

\$3.6 million move to upskill the tourism and hospitality industry

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The pandemic reignited Queenslanders' love of their own backyard, with holidaymakers taking to the road to rediscover their state. But as international borders reopen and the consumer demand for travel increases, Queensland's tourism sector now faces the challenge of finding skilled employees to keep up with demand.

To fill the skills gap and meet the needs of a burgeoning travel market the Queensland Government and Queensland Tourism Industry Council (QTIC) are working together to help tourism operators upskill their staff inhouse.

The Queensland Government have committed \$3.6 million over three years for the Tourism Training and Skills Support Strategy, which includes \$730,000 to upskill staff using short online courses known as micro-credentials.

Minister for Training and Skills Development Di Farmer said the Palaszczuk Government's commitment to jobs for Queenslanders is supported by a \$1.2 billion investment in skills and training as part of the State Budget 2022–23.

"Queensland, in particular our tourism and hospitality industry, has great opportunities on the horizon and we are focused on expanding training and skills programs to ensure we have homegrown talent to relieve pressure on employers now and into the Olympic decade."

"Our partnership with QTIC to deliver online education and training will help to ensure we are building a skilled workforce, and Queensland's tourism sector is well positioned to deliver quality services to visitors."

QTIC CEO Brett Fraser said that the choice by many Queenslanders to holiday locally as well as the reopening of borders has been one of tourism's greatest strengths and greatest challenges as the industry struggles to find workers during a skills shortage.

"Currently, we have around 5,600 tourism and hospitality jobs vacancies to fill. That translates to a lot of restaurants, hotels and tourism experiences needing more staff to meet consumer demand," said Fraser.

"By providing operators with the tools and support they need to fill skills gaps quickly and easily through free online courses, we're hoping to boost the capabilities of our tourism sector."

Media Release



"The micro-credentialing program should be a game changer for our industry, providing 500 tourism and hospitality businesses and their staff with the critical skills that our industry desperately needs.

"From learning about tourism distribution channels, to courses on entrepreneurship and kitchen leadership, hundreds of free online courses will be made available to our tourism operators and their staff," said Fraser.

Micro-credentials are a new approach to professional development and upskilling. The program reshapes the education and training systems to facilitate flexible learning within a short timeframe.

The multimillion-dollar training program is open to eligible tourism and hospitality businesses, who can express their interest here: <https://www.qtic.com.au/workforce-development/Micro-Credentialing/>

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Queensland Tourism Industry Council (QTIC) is the peak industry body for tourism in Queensland representing more than 3,000 members. QTIC is a private sector, membership-based organisation which, since 2001, has worked to influence and shape the state's tourism business environment that directly contributes \$27.2 billion to the Queensland's economy and employs more than 237,000 Queenslanders.

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