

Free workforce development courses for Queensland tourism businesses

10 March 2023

- The Queensland Tourism Industry Council (QTIC) and the Queensland Government have teamed up to develop a new suite of micro-credential courses for the tourism industry.
- The program forms part of the Queensland Government's \$3.6 million Tourism Training and Skills Support Strategy, with \$803,000 assigned to the micro-credentialing courses.
- With more than 4,500 industry job vacancies, the free courses will help time-poor tourism operators retain, train, and upskill new and current staff with industry-specific skills.
- QTIC has just released a series of customer service courses that are tailored for each of Queensland's 13 tourism regions.
- The micro-credentialing program aims to provide 500 Queensland tourism and hospitality businesses with access to free skilling courses.

The Queensland Tourism Industry Council (QTIC) has partnered with the Queensland Government to provide tourism and hospitality businesses and their staff with access to free online workforce training courses.

The program forms part of the Queensland government's \$3.6 million investment to the Tourism Training and Skills Support Strategy, with \$803,000 committed to upskilling tourism employees through micro-credentialing courses.

Access to the online courses follows a successful micro-credentialing pilot program introduced by QTIC and the Palaszczuk Government in 2020.

As significant labour shortages and skill deficiencies continue to impede the tourism sector's recovery, 2023 is seen as an opportune time to launch a new tourism micro-credentialing program.

Following calls from industry for greater skilling support, a suite of courses tailored to each of Queensland's 13 diverse tourism regions have been released by QTIC. Whether businesses are in Tropical North Queensland or the Outback, staff will now have access to free customer service courses designed especially for their unique slice of Queensland.

For more information and to register a business for the free micro-credentialing courses, visit the QTIC website at <https://www.qtic.com.au/workforce-development/Micro-Credentialing/>.

Media Release



Quotes attributable to Queensland Tourism Industry Council CEO Brett Fraser:

“We currently have more than 4,500 tourism and hospitality job vacancies to fill in Queensland. This translates to hundreds of cafes, hotels, galleries, and tourism experiences needing trained staff to meet consumer demand.

“The global pandemic has exacerbated the need for tourism and hospitality businesses to continuously onboard, reskill and upskill new and existing employees.

“The micro-credentialing program should be a game changer for our industry. Staff can be trained with industry and region-specific skills in as little as 40 minutes, freeing up time-poor operators.

“We’re anticipating strong interest in the free program. 500 tourism and hospitality businesses will be able to quickly upskill the workforce they need, and they’ll be able to improve workforce retention.”

Quotes attributable to Minister for Employment and Small Business and Minister for Training and Skills Development Di Farmer:

“As a part of the *Good people. Good jobs: Queensland Workforce Strategy 2022–2032*, we continue to look at ways to boost Queensland’s skilled workforce, flexible learning options and workplace practices.

“Micro-credentials is one of the ways we are effectively upskilling workers.

“The time and resources small businesses spend trying to fill labour shortages can add up as they take on every role they need to keep their business running, and this free Workforce Development Course will be a valuable opportunity for businesses around the state.

“Micro-credentials are a fantastic resource and I thank QTIC for providing a quick, effective and modern approach to upskilling staff.”

Quotes attributable to Eromanga Natural History Museum Operations Manager Corey Richards:

“With businesses under the pump, it’s very difficult to find the time to fill labour gaps, to train up staff and to onboard new employees with the skills they need.

“The micro-credentialing courses have been invaluable for the Museum. Our staff have learnt about customer service and how to increase sales, and they’ve been able to train independently online.

“The courses are helping us to work smarter and to attract and retain the employees that we desperately need.”

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Queensland Tourism Industry Council (QTIC) is the peak industry body for tourism in Queensland representing more than 800 members. QTIC is a not-for-profit, 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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