



For internal use only

# Certificate III in Hospitality

Delivery must require students to work in an operational, commercial environment in the hospitality industry to ensure they are trained to meet industry standards and understand the pressures, requirements, and reality of working in the hospitality industry. Students completing this qualification are expected to have a high level of interpersonal skills and an excellent knowledge of the Tasmanian hospitality industry.

The workforce profile of the Tasmanian hospitality 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 of 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 do not need experience or qualifications with more than half of workers not having post-school qualifications<sup>3</sup>.

## RESPONSE FROM HOSPITALITY INDUSTRY FOCUS GROUP

The [Hospitality Industry Award](#) demands employees are paid at higher rate after they have completed AQF Certificate III or higher qualifications relevant to the classification in which they are employed. It is expected that students with this qualification are able to complement adequate theoretical knowledge with sufficient practical skills that can be applied in different contexts.

A significant portion of time in the workplace is expected for students that complete a Certificate III qualification.

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

- Students must be interested in the industry and have a strong understanding of the Tasmanian context. This is an expectation if they have a Certificate III qualification.

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

- Work placements are valuable and encouraged but need to be completed in an actual workplace. Simulated environments including canteens are seen to be not providing the

<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](#)

practical skill development that is required, including customer service, front of house, problem solving and work readiness skills. The venue and student matching are an important part of the process to make sure there is the right fit.

- The preferred model is that students arrive with skill sets that would enable completion post school. Full qualifications could be finished post school or in a co-assessment model where a significant work placement component can be incorporated.
- The industry has good experiences with school-based apprenticeships but requires schools to be flexible with scheduling.

**The sector has concerns with the delivery of Certificate III in a school-based setting for the following reasons:**

- Institutional based training does not provide the range of skills and high-pressure operational environment that is the reality of the sector.
- Award conditions could mean students with a Certificate III delivered institutionally are at a disadvantage in the job market due to a higher pay rate and potentially inadequate skills.



Published: Version 1 | Internal Use Only | November 2021



State of Tasmania  
(Department of Education)