

ANYTHING  
— CAN HAPPEN —

# CAREER INSIGHTS

Tourism and  
Hospitality



DEPARTMENT OF  
EDUCATION  
*learners first*



## Tourism and Hospitality in Tasmania

The approaching Summer holiday season is a reminder of the importance of tourism to Tasmania. In the year ended June 2019 there were 1.32 million visitors to the state<sup>1</sup>.

There are approximately 1,600 separate tourism businesses in all parts of the state. The tourism industry supports approximately 42,800 jobs, or 17.2% of all jobs in the Tasmanian labour market<sup>1</sup>.

These statistics suggest that there are many employment opportunities in the tourism industry in Tasmania.

Closely related to tourism is the hospitality industry. This industry includes

businesses whose primary activities are associated with accommodation, pubs, bars, taverns, cafés, restaurants, licensed clubs and casinos<sup>2</sup>, all of which support tourists and others.

Tasmanian education and training institutions offer a range of courses to train Tasmanians to commence their career in tourism and hospitality and upgrade their skills in response to changes in the industry and to further develop their career.

<sup>1</sup> Tourism Tasmania Visitor Statistics - <https://www.tourismtasmania.com.au/research/visitors>

<sup>2</sup> Australian Bureau of Statistics, Hospitality Industries - <https://www.abs.gov.au/AUSSTATS/>

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# courses in focus...



## Tourism and Hospitality Courses in Tasmania

### TasTAFE

TasTAFE offers nationally accredited qualifications from Certificate I to Advanced Diploma level. TasTAFE also provides short courses and skill sets that quickly build some of the skills needed for specific job roles in tourism and hospitality. Short course and skill sets can be useful for getting a holiday job or gap year employment in the tourism industry or hospitality industry.

### Tour Guiding Courses

#### Certificate III in Guiding

This course may lead to career opportunities as a Guide for eco-tours, cruise boats, mini-bus tours, walking tours, wildlife tours, at historic sites, wilderness resorts and in national parks.

#### Certificate IV in Guiding

This course may lead to career opportunities in Adventure Tourism, such as Bushwalking Guide, Sea Kayaking

Guide, Cycle Touring Guide, Mountain Bike Guide.

### Tourism, Travel and Events Courses

#### Certificate II in Tourism

This course may lead to career opportunities such as Customer Service in wineries, tourist attractions, travel industry; Tourist Guide; Museum Attendant, front desk operation in hospitality and accommodation businesses.

#### Certificate III in Tourism

This course may lead to a varied range of career opportunities in the Tourism industry, such as Attendant or Ride Operator for an attraction park; Cellar Door Salesperson; Customer Service Worker; Guide and Salesperson for a cultural or heritage centre; Inbound Tour Coordinator; Marine Tourism Guide or Operator; Museum Attendant;

Reservations Clerk; Sales Consultant, Visitor Information Officer.

#### Certificate IV in Travel and Tourism

This course provides background to work in a variety of roles in all sectors of the Tourism Industry. Graduates are able to undertake supervisory responsibilities, including planning, monitoring and evaluating the work of team members. Graduates are also able to take on roles where they work independently working on non-routine problems and projects.

#### Advanced Diploma of Travel and Tourism Management

This course leads to managerial career options in any sector of the Tourism Industry, such as a Senior Manager, General Manager or owner-operator of a tourism business.

### Outdoor Recreation Courses

#### SHORT COURSE

#### Wilderness First Aid

This course is for the job roles of Outdoor Education Instructor/Guide and Adventure Instructor/Guide.

### Hospitality Courses

#### SHORT COURSES AND SKILL SETS

Bar Essentials – (become the best behind the bar)

Drysdale Espresso Essentials

Drysdale Hospitality Essentials

COURSES LEADING TO A QUALIFICATION:

#### Certificate I in Hospitality

#### Certificate II in Baking

This course leads to job roles in bakeries, cake or pastry industries.

#### Certificate II in Kitchen Operations

This course leads to cookery related positions in cafes, hotels, restaurants and food production businesses.

#### Certificate II in Meat Processing (Food Services)

This course leads to job roles in retail butchery, smallgoods, an abattoir, supermarkets or meat processing businesses.

#### Certificate III in Commercial Cookery

Participants enrolled in this qualification are under contract with an employer (i.e. an apprenticeship). The course involves study both on and off the job. Career options related to this course include: Commis Chef, Demi Chef de Partie, Chef de Partie, Chef Saucier, Chef Entremetier, Chef Garde Manger (Pastry Chef).

#### Certificate III in Hospitality

Career options related to this course include job roles in hotels, motels, restaurants, clubs, airlines, shipping and catering businesses.

#### Certificate III in Pâtisserie

This course is available to workplace-based students (apprentices/trainees/commercial). This course leads to the occupation of Pâtissier.

### Certificate IV in Hospitality

Examples of career options related to this course include Food and Beverage Supervisor, Front Office Supervisor, Concierge, Butler, Gaming Supervisor.

### Advanced Diploma in Hospitality

Management This course leads to managerial careers such as Frontline Manager.

### **University College**

### Associate Degree in Applied Business (Sports Recreation & Leisure, or Tourism & Events)

Examples of career options related to this course could include Event Manager, Project Manager, Festival Manager, Marketing Specialist, Sport and Recreation Administrator, Coach.

At the university's discretion, credit towards a bachelor degree may be granted for successful completion of the Associate Degree in Applied Business (Specialisation).

### **University of Tasmania**

### Bachelor of Business (Hospitality Management)

Entry to this course is based on meeting the university's general entry requirements and completion of a Diploma of Hospitality Management or an Advanced Diploma of Hospitality Management.

### Bachelor of Business (Travel and Tourism Management)

Entry to this course is based on meeting the university's general entry requirements and completion of a Diploma of Travel and Tourism or an Advanced Diploma of Tourism and Travel.

# Tourism and Hospitality Courses at School or College

You may be able to study one of these hospitality or tourism vocational education and training qualifications while you are at school or College:

- Certificate II in Tourism
- Certificate III in Tourism
- Certificate I in Hospitality
- Certificate II in Hospitality
- Certificate III in Hospitality
- Certificate II Kitchen Operations

You can continue your study in these areas after Year 12 by studying a higher level qualification in Hospitality or Tourism at TasTAFE.

## Advantages of Studying VET Tourism or Hospitality in Year 11 or 12

Gaining a qualification in tourism or hospitality at school or College has many advantages. For example a qualification in tourism or hospitality may help you to:

- Gain an Australian School-based Apprenticeship in Tourism or Hospitality.
- Get a part-time, casual or holiday job while you are still at school.
- Get a part-time or casual job to provide an income while you complete tertiary study.
- Demonstrate your commitment to the industry at an information session for entry into a tourism or hospitality qualification at TasTAFE.



- Gain employment during a gap year.
- Get an apprenticeship or traineeship in tourism or hospitality after Year 12.
- Get a head start in your TasTAFE hospitality or tourism course.



# Tourism and Hospitality Pathways in Tasmania

Years 11/12

TCE

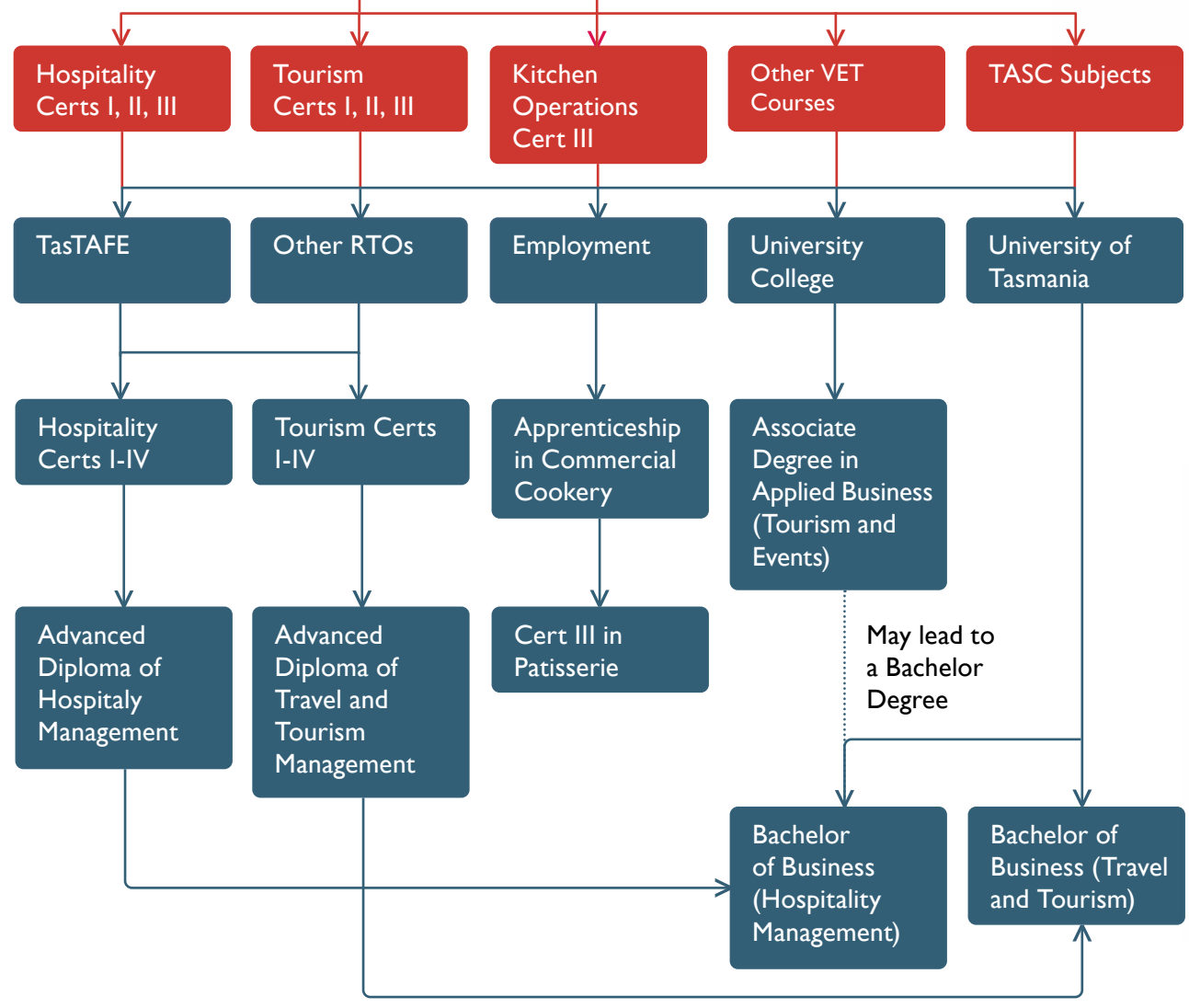
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VET

## KEY

 At School or College

 After Year 12



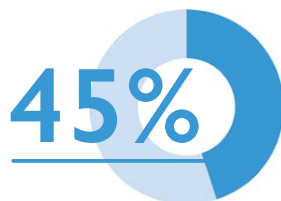
# Some Labour Market Facts

## Did you know?



Many jobs in hospitality and tourism are part of the Accommodation and Food Services industry group.

45% of workers in the Accommodation and Food Services industry are aged 15-24 years.



55%



55% of workers in the Accommodation and Food Services industry do not have post-school qualifications.

Hospitality and tourism businesses often want extra staff over the Summer school holiday period to cater for the influx of holidaymakers and tourists.



**These labour market facts suggest that the Summer holidays may be a good time to get a casual job in tourism or hospitality.**

There are several different casual jobs students could get in tourism or hospitality and accommodation and food services. Some examples are: Barista, Cleaner, Customer Service Officer, Fast Food Sales Assistant, Food Preparation Assistant, Housekeeper, Kitchenhand, Receptionist, Sales Assistant (e.g., selling items such as food, souvenirs or gifts), Ticket Seller. See what is involved in these occupations by doing a keyword search on the [Occupations section of the myfuture website](#).

For tips on how to secure a Summer holiday job refer to article [Getting a Casual Job in the May, 2019 Career Insights Newsletter](#) and the article [Christmas and Holiday Jobs in the October, 2019 Career Insights Newsletter](#).

For some jobs, particularly in hospitality, it may be helpful to get your Responsible Service of Alcohol (RSA) statement of attainment. For information about this visit the [TasTAFE RSA short courses webpage](#). Some private training providers offer RSA online. You can search for these courses on the [MySkills website](#).



## CONTACT

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