



# VET and Hospitality

## Sector Summary

The profile of the Tasmanian hospitality workforce is typically transient, reflecting a higher amount of part-time employment, younger average age and a 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. It has seen a 40% increase in its workforce in the past 5 years<sup>2</sup>.

## Perception of Training

Most entry level roles in this industry do not need experience or qualifications. More than half of workers do not have post-school qualifications<sup>3</sup>. 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 will complement adequate theoretical knowledge with sufficient practical skills that can be applied in different contexts.

If a Certificate III qualification is undertaken, a significant portion of time in the workplace is expected of students. Delivery must require students to work in an operational, commercial environment to ensure that they are trained to meet industry standards and understand the pressures, requirements, and reality of working in the hospitality industry. Simulated environments, including canteens, are seen as not providing the practical skill development that is required, including customer service, front of house, problem solving and work readiness skills. Venue and student matching are also an important part of the process to make sure there is the right fit. Work placements are valuable and encouraged but need to be completed in an actual workplace.

## Attributes for New Entrants

- New entrants must be interested in the industry and understand the Tasmanian context.
- Students who have completed qualifications at Certificate III are expected to have a high level of interpersonal skills and an excellent knowledge of the Tasmanian hospitality industry.

<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 Training and Pathways

- The preferred model is that students arrive with skill sets that would enable completion of a full qualification 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 industry generally does not support Certificate III delivered in schools as 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.



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