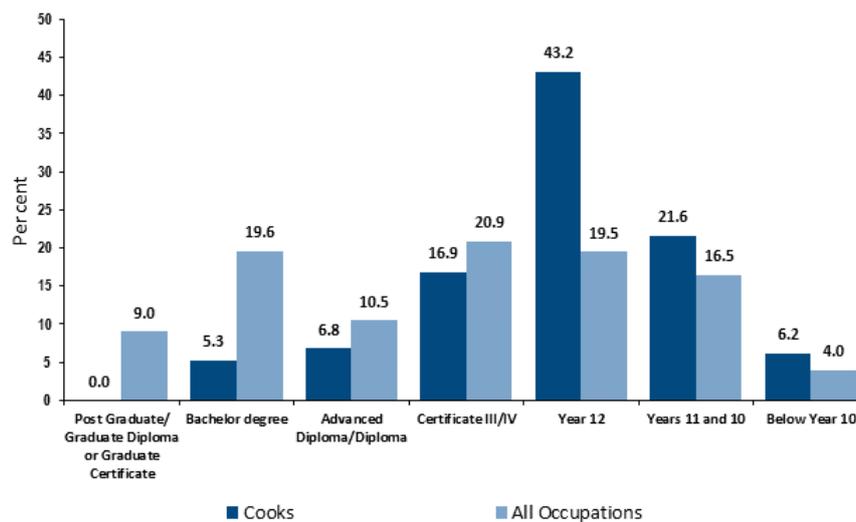
- Over the five years to November 2019, the number of job openings for Cooks is expected to be above average (between 25,001 and 50,000).
- Employment for this occupation fell slightly in the past five years and in the long-term (ten years). Looking forward, employment for Cooks to November 2020 is expected 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 per cent). 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 per cent).
- It is noted that the Certificate III in Commercial Cookery provides for a trade outcome as a Cook.

Employment Level (thousands) past and projected 2020



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

Educational Attainment (per cent 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

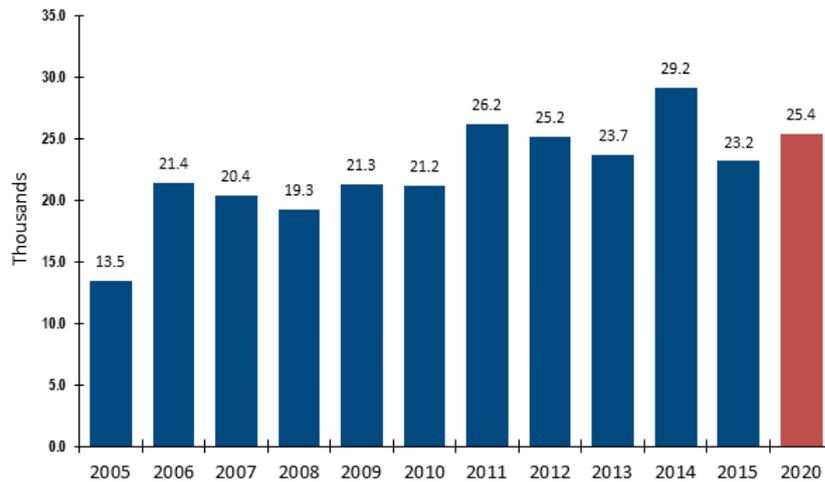
Conference and Event Organisers

- 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 per cent). 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.

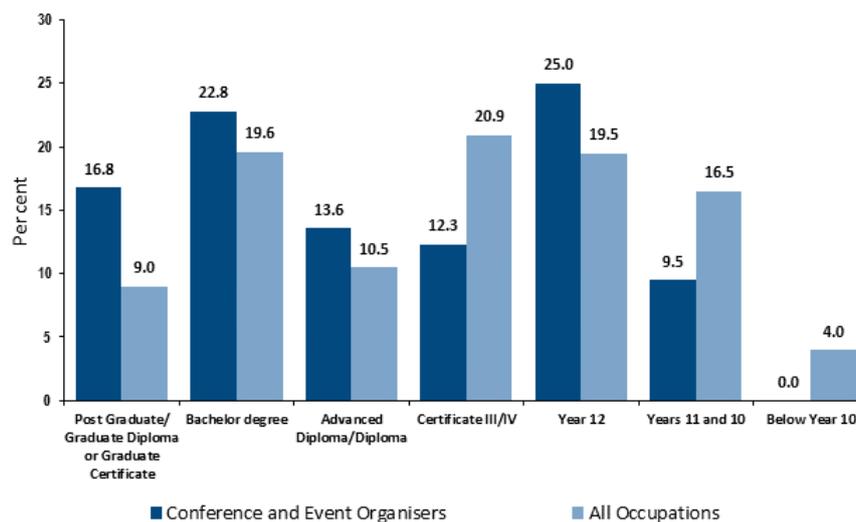
- The most common level of educational attainment for Conference and Event Organisers is Year 12 (25.0 per cent).

Employment Level (thousands) past and project 2020



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

Educational Attainment (per cent of employment)



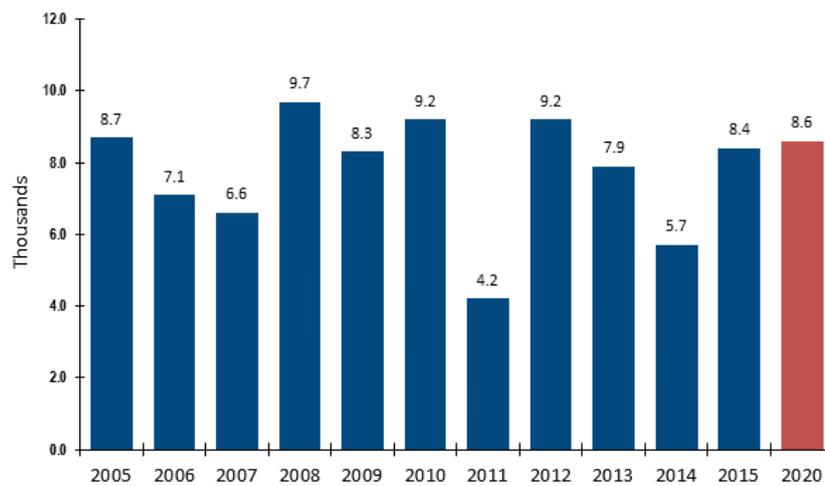
Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals

Gaming Workers

- 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).

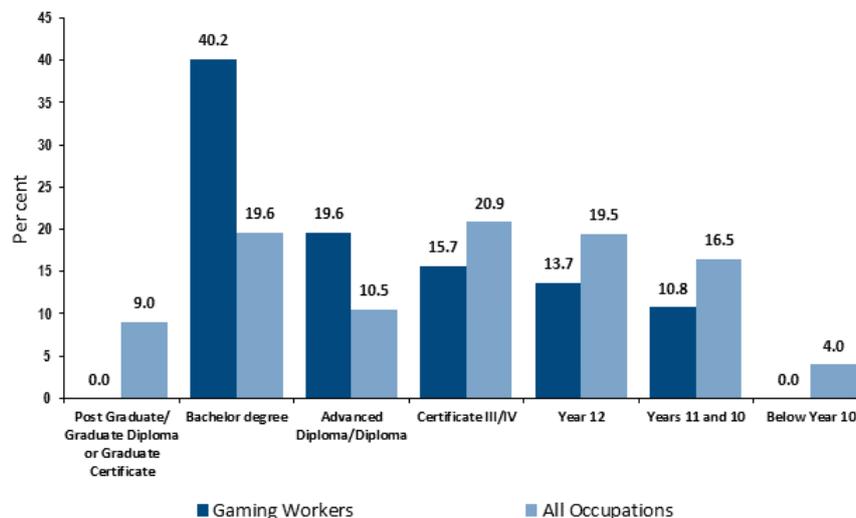
- Employment for this occupation fell slightly in the past five years and in the long-term (ten years). Looking forward, employment for Gaming Workers to November 2020 is expected to grow slightly.
- This is a small occupation (8400 in November 2015) suggesting that opportunities may be quite limited in some regions.
- Gaming Workers have an above average proportion of full-time jobs (77.5 per cent). 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 per cent).

Employment Level (thousands) past and projected 2020



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

Educational Attainment (per cent of employment)

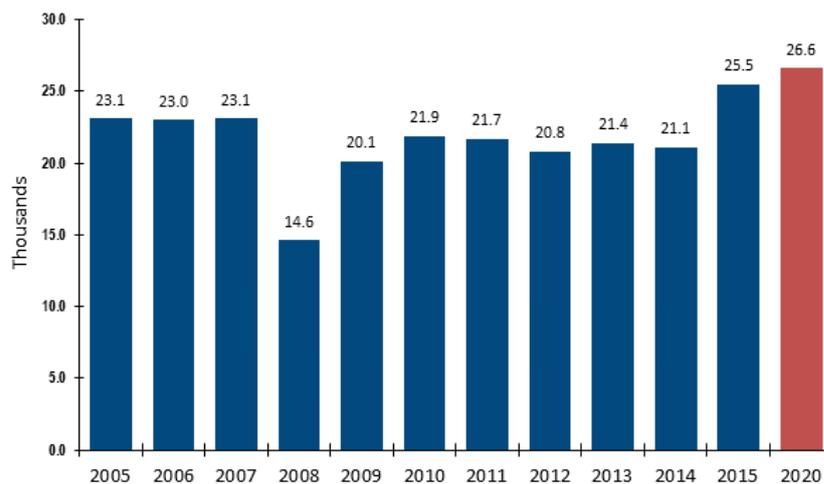


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Hotel and Motel Managers

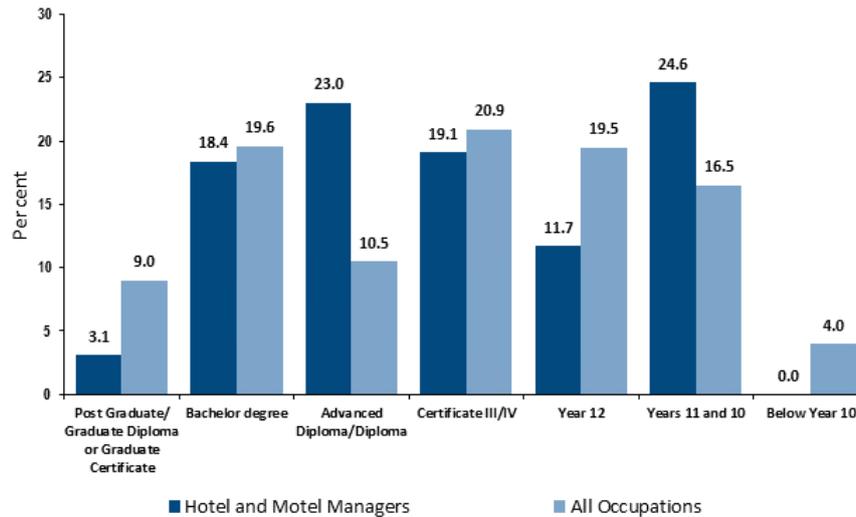
- Over the five years to November 2019, the number of job openings for Hotel and Motel Managers is expected to be average (between 10,001 and 25,000).
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose slightly in the long-term (ten years). Looking forward, 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 per cent). 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 per cent).

Employment Level (thousands) past and projected 2020



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

Educational Attainment (per cent of employment)

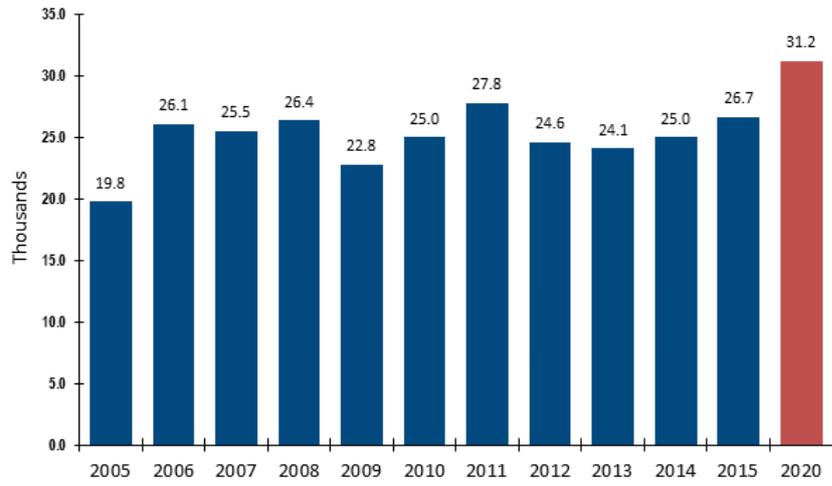


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Housekeepers

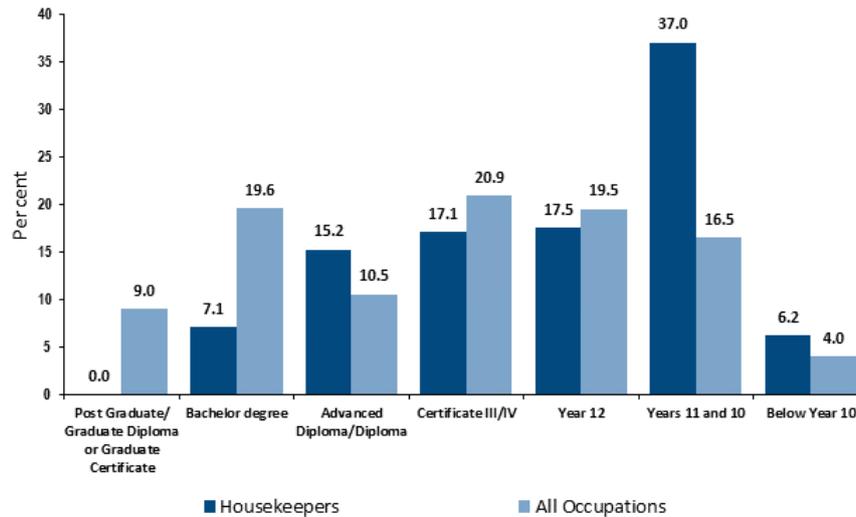
- Over the five years to November 2019, the number of job openings for Housekeepers is expected to be average (between 10,001 and 25,000).
- Employment for this occupation rose moderately in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Housekeepers 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 per cent). 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 per cent).

Employment Level (thousands) past and projected 2020



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

Educational Attainment (per cent of employment)

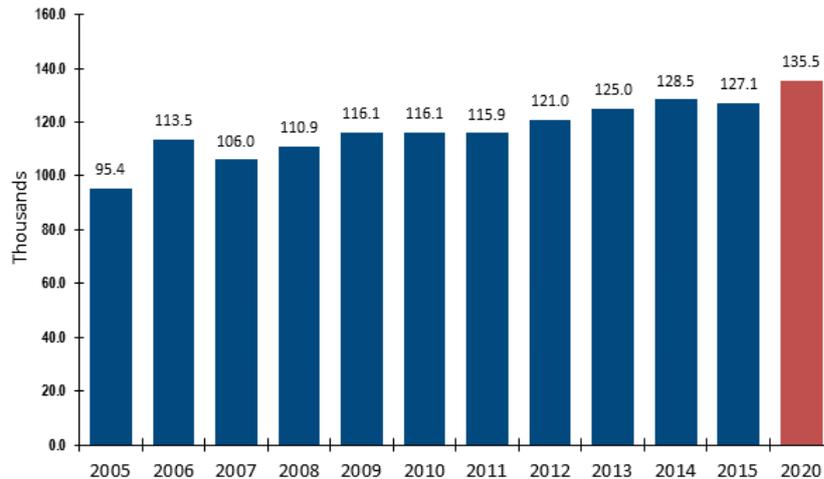


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Kitchenhands

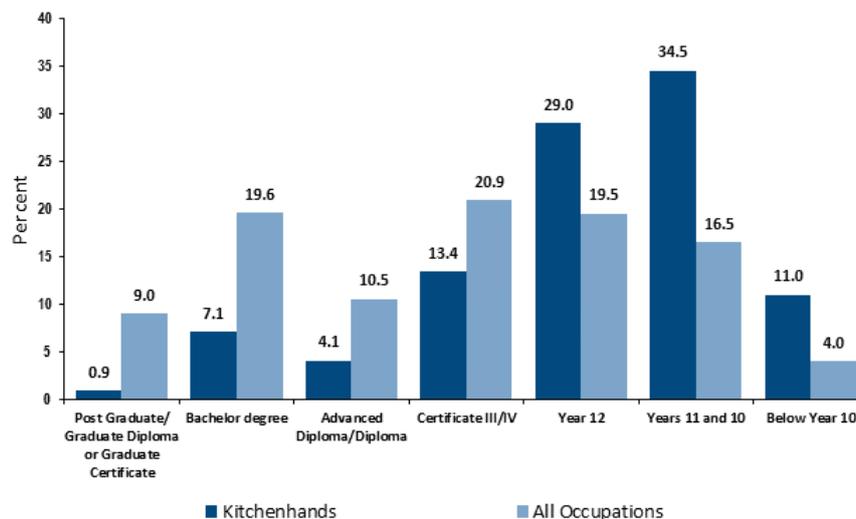
- Over the five years to November 2019, the number of job openings for Kitchenhands is expected to be high (greater than 50,000).
- Employment for this occupation rose strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for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

Employment Level (thousands) past and projected to 2020



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

Educational Attainment (per cent 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

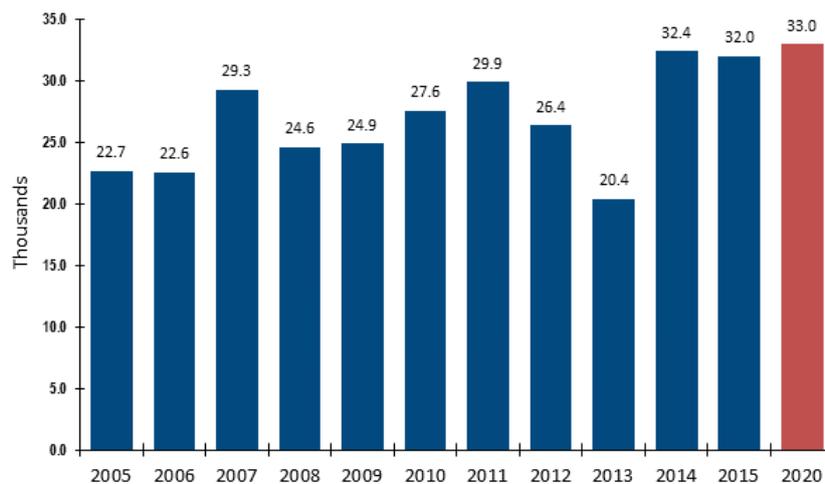
Pastry cooks

- 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 per cent). 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.

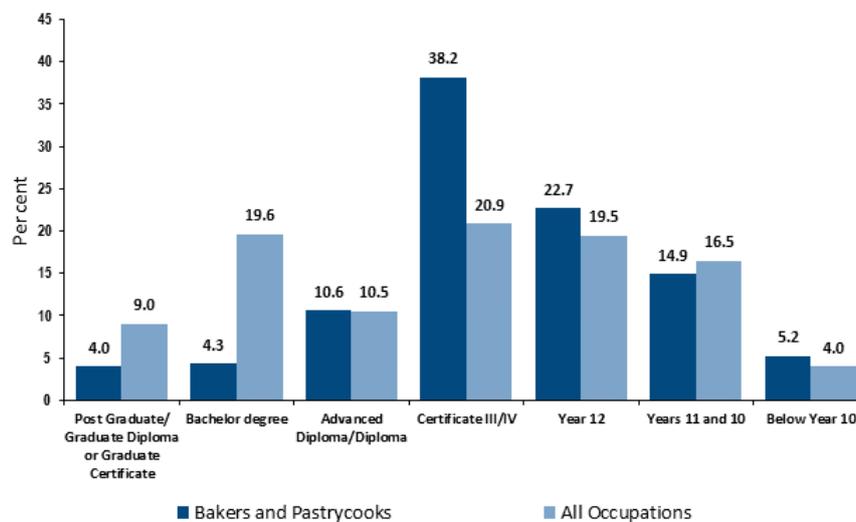
- The most common level of educational attainment for Bakers and Pastrycooks is Certificate III/IV (38.2 per cent).
- It is noted that qualifications for Bakers are not covered by the SIT Tourism, Travel and Hospitality Training Package.

Employment Level (thousands) past and project 2020



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

Educational Attainment (per cent of employment)

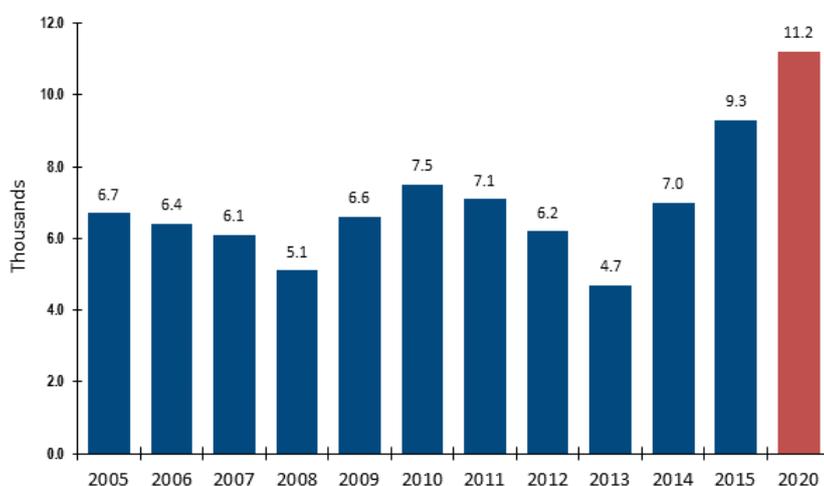


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Gallery, Museum and Tour Guides

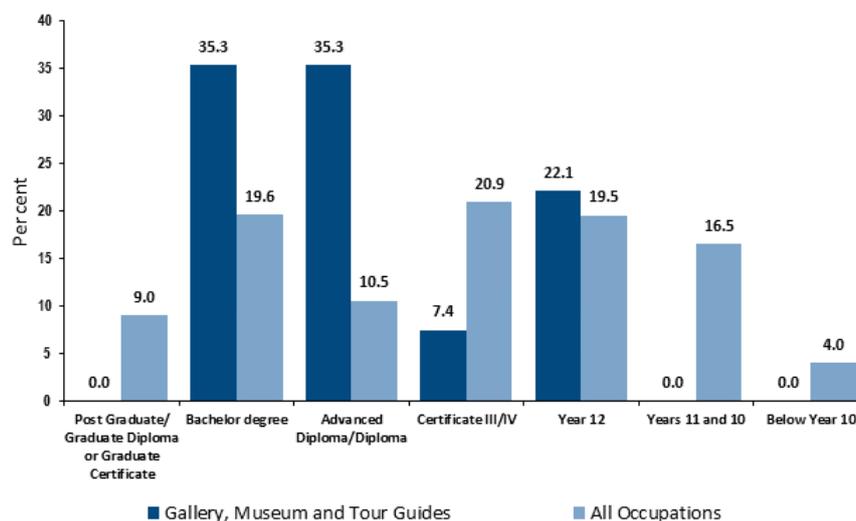
- Over the five years to November 2019, the number of job openings for Gallery, Museum and Tour Guides is expected to be low (equal to or less than 5,000).
- Employment for this occupation rose very strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Gallery, Museum and Tour Guides to November 2020 is expected to grow very strongly.
- This is a small occupation (9300 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 per cent). 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 per cent).

Employment Level (thousands) past and projected 2020



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

Educational Attainment (per cent of employment)

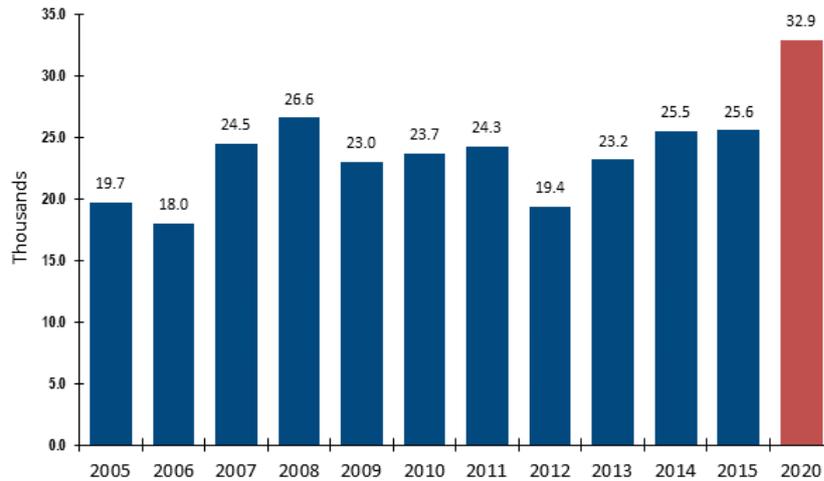


Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Tourism and Travel Advisers

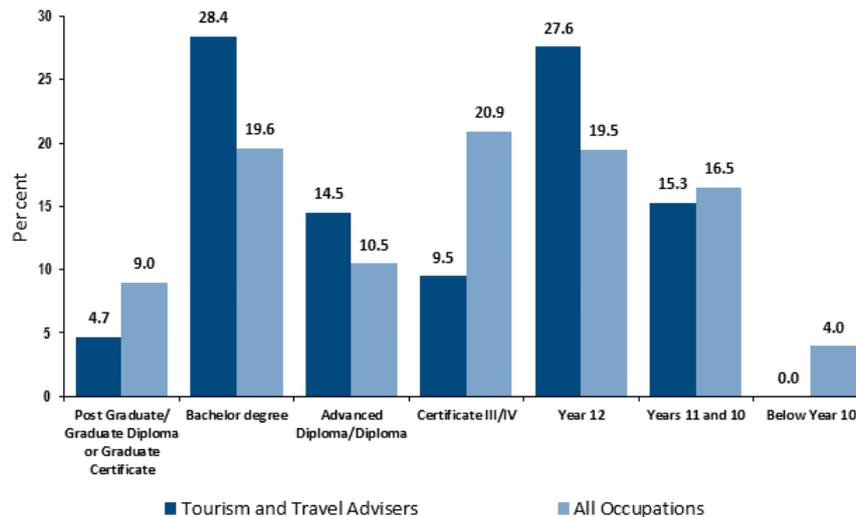
- Over the five years to November 2019, the number of job openings for Tourism and Travel Advisers is expected to be average (between 10,001 and 25,000).
- Employment for this occupation rose moderately in the past five years and rose strongly in the long-term (ten years). Looking forward, employment 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 per cent). 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.
- The most common level of educational attainment for Tourism and Travel Advisers is Bachelor degree (28.4 per cent).

Employment Level (thousands) past and projected 2020



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

Educational Attainment (per cent of employment)



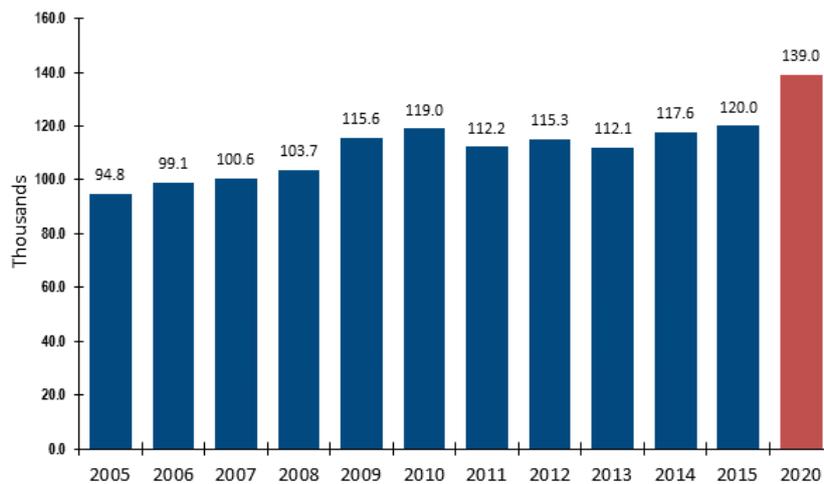
Source: ABS 2015 Survey of Education and Work (SEW). Estimates have been rounded and consequently some discrepancies may occur between sums of the component items and totals.

Waiters

- 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.

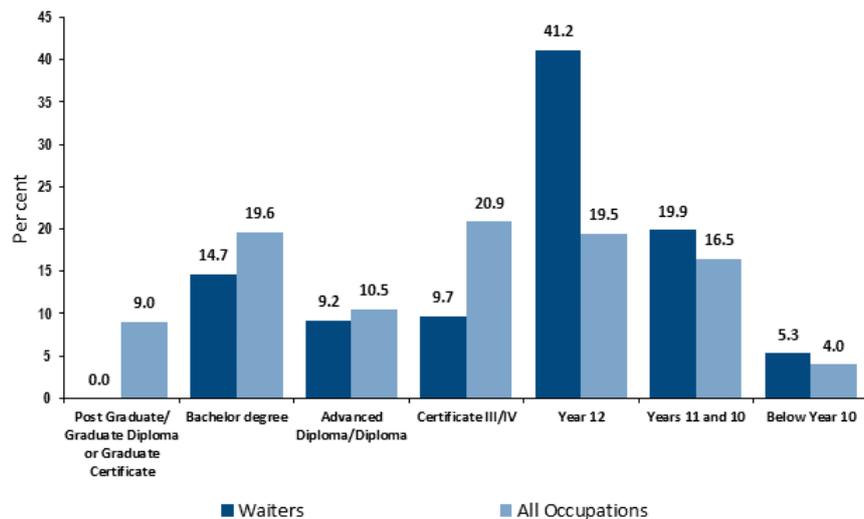
- Waiters have a relatively low proportion of full-time jobs (18.6 per cent). For Waiters working full-time, average weekly hours are 37.2 (compared to 40.2 for all occupations) and earnings are low - in the first decile. Unemployment for Waiters is above average.
- The most common level of educational attainment for Waiters is Year 12 (41.2 per cent).
- It is noted that the newly endorsed Certificate III in Hospitality (Restaurant Front of House) now provides for a trade pathway for Waiters.

Employment Level (thousands) past and projected 2020



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

Educational Attainment (per cent 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 they 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 rose 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 are transferrable.³⁴

The industry also has a high proportion of casual workers. For instance, analysis of the 2,612 tourism and hospitality businesses that took part in the Workforce Futures program found that half of the staff in clubs, casinos and food and beverage businesses were casual.

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 spend on 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 to return to work—including parents and people with disabilities—might already have the skills and life experience to contribute positively to the industry. 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.³⁵

In regional and remote areas attracting and retaining staff is continuing to be a challenge and solutions like 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 per cent across the sector, which translates to a shortage of approximately 38,000 positions.³⁶ This research suggests that in 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 be 30,000 workers.

All Australian states and territories report greater problems with skills of their employees compared to recruitment or staff retention. Of all the subsectors within the tourism industry, businesses in the café and restaurant industries reported greatest labour market

³⁴ Service Skills Australia, Tourism, Travel and Hospitality Environmental Scan 2015

³⁵ Service Skills Australia, Tourism, Travel & Hospitality Workforce Development Strategy 2014-2019

³⁶ Deloitte (October 2015). *Australian Tourism Labour Force Report: 2015-2020*. Australian Trade Commission, Austrade.

difficulties in recruitment and retention of staff, relative to those in the accommodation or attraction industries.³⁷ South Australia (75 per cent), the Australian Capital Territory (71 per cent) and New South Wales (71 per cent) reported the greatest skills deficiencies with the occupations of cleaners, chefs and cooks who are primarily lacking in qualifications, skills and work experience.³⁸

Employment in the tourism industry is likely to grow through to 2020, to keep up with the increasing tourism demand and thus it is imperative for businesses to adopt a multifaceted approach to address industry concerns. One major implication 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, for example through offering their workers right experience to overcome skills shortages as well as demonstrate career pathways for career development opportunities.³⁹ Businesses will also need to be open to alternative labour streams such as mature age, 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. The Workforce Futures program found that nearly all participating businesses in the industry traded year-round, but 71 per cent of them reported being significantly affected by seasonal trends.

Businesses in some sectors are seeking to mitigate the impact with labour mobility programs. Some enterprises in the caravan and parks sector, for instance, have begun rotating willing staff members between states and territories during peak and off-peak seasons. However, only 25 per cent 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.⁴⁰ 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

³⁷ Deloitte (October 2015). *Australian Tourism Labour Force Report: 2015-2020*. Australian Trade Commission, Austrade.

³⁸ Deloitte (October 2015). *Australian Tourism Labour Force Report: 2015-2020*. Australian Trade Commission, Austrade.

³⁹ Deloitte (October 2015). *Australian Tourism Labour Force Report: 2015-2020*. Australian Trade Commission, Austrade.

⁴⁰ Deloitte Access Economics, *Australian Tourism Labour Force Report: 2015-2020*

as 457 visa holders and working holiday maker visa holders are relied upon significantly to alleviate shortages in these occupations. Both the accommodation and restaurants and cafes sectors are above the national average in relation to employing international workers, at 16% and 15% respectively of workers being from overseas. Working holiday makers make up the largest component at 6-7% of total employment.⁴¹

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

Additionally, skill shortages are commonly identified as 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 in mentoring and supervision has been undertaken 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: 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.⁴²

Barriers do exist to the entry of mature aged 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.⁴³

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.⁴⁴ Based on 2015 ABS data, there is a disproportionate number of workers over 50 in the industry—over 60 per cent of the workforce, which is about

⁴¹ Deloitte Access Economics, Australian Tourism Labour Force Report: 2015-2020

⁴² Deloitte Access Economics, Australian Tourism Labour Force Report: 2015-2020

⁴³ Service Skills Australia, Tourism, Travel and Hospitality Environmental Scan 2015

⁴⁴ KPMG, 'Impact of demographic change on the future of the caravan, camping and manufactured housing / manufactured home village industry', p.8, 19 July 2013.

double that of workers across all occupations.⁴⁵ Stakeholders say it's 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" is required to ensure that transition of businesses is successful upon the retirement of 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 expect a higher levels of comfort and service, 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 consumers who want 'sustainable' tourism options, which encompass environmental considerations, but also 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 their 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 consumers to 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.⁴⁶ 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.⁴⁷ Effort is required to make sure operators have the skills and knowledge to grow businesses. Management and leadership

⁴⁵ Job Outlook (undated) Australian Government.

⁴⁶ Deloitte (2013) The food value chain, A challenge for next century

⁴⁷ Service Skills Australia, Tourism, Travel & Hospitality Workforce Development Strategy 2014-2019

skills, strategic planning, financial literacy and mentoring and coaching skills were 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 some areas the industry has grown in importance as it has absorbed people let go as other industries 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 per cent to almost 40 per cent.⁴⁸ There is a correlation between age of consumers and percentage of online bookings, with younger cohorts being more comfortable with booking aspects of their trip online (56 per cent aged 25-29 years) compared to older travellers (24 per cent aged 70 years and over).⁴⁹

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 enquires.

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. Development of business websites, as well as 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

⁴⁸ Little, S. (2016). Casinos in Australia. IBISWorld Industry Report R9201.

⁴⁹ PricewaterhouseCoopers (PwC) 2013. *Tourism Australia Distribution in Australia International Markets: Situational Analysis*.

traditional employment models.⁵⁰ Digital platforms such as Airbnb and Stayz are becoming increasingly popular among tourists who are keen to try alternate forms of accommodation, particularly during peak periods.⁵¹

Social media is nearly ubiquitous among customers and it's 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 provide a more fluid customer experience. Self-service kiosks at airports and major attractions for example are becoming increasingly popular around the world as it makes the consumer's experience more convenient, connected and flexible. Expansion of training in the digital technologies for students in this industry as well as upskilling of the existing workforce is pertinent for continued growth and sustainability of this sector.⁵²

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 and Eatability. Businesses with the skills to use websites, e-newsletters, blogs and social media well can turn customers into passionate advocates, encourage repeat business, and calm potential crises. Businesses without those 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 processes if a crisis happens.

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.

⁵⁰ Hajkowicz SA, Reeson A, Rudd L, Bratanova A, Hodgers L, Mason C, Boughen N (2016) *Tomorrow's Digitally Enabled Workforce: Megatrends and Scenarios for Jobs and Employment in Australia Over the Coming Twenty Years*.

⁵¹ Little, S. (2016). Casinos in Australia. IBISWorld Industry Report R9201.

⁵² Ackehurst, M and Loveder Phil (2015). *Building the capabilities of the travel, tourism and hospitality workforce*. National Centre for Vocational Education Research. Paper presented to AFTA Industry Leaders and Educators Engagement Symposium, Sydney. February 2015.

This is of particular importance in the exhibition and event industry, given the nature of these sectors brings sometimes large groups of people together, making skills in this areas 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.⁵³ 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 is 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 5 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

Travel

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

Exhibitions and Events

- Customer service

⁵³ Service Skills Australia, Tourism, Travel and Hospitality Environmental Scan 2014

- Leadership
- Marketing and social media
- Project management
- Technology

Cookery and Catering

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

Hospitality (including gaming)

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

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

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

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

Hospitality (including gaming)	
1	Customer service/Marketing
2	Communication/Virtual collaboration/Social intelligence
3	Learning agility/Information literacy/Intellectual autonomy and self-management

4	Managerial/Leadership
5	Language, literacy and numeracy (LLN)
6	Design mindset/Thinking critically/System thinking/Solving problems
7	Technology
8	Financial
9	Environmental and sustainability
10	Entrepreneurial
11	Data analysis
12	Science, technology, engineering and mathematics (STEM)

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

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

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

E. Other Relevant skills-related insights for this sector

The recent de-regulation of the travel industry and introduction of the AFTA Travel Accreditation Scheme (ATAS) requires businesses wishing to become accredited to ensure that staff can demonstrate an adequate level of staff education and training.⁵⁴ 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 would 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 workplan.

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 reasons, industry has noted that this is becoming increasingly complex and additional skills will be required to ensure that businesses are able to meet these need and maintain productivity.

F. Training Product Review Plan – 2016-17 – 2019-20⁵⁵

Time critical issues

Nil.

Interdependencies

SIT 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 impacts 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

⁵⁴ <http://www.afta.com.au/atas/become-travel-accredited> accessed 29 August 2016

⁵⁵ *Training Product* is a generic term used by the Department to denote training packages, qualifications and units of competency for the purposes of developing the National Review Schedule.

Nil.

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 responsible service of alcohol, scheduled in this plan for Year Two, will require considerable consultation among industry and the state regulators. This work has the potential to be of enormous benefit to industry, however, 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.

G. IRC Signoff

This Workplan was agreed to by:

(Name of Chair)

Signature of Chair

Date:

Attachment A: Tourism, Travel and Hospitality IRC Training Product Review Plan 2016-17 to 2019-2020

Contact details: Bradley Woods, Chair

Date submitted to Department of Education and Training: [Insert date submitted]

These training products were last reviewed in 2015 and released on the national register training.gov.au on 2 March 2016. As has been identified earlier in this workplan, a temporary extension to RTO transition requirements was agreed 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 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 and approved as part of the first year workplan submitted in April 2016.

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Qualifications						
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality	SIT30516	Certificate III in Events		
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality	SIT50316	Diploma of Event Management		
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality	SIT60216	Advanced Diploma of Event Management		
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality	<i>NEW</i>	<i>Certificate III in Gaming</i>		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SIT20416	Certificate II in Kitchen Operations		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SIT20516	Certificate II in Asian Cookery		

Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SIT30816	Certificate III in Commercial Cookery		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SIT30916	Certificate III in Catering Operations		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SIT31016	Certificate III in Patisserie		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SIT31116	Certificate III in Asian Cookery		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SIT40516	Certificate IV in Commercial Cookery		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SIT40616	Certificate IV in Catering Operations		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SIT40716	Certificate IV in Patisserie		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SIT40816	Certificate IV in Asian Cookery		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT10116	Certificate I in Tourism (Australian Indigenous Culture)		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT10216	Certificate I in Hospitality		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT20116	Certificate II in Tourism		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT20216	Certificate II in Holiday Parks and Resorts		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT20316	Certificate II in Hospitality		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT30116	Certificate III in Tourism		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT30216	Certificate III in Travel		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT30316	Certificate III in Guiding		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT30416	Certificate IV in Holiday Parks and Resorts		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT30616	Certificate III in Hospitality		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT30716	Certificate III in Hospitality (Restaurant Front of House)		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT40116	Certificate IV in Travel and Tourism		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT40216	Certificate IV in Guiding		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT40316	Certificate IV in Holiday Parks and Resorts		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT40416	Certificate IV in Hospitality		

Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT50116	Diploma of Travel and Tourism Management		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT50216	Diploma of Holiday Park and Resort Management		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT50416	Diploma of Hospitality Management		
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality	SIT60116	Advanced Diploma of Travel and Tourism Management		
Year 4 (2019-20)	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)	SIT	Tourism, Travel and Hospitality	<i>New</i>	<i>Travel sales and customer service</i>		
Year 2 (2017-18)	SIT	Tourism, Travel and Hospitality	<i>New</i>	<i>Travel product and booking knowledge</i>		
Year 2 (2017-18)	SIT	Tourism, Travel and Hospitality	<i>New</i>	<i>Travel destination knowledge</i>		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SITSS00050	Food Handling		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SITSS00051	Food Safety Supervision		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SITSS00054	Kitchen Management		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SITSS00055	Responsible Service of Alcohol		
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality	SITSS00057	Supervision of Cookery Apprentices		
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	SITSS00052	Hospitality Compliance		
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		
Units of Competency						
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT001	Source and use information on the events industry
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT002	Process and monitor event registrations
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT003	Coordinate on-site event registrations
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT004	Provide event staging support
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT005	Plan in-house events or functions
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT006	Develop conference programs
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT007	Select event venues and sites
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT008	Manage event staging components

Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT009	Organise event infrastructure
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT010	Manage on-site event operations
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT011	Research event industry trends and practice
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT012	Develop event concepts
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT013	Determine event feasibility
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT014	Develop and implement event management plans
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT015	Develop event transport plans
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT016	Develop crowd management plans
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT017	Develop multi-venue event plans
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT018	Plan and allocate exhibition space
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITEEVT019	Recruit and manage exhibitors
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			<i>NEW</i>	<i>Unit regarding business events</i>
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			<i>NEW</i>	<i>Unit regarding large scale events</i>
Year 1 (2016-17)	SIT	Tourism, Travel and Hospitality			SITHGAM001	Provide responsible gambling services
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			SITXFSA001	Use hygienic practices for food safety
Year 2 (2017-18)	SIT	Tourism, Travel and Hospitality			SITXFSA002	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
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
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 pates 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
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			SITXINV001	Receive and store stock
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality			SITXINV002	Maintain the quality of perishable items
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality			SITXINV003	Purchase goods
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality			SITXINV004	Control stock
Year 3 (2018-19)	SIT	Tourism, Travel and Hospitality			SITXINV005	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	Launder 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
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
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITGDE001	Interpret aspects of local Australian Indigenous culture
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITGDE002	Work as a guide
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITGDE003	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			SITTIND001	Source and use information on the tourism and travel industry
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTIND002	Source and use information on the holiday park and resort industry
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTPPD001	Package tourism products
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTPPD002	Develop interpretive activities
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTPPD003	Coordinate and operate sustainable tourism activities
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTPPD004	Develop in-house recreational activities
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTPPD005	Develop host community awareness of tourism
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTPPD006	Assess tourism opportunities for local communities
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTPPD007	Research and analyse tourism data
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTPPD008	Develop tourism products

Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITPPD009	Develop environmentally sustainable tourism operations
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			SITTSLO01	Operate online information systems
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO02	Access and interpret product information
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO03	Provide advice on international destinations
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO04	Provide advice on Australian destinations
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO05	Sell tourism products and services
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO06	Prepare quotations
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO07	Process reservations
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO08	Book supplier products and services
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO09	Process travel-related documentation
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO10	Use a computerised reservations or operations system
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO11	Source airfares for domestic flights
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO12	Construct normal international airfares
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO13	Construct promotional international airfares
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTSLO14	Construct advanced international airfares

Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTTSL015	Administer billing and settlement plans
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTTSL016	Provide specialist advice on cruises
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTTSL017	Maintain product inventories
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTVAF001	Load and unload a ride
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTVAF002	Operate a ride location
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTVAF003	Operate a games location
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTVAF004	Tow and site recreational vehicles
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITTVAF005	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			SITXCRI001	Respond to a customer in crisis
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXCRI002	Manage a business continuity crisis
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXEBS001	Use social media in a business
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXEBS002	Develop, implement and monitor the use of social media in a business
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXEBS003	Build and launch a small business website
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXFIN001	Process financial transactions

Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXF002	Interpret financial information
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXF003	Manage finances within a budget
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXF004	Prepare and monitor budgets
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXF005	Manage physical assets
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXF006	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			SITXMGT001	Monitor work operations
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXMGT002	Establish and conduct business relationships
Year 4 (2019-20)	SIT	Tourism, Travel and Hospitality			SITXMGT003	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
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

