



For internal use only

# Certificate III in Tourism

Delivery of this qualification should include quality and relevant work placements. Students completing this qualification would be expected to have a high level of interpersonal skills and an excellent knowledge of the Tasmanian tourism industry.

The workforce profile of the Tasmanian tourism workforce is typically transient, reflecting a higher amount of part-time employment, younger average age and significant percentage of workers who do not hold formal qualifications.<sup>1</sup>

Accommodation and food services is the third highest employing industry in Tasmania as at May 2021, and has seen a 40% increase in its workforce in the past 5 years<sup>2</sup>. Most entry level roles within this industry generally don't need experience or qualifications with more than half of workers not having post-school qualifications<sup>3</sup>.

## RESPONSE FROM TOURISM INDUSTRY FOCUS GROUP

The industry cites many examples of great student outcomes that started with work experience programs and strong partnerships with schools and is keen to continue this collaborative relationship. There are issues with perception of the industry that is thought to be passed on to students during career counselling activities and by parents.

### Preferred skills for school leavers entering the sector:

- Students must be interested in the industry and have a strong understanding of the Tasmanian tourism industry. This is an expectation if they have a Certificate III qualification, including knowledge of Tasmanian Aboriginal history.
- Interpersonal and communication skill development should be the focus for school programs.
- Work placements are valuable and encouraged as many employers have long term employees that were identified through a work placement opportunity. The venue and student matching are an important part of the process to make sure there is the right fit.

---

<sup>1</sup> [Tourism and Hospitality | Skills Tasmania](#)

<sup>2</sup> [Tasmania | National Skills Commission](#)

<sup>3</sup> [Accommodation and Food Services | National Skills Commission](#)

### Preferred pathways for school leavers entering the sector:

- Varied skill sets are valued that enable students to taste different aspects of the industry.
- Full qualification completion post school or in a co-assessment model where a significant work placement component can be incorporated is also supported.
- The industry has limited experience with school-based traineeships as it encounters difficulty matching tourism peak times and student availability.

### The sector does not have a strong view on the completion of Certificate III in Tourism in school/college for the following reasons:

- It can be useful as a pathway into the industry but it is also not essential as positions can be gained without it and skills developed via work experience.



Published: November 2021



State of Tasmania  
(Department of Education)