

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

9 March 2018

## Re: Addressing issues relating to unduly short courses

The Queensland Tourism Industry Council (QTIC) welcomes the opportunity to respond to the discussion paper: *“Addressing issues relating to unduly short courses”*.

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.

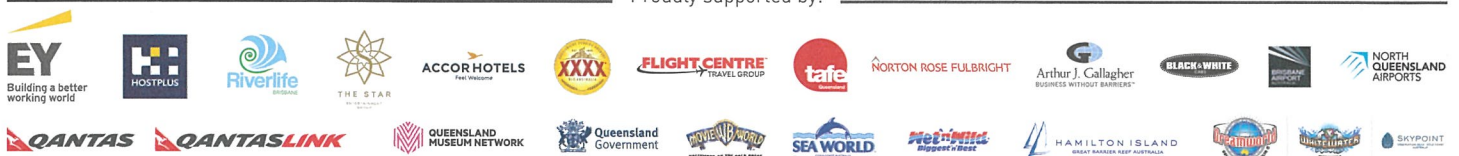
Tourism is a key economic driver in regional Queensland, supporting employment and community growth, employing more than 225,000 people directly and indirectly, or 9.5% of all people employed in Queensland<sup>1</sup>. This is substantially more than mining (2.5% of employment) or agriculture, forestry 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.

It is integral that the VET industry remains relevant and representative of industry needs, and that the skills on offer enable those completing the course to be appropriately skilled on completion to enter the workforce. QTIC supports the submission from the Australian Chamber of Commerce and Industry that identifies, “an important aspect to consider is ensuring that Registered Training Organisation (RTO) delivery provides learners with high quality training and robust assessment, and that there is appropriate regulatory scrutiny by the VET regulators”. Furthermore, time frames of delivery should be in accordance with the volume of learning and practical experience as outlined in the Australian Qualifications Framework (AQF).

QTIC understands the value of having flexible option in the delivery and training of training packages, however, it is important that the delivery of the packages enables participants to develop relevant skills to the level required to be competent in areas reflective on industries emerging needs. Thus ensuring suitable time for learning to ensure competencies are reached. There have been a number of RTOs identified over the past 12 months for offering courses that do not meet industry standards or expectations. Tightening of regulations is recommended to ensure that outcomes of training delivery are meeting industry needs, now and into the future. Unduly short courses threaten to have a significant impact on the tourism and hospitality industry, when courses do not develop competencies among learners on entry to the industry. If staff are unable to provide suitable levels of service, products and experiences that meet the needs of domestic and international guests, it jeopardises the economic growth potential of the industry.

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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Chief Executive