

Australian Government  
Department of Education and Training  
GPO Box 9880  
Canberra ACT 2601

9 March 2018

## Re: Training product reform: what is the case for change

The Queensland Tourism Industry Council (QTIC) welcomes the opportunity to respond to the discussion paper: *“Training product reform: what is the case for change”*.

QTIC is the state’s peak body for tourism in Queensland and represents the interests of the tourism industry. QTIC is an independent membership-based organisation with in excess of 3,000 members, operating in all sectors of the tourism industry, including business operators, Regional Tourism Organisations (RTOs), sector associations and education providers.

The tourism industry in Queensland contributed \$25.0 billion to Queensland’s Gross State Product (GSP), representing 7.9% of total GSP<sup>1</sup> and generated \$7.1 billion in exports in the year ending June 2016<sup>2</sup>, making it one of the state’s largest export industries accounting for 14.8% of total Queensland exports. The tourism industry consists of over 53,000 businesses across Queensland; nine out of ten of these businesses are small to medium enterprises.

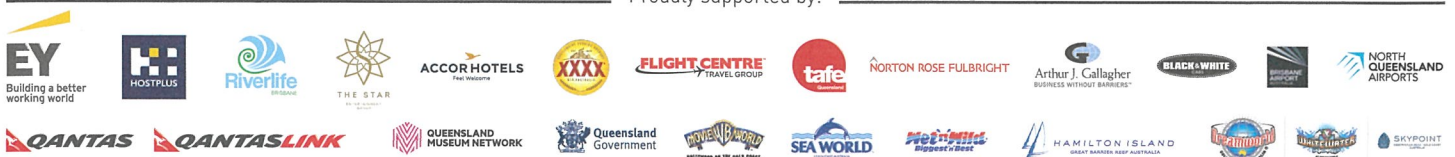
Tourism is a key economic driver in regional Queensland, supporting employment and community growth, employing more than 225,000 people directly and indirectly, or 9.5% of all people employed in Queensland<sup>1</sup>. This is substantially more than mining (2.5% of employment) or agriculture, forestry and fishing combined (2.5% of employment). There is a diversity of jobs within the tourism industry with 11 occupations representing the majority of workers in the industry<sup>3</sup>. On average around 79% of tourism employees are sourced from the local region, of the remaining, 11% are from interstate

<sup>1</sup> Tourism Research Australia, *State Tourism Satellite Accounts 2015-2016*

<sup>2</sup> Tourism Research Australia - *State Tourism Satellite Accounts 2015-16*, Queensland Government Office of Economic and Statistical Research - Overseas exports of goods by industry.

<sup>3</sup> Queensland Government Department of Tourism Education and Small Business (DETESB) identified occupations: Tourism Workforce profiling: Accommodation and hospitality managers; Housekeepers and Cleaners; Fast Food Cooks and Kitchen Hands; Receptionists; Waiters; Bar attendants and Baristas; Chefs; Cooks; Café workers; Travel and Tourism Advisers; Air Transport professionals

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or intrastate and 4% are working holiday makers. Temporary visitors to Queensland play an integral role in the provision of tourism experiences and are vital to an industry with a skills shortage.

QTIC acknowledges the importance of the national training system in Australia and the skills that it can assist in building, creating a strong and valuable workforce. The VET system in Australia has been recognised internationally for the strength of the framework, the regulation of training providers and the industry participation in the development of qualifications that meet evolving needs of industry.

The *Queensland Tourism Workforce Plan* identifies “Changing economic conditions and employers’ strategies in the utilisation of their existing workers, local job seekers and overseas workers will influence the extent of any unmet demand... Skill deficiencies include a lack of suitably qualified applicants due to: the business location; misalignment between applicants’ capabilities, qualification level and role requirement; and applicants lacking access to obtain required training and experience.” Given the challenges faced by industry and the fast paced changes in society, the style of employment and the new opportunities for employment that are being presented, there is no better time to review the training products and systems to ensure they are reflective of the current and future needs of industry and society.

A core focus should be on transferable skills and flexibility, predefined learning modules are no longer suiting the “gig economy” whereby people are taking on multiple roles to the equivalent of a full time work load. The gig economy challenges individuals to have skills that can be utilised in multiple occupations. Training should be reflective of the diversity that is required, offering skills that are flexible, enable problem solving, encourage strategic decision making and provide digital literacy.

Traditional models do not always reflect the changing business environment. It is important that both vocational and higher education adapt and evolve, as other industries do, to ensure that they remain relevant and can support the upskilling and provision of workers, fit for the roles industry requires.

QTIC supports the following from the Australian Chamber of Commerce and Industry’s Submission:

With the future of work rapidly changing, training products need to support skilled workers for a broader range of jobs. The current training system has significant strengths, however it is weighted towards learners gaining technical competencies, rather than the broader skills of problem solving, language, literacy and numeracy skills, digital literacy, and the wider knowledge base that the jobs of the future are likely to need. Previous reviews have identified the insufficiency of foundation skills in VET graduates and have sought to embed them within technical units of competency, however this has been inconsistently applied. As the economy and skills needs change, the economy requires a training system that incorporates future work skills that build on foundation and technical skills. This will provide a more flexible workforce as the specific technical skills required by industry can be updated more readily. By enhancing training products to address emerging skill needs and changing workforce environments, the workforce will be better equipped to adapt to change

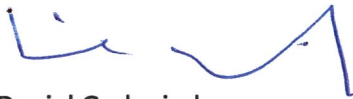
The future of work is rapidly changing, and training products need to be able to adapt to a range of factors that will affect workforce trends. These include:

- technological change, including through the automation of tasks and the emergence of disruptive business models
- increasing globalisation and an increasingly mobile labour market
- changing growth industries in the economy
- changing nature of work and how workers engage with the labour market.

The broader economic changes that are occurring in the world of work emphasise particular sets of skills, including foundation, and future work skills.

For all enquiries regarding the points raised in this letter, please contact me or the QTIC Policy Team on (07) 3236 1445 or email [policy@qtic.com.au](mailto:policy@qtic.com.au).

Kind regards



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