



QUEENSLAND  
TOURISM INDUSTRY  
COUNCIL

*The Voice of Tourism*



# Tourism & Hospitality Career Guide 2019 - 2020

## Disclaimer

In our role as 'The Voice of Tourism', QTIC also serves as the industry intelligence provider for Queensland's tourism and hospitality sectors. We advocate on workforce challenges, guiding government policy and influencing public funding for training.

This guide has been developed to showcase occupations required to deliver services associated with the tourism and hospitality sectors. The guide includes occupations that are both directly and indirectly related to the tourism industry. Occupations within the tourism and hospitality sectors are varied and this document serves to highlight a portion of related roles.

Included within this guide are career progression diagrams and organisation charts outlining the potential pathways connected with roles and employment opportunities in tourism and hospitality. Readers of the guide are reminded that these diagrams and pathways are indicative only and should be viewed as part of the many opportunities available within tourism and hospitality employment and career growth.

We encourage enquiries, comments and requests for information from teachers, career advisors, students, jobseekers, employers and industry representatives. We look forward to connecting with future representatives of Queensland's tourism industry and we will aim to provide practical support and encouragement throughout your journey.

While every care has been taken to ensure the accuracy of the content within this document, QTIC acknowledges that information about qualifications, job roles and helpful resources may change following the release of this guide (December 2018).

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This publication was produced by the Queensland Tourism Industry Council (QTIC), the peak industry body for tourism in Queensland. 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 \$25 billion to Queensland's economy and employs more than 217,000 people.

[www.qtic.com.au](http://www.qtic.com.au)



## Ministers' and CEO Messages



There has never been a better time to launch a career in tourism. We are attracting a record number of visitors both from interstate and around the world which means there are many fantastic opportunities for exciting and diverse careers in tourism that can take you anywhere in the world.

Tourism is a \$25 billion industry in Queensland that supports over 217 000 jobs. More importantly, the sector is growing and it is forecast that there will be 20 000 new jobs created in the industry by 2020.

This is why the Queensland Government invests \$40 million every year to get people the skills they need to build a career in the sector.

With \$14 billion in private investment planned for the tourism sector, there is huge potential to work in tourism and there are more jobs on offer than you may imagine - marketing and digital media, graphic design, finance and accounting, technology, tour guides, pilots, flight attendants, deck hands, cruise attendants, hotel and event management, hospitality and travel agents.

You can see just how varied these roles are by looking at the tourism professionals who are part of the Young Tourism Leaders program at [www.youngtourismleaders.qld.gov.au](http://www.youngtourismleaders.qld.gov.au).

We encourage you to make the most of the Queensland Tourism Industry Council Career Guide to discover the jobs and education and training pathways that can help you build a successful, lifelong career in tourism where the possibilities are endless.

### The Hon Kate Jones MP

Minister for Innovation and Tourism Industry Development and Minister for the Commonwealth Games

### The Hon Shannon Fentiman MP

Minister for Employment and Small Business and Minister for Training and Skills Development

Choosing the right path towards a career can be daunting and a challenge, not least for a young person. To help make things easier this guide aims to provide useful information on the broad and varied opportunities on offer in a dynamic sector of the economy: tourism and hospitality. A successful career is made up of many aspects: financial reward, job satisfaction, life-work balance, work environment, advancement opportunities and more. Many of us also seek to work in an environment that allows us to broaden our own horizons, engage with people and contribute to a brighter future in some meaningful way.

With the information provided in this guide – including the stories of current professionals – we're hoping to encourage you to consider how you could thrive in a tourism career. The range of career opportunities created by a rapidly growing tourism industry is impressive. The potential for a motivated person to find an exciting, varied and future-proof career path through tourism should be reassuring for any person looking for training and employment – and for their parents.

The success of tourism depends on creative, innovative and committed staff, entrepreneurs and operators. We hope this guide will open up a world of possibilities for you and you will become part of the future of tourism.

### Daniel Gschwind

QTIC Chief Executive Officer

## Department of Innovation, Tourism Industry Development and the Commonwealth Games

Tourism is an important driver of the Queensland economy – a \$25 billion industry creating jobs, attracting investment and sustaining communities. The Department of Innovation, Tourism Industry Development and the Commonwealth Games promotes the long-term growth of the tourism industry by facilitating a strategic whole-of-government approach to planning and investment in the State’s tourism infrastructure, assets and products and the coordination and leveraging of major events to generate jobs. Advancing Tourism 2016-20 is the Queensland Government’s plan to capitalise on the opportunity afforded by the unprecedented growth in tourism to increase market share and boost tourism jobs. For more information visit [www.ditid.qld.gov.au](http://www.ditid.qld.gov.au)

## Young Tourism Leaders Program

Over 20,000 new jobs are expected to be needed by Queensland’s tourism industry by 2020 so there’s never been a better time to consider a career in tourism. Job opportunities range far and wide to include media and marketing specialists, graphic designers, business managers, developers, hospitality roles, tour guides, pilots, cruise industry jobs, finance specialists, travel agents and event managers.

The Young Tourism Leaders program shows what an amazing, lifelong career you can have in the tourism industry. Our Leaders have found success in the tourism industry, have a wealth of knowledge, experience and advice, and are keen to share the stories of their career journey. They can help you understand the diverse and exciting opportunities a career in tourism offers and have great tips and advice to help you get a foot in the door. Meet our Young Tourism Leaders at [www.youngtourismleaders.qld.gov.au](http://www.youngtourismleaders.qld.gov.au)



## Tourism and Events Queensland

Tourism and Events Queensland (TEQ) is the state’s lead marketing, destination and experience development and major events agency. It works in partnership with regional tourism organisations, industry and commercial stakeholders to build Queensland’s tourism and events industry to foster innovation, drive industry growth and boost visitor expenditure. It recognises the importance of supporting the learning and development of the future leaders of the tourism industry. It gives university students and graduates studying tourism, business, marketing or a related discipline the opportunity to undertake practical work experience. TEQ is committed to providing work experience opportunities that benefit both students’ learning as well as the business. For more information visit [www.teq.queensland.com](http://www.teq.queensland.com)



## Acknowledgement

### Our Supporters

The Queensland Tourism Industry Council (QTIC) would like to acknowledge the assistance and contributions received from our industry and government partners listed below.

In particular we wish to recognise the financial support received from the Queensland Government; the Department of Innovation, Tourism Industry Development and the Commonwealth Games and the Department of Employment, Small Business and Training.

Special thanks to the government for the information provided through Job Outlook for the development of this guide.



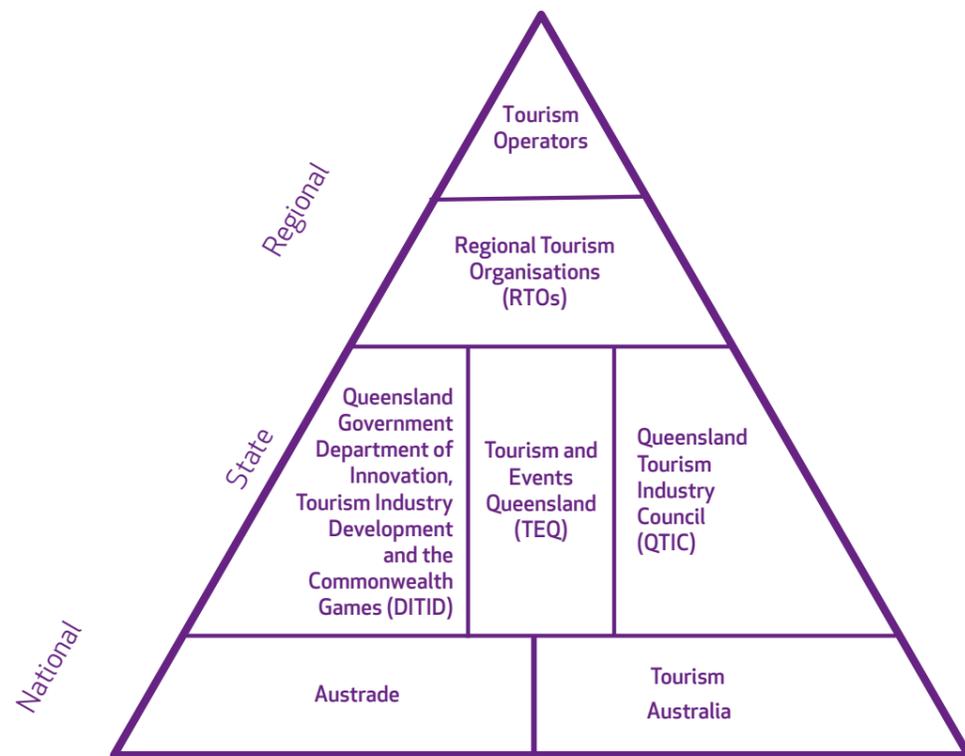
# Queensland's Tourism Industry

Tourism is an important contributor to Queensland's economy, and is experiencing sustained growth in international and domestic visitation and expenditure. With a reputation for world-class islands and beaches, awe-inspiring natural encounters and friendly locals, the Queensland tourism industry requires motivated and enthusiastic people to join one of the fastest growing global industries.

## A Snapshot of Tourism in Queensland<sup>1</sup>

 <p>Tourism contributes <b>\$12.8 Billion</b> directly to Queensland's economy and a further \$12.5 billion indirectly.</p>	 <p><b>9.1%</b> of all people employed in Queensland are either directly or indirectly within the tourism industry</p>
 <p>Over <b>25.6 million</b> domestic and international overnight visitors come to Queensland each year</p>	 <p><b>China</b> is Queensland's fastest growing international market, as well as India, Korea, Taiwan and Hong Kong</p>
 <p>Queensland has <b>5 international airports</b> providing direct global access: Brisbane, Cairns, Sunshine Coast, Gold Coast and Townsville.</p>	 <p>International visitation <b>↑4.6%</b> (with international expenditure <b>↑11.5%</b>) Domestic visitation <b>↑3.1%</b> (with domestic expenditure <b>↑12.5%</b>)</p>

## Who's who in the Queensland Tourism Industry?



<sup>1</sup>Tourism Research Australia. NVS & IVS. Year Ending September 2018.

# National



## Austrade

Austrade's role is to advance Australia's international trade and education, investment, and tourism interests by providing information, advice and services to Australian businesses, education institutions, tourism operators, governments and citizens.

## Tourism Australia

Tourism Australia is the Australian Government agency responsible for attracting international visitors to Australia, both for leisure and business events. Its purpose is to increase the economic benefits of tourism to Australia.

# State



## Queensland Government Department of Innovation, Tourism Industry Development and the Commonwealth Games

The Department of Innovation, Tourism Industry Development and the Commonwealth Games is responsible for leading the development of Queensland's tourism industry to make Queensland a tourism destination.

## Tourism and Events Queensland

Tourism and Events Queensland (TEQ) is a statutory body of the Queensland Government and the state's lead marketing, destination and experience development and major events agency.



## Queensland Tourism Industry Council

The Queensland Tourism Industry Council (QTIC) is the peak private sector, membership-based industry body for tourism in Queensland. QTIC represents the interests of the tourism and hospitality industry across the State.



# Regional

## Regional Tourism Organisations (RTOs)

The State's Regional Tourism Organisations (RTOs) are usually private sector, membership-based bodies that play a role in marketing and developing destinations, and coordinating the efforts of industry, local government and the community to grow tourism.

## Queensland's 13 RTOs

- Brisbane Marketing
- Bundaberg Tourism
- Capricorn Enterprise
- Fraser Coast Tourism and Events
- Gladstone Area Promotion & Development Ltd
- Destination Gold Coast
- Mackay Tourism Ltd
- Outback Queensland Tourism Association
- Southern Queensland Country Tourism
- Visit Sunshine Coast
- Townsville Enterprise
- Tourism Tropical North Queensland
- Tourism Whitsundays

## Skills in Demand

With international and domestic visitor arrivals growing, increased business and leisure events, and new major infrastructure developments, the tourism industry is expanding its labour opportunities. Tourism and hospitality offers a diverse range of career opportunities, where employees can demonstrate and expand their highly desirable customer focused and technical skills.

The industry is currently experiencing staff shortages in some key areas. The importance of labour supply in this industry is critical to servicing visitors and delivering exceptional visitor experiences that showcase Queensland's world-class attractions, natural wonders and friendly locals.

The following section describes some of these identified occupations that are in high demand to the industry.

### 1. Chefs and Cooks

The demand for chefs and cooks in Queensland is increasing, with no signs of slowing down. This demand has driven a significant skill shortage and pressure on the industry. In December 2017, QTIC consulted with more than 60 professional chefs and human resource managers from the Gold Coast and Cairns regions to identify current challenges and develop strategies to alleviate the skill shortage and pressure on the industry. This Report on Queensland's Chef Shortage, prepared for the Department of Education and Training, identifies the challenges and opportunities of the chef shortage. It is forecast that there will be an additional 15,400 jobs needs across Australia by 2022<sup>2</sup>. As at 24 November 2017, SEEK advertised 647 vacancies for Cooks and Chefs across Queensland. Of these vacancies, 62% were for full time positions, whilst 23.8% were casual and/or vacation positions<sup>3</sup>.

#### Opportunities

- Life-long career.
- School-based trainees/apprentices and mature aged apprentices available.
- Varying workplace opportunities – e.g. ski resort, island resorts, inner city, regional and remote, international career opportunities.
- Fun and active lifestyle, sense of community within workplace and fellow colleagues.
- Opportunity to travel and work.

#### Benefits and Incentives

- Travel.
- Career progression.
- Express creativity.
- Universal skills.
- Active job.
- Job security.
- Experience different cultures.
- Experience diversity.
- Increasing shift flexibility.
- Endless opportunities.

For more information on chefs and cooks, please see page 33 and 34

<sup>2</sup> Department of Employment, 2017

<sup>3</sup> Chef Shortage: Industry Consultation, 2017. Report prepared for the Department of Education and Training

## Skills in Demand

### 1.1 Importance of Chefs and Cooks to the Tourism and Hospitality Industry

The restaurants, cafes, and hotels where visitors consume their food and beverages create memorable experiences. Queensland's culinary scene is infused with creative twists, fresh produce and wine regions to discover. Chefs and cooks are vital to ensuring that Queensland retains its reputation of providing quality food experiences for visitors and the community.

### 1.2 Case Study

#### Samuel Kuczynski

Chef de Partie - The Emporium Hotel

The last seven years of my career came through persistence and the enjoyment of what I do and what I can create with food. Since I was young, food has been my passion, not just eating it but preparing it too. When I finished high school I had no idea what I was going to do; back then hospitality was not a common career of choice. Confused and without a job, I decided to do what I love most, cooking. I made a drastic decision and left my friends and family to start my apprenticeship in North Queensland, to this day I don't regret my decision.

Being in hospitality is great because everyone is very close, it feels like I'm with my family even at my job. We work with each other for many hours and we end up being closer than we think. Aside from the company, I also love the ability to create new things and have the recognition of doing something amazing just by using my taste buds. This helps me broaden my knowledge of food, as mistakes are always a learning curve to become better. Skill development and continuous learning are essential for a role in hospitality. Cleanliness, organisation, communication, teamwork and speed are just a few skills that have helped me get to where I am today. Knowledge comes to those who put the effort and interest; to this day I am still learning things I never thought of doing before. Listening to other people's ideas is key to learning too;



my first chef was very strict, but I look back on the years I worked with him and he had taught me so much, things that help me now but also how to avoid common mistakes.

If you want to become a chef, don't wait or think about it, if you love food, if cooking at home makes you happy or even just eating it, your passion will grow as you work. You have to keep in mind that being a chef is not easy and requires commitment. It may be hard at first but it's worth every minute... and everyone loves a chef.

## 2. Hospitality Staff (front and back-of-house)

The continued growth of tourism, combined with generally strong economic conditions, is putting significant strain on the hospitality labour market – meaning now is a great time to find opportunities in hospitality!

### Opportunities

- Life-long career with opportunities to progress.
- Ability to travel and work – internationally, regional and city.
- Varying workplace opportunities – e.g. restaurants and cafes, cinemas, bars, hotels, cruise lines, casinos, resorts.
- Active lifestyle.
- Sense of community within workplace and fellow colleagues.
- Interaction with many people.

### Benefits and Incentives

- Travel.
- Career progression.
- Diverse people interaction.
- Active job.
- Universal skill.
- Increasing shift flexibility.
- Career progression.
- Endless opportunities.
- Variety of workplaces.

For more information on hospitality staff, please see page X

### 2.1 Importance of Hospitality Staff to the Tourism and Hospitality Industry

Similarly, to cooks and chefs, front and back of house hospitality staff are essential in providing a memorable experience for residents and visitors. These jobs include restaurant and hotel managers, waiters, bartenders, baristas, and kitchenhands within hospitality and event occupations. Hospitality staff get to enjoy a fun, flexible and active workplace where they can interact with many different people to ensure they have a great time whilst earning an income!

## 2.2 Case Study

### Jai Leighton

Director of Beverage - The Star Gold Coast

My background has always been in hospitality and entertainment. In fact, I was brought up around the circus, including the side show alleys, the amusement rides, and food vans. Throughout my 15 years of industry experience, I've worked for several global luxury hotel and casino groups, as well as a variety of privately-owned bars and restaurants, and have mostly held food and beverage roles. I learnt the basics working in front bars, lounge bars, restaurants, as a cleaner, and in retail before progressing into food and beverage outlet leadership roles.

An unforgettable experience that stands out was when I won Appetite for Excellence's 'Australian Young Waiter of the Year' in 2007. It was a lifechanging opportunity because as part of the prize, I got to travel to Italy, the UK, and Japan and gained a wealth of knowledge about my industry on a global level. Another pivotal moment for me was when I took on a sales manager position with a major high-end international hotel brand and it was here that I broadened my skillset from pure operational hospitality to strategy and business development.

I believe in the lifelong learning and the importance of professional development and ongoing education and training. Last year, I was proud to complete my Master of Business Administration (MBA), which is an internationally-recognised degree that has significantly helped develop my skills and knowledge in business and management.

I'm equally passionate about engaging with my industry peers and wanting to make a genuine difference in our growing sector. This has led me to voluntarily participate in a number of industry programs and committees. For example, I was selected by the Queensland Government to be part of its Young Tourism Leaders program where I help encourage young people to consider a career in the industry. I've also successfully become part of the Queensland Tourism Industry Council's Tourism Indigenous Employment Champions Network, which supports and promotes Indigenous job and career opportunities in our sector through peer mentoring and relationship-building. Finally, last year I became a member of Restaurant & Catering Australia Queensland Council, and am looking forward to helping Queensland food service businesses achieve meaningful outcomes through this appointment.

The number one reason many in the industry – including myself – love it so much is because of the people you get to meet and work with. Lifetime friendships, mentors, supporters, ambassadors, networks – tourism and hospitality opens the door to these and many more! Every day I get to work with social, friendly, and energetic people who are intelligent and come from many diverse backgrounds and walks of life – the learnings and self-development available from this alone are incredible. For example, we attract people who are studying hospitality and/or tourism-related courses and have dreams to work their way into supervisor or managerial positions in the industry – this is becoming more attractive at The Star Gold Coast as we continue investing and growing our range of offerings including luxury hotels, apartment-style accommodation, food and beverage outlets, entertainment, and resort amenities.

If you want to become part of the industry my recommendation is: do it! If you love working with people, and you are friendly and approachable, then start your career now. Remember, be your best-self always and be authentic – others will love it and so will you!



## Skills in Demand

### 3. Tour Guides

There is an increasing demand over the short to medium term for tour guides in Queensland. As engagement and visitation to Queensland continues to increase, so too does the demand for trained guides to showcase Queensland. In regional areas of Queensland, tour guides are in notably high demand.

#### Opportunities

- Working outside, doing enjoyable activities.
- Life-long career opportunities.
- Varying workplaces.
- Active lifestyle.
- Ability to travel and work – regional, city and internationally.

#### Benefits and Incentives

- Travel.
- Flexibility.
- Connecting with people from different cultures and backgrounds.
- Creating lifelong friendships.
- Making people happy and having fun.

### 3.1 Case Study

#### Hirani Kydd

Tour Guide - Savannah Guides

My background is in zookeeping and since I was a kid, I've had trouble sitting still, so becoming a tour guide was a natural progression for me. I'm currently a tour guide for Savannah Guides and I work mainly on Cape York and through the Gulf Savannah regions of Queensland. I've been associated with Savannah Guides for nearly five years and this year I was lucky enough to be elected onto the Savannah Guides Board.

When I was starting out in guiding, I found I had a good knowledge base for natural history but was lacking in terms of human history and in how to present what I knew; Savannah Guides and the network of other guides within it was a fantastic way of improving that.

I am very happy to have found a job as a tour guide because now I get to show off the animals in the wild and the amazing places in the far North Queensland to people who may have never seen anything like it. Secretly I also enjoy being able to subtly steer people towards a greater appreciation of the environment and the threats it faces. Plus, I always joke that I get paid to go on holidays.

For anyone starting out in tourism I would say; get to know people, make friends and always keep learning. Groups like Savannah Guides provide the perfect platform for meeting people from diverse tourism backgrounds, not just for learning skills. It's a big and lonely world if you never talk to people.



## Skills in Demand

### 4. Digital Entrepreneurship

There is no doubt that the world has changed due to recent technological advancements. In a short amount of time technology has exploded, to the point that we can no longer imagine work and life without it. The same goes for the tourism and hospitality industry, where technology has rapidly changed the expectations of consumers.

This digital transformation has meant that technical roles within the digital space are highly desirable as the tourism and hospitality industry adopts the latest technological innovations.

#### Opportunities

- Range of technical professions available including; digital marketing experts, app developers, programmers, automated technologies, mobile technologies, and big data experts.
- Express creativity, entrepreneurship and innovation.
- Diverse roles that encompass all elements of the travel, tourism and hospitality industry.

#### Benefits and Incentives

- Ability to apply technical knowledge and skills to a fun and exciting industry.
- Technology is constantly changing, and so do roles in technology and tourism. You will continue to update your skills and learning.
- Flexibility – Ability to work from anywhere at anytime.
- Potential for rapid career advancement.
- Stability – although it is a relatively new industry, it is here to stay.

### 4.1 Importance of Digital and Tech Jobs to the Tourism and Hospitality Industry

The latest user-friendly technology has become so entrenched into society that it is now an expectation of consumers. This also applies to the tourism and hospitality industry, where there is a need to incorporate the latest technologies to ensure user-friendly and seamless customer experience. This includes all facets of travel including booking, sharing, marketing, and experiencing (e.g. virtual reality). This technology is continuously changing and tech skills are vital to the industry.

### 4.2 Case Study

#### Bor Kwok

IT Manager – Next Hotels

As the IT manager of Next Hotels, I look after Sage Hotel on James Street and the corporate office based in Next Hotels Brisbane. Despite what many people think, my day doesn't exclusively consist on sitting in front of a computer. I regularly go into rooms to fix television connections, Apple TV and to ensure the systems are working properly. Due to the size of the hotel, this requires a lot of back end work and can be very demanding therefore, prioritizing tasks is one of my daily responsibilities.

I have had the opportunity to work with different industries, including drilling and mining, manufacturing and IT providers. This has given me a wide skill set such as, computer and network handling, working with PBX phone systems and managing staff. The policies and requirements have been different in each case which has only helped me expand my knowledge. Also, having the opportunity to work with people from different backgrounds has helped me improve my managerial skills. Furthermore, problem solving is an essential part

of any Information Technology position; understanding the problem and being able to provide different possible solutions is an important trait to have. Issues arising are an everyday occurrence, knowing which one is more critical and has a greater impact is necessary to target the correct issues.

One of the things I enjoy most about working within the tourism and hospitality industry is the group of people I get to work with. In addition, serving people and seeing their satisfaction through a smile makes our job even more satisfying. Furthermore, our industry is growing in terms of technology. Many hotels are adopting new technologies such as tablets and smart phones which has sparked the growth in positions related to information technology.

If you would like to become part of the industry, I would tell you to not be afraid; work hard and put all the effort. It is something different to the other industries, but it is certainly a lot of fun. Give it a go!



## Skills in Demand

### 5. Business Capability Managers

The fast-growing tourism, hospitality and events industry, paired with the emergence of small and medium enterprises (SME's) has brought about a lack of business capabilities that applicants possess. These can be defined as the skills and knowledge required to manage a business. Some of them are:

- Use of technical systems such as databases and software
- Management of operations (marketing, finance, logistics, etc)
- Skills management, referring to the management of teams and their knowledge (people management).

In addition, a business capability manager should be able to solve problems, integrate internal and external context and have innovative thinking.

#### Opportunities

- Working with many departments within an enterprise.
- Life-long career opportunities.
- Ability to work directly with the owner of the company/ CEO/ General Manager, as well as communicate, manage and instruct staff.

#### Benefits and Incentives

- Help drive the growth of the company.
- Ability to apply technical knowledge and skills to a fun and exciting industry.
- Potential for rapid career advancement.
- Stability – by possessing knowledge in many different areas of the business.
- Interact with people from different background and cultures.

#### 5.1 Case Study

##### Tahlia Maloney

General Manager - Riverlife

Having a positive outlook and committing to things 100 percent have brought me to where I am today. Every time I was presented with an opportunity, I put all my effort into it. Putting my hand up at school to further myself, going to university, doing extracurricular activities and volunteering for work, were all vital steps to building who I am today and bringing me into this role. The struggle of moving overseas also contributed to building my character and helped me develop skills that I put into practice up to this day.

One of these skills is having a positive outlook and not getting disheartened when things are looking hard; as the General Manager of Riverlife, people rely on me to make tough decisions on a daily basis. Being a true leader, having strong communication skills and building genuine relationships are some other skills that have helped me exceed in this role. However, it is not just about the soft skills, being in this position requires understanding financial documents, spreadsheets and being able to make smart business decisions.



Although being in the tourism and hospitality industry can be hard work, specially because of the diversity of skills that you need to develop, it is a great industry to be a part of. I love what I do because my job is to make people happy and there is something really special about that. I get to work with and for people from different backgrounds and that only make the experience better.

If you want to become part of the tourism and hospitality industry or want a career in this role, I recommend that you start now, start gaining experience! No matter where you are in your career, there is always an opportunity for you to further yourself and gain more experience that will help you identify the path you want to take in the future.

## Skills in Demand

### 6. Middle Managers

Despite the oversupply of entry-level supervisors, there is a lack of middle managers across the state. As a middle manager applicant, you must be able to look after an entire department or area and make sure the upper management decisions are being implemented. You will be accountable for your department's function including how effectively and efficiently they perform. You will have responsibility to meet and report key performance indicators (KPI's) to the upper management.

#### Opportunities

- Manage an entire department.
- Autonomous role.
- Life-long career opportunities.
- Ability to work directly with the owner of the company/ CEO/ General Manager as well as manage staff.

#### Benefits and Incentives

- Help drive the growth of the company.
- Skills development.
- Potential for rapid career advancement.
- Stability – as there are opportunities to grow into upper management.
- Interact with people from different background and cultures.

#### 6.1 Case Study

##### Amy Holt

Front Office Manager - Rydges South Bank Brisbane

I attended the International College of Hotel Management and studied a Bachelor of Business (Hospitality Management) and Diploma of International Hotel Management. Alongside my studies I worked at Rydges Adelaide as a casual Food & Beverage Attendant and later joined the Corporate Cadet Program at Rydges Adelaide. On completion of my Cadetship, I transferred to Rydges South Bank Brisbane into the role of Duty Manager. A year later I moved into the Senior Duty Manager role and in May 2018 was promoted to Front Office Manager.

As a Front Office Manager my key responsibility is to ensure the smooth running of the hotel operations 24 hours a day, 7 days a week. This includes facilitating the smooth arrival and departure of hotel guests, large groups and VIPs, managing complaints when they arise and responding to guest feedback and reviews. I work closely with the Housekeeping, Concierge and Reservations department and manage the rostering of 23 staff. Because no two days are the same in a hotel, I often need to think on my feet. In addition, the management gives me the autonomy to make everyday decisions to ensure the smooth running of hotel and department, and to drive guest satisfaction.



As part of my role I attend weekly meetings with upper management and report on productivity, payroll, occupancy and rate figures, profit, revenue and expenses. I provide feedback from these meetings to my team to keep them informed on hotel performance and key hotel matters. As new policies or decisions are made in the hotel, I create standard operating procedures and run training sessions for my staff to ensure they understand and can implement the new procedure, product or service.

My career goal is to be a General Manager within the next 5 years. I am happy to travel or move to a different location to advance in my career. In the meantime, I am gathering as much knowledge and experience as possible in different areas of the hotel so that I am ready for the next opportunity.

## Support for Young or Emerging Professionals in the Industry

The Queensland tourism and hospitality industry provides a variety of support opportunities for young professionals to ensure their continual development, recognition and innovation. These are offered by a number of different organisations across Queensland and include;

### 1. QTIC Young Professionals Mentoring Program

Each year QTIC offers a mentoring program for young people (under 35 years), in the industry where participants are matched with senior industry leaders to gain professional development, knowledge and skills. This relationship creates opportunities for participants to gain support for career development through the experience and industry connections of mentors. It is ideal for young people in the industry who are passionate and want to extend their knowledge and develop their skills. The 6-month program is open across Queensland, at no charge.



*"The opportunity to network and be in contact with leaders in the tourism industry is fantastic. The program provides a great foot in the door for young professionals into the tourism world. It also helped to confirm that I'm on the right path for my career development." Laura McGrath, Southern Queensland Country Tourism*

To find out more about the program go to

[qtic.com.au/workforce-development/young-professionals-mentoring/](http://qtic.com.au/workforce-development/young-professionals-mentoring/)  
or [youtube.com/watch?v=lrw2lIcNwxA](https://www.youtube.com/watch?v=lrw2lIcNwxA)

## YOUNG TOURISM LEADERS



Now is the time to discover the jobs and career opportunities in tourism and be inspired by Queensland's Young Tourism Leaders.

[youngtourismleaders.qld.gov.au](http://youngtourismleaders.qld.gov.au)

 Follow @youngtourismleaders on Instagram



## 2. QTIC's Salute to Excellence Awards

The QTIC Salute to Excellence Award recognises Queensland's state and non-state secondary school students in Year 11 and Year 12 across three categories:

- Tourism
- Hospitality
- Food and beverage

High school students must have completed or completing vocational training through either:

- Vocational Education and Training in Schools (VETiS), or
- School-based traineeships, or
- School-based apprenticeship.

The Awards celebrate the next generation of leaders in the tourism and hospitality industry. Benefits for participants include:

- Relish industry and state recognition of achievements
- Opportunity to gain real-world experience
- Establish industry/employer contacts and mentors
- Gain assistance with career aspirations
- Inspire students to grow and develop in a leading Queensland and Australian industry

- Gain knowledge through success stories from industry professionals
- Maximise opportunities for media coverage
- Meet other like-minded fellow students from across Queensland
- Participate in the QTIC Salute to Excellence Alumni

**Great prizes and incentives are up for grabs in addition to invaluable mentoring and work experience opportunities. The program is free to enter and participate.** For more information go to [qtic.com.au/workforce-development/salute-to-excellence-awards/](http://qtic.com.au/workforce-development/salute-to-excellence-awards/)



### 2.1 Case Study - Cookery Category

#### Alexandra Bagenal

Winner of the 2010 QTIC Salute to Excellence (Cookery Category)

Alexandra is currently the Head Chef at Fare & Frolic – a company which provides fresh, ready-made meals to all Australians. Her role is to oversee the kitchen operations which includes providing guidance to staff, helping develop great new, healthy and tastier meals, and assisting the kitchen to make sure our meals are going out the way they are meant to be.

She hopes to continue her professional development in the hospitality industry, and is working her way towards becoming the Head of Kitchen Operations. She plans to do this through further study and experience. Alexandra is currently studying a Diploma of Leadership and Management, and plans to complete a Bachelor of Food and Nutrition.

#### Her advice for other people considering a career in the industry:

*"Completing Salute to Excellence gave me the opportunity to be creative when I wasn't sure if hospitality was the industry I wanted to go into. It showed me that there are plenty of challenges and opportunities to experience as a chef and gave me the courage to believe that anything was possible. Hospitality is a hard industry to be a part of - but when you have a passion, pursue it! It can be so rewarding, challenging and it is fantastic to be a part of an industry that is forever changing. With constant new trends entering the game - there is always plenty to learn. I love my job and plan to stay where I am for quite some time."*

### 2.2 Case Study - Tourism Category

#### Lauryn Johansen

Winner of the 2008 QTIC Salute to Excellence (Tourism Category)

At 27, Lauryn Johansen is the youngest Assistant Hotel Manager The Star Gold Coast (The Star) has seen in more than two decades. An impressive feat, considering the property's recently elevated luxury standard and even more complex nature. Across her four-year tenure with The Star, Lauryn has progressed remarkably quickly through three roles within the recently refurbished 5-star hotel, The Star Grand. Beginning as Guest Service Agent for Front Office in August 2014, in just 11 months she progressed to Front Office Supervisor and an impressive two and half years later, was named Hotel Assistant Manager in January 2018.

In 2008 Lauryn won the QTIC Salute to Excellence Award and was invited to speak on the panel for the awards night in July 2017 with QTIC CEO Daniel Gschwind. Without hesitation Lauryn embraced the opportunity to network with fellow winners and inspiring tourism identities and share her knowledge, her story and encouragement with current Year 11 and 12 students one-on-one. Lauryn said one of the key benefits of participating in the program was its focus on the range of diverse and rewarding career opportunities that can be obtained from undertaking vocational education and training.



She said not everyone has to go to university and undertaking an apprenticeship or traineeship can lead to lifechanging career experiences including landing managerial positions, and domestic and international work opportunities.

#### Lauryn's advice to other students considering a job in tourism is:

*"Tourism offers highly rewarding careers for people with a passion for delivering outstanding guest service. I strongly encourage students to seek out and take advantage of every opportunity to undertake practical experience in their study disciplines, whether that's through internships, apprenticeships, traineeships, or other forms of work experience. The lifelong learning you will gain from these opportunities will only enrich your skills and training and make you a more attractive asset to future tourism and hospitality employers."*

### 2.3 Case Study - Food and Beverage

#### Jimmy Barker

Runner-Up of the 2017 QTIC Salute to Excellence (Food and Beverage Category)

Jimmy currently works at the brand new Emporium Hotel Southbank in the role of Concierge. One of the most important moments of the guest experience is the first ten steps from their vehicle to the lobby. We make it our mission to find out their surname by the time they make it to the reception desk so we can address them appropriately. As concierge it is a requirement to have a good knowledge of the city in which you work in. Everything from restaurants, tailors, to golf. I enjoy creating experiences and memories that are the results of unexpected exceptional service.

The QTIC Salute to Excellence program enabled me to learn from industry professionals and make new contacts. Meeting the past winners also inspired Jimmy, and the program has ignited his passion about the hospitality industry. Jimmy hopes to one day be the youngest Le Clefs



d'Or Concierge in Australia – an international society of professional concierges.

#### Jimmy's advice to other students considering a job in tourism and hospitality is:

*"There are so many people and companies out there looking for young, driven, hard-working people to support. There are so many opportunities available. My favourite quote is, "We are too young to realise the impossible, which is why we achieve it anyway."*

## Mature Aged Program



Les Cavanagh - Paronella Park

The tourism industry in Queensland is growing exponentially and the visitor number is forecasted to continue to grow at a rate of 4% per annum however, the industry is having difficulties in attracting enough skilled workforce to match the demand which is estimated to reach more than 20,000 new workers by 2020.

Queensland's population is made up of 26.9% mature aged people (55 years and over) however, only 17% is part of the workforce. Mature employees offer valuable knowledge, problem solving, mentoring and entrepreneurship. Businesses are aware of these skills, as some of 40% of them have identified mature aged workers as their source of alternative workers.

To leverage the opportunity, the Queensland Tourism Industry Council (QTIC) has developed a program that seeks to increase the number of mature aged employees working within the tourism and hospitality industry. In order to achieve said goal, QTIC will promote the benefits of the tourism and hospitality industry alongside employment opportunities for mature aged workers.

The benefits of the program impact mature aged workers, employers and the broader community. The workers bring transferable knowledge, emotional intelligence and skills such as empathy, problem solving and critical thinking that have been identified as missing in younger workers. These skills can be passed to the younger generation thus ensuring economic growth and employee development.

## Future Trends and Forecasted Impacts on the Industry

### 1. Augmented vs Virtual Reality

Thanks to the technological advancements of the last couple of years, the merging of physical and virtual worlds has become a reality. What seemed to have been taken out of a sci-fi movie 10 years ago, is now readily available for consumers to experience it. By altering our perception of the world, both Virtual and Augmented Reality, have managed to provide a more tangible and interactive feel to experiences that would have otherwise been considered impossible. For example, imagine experiencing swimming in the Great Barrier Reef from the comfort of a travel agency's office thus, providing the customer with enough

tools to make an informed decision on where they want to spend Christmas the following year. Hotels have started using it too as part of their promotion strategy, by offering "tours" of an upgraded room, they get to showcase the difference against the actual room, making it easier to convince the guest of upgrading their room. Although it started a couple of years back with Augmented Reality, with different social media platforms offering face filters, both realities are here to stay and change the way the industry works.

### 2. Tech-lounges and High-tech Meeting Rooms

Always being connected is not a luxury anymore, it is a necessity. Aside from millennials wanting to always be connected to share their experiences via social media platforms, the over 5 million business visitors to Queensland in 2017<sup>4</sup> have increased the pressure on hotels to develop tech-lounges. The purpose of the lounges is to give the guests an area outside of their rooms with Wi-Fi connection where they can relax or get

work done. In addition, business travellers are looking for hotels with tech-enabled meeting spaces where they can make multimedia presentations and videoconferences simultaneously. It is expected that the hotels will make these spaces as user friendly as possible which will enable the growth of technology-based jobs such as ICT systems analyst and ICT technicians.

### 3. Tourism and Hospitality Apps

Apps are not new to the market, even older phones had inbuilt apps such as games or calendars. Nowadays apps provide more benefits to the consumer, to the point where some of them need to be bought online to use them. Having people rely so much on their smartphones has enabled a continuous connection between the industry and the consumers. Different tourism and hospitality apps are currently available; to book a table, to order food, to check the flight status or check-in, amongst others. The

development of apps that act as a concierge in a hotel, through which the guest can self-check-in, acquire a room key, order room service or request extra towels are now available. Having younger generations living their life in a digital world only means that this trend is here to stay, providing career opportunities in app development and other technological jobs.

### 4. Social Media Connection

Smartphones in conjunction with social media platforms have given consumers the freedom to express their honest opinion about the brands they use and the places they visit including their experiences. Empowering these consumers with star rating responsibilities has put tourism and hospitality brands more responsive to customer experiences. Being an industry where customer service is a major part of the experience, increases potential risk to industry. Despite the pressure these companies face, it is their chance to leverage an opportunity to engage with

their customers and provide them with an unforgettable experience. New jobs such as social media managers and community managers are vital to handle this engagement and ensure the consumer has a pleasing experience. From continuously receiving feedback from their customers, brands will be forced to improve the goods or services they offer to the public. On the other hand, the ratings and feedback will ensure that potential consumers will have enough information to make an informed decision.

<sup>4</sup> Tourism Research Australia, year ending December 2017

## Future Trends and Forecasted Impacts on the Industry

### 5. Data Integration

Gathering data in such an interconnected era has become, both, easy and obvious, however, not all data is useful for the businesses, especially if they do not know how to analyse it. Sometimes the amount of data gathered becomes overwhelming to the point that it is unusable and can even represent a burden to the organisation. Data integration takes care of this by gathering information from different sources such as, the property management system, the point of sale system (POS), social media platforms and websites to then harmonize to a point where it is uniform and comparable between each other. A practical example is a restaurant chain with a number of different locations.

If the Point of Sale system (POS) from all locations are not integrated then the restaurant will not be able to identify whether the customer is a return visitor unless they came back to the same location. Data integration can increase the quality of service by providing information on the individual customer including their food and beverage preferences. Data integration provides an opportunity to not only enhance the customer experience, the analysis of historical data can identify business trends that relate to ordering stock, scheduling staff and resource use.

### 6. Sharing Economy

Sharing economy is based on the premise that unused value is wasted value. Think for example of the many people going on a holiday with empty car seats, being able to sell those seats will give them value that otherwise would have been wasted. Therefore, sharing economy could be summarized as a collaborative approach to acquiring goods and services. In Australia, the phenomenon has impacted a myriad of industries, including: accommodation, food

delivery, transport and task outsourcing. It was estimated to be worth \$15 billion in February 2017<sup>5</sup> and 68 per cent of the population stated their willingness to use a shared economy service<sup>6</sup>. It is the tourism and hospitality industry's responsibility to understand the phenomenon and work with it as the future of sharing economy is looking bright, with more and more people willing to try it.

### 7. Entrepreneurship

The growth of existing technologies and the birth of new ones has encouraged younger generations to step outside their comfort zone. By becoming familiar with new trends and interacting with peers from many different cultures, they have gained knowledge that older generations would have dreamed of. Thus, developing entrepreneurial traits that thrust the economic growth of the country. Innovation, recognition of opportunities, risk management, resource

use and value adding can be found amongst these traits. Candidates with entrepreneurship traits are highly valued by employers as they can drive business growth. Nowadays, more and more businesses are turning their heads towards entrepreneurs (see page 116) as a form of inspiration or in the hopes of acquiring or partnering with their successful companies.

## Contents

	Accommodation	20
	Events	54
	Restaurant	68
	Attractions	76
	Travel	92
	Tourism & Information	108
	Supporting Industries	126
	Awards	134
	Accreditation	140
	Education	144
	Licensing	150

<sup>5</sup>The Board of Taxation, Australian Government, <http://taxboard.gov.au/consultation/tax-and-the-sharing-economy/>

<sup>6</sup>Rate Setter, 2017, <https://www.ratesetter.com.au/blog/posts/ratesetter-sharing-economy-trust-index-winter-2016>

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	SIT30516 / SIT20116 <b>CERTIFICATE II IN TOURISM / CERTIFICATE III IN EVENTS</b>	6 Terms	SIT20316 / SIT30616 <b>CERTIFICATE II IN HOSPITALITY / CERTIFICATE III IN HOSPITALITY (CAFÉ)</b>	6 Terms
	SIT20116 <b>CERTIFICATE II IN TOURISM / CERTIFICATE III IN BUSINESS</b>	6 Terms	SIT20416 / SIT30616 <b>CERTIFICATE II IN KITCHEN OPERATIONS / CERTIFICATE III IN HOSPITALITY</b>	8 Terms

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<b>HOSPITALITY</b>	SIT30616 <b>CERTIFICATE III HOSPITALITY</b> Traineeship options available	Function Host, Guest Service Agent, Senior Bar Attendant, Restaurant
	SIT30816 <b>CERTIFICATE III IN COMMERCIAL COOKERY</b> Apprenticeship options available	Cook, Commercial Cook, Banquet Cook, Cafe Cook, Bistro Cook
	SIT40516 <b>CERTIFICATE IV IN COMMERCIAL COOKERY</b> Apprenticeship options available	Chef de Partie, Chef
	SIT50416 <b>DIPLOMA OF HOSPITALITY MANAGEMENT</b>	Functions Manager, Cafe or Restaurant Manager, Bar Manager, Chef de Cuisine, Pub Manager, Executive Housekeeper, Front Office Manager, Kitchen Manager

	CAREER OUTCOMES	
<b>EVENTS</b>	SIT30516 <b>CERTIFICATE III IN EVENTS</b>	Conference and Events Assistant, Event Operations Assistant, Event Administrative Assistant
	SIT 50316 <b>DIPLOMA OF EVENT MANAGEMENT</b>	Conference Coordinator, Event or Exhibition Planner, Function Coordinator, Venue Coordinator, Staging Coordinator

	CAREER OUTCOMES	
<b>TRAVEL AND TOURISM</b>	SIT30612 <b>CERTIFICATE III IN TRAVEL</b>	Reservation Sales Agent (Tour Operator), International Corporate or Online Travel Consultant
	SIT30116 <b>CERTIFICATE III IN TOURISM</b>	Visitor Information Officer, Marine Tourism Assistant, Inbound Tour Coordinator, Cellar Door Salesperson and Guide, Reservations Sales Agent, Travel Consultant
	SIT50116 <b>DIPLOMA OF TRAVEL AND TOURISM MANAGEMENT</b>	Tour Operations Manager, Travel Agency Manager, Marketing Manager, Sales Manager

Programs are subject to change and commencement is subject to sufficient student numbers.

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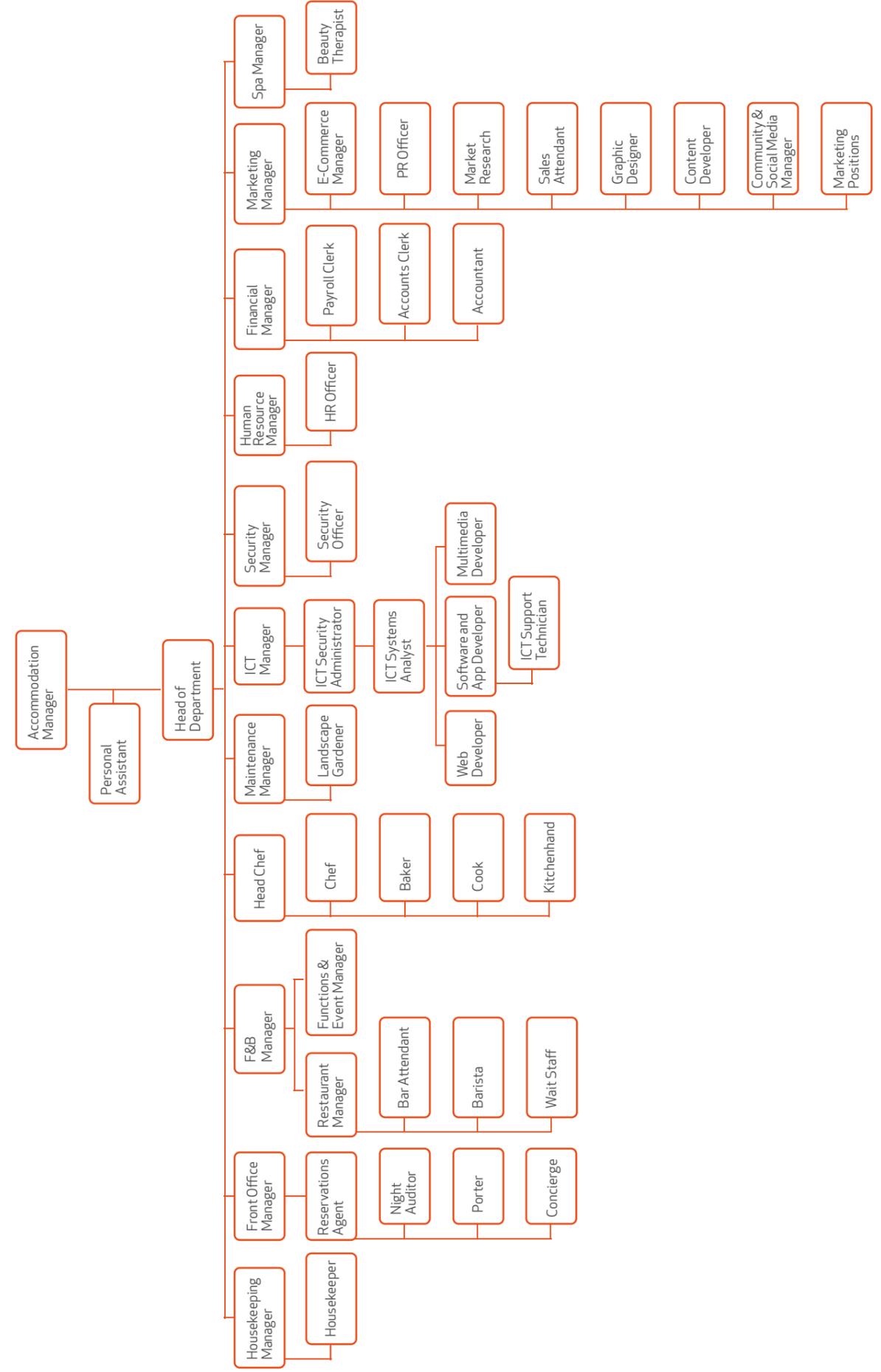
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# Accommodation

Accommodation Organisational Chart





## Accommodation Manager

### Key Responsibilities

- Direct and oversee reservation, reception, room service and housekeeping activities
- Control expenses and maximise profits
- Liaise and create rapport with customers, sales and marketing, contractors and maintenance, body corporate, department managers and supervisors, and guest service agents
- Maintain knowledge about industry trends
- Oversee rosters and ensure salaries/wages are monitored and controlled
- Ensure repairs and maintenance are organised and completed
- Organise operations in accordance with the organisation's policies and standards
- Ensure compliance with government legislations
- Lead by example in delivering exceptional levels of customer service and maintain the customer service culture
- Monitor staff and their service delivery to guests
- Handle complaints and online reviews to ensure issues are resolved promptly
- Enable staff growth, development, and learning throughout the premises and provide feedback where necessary
- Familiarise oneself with emergency procedures and attend Occupational Health and Safety training as required

### Overview

Responsible for the overall accountability for the day-to-day profitability, presentation, plans and operation of an accommodation provider.

### Snapshot

Average weekly pay: \$1,091

Growth: Moderate

Education Pathways:  
SIT50416 Diploma of Hospitality Management

Undergraduate Degree

### Related Roles

Hotel Manager Resort Manager

Motel Manager

Hostel Manager

Caravan Park Manager



## Personal Assistant

### Key Responsibilities

- Keep the CEO/manager (direct report) updated on information acquired
- Answer calls and liaise with clients
- Prepare correspondence on behalf of CEO/manager
- Plan and organise meetings, assist colleagues
- Organise travel and prepare complex travel itineraries
- Formulate reports and presentations
- Track, collate and analyse expenses and receipts for CEO/manager
- Manage and review filing, office systems and projects
- Ensure requests for advice or correspondence are provided in a professional and timely manner

### Overview

Provide high-level secretarial and administrative assistance to senior executives and managers. They work in high-pressure environments and can be required to provide a diverse range of administrative support.

### Snapshot

Average weekly pay: \$1,256

Education Pathways:

BSB30415 Certificate III in Business Administration

BSB40215 Certificate IV in Business



## Head of Department

### Key Responsibilities

- Handle maintenance issues in the work area
- Issue duties and tasks to the team
- Ensure complaints are resolved and handled efficiently
- Encourage team development and training
- Recruit staff and provide feedback
- Possess local product and service knowledge
- Understand Occupational Health and Safety procedures
- Maintain guest privacy and confidentiality
- Develop specific duties according to the work area
- Delivery of the highest quality service, product and presentation at all times
- Perform customer-focussed duties in a fast paced environment
- Build relationships with local suppliers, other department managers and industry partners
- Manage and monitor the implementation of purchasing and stock control procedures
- Maintain staffing levels, appropriate to limiting costs but ensuring excellence in service standards are not compromised
- Take pride in your work and demonstrate this by supporting a positive work environment

### Overview

In charge of staff, operations and management within a particular department.

### Snapshot

Average weekly pay: \$962

Growth: Strong

Education Pathways:  
SIT60316 Advanced Diploma of Hospitality Management

Undergraduate Degree

### Related Roles

- Housekeeping Manager
- Food and Beverage Manager
- Front Office Manager
- Functions and Events Manager
- Marketing Manager
- Operations Manager
- Business Development Manager
- Hotel service Manager
- Engineering Manager

### Case Study

#### Mark Snell

Director of Operations - Brisbane Marriot

I began my career as an Assistant Restaurant Manager, and through hard work and the support of Marriott's internal transfer opportunities, I worked my way to Director of Operations at the Brisbane Marriott Hotel. During my time with the company I have experienced a phenomenal amount of growth and development in my career. I have been in the industry for over 20 years, and each and every day is like your first day in a new job. With every day comes new opportunities and experiences, it is such a dynamic and exciting environment to be a part of! In hospitality, you

can really have an impact. Through bringing your unique passion, skills and imagination to the table, you are able to create memorable experiences to each guest. With your own experiences and the support of Marriott's Learning and Development programs, you can raise your expertise to an art form. It's rewarding when you create an experience for your guests, even just the smallest of gestures to us, can last a lifetime to them. Passion and genuine interest are critical components to success!

Our core values make who we are. As we change and grow, the beliefs that are most important to us stay the same - putting people first, pursuing excellence, embracing change, acting with integrity and serving our guests. Being part of Marriott international is being part of a

proud history and a thriving diverse culture, in an environment where each of us feels valued and appreciated. I truly value our take care philosophy here at Marriott, 'if we take care of our associates, they will take care of our guests and guests will keep coming back to our hotels!'

If you are considering working in the tourism and hospitality industry, get your foot in the door, and take every opportunity for experience as it comes and own it. Work hard and show some initiative, passion and enthusiasm, it will be recognised! Find yourself a mentor that will develop you along the way, and work for a company that will support your career growth. There are so many growth and development opportunities to advance your career, and with passion, drive and hard work, the sky is the limit.



## Housekeeper

### Key Responsibilities

- Guarantee a high standard of cleanliness in the room
- Assist with controlling costs through the responsible use of all operating supplies, replacements and consumables
- Ensure a productive and professional relationship with colleagues and managers
- Create guest satisfaction
- Replenish trolley/pantry stock
- Responsible use of the room master key
- Understand, comply and enforce health and safety policies and procedures and Workplace Health & Safety Laws within the workplace

### Overview

Delivers exceptional guest service through high cleaning standards, while controlling costs and adhering to the housekeeping model.

### Snapshot

Average weekly pay: \$800

Growth: Very Strong

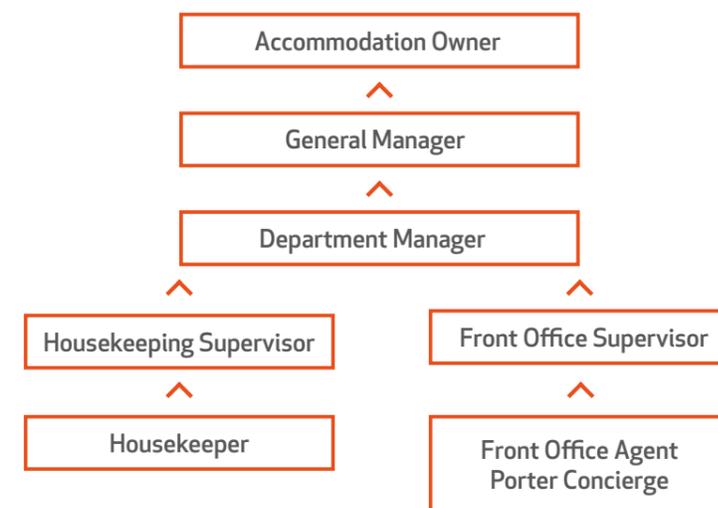
Education Pathways:

SIT20216 Certificate II in Holiday Parks and Resorts

SIT30416 Certificate III in Holiday Parks and Resorts

SIT30616 Certificate III in Hospitality

### Accommodation Career Progression





## Guest Service/ Reservation Agent

### Key Responsibilities

- Greet guests
- Answer telephone professionally and direct calls
- Anticipate guest needs
- Local knowledge of the area
- Maintain guest privacy and confidentiality
- Handle complaints
- Pass on guest messages
- Make reservations
- Sell rooms
- Liaise with food and beverage personnel
- Coordinate luggage handling and storage
- Ensure staff can effectively handle reservations
- Process payments and generate invoices
- Inspect common areas and ensure guest rooms are presented at the highest standard
- Possess local knowledge of the area
- Manage online reservation booking system

### Overview

Provides outstanding guest experiences from the point of reservation to departure by demonstrating commitment to service excellence and ensuring guest satisfaction.

### Related Roles

- Receptionist
- Booking Agent
- Night Auditor
- Documentation Clerk
- Office Assistant
- Sales Consultant
- Cruise Consultant
- Reservation Sales Agent
- Travel Consultant
- Visitor Information Officer
- Tour Guide
- Museum Guide

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## Night Auditor

### Key Responsibilities

- Act as the point of contact for late night calls
- Account for the day's cash flow
- Reconcile guest accounts
- Prepare daily revenue report
- Check-in and check-out guests
- Handle guests' requests and complaints
- Handle overnight emergencies



## Porter

### Key Responsibilities

- Manage luggage and carry to guest's room or vehicle on departure
- Inform guests about the hotel and facilities
- Provide maps and information about the area
- Liaise with transport carriers to make travel arrangements and retrieve lost luggage
- Park and retrieve guest vehicles
- Maintain cleanliness and appearance of front of house area
- Participate in environmentally sustainable work practices



## Concierge

### Key Responsibilities

- Provide regional, local and national information to guests and visitors
- Be aware of local events and functions, and suggest activities to guests and visitors
- Accommodate guest needs and requests
- Deliver mail to guests
- Assist with luggage where necessary
- Organise and book tours, transport and entertainment for guests
- Provide maps
- Support in emergency situations
- Benefit from second language

### Overview

Works overnight in hotels and other lodging establishments, performing front desk and accounting duties. Takes care of the reservation process, performs check-in for guests and prepares the bill for the customers before check-out time. Ensures all accounts are collected and that guests vacate their rooms at the appropriate check-out time.

### Overview

Assists in transporting luggage for guests in hotels and for passengers in transport terminals. They escort guests to their rooms and provide other guest services.

### Snapshot

Growth: Stable

Education Pathways:

SIT20316  
Certificate II in  
Hospitality

### Overview

Assists with guest queries regarding places to see and things to do in the local area.

### Snapshot

Growth: Stable

Education Pathways:  
SIT40416 Certificate  
IV in Hospitality



## Restaurant Manager

See page 75



## Functions & Events Manager

See page 59



## Bar Attendant

See page 76



## Wait Staff

See page 78



## Chef

See page 80



## Baker

See page 83



## Cook

See page 82



## Barista

See page 77



## Kitchenhand

See page 79



## Maintenance Manager

### Key Responsibilities

- Supervise maintenance personnel
- Establish priorities in maintenance schedules
- Maintain quality and safety standards
- Coordinate work performed by outside vendors
- Control and monitor inventory
- Ensure all vehicles are cleaned, fuelled and in proper working order
- Ability to identify opportunity to cost save through reduced emission pathways

### Overview

Maintains and improves the company's facilities by overseeing the installation, repair and upkeep of an employer's property, including machines, mechanical systems, buildings and other structures. Delegates tasks such as painting, drywall repair, electrical, heating and air conditioning work.

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## Landscape Gardener

### Key Responsibilities

- Formulate designs, plans, drawings, specifications and quotations
- Schedule landscape construction
- Prepare areas for landscape construction by analysing sites and clearing debris
- Select, estimate and order materials and plants
- Set out and install 'hardscape' (walls, paths and timber features) and 'softscape' (plants) structures
- Construct or reface steps, garden walls, fences, trellises, pergolas, ponds, fountains and irrigation systems
- Install facilities and features, such as ferneries, barbecues, play structures and garden furniture
- Construct paths, steps and paved areas with paving materials, gravel and timber
- Perform 'formative' (shaping) pruning
- Maintain and repair gardening equipment

### Overview

Design and construct garden landscapes or renovate existing gardens, using a range of gardening skills to create a landscape that is aesthetically pleasing as well as functional.

### Snapshot

Average weekly pay: \$951

Growth: Strong

Education Pathways:

AHC30916 Certificate III in Landscape Construction

AHC42016 Certificate IV in Landscape

AHC20616 Certificate II in Parks and Gardens

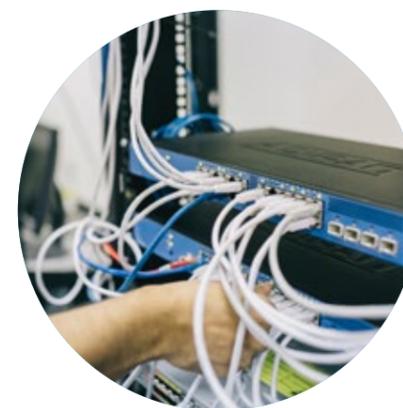
Undergraduate Degree



## ICT Security Administrator

### Key Responsibilities

- Monitor and report the performance of networks, systems and security solutions to highlight areas on non-compliance
- Guide the refinement of information security policies and practices
- Manage the periodic maintenance of security systems and applications to ensure threat identification
- Develop disaster recovery protocols
- Monitor network traffic



## ICT Systems Analyst

### Key Responsibilities

- Talk with users to formulate and document business requirements
- Identify and evaluate inefficiencies and recommend optimal business practices
- Create, adopt and implement system test plans to ensure acceptable quality and integrity of the system
- Serve as central reference and information source by providing guidance and assistance in the system project decision making process

### Overview

Installs, administers and troubleshoots the organisation's information and data security policies and practices to ensure the protection of the information in terms of confidentiality, integrity and availability.

### Snapshot

Average weekly pay: \$1,693

Growth: Strong

Education pathways:

ICT60215 Advanced Diploma of Network Security

Undergraduate Degree

### Overview

Formulates system requirements, develop system plans, review and evaluate existing systems and design and modify systems.

### Snapshot

Average weekly pay: \$1,819

Growth: Moderate

Education Pathways:

ICT50815 Diploma of Systems Analysis and Design

Undergraduate Degree



## Web Developer

### Key Responsibilities

- Create detailed website specifications
- Produce sample page layouts including text size and colours
- Design graphics, animations and manipulate digital photographs
- Register web domain names and organise the hosting of the website
- Coding using a variety of software
- Meet with relevant legal requirements such as accessibility standards, freedom of information and privacy
- Work with different content management systems
- Design the website's visual imagery and ensure it aligns with company branding policy or client requirements
- Work with other web specialists including web developers and graphic designers
- Provide post-sales technical support
- Continue professional development to keep up to date with new software developments
- Communicate with network specialists regarding web-related issues, such as security hosting web sites, to control and enforce internet and web server security, space allocation, user access, business continuity, web site backup and disaster recovery planning
- Assist in analysing, specifying and developing internet strategies, web-based methodologies and development plans

### Overview

Designs, creates and produces websites and web pages, using both nontechnical and technical skills to maintain websites using relevant software packages.

### Snapshot

Growth: Stable

Education Pathways:

ICT50615 Diploma of Website Development



## Software & App Developer

### Key Responsibilities

- Research, design and write new software programs
- Evaluate and maintain effectiveness of existing software and systems
- Develop existing programs by analysing and identifying areas for modification
- Integrate existing software products
- Create technical specifications and test plans
- Write systems to control the scheduling of jobs on a mainframe computer or to control the access allowed to users or remote systems
- Maintain systems by monitoring and correcting software defects
- Work closely with other staff, such as project managers, graphic artists, UX designers, other developers, systems analysts and sales and marketing professionals
- Consult with clients and colleagues regarding the maintenance and performance of software systems with a view to writing or modifying current operating systems
- Investigate new technologies
- Continually update technical knowledge and skills by attending in-house and external courses, reading manuals and accessing new applications

### Overview

Defines and maintains software development methods and approaches for software projects. Creates novel software products to support day-to-day business operations.

### Snapshot

Average weekly pay: \$1,801

Growth: Strong

Education Pathways:

CT50715 Diploma of Software Development

Undergraduate Degree



## Multimedia Developer

### Key Responsibilities

- Work with the designer and other creative specialists to understand the design concept, and advise on how it can be implemented technically within constraints
- Investigate, analyse and recommend appropriate equipment and software to achieve client objectives
- Write efficient computer code or script, ensuring that sound, graphics, animations and timings work as intended and make good use of processing and data storage capacity
- Provide technical support to an application once it is running and making further adaptations, patches or rewrites to the code
- Research and keep abreast of emerging technologies to deliver the most up-to-date solutions, including learning new programming languages or technologies
- Collaborate with related graphics, production and engineering experts
- Communicate with network specialists regarding web-related issues, such as security hosting web sites, to control and enforce internet and web server security, space allocation, user access, business continuity, web site backup and disaster recovery planning
- Assist in analysing, specifying and developing internet strategies, web-based methodologies and development plans

### Overview

Generates and manipulates graphic images, animations, sound, text and video into consolidated and seamless multimedia applications.

### Snapshot

Growth: Stable

Education Pathways:

ICT40815 Certificate IV in Digital Media Technologies

ICT50215 Diploma of Digital and Interactive Games

Undergraduate Degree



## ICT Support Technician

### Key Responsibilities

- Identify the hardware and software needed to provide solutions to problems
- Assist in the customisation and adaptation of existing programs to meet user's requirements
- Download and install appropriate software
- Connect users to networks and provide initial training in facilities and applications
- Provide information relating to customer's hardware and software purchasing decisions
- Ensure users can use the equipment by providing assistance and self-help instructions

### Overview

Ensures all telecommunication, network and computing systems are functioning correctly. Train and advise staff on processes, technology and applications. Provide in-house technical expertise to identify and resolve infrastructure and software problems.

### Snapshot

Average weekly pay: \$1,200

Growth: Strong

Education Pathways:

ICT30115 Certificate III in Information, Digital Media and Technology

ICT40115 Certificate IV in Information Technology

ICT40215 Certificate IV in Information Technology Support



## Security Officer

### Key Responsibilities

- Patrol areas and check doors, gates and windows for signs of unauthorised entry
- Check travellers and their hand luggage to detect concealed items
- Watch for irregularities and report incidents or problems to the appropriate authority
- Monitor computer alarm systems, closed-circuit television (CCTV) systems and communicate by radio with mobile units to attend alarms
- Respond to alarms and check alarm systems
- Issue security passes, give directions and make security arrangements for authorised visitors
- Observe and report suspects to police, or apprehend offenders when appropriate and detain them until police arrive

### Specialisation

#### Crowd Controller

Maintains order at large gatherings of people, such as events, nightclubs and concerts.

#### Bodyguard

Carries out the personal protection of another person.

### Overview

Responsible for maintaining crowd control and a safe environment for venue and guests. Officers protect people and property, and monitor and enforce all safety practices.

### Snapshot

Average weekly pay: \$1,177

Growth: Moderate

Education Pathways:

CPP20212 Certificate II in Security Operations

CPP30411 Certificate III in Security Operations

Additional requirements: [www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing](http://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing)



## Human Resource Officer

### Key Responsibilities

- Determine staffing requirements and skills to meet the organisation's objectives
- Analyse the skills and qualities required for each job role
- Advertise staff vacancies, assess applications, interview applicants, administer selection tests, prepare reports and make recommendations to management about staff appointments
- Help execute organisational changes, such as those following from industrial relations legislation, revised job classification structures or technological changes
- Maintain the personal records of employees on matters such as wages, superannuation, leave and training
- Assist employees on work matters, career development, personal problems and industrial matters
- Provide advice and information to management and employees on HR policies and procedures, including equal opportunity, anti-discrimination and occupational health and safety programs
- Development of specific work arrangements and conditions
- Conduct training

### Overview

Provides administrative services for the recruitment and employment of staff. Supports in various human resources functions, for instance, training and development, performance monitoring and employee counselling.

### Snapshot

Average weekly pay: \$1,339

Growth: Moderate

Education Pathways:

BSB41015 Certificate IV in Human Resources

BSB50618 - Diploma of Human Resources Management

BSB50618 - Diploma of Human Resources Management

Undergraduate Degree



## Financial Manager

### Key Responsibilities

- Provide financial information and interpret the implications for business performance and funding needs
- Coordinate the development, implementation and monitoring of accounting systems
- Assess capital finance proposals and the financial status of operational projects
- Ensure compliance with financial legislation and standards
- Determine, implement, monitor, review and evaluate budgetary and accounting strategies, policies and plans in consultation with other managers
- Direct the preparation of financial reports
- Advise on investment strategies, sources of funds and the distribution of earnings

### Overview

Directs, controls and coordinates the financial and accounting activities within organisations.

### Snapshot

Average weekly pay:  
\$2,073

Growth: Moderate

Education Pathways:  
SIT50416 Diploma  
of Hospitality  
Management

Undergraduate Degree



## Payroll Clerk

### Key Responsibilities

- Create files for new employees to record payroll data
- Maintain and update files for existing employees
- Prepare payroll data from time sheets and other payroll personnel records
- Process payment of wages and salaries
- Finalise files and arrangements when employees retire, resign or transfer



## Accounts Clerk

### Key Responsibilities

- Calculate, analyse and investigate the costs of proposed expenditure, wages and standard costs
- Allocate expenditure to specified budget accounts
- Prepare reports of total costs, inventory adjustments, selling prices and profits
- Compile cost data for preparation of operating budgets, and profit and loss calculations

### Overview

Prepares payrolls and related records for employees' salaries and statutory record-keeping purposes.

### Snapshot

Average weekly pay:  
\$1,054

Growth: Stable

Education Pathways:  
FNS30317 Certificate  
III in Accounts  
Administration  
FNS50417 Diploma of  
Payroll Services

### Overview

Monitors creditor and debtor accounts, undertakes related routine documentation, and calculates and investigates the cost of wages, materials, overheads and other operating costs.

### Snapshot

Average weekly pay:  
\$1,071

Education Pathways:  
FNS30317 Certificate  
III in Accounts  
Administration

FNS40217 Certificate  
IV in Accounting and  
Bookkeeping



## Accountant

### Key Responsibilities

- Assist in formulating budgeting and accounting policies
- Prepare financial statements for presentation to board of directors, shareholders and governing bodies
- Examine operating costs and organisation's income and expenditure
- Prepare taxation returns for individuals and organisations
- Liaise with financial institutions and brokers to establish funds managements arrangements

### Overview

Provides services relating to financial reporting, cost management, planning and decision-making; and provides advice on associated compliance and performance requirements to ensure statutory and strategic governance.

### Snapshot

Average weekly pay:  
\$1,400

Growth: Moderate

Education Pathways:

FNS60217 Advanced  
Diploma of Accounting

Undergraduate Degree



## Marketing Manager

### Key Responsibilities

- Develop plans for advertising, sales promotion, public relations, personal selling and sales management
- Undertake marketing audit to monitor sales performance
- Identify and analyse an organisation's strengths and weaknesses, and respond to opportunities and threats within the marketing environment
- Make decisions regarding products and services, work on developing new products
- Develop and implement appropriate strategies by selecting, segmenting and targeting markets and promoting products and services to those markets
- Manage distribution channels such as shops and wholesalers
- Analyse data regarding consumer patterns and preferences
- Interpret and predict current and future consumer trends

### Overview

Marketing officers promote products, services and events for a company or brand. This can involve marketing existing products, developing new products to cater for consumer demand, or developing markets for new products or services.

### Snapshot

Average weekly pay:  
\$1,346

Growth: Strong

Education Pathways:

BSB42415 Certificate  
IV in Marketing and  
Communication

BSB52415 Diploma  
of Marketing and  
Communication

BSB61315 Advanced  
Diploma of Marketing and  
Communication

Undergraduate degree



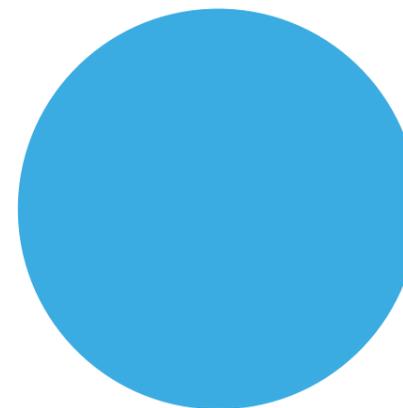
## E-Commerce Manager

### Key Responsibilities

- Generate commercial insights through the analysis of the market and consumer studies
- Manage relationships with stakeholders to ensure seamless integration of the e-commerce business
- Determine the format and features of the website to maximise clarity and ease of navigation
- Plan for e-marketing expenditures to maximise resources
- Develop and present initiatives to improve the company's online presence and e-sales

### Overview

Develops and implements strategic online marketing plans for companies doing business online. An e-commerce manager is highly involved with the advertising and content elements of the companies' websites.



## PR Officer

### Key Responsibilities

- Organise and manage communication and publicity for events, exhibitions, conferences, product launches, organisations and brands
- Plan, develop and manage brand identity, including risk assessments and implement crisis management plans to ensure that the reputation is maintained
- Monitor public opinion and media coverage of organisation and assess potential issues
- Provide communication support for organisational issues and crisis management
- Prepare public relations programs, including the preparation of budgets
- Respond to enquiries from the public, media and other organisations
- Coordinate media conferences attended by journalists
- Arrange interviews with journalists, prepare and distribute media releases, and liaise with and make statements to the media
- Write communication collateral including media releases, key messages, Q&As, speeches, presentations, reports and brochures
- Oversee production of visual, audio and electronic material, including managing websites
- Conduct internal communication courses, workshops and media training

### Overview

Plans, develops, executes and evaluates information and communication strategies that present an organisation to the public, clients and other stakeholders.

### Snapshot

Average weekly pay:  
\$1,282

Growth: Strong

Education Pathways:

BSB42415 Certificate  
IV in Marketing and  
Communication

Undergraduate Degree

### Related Roles

Account Officer

Marketing Officer

Digital or Production Officer

Client Relationship Officer



## Graphic Designer

### Key Responsibilities

- Think creatively to produce new ideas and concepts and develop interactive design
- Present finalised ideas and concepts to clients or account managers
- Work with a range of media, including Computer Aided Design (CAD) and keep up to date with emerging technologies
- Demonstrate illustrative skills with rough sketches and work on layouts ready for print
- Commission work by illustrators and photographers
- Work as part of a team with printers, copywriters, photographers, stylists, illustrators, other designers, account executives, web developers and marketing specialists
- Supervise all design production stages including arranging and supervising printing

### Overview

Produces visual communications, including art and layouts of text for print and electronic production in media such as magazines, newspapers, books and websites, as well as image designs for corporate identity programs, exhibitions and advertising.

### Snapshot

Average weekly pay:  
\$1,150

Growth: Very strong

Education Pathways:

CUA40715 Certificate  
IV in Design

CUA50715 Diploma  
of Graphic



## Marketing Positions

### Market Analyst

Collects data on consumers, competitors and marketplace to consolidate information into actionable items, reports and presentations in order to support the team during the decision making process. They analyse data, trends, strategies and competition with the aim of increasing competitiveness.

### Brand Manager

Responsible for ensuring that products, services and product lines of the brand resonate with current and potential customers. They monitor marketing trends and keep a close eye on competitive products in the marketplace.

### Sales Manager

Responsible for obtaining profitable results through the sales team by developing the team motivation, counselling, skills and product knowledge. The role manages the sales administration function, operational performance reporting, and streamlining processes and systems.

### Digital Marketing Officer

Develops, analyses and manages online advertising campaigns for specific brands, products and services in line with set objectives and targets. Additionally, creates and manages campaigns, reports and data visualisation while optimising a campaign's performance to meet Key Performance Indicators and client expectations.

### Marketing Planning and Research Officer

Provides high-level marketing analytics, campaign reporting and market intelligence insights. Measures and analyses key performance indicators to understand the effectiveness of marketing campaigns and their return on investment. Develops analytical frameworks, dashboards and reporting processes to support in-house decision making.

### Advertising Officer

Oversees the advertising activity of a business. They are also responsible for forming and directing the business's advertising strategy, as well as implementing advertising campaigns and supervising various advertising-related departments.

### Content Developer

Develops, creates and edits content such as blog posts, podcasts and video content for various activities related to online marketing. Possesses knowledge of technical aspects of content creation such as basic HTML formatting and Search Engine Optimization (SEO).

### Social Media Manager

Manages and engages with the company's online community to create a two-way communication channel that builds brand awareness and loyalty.



## Beauty Therapist

### Key Responsibilities

- Evaluate beauty therapy processes and products
- Discuss client needs, analyse skin characteristics and advise on suitable skin care and treatments
- Provide waxing services
- Apply safe hygiene, health and work practices
- Provide facial treatments and skin care recommendations
- Provide body massage
- Apply cosmetic tanning products

### Overview

Provides a wide range of facial and body care services for customers including electrolysis, massage and waxing.

### Snapshot

Average weekly pay: \$650

Growth: Very strong

SHB40115 Certificate IV in Beauty Therapy

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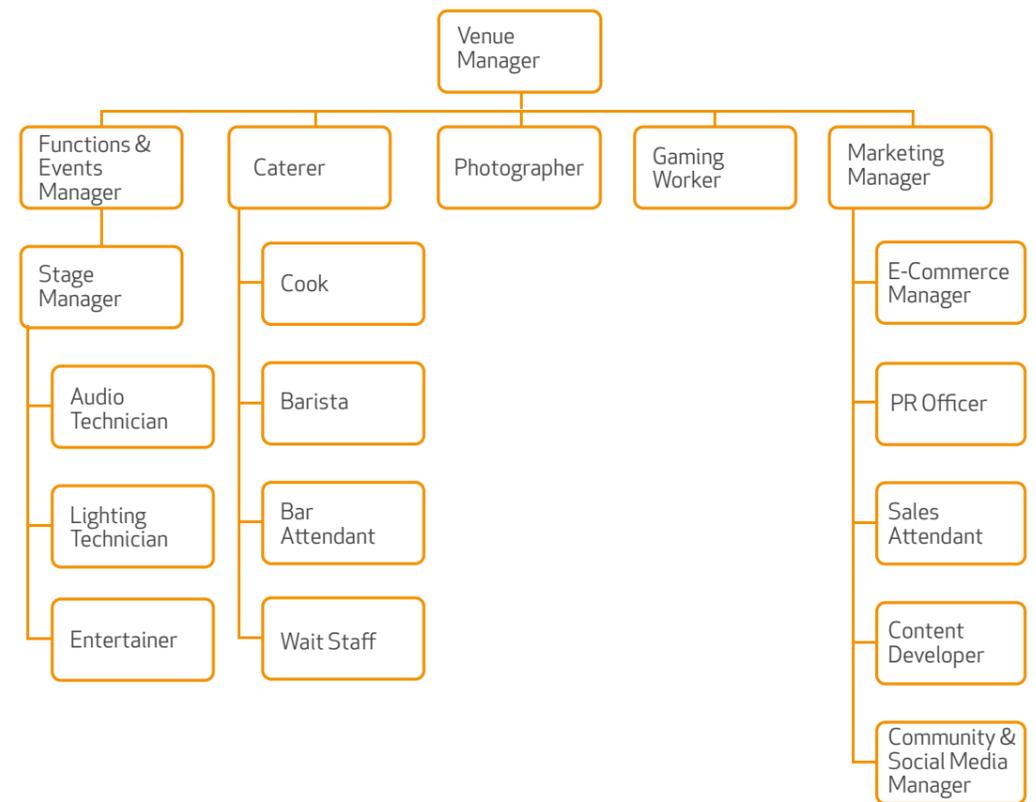
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### Events Organisational Chart





## Venue Manager

### Overview

Responsible for managing a venue, including managing vendors, room layouts, catering needs, and financial management.

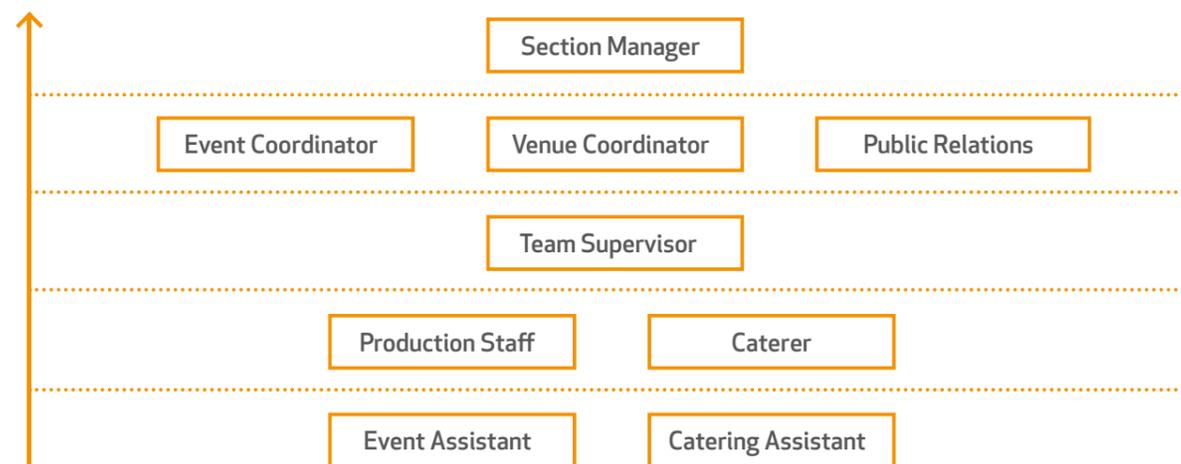
### Snapshot

Education Pathways:  
SIT60216 Advanced Diploma of Event Management

### Key Responsibilities

- Coordinate catering, signage, displays and audio-visual
- Organise venue layout to suit client's needs
- Equipment to ensure client satisfaction
- Receive and report feedback from clients and actively make efforts to address any issues, seeking to identify continuous improvement wherever possible
- Ensure the venue staff are aware of the event plan
- Guarantee that all the steps are executed according to the planning
- Coordinate catering and ensure service runs on time
- Coordinate catering, signage, displays and audio-visual equipment to ensure client satisfaction

### Events Career Progression



## Functions & Event Manager

### Overview

Plans and organises special events, such as parties, weddings, conferences and conventions.

### Snapshot

Average weekly pay: \$1,313  
Growth: Very Strong  
Education Pathways:  
SIT50316 Diploma of Event Management

### Key Responsibilities

- Talk with clients about events and offer suggestions to ensure their requests can be met
- Follow up with clients to arrange payment and, after the event, to evaluate the service provided
- Negotiate the type and costs of services to be provided, in line with the event budget
- Work with associated event support officers to coordinate marketing and promotional activities
- Organise the venue and ensure that it is appropriately set up, with regard to seating and decor
- Potentially seek sponsorship or in-kind services and products for scheduled events
- Consult with management to ensure adequate staff members are rostered for duty, and with catering staff to plan the menu
- Develop and manage event budget, research costs and ensure services and products associated with event are delivered within budget allocation
- Coordinate staff, allocate tasks and ensure the program of events occur on time
- Find solutions to any problems that arise concerning services or programs provided
- Collect and analyse data on projects undertaken, and report on project outcomes
- Collaborate with service providers



## Stage Manager

### Key Responsibilities

- Organise rehearsals
- Work with staff to plan wardrobe, set, scene changes, sound, and lighting
- Keep the 'prompt copy' of the script, which notes the performer's position on stage, script changes, and the props, lighting and sounding
- Liaise with theatre managers and front-of-house staff
- Supervise the 'entry and exit' - the times when sets and equipment are set up before the show and taken down afterwards
- Give cues to performers and technical crew
- Work with the production staff to plan and design the stage
- Manage and organise props

### Overview

Work with the production staff to plan and design the stage.

### Snapshot

Average weekly pay:  
\$1,320

Growth: Strong

Education Pathways:

CUA40415 Certificate  
IV in Live Production  
and Technical Services

CUA60213 Advanced  
Diploma of Live  
Production and  
Management Services



## Audio Technician

### Key Responsibilities

- Discuss the production's sound needs with sound designer
- Identify places in the script where any sound effects, music and changes in sound level are needed
- Pre-record any sound effects and music to be used
- Choose suitable equipment
- Set up venue to ensure equipment is working properly
- Provide necessary electrical and sound equipment when needed
- Complete sound checks before a performance
- Operate the sound desk during shows
- Look after and repair equipment
- Unload, set up, dismantle and load equipment

### Overview

Operates technological equipment and services, such as audio visual (AV) and music, during an event or production.

### Snapshot

Average weekly pay:  
\$1,320

Growth: Strong

Education Pathways:

CUA31015 Certificate  
III in Screen and Media

CUA40415 Certificate  
IV in Live Production  
and Technical Services



## Lighting Technician

### Key Responsibilities

- Interpreting a lighting designer's plan
- Planning where to run cables and place lights
- Helping to rig up the lighting equipment
- Making sure that lighting equipment and generators are working
- Programming consoles and loading automated colour change systems
- Taking cues from the stage manager or floor manager
- Operating manual and computer-controlled lighting systems
- Dismantling and packing away equipment

### Overview

Sets up stages and controls lighting for venues, video, television or film production.

### Snapshot

Average weekly pay: \$1,320

Growth: Strong

Education Pathways:

CUA31015 Certificate III in Screen and Media

CUA40415 Certificate IV in Live Production and Technical Services

## Entertainer



### Overview

Captivate, amuse or thrill an audience with dramatic, musical and other performances. They may perform a variety of tasks depending on their area of expertise.

Growth: Moderate

### Education Pathways

#### Dancer

- CUA20113 Certificate II in Dance
- CUA30113 Certificate III in Dance
- CUA40113 Certificate IV in Dance
- CUA50113 Diploma of Dance (Elite Performance)
- CUA60113 Advanced Diploma of Dance (Elite Performance)

#### Musician

- CUA40915 Certificate IV in Music Industry
- CUA50213 Diploma of Musical Theatre
- CUA50815 Diploma of Music Industry

#### Singer

- CUA40915 Certificate IV in Music Industry
- CUA50815 Diploma of Music Industry
- CUA60515 Advanced Diploma of Music
- UA60515 Advanced Diploma of Music Industry



## Caterer

### Key Responsibilities

- Discuss catering arrangements with clients
- Talk with the chef to plan the menu
- Supervise the purchase and storage of food
- Plan, coordinate and supervise the activities of workers in dining rooms, kitchens, bars and other areas
- Make sure that the dining rooms, kitchen, storage facilities and other work areas are kept clean and conform to health regulations
- Ensure there is adequate security for food and equipment
- Keep records of payments and expenses
- Attend to complaints concerning food and service

### Overview

Organise and control the food operations at events and other establishments.

### Snapshot

Average weekly pay: \$900

Growth: Very Strong

Education Pathways:

SIT30916 Certificate III in Catering Operations

SIT40616 Certificate IV in Catering Operations

### Related Roles

Chef  
Cook  
Bar Attendant  
Wait Staff  
Barista



## Cook

See page 82



## Barista

See page 77



## Bar Attendant

See page 76



## Wait Staff

See page 78



# Photographer

## Key Responsibilities

- Understand traditional film and digital photography and keep up to date with industry trends, developments and new techniques
- Liaise with other professionals, including graphic designers, event coordinators, marketers, writers, gallery managers, picture researchers, commissioning editors and art directors
- Manage the processing and use of images, discuss technical problems, check for quality and manage client's concerns
- Compile finished products and deliver images digitally or hard copy prints
- Develop expertise with software to digitally enhance images
- Use an extensive range of technical equipment, including cameras, lenses, lighting and specialist software
- Work with clients to discuss the images they require and how they want to use them
- Arrange still life objects, products, scenes, props and backgrounds

## Overview

Operates cameras and lighting equipment to create permanent visual images for creative, technical, commercial and documentary purposes.

## Snapshot

Education Pathways:

CUA5091 Diploma of Photography and Photo Imaging

CUA51115 Diploma of Visual Arts

CUA60715 Advanced Diploma of Visual Arts



# Gaming Worker

## Key Responsibilities

- Monitor cash given to cashiers and transactions of gaming tokens (also called chips)
- Look for possible incidents and settle disputes arising at gaming tables
- Deal games in accordance with casino rules, policies and procedures
- Verify cash and colour chip change involving larger amount with the casino gaming inspector
- Calculate and pay winning bets
- Advise patrons about the rules and etiquette of games
- Check gaming equipment and make sure it is in good working condition
- Report any missing or damaged equipment

## Overview

Provides gaming services in casinos, hotels and other gambling establishments.

## Snapshot

Average weekly pay: \$1,188

Growth: Stable

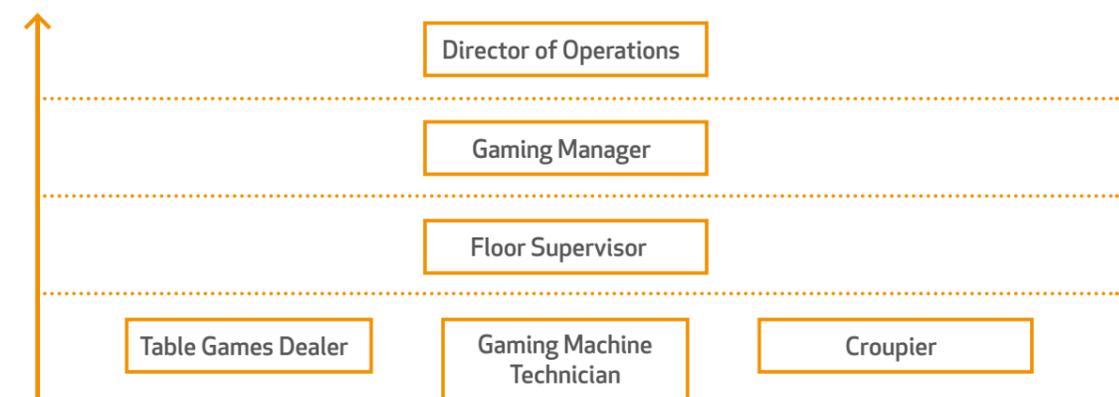
Education Pathways:

SIT30616 Certificate III in Hospitality

## Related Roles

- Croupier
- Gaming Inspector
- Gaming Machine Technician
- Games Dealer
- Casino Manager

## Gaming Career Progression





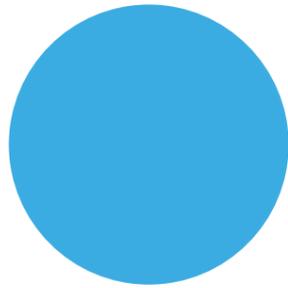
## E-Commerce Manager

See page 50



## Sales Manager

See page 53



## PR Officer

See page 51



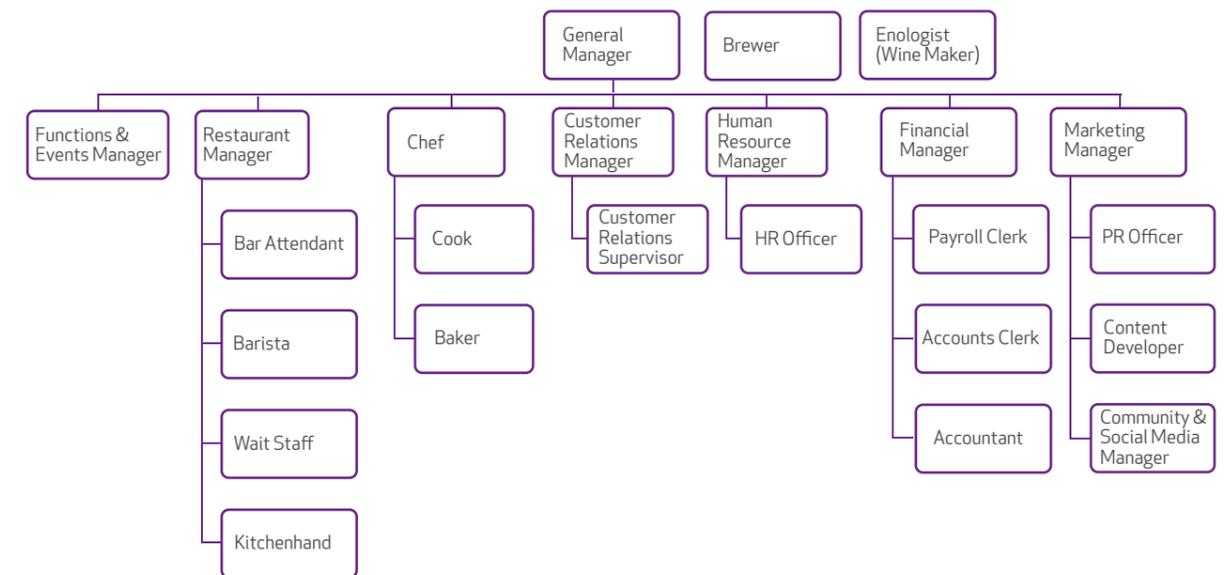
## Marketing Positions

See page 53



# Restaurant

## Restaurant Organisational Chart





## General Manager

### Key Responsibilities

- Plan policy, and set standards and objectives for organisations
- Direct and endorse policy to fulfil objectives, achieve specific goals and maximise profit and efficiency
- Authorise the funding of major policy implementation programs
- Represent the organisation at official occasions, in negotiations, at conventions, seminars and forums
- Arrange the preparation of reports, budgets and forecasts, and present them to governing bodies
- Select and manage the performance of senior staff

### Overview

Plans, organises, directs, controls and reviews the day-to-day operations and major functions of commercial organisations.

### Snapshot

Average weekly pay: \$2,250

Growth: Stable

Education Pathway:

SIT50416 Diploma of Hospitality Management (Hospitality Manager)

Undergraduate degree



## Brewer

### Key Responsibilities

- Brew and package beer
- Participate in beer tasting panels
- Keep brewing facility and equipment clean at all times
- Monitor quality, flavour and carbonation of beers
- Manage bottling and delivery process
- Maintain safety and hygiene

### Snapshot

Average weekly pay: \$1,669

Growth: Strong

Education pathways:

Undergraduate Degree

### Overview

Is involved with the process of creating beer. Selects and checks the malted barley or grain for the beer preparation, checks the fermentation rate, and monitors the pH values and temperature throughout the brewing process to ensure the quality of the beer. Operates, cleans and sterilizes machines, brew tanks and equipment used for the process.



## Enologist (Wine Maker)

### Key Responsibilities

- Manage the harvest and transportation processes
- Supervise the work of grape growers and laboratory technician
- Maintain safety and hygiene
- Bottle the finish product
- Monitor quality and flavour of wine

### Overview

Oversees the entire winemaking process, including the grape harvesting, fermentation, aging and bottling. Combines scientific knowledge with practical experience.

### Snapshot

Average weekly pay: \$1,669

Growth: Strong

Education pathways:

Undergraduate Degree



## Functions & Event Manager

See page xx



## Restaurant Manager

### Key Responsibilities

- Plan menus in consultation with Chefs
- Arrange the purchasing and pricing of goods according to the budget
- Ensure dining facilities comply with health regulations
- Talk with customers to assess their satisfactions with meals and service
- Plan and organise special functions
- Select, train and supervise waiting and kitchen staff

### Overview

Organises and controls the operations of restaurants to provide enjoyable dining and catering experiences.

### Snapshot

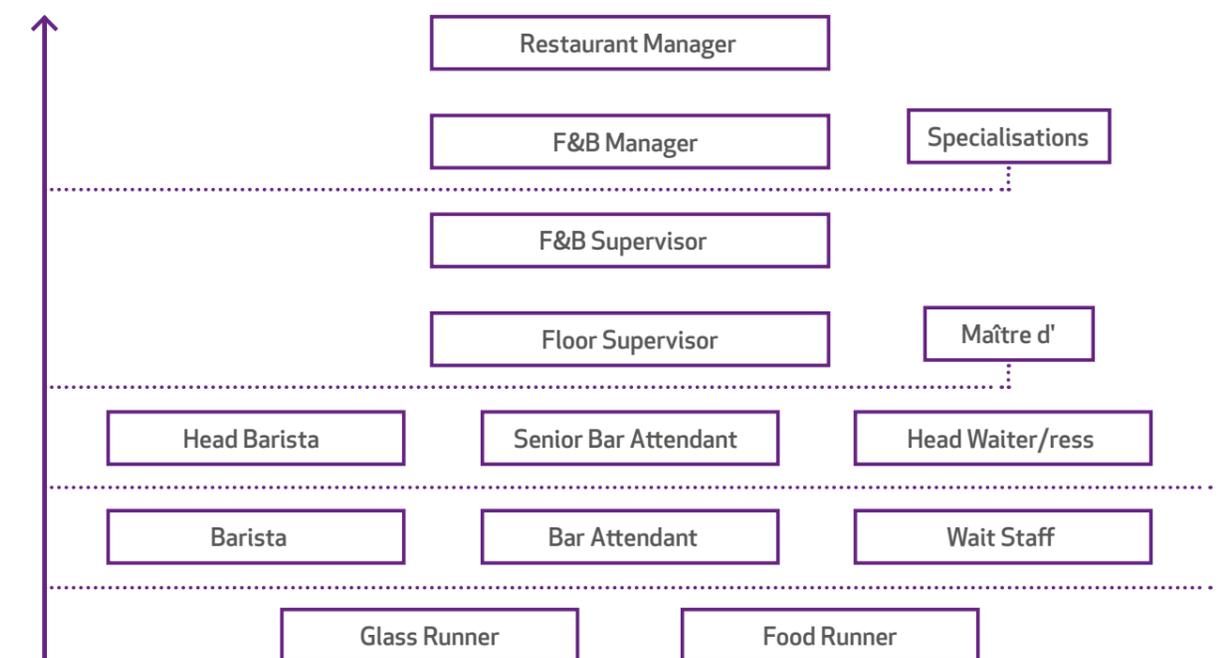
Average weekly pay: \$900

Growth: Very Strong

Education Pathways:

SIT50416 Diploma of Hospitality Management

### Front of House Career Progression





## Bar Attendant

### Key Responsibilities

- Serve alcoholic and non-alcoholic drinks, this includes drawing beer or soft drink from the tap, or opening bottles
- Mix ingredients to make cocktails and slice fruit to garnish drinks
- Prepare and serve a variety of coffees
- Take payment, operate cash registers and give change
- Collect glasses from tables and place them in glass-washing machines
- Wipe down tables and clean bar service area
- Arrange bottles and glasses on shelves
- Assist in the cellar and stock control
- Maintain workplace hygiene, occupational health and safety, and security procedures
- Hold a Responsible Service of Alcohol certificate
- Wash glassware and arrange bottles and glasses
- Tap keys and attach supply lines

### Overview

Prepares and mixes drinks for customers in licensed venues.

### Snapshot

Average weekly pay: \$873

Growth: Strong

Education Pathways:

SIT20316 Certificate II in Hospitality

SIT30616 Certificate III in Hospitality

SIT30716 Certificate III in Hospitality (Restaurant Front of House)



## Barista

### Key Responsibilities

- Prepare and serve a variety of coffees such as lattes, cappuccinos and other espresso-based beverages
- Serve food items, such as pastries or sandwiches
- Clean and maintain coffee-making areas and espresso machines
- Select and grind coffee beans
- Collect payment, operate cash registers and give change
- Assist in stock control
- Maintain workplace hygiene, and follow occupational health and safety procedures
- Wash glassware and arrange bottles and glasses

### Overview

Prepares and serves espresso coffee and other hot beverages to patrons in restaurants, cafes, coffee shops and dining establishments, using commercial espresso machines.

### Snapshot

Average weekly pay: \$873

Growth: Strong

Education Pathways:

SIT30616 Certificate III in Hospitality



## Wait Staff

### Key Responsibilities

- Take reservations and prepare seating
- Set tables with clean linen or place mats, cutlery, crockery and glasses
- Welcome and seat customers, present menus to guests
- Talk to guests about the menu and drinks, recommending combinations or specials
- Promote local produce and attractions to visitors from interstate and overseas
- Take customers' orders, process orders and liaise with kitchen staff or bar attendants
- Serve food and drinks
- Carve meat
- Generate bills and present them to customers
- Handle money or credit cards
- Clear tables and return dishes and cutlery to kitchens
- Undertake general cleaning duties

### Specialisation

#### Sommelier

Sommeliers, also referred to as wine stewards, are specialists in wine and specialise in the correct service of wine. They have a key role in restaurants and can greatly enhance a restaurant's operation and reputation. Sommeliers are expected to have a considerable depth of knowledge of wines, Australian wines in particular, as well as French and other international wine products. In addition, they should have knowledge of other beverages and food.

#### Mixologist

Mixologists are bar specialists who know about modern bar products, techniques and cocktail recipes. Some consider mixology an art form, since they can create a range of new alcoholic beverages. Mixologists maintain thorough product knowledge of the menu and premium beverage products to facilitate up-selling and provide a high level of customer service.

### Overview

Serves food and drinks to guests in hotels, restaurants, clubs and similar establishments (also known as Food and Beverage attendants).

### Snapshot

Average weekly pay: \$804

Growth: Strong

Education Pathways:

SIT30616 Certificate III in Hospitality

SIT30716 Certificate III in Hospitality (Restaurant Front of House)

#### Formal service waiter

Formal service waiter or fine dining waiter are those working at an upscale restaurant. They are expected to have high level of service therefore attention to detail is necessary.

#### Silver service waiter

A Silver Service Waiter will work in an upscale restaurant that serves food at the table. They will have experience in serving food at the table using service forks and spoons.



## Kitchenhand

### Overview

Assists kitchen and service staff in preparing and serving food, as well as the cleaning of service and food preparation areas.

### Key Responsibilities

- Clean kitchens and food preparation areas
- Clean cooking and general utensils used in kitchens and restaurants
- Assemble and prepare ingredients for cooking
- Cook, toast and heat simple food items

### Snapshot

Average weekly pay: \$865

Growth: Strong

Education Pathways:

SIT10216 Certificate I in Hospitality

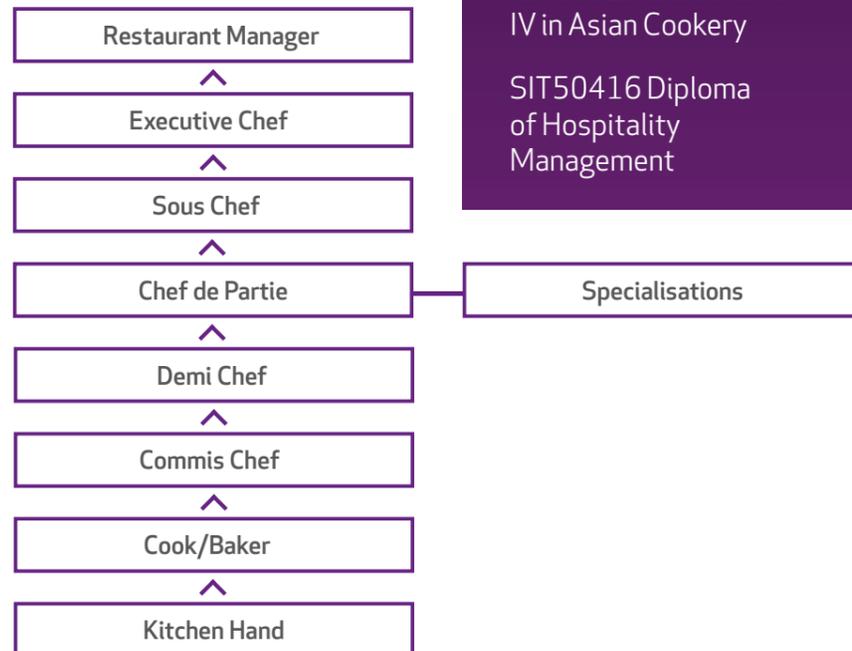


# Chef

## Key Responsibilities

- Prepare and present timely meals of a high quality and standard portion size
- Supervise and delegate roles among kitchen team members
- Write back of house rosters and plan shifts around labour costs
- Maintain stock control through recording and monitoring wastage
- Order food, kitchen supplies and equipment
- Devise new menus and recipes
- Consult with the Food & Beverage Manager
- Enforce strict hygiene regulations
- Recruit and train staff
- Monitor quality of dishes at all stages of preparation and presentation
- Discuss food preparation issues with Managers, Dietitians and kitchen and waiting staff

## Kitchen Career Progression



## Overview

Plans and organises the preparation and cooking of food.

## Snapshot

Average weekly pay: \$1,050

Growth: Strong

Education Pathways:

SIT30816 Certificate III in Commercial Cookery

SIT31016 Certificate III in Patisserie

SIT40516 Certificate IV in Commercial

SIT40716 Certificate IV in Patisserie

SIT40816 Certificate IV in Asian Cookery

SIT50416 Diploma of Hospitality Management

## Case Study

### Samantha Levett

Commis chef in pastry at Sokyo

I started my apprenticeship after leaving my university degree (Major in psychology and chemistry) and questioning my chosen career. A friend suggested that I applied for a chef apprenticeship since cooking had always been an emotional and creative outlet for me. I decided to apply for just one position at The Star and let fate do the rest.

Once I got the apprenticeship I didn't look back; I had different placements around The Star and was given the opportunity to work with all the outlets like Sokyo, Momofuku Seibo, as well as getting the chance to work with the Noma team when they did the Noma Australia pop-up for three months. I was also given the chance to work at Sepia as part of the Tasting Success program through TAFE NSW in 2017. Throughout my apprenticeship I have received awards in competitions like Les Toques Blanches, internal The Star Entertainment Group Competitions and World Skills, and was given the amazing opportunity to be part of Proud to Be a Chef development program in 2016 and 2017.

Being a chef has pushed me beyond my limits, but it has also brought great achievements, like working with Rene Redzepi at Noma Australia and Paul Carmichael at Momofuku Seibo. It was amazing to work at these restaurants with people I admire both, professionally and personally. Another great achievement was getting a job at Sokyo, an award-winning restaurant, right at the end of my apprenticeship.

In addition to the achievements, I love working as a chef because it gives me the chance to do what I love every day, bring joy to strangers and work with amazing people. The chefs and program manager, Berenice, at The Star Entertainment Group give me the freedom, support and guidance to always succeed in my career.

If you're after a rewarding, hands-on career with the chance to work in so many diverse and exciting roles anywhere in the world, why wouldn't you choose hospitality? Yeah, it is going to be hard work - but do you want it to be easy or do you want it to be worth it?





## Cook

### Key Responsibilities

- Food preparation and cooking duties
- Cleaning and organising kitchen areas
- Assisting the chef in cooking, baking, butchering and presenting the food
- Ensure all menu items are available throughout the trading day
- Aid in the training of kitchen attendants, junior apprentice chefs or school students
- Produce food to recipe portions and presentation
- Assist the chef with stocktake
- Prepare, replenish and rotate stock
- Correctly store food
- Maintain and clean kitchen equipment
- Regulate temperatures on ovens, grills, and perishable fridges
- Cook using a range of methods (baking, broiling, frying, roasting, steaming)
- Cater to guests' dietary requirements

### Overview

Prepares and cooks food. They can work in many different types of businesses including hotels, motels, cruise ships, restaurants and cafes.

### Snapshot

Average weekly pay: \$800

Growth: Strong

Education Pathways:

SIT20516 Certificate II in Asian Cookery

SIT30816 Certificate III in Commercial Cookery

SIT30916 Certificate III in Catering Operations

SIT31016 Certificate III in Patisserie

SIT31116 Certificate III in Asian Cookery



## Baker

### Key Responsibilities

- Clean and check the equipment
- Check quality of raw materials and weigh ingredients
- Kneading, maturing, cutting, moulding, mixing and shaping dough and pastry goods
- Preparing pastry fillings
- Glaze or decorate cakes and pastries with icing or cream
- Developing and designing new products
- Monitoring oven temperatures and product appearance
- Order supplies
- Operate slicing and wrapping machines
- Serve customers

### Overview

Designs and prepares bread, cakes, biscuits and other pastry goods.

### Snapshot

Average weekly pay: \$907

Growth: Moderate

Education Pathways:

FDF30510 - Certificate III in Retail Baking (Cake and Pastry)

FDF30610 - Certificate III in Retail Baking (Bread)

# DEVELOP A TASTE FOR SUCCESS AT THE STAR'S CULINARY INSTITUTE

The Star's Apprentice Chef program offers a structured 3-year program, created by industry leaders to develop the next generation of culinary maestros.

Working at one of The Star Entertainment Group properties in Sydney, Brisbane or the Gold Coast, you'll learn techniques from an array of talented chefs across a broad range of restaurant styles and cuisines.

For more information or to apply visit [careers.star.com.au](http://careers.star.com.au)



## Customer Relations Supervisor

### Key Responsibilities

- Develop and review policies, programs and procedures concerning customer relations and goods and services provided
- Provide feedback to team members
- Plan and implement after-sales services to follow up customer satisfaction, and modify and improve services provided
- Liaise with other organisational units, service agents and customers to identify and respond to customer expectations

### Overview

Reviews customer service and maintains sound customer relations.

### Snapshot

Education Pathways:

- SIT30116 Certificate III in Tourism
- SIT30216 Certificate III in Travel

### Related Roles Front of House

- Glass Runner
- Food Runner
- Maître d'
- Restaurant Cashier
- Catering Assistant
- Espresso Machine Operator
- Function Host





## Financial Manager

See page 46



## Payroll Clerk

See page 47



## Accounts Clerk

See page 47



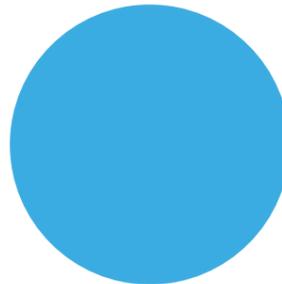
## Accountant

See page 48



## Marketing Manager

See page 49



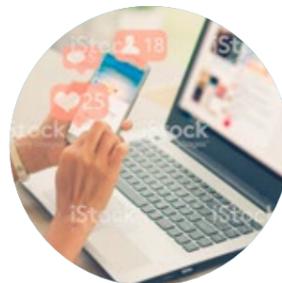
## PR Officer

See page 51



## Content Developer

See page 53



## Community & Social Media Manager

See page 53



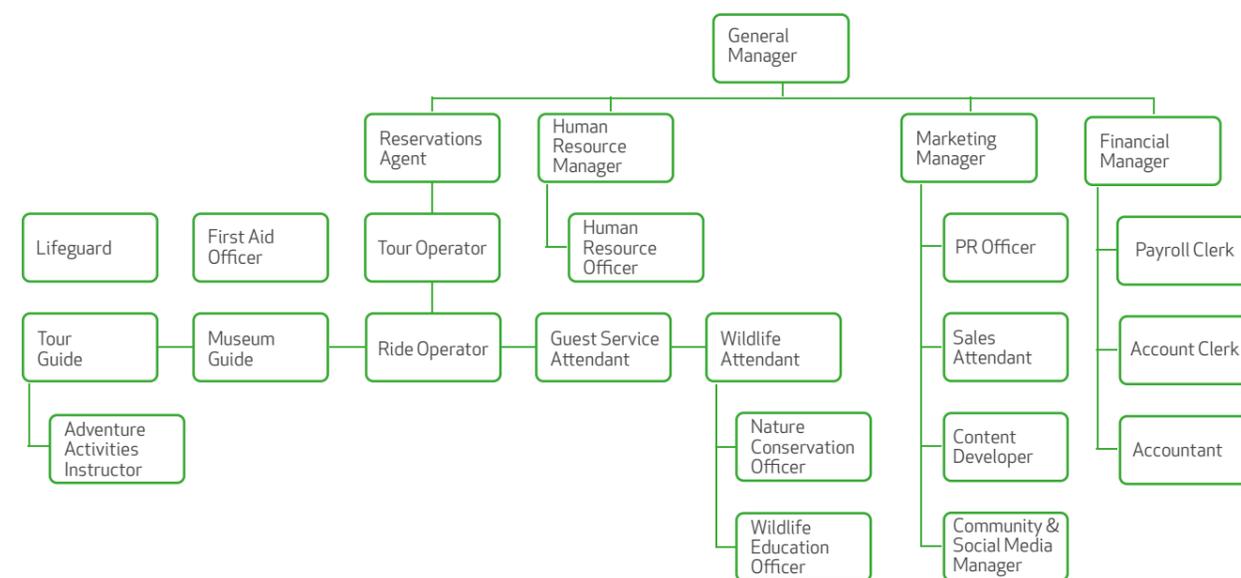
## Human Resource Officer

See page 45



# Attractions

## Attraction Organisational Chart





# Reservations Agent

## Key Responsibilities

- Source and use information on the tourism and travel industry
- Operate online information systems
- Sell tourism products and services
- Process financial transactions
- Prepare quotations
- Show social and cultural sensitivity

## Overview

Provides advice and sells tourism products and services. Prepares quotations, conducts online transactions, processes reservations, books supplier services and uses computerised reservations or operations system.

## Snapshot

Average weekly pay: \$1136

Growth: Moderate

Education: 3+ years training or experience, or a Certificate III/IV

Education Pathways:  
SIT30116 Certificate III in Tourism (Booking Agent)

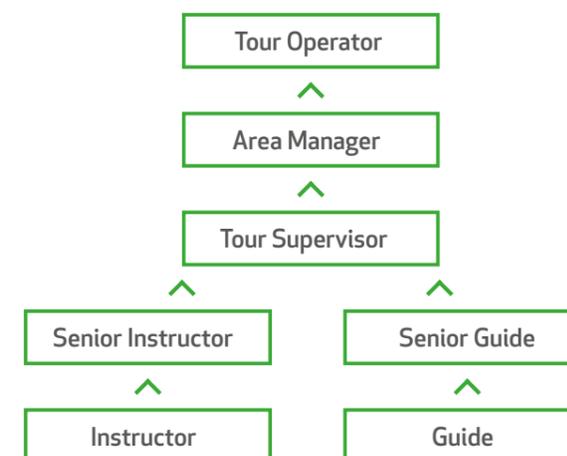


# Tour Operator

## Key Responsibilities

- Liaise with coach operators, airlines, hoteliers and other industry suppliers and representatives
- Produce brochures and internet-based information, including social media and website management, to inform potential visitors about tours and packages on offer
- Provide pricing information
- Reply to visitor enquiries and visitor feedback
- Manage bookings, invoicing and issuing of tickets
- Confirm visitor names and booking details to ensure they receive correct tour information

## Tour Career Progression



## Overview

Responsible for designing, organising, preparing, and hosting tours and packages for visitors.

## Snapshot

Average weekly pay: \$1000

Growth: Moderate

Education Pathways:

SIT20116 Certificate II in Tourism

SIT40116 Certificate IV in Travel and Tourism

## Related Roles

- Walking Tour Guide
- Tourist Information Officer
- Interpreter
- Airline Passenger Officer



## Tour Guide

### Key Responsibilities

- Organise transport where required, ensuring tourists are collected and dropped off on time at the correct location
- Meet visitors and make introductions, ensuring guests attend the correct tour
- Lead tour groups and potentially drive coaches
- Advise tourists of local places of interest
- Prepare and present tour commentaries on suitable sites, attractions or monuments
- Maintain contact with transportation companies
- Coordinate tour activities such as visits to local attractions, restaurants or shops, train rides, cruises, extended tours, white water rafting, bushwalking and mountaineering
- Research local area, ensuring knowledge is always current
- Attend to operational problems such as booking errors and amendments, lost luggage or illness
- Provide first aid if needed
- Maintain written reports of daily activities and carry out other administrative work

### Overview

Accompanies visitors and tourists on tours, providing information on the history, attractions, environment, culture, places of interest and other knowledge relevant to tourists and travellers.

### Snapshot

Growth: Moderate to Strong

Education Pathways:

SIT30116 Certificate III in Tourism  
SIT30316 Certificate III in Guiding

SIT40216 Certificate IV in Guiding

### Related Roles

Sea Kayaking Guide  
Bushwalking Guide  
Raft Guide  
Cave Guide  
Cycle Tour Guide  
Mountain Bike Guide  
4WD Guide



## Adventure Activities Instructor

### Key Responsibilities

- Plan and prepare activities to suit the needs, abilities and experience of each individual or group
- Create skills development and training programs
- Critique technique, apply a variety of appropriate instructional strategies and assess participant's skill acquisition at the end of a program or session
- Provide advice on safety procedures and risk-avoidance measures
- Advise on matters such as equipment selection and appropriateness of particular destinations or activities
- Check weather conditions before starting sessions, assessing hazards and managing risks
- Respond to emergencies during outdoor recreation activities by providing first aid assistance and organising means of evacuation
- Conduct assessments to decide on skill level of a participant

### Overview

Guides and instructs individuals and groups undertaking adventure based activities. These may include abseiling, bike touring, diving, hiking, kayaking, rafting, rock climbing, surfing or other adventure activities.

### Snapshot

Growth: Very Strong

Education Pathways:

SIT30116 Certificate III in Tourism  
SIT30316 Certificate III in Guiding

SIT40216 Certificate IV in Guiding

### Related Roles

Climbing Instructor  
Surfing Instructor  
Sailing Instructor



## Museum Guide

### Key Responsibilities

- Conduct tours of museums or galleries
- Answer enquiries
- Direct visitors to specific exhibits
- Provide information on exhibits
- Control access to exhibits for visitors
- Ensure all visitors have left the venue at closing time
- Prevent unauthorised entry
- Inspect membership cards, admission passes and tickets
- Patrol museum or gallery to ensure security
- May assist with installing and dismantling exhibits

### Overview

Responsible for greeting and attending to enquiries from museum visitors, and ensuring the safety and protection of the exhibits.

### Snapshot

Growth: Moderate

Education Pathways:

SIT20116 Certificate II in Tourism  
SIT30116 Certificate III in Tourism



## Ride Operator

### Key Responsibilities

- Ensure safe and efficient operation of the ride or attraction
- Provide excellent service to guests and facilitate a fun experience
- Help guests get on and off the ride safely
- Operate equipment according to training and safety procedures
- Identify hazards and respond appropriately to prevent accidents
- Work quickly and safely to minimise queue lines
- Deliver accurate record keeping
- Report all maintenance and safety issues to the correct personnel
- Communicate with staff and management regarding improvements
- Maintain a high standard of professionalism
- Work among potentially high pressure environments

### Overview

Responsible for the safe and efficient operation of rides at an amusement park, carnival or fair.

### Snapshot

Average weekly pay: \$1000

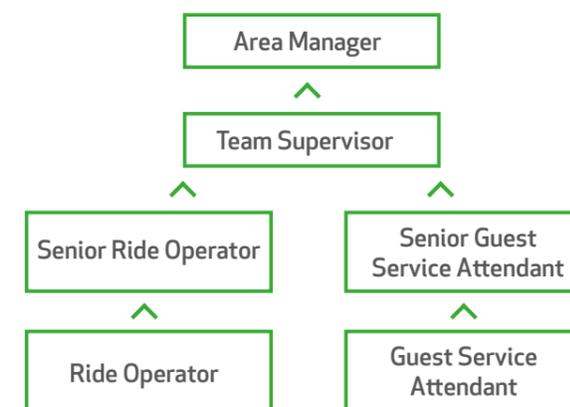
Growth: Stable

Education Pathways:

SIT20116 Certificate II in Tourism

SIT30116 Certificate III in Tourism

### Attractions Career Progression





## Guest Service Attendant

### Overview

Welcomes guests into an amusement park and attends to needs, enquiries and complaints.

### Key Responsibilities

- Open and close the amusement park
- Monitor park signage for accuracy and issue corrections as required
- Sell guests' tickets and welcome them into the park
- Provide maps and information on program of events
- Handle guest complaints including approving refunds
- Assist with guest complaints on social networking sites, phone, and email
- Ensure smooth running of daily operations of guest service department
- Oversee special events or extended trade hours
- Advise staff of current product and promotional information
- Execute promotional activities
- Perform aspects of training and recruitment
- Conduct technical, customer service and presentation audits
- Ensure guests' safety and security



## Wildlife Attendant

### Overview

Provide hands-on coordination and interaction with the wildlife in care, including feeding, cleaning, or treating animals.

### Key Responsibilities

- Perform basic husbandry – feeding and treating animals, cleaning quarters, transferring animals, maintaining facilities, watching for illness or injury, monitoring breeding
- Prepare food according to procedure
- Aid in food preparation and food stocktake
- Log duties on a daily basis, including daily records and notes of animals and events
- Maintain animal enclosures and designated areas
- Observe animals daily to check appearance and health
- Clean and maintain all tools and equipment to safe working order
- Enforce safety regulations and procedures
- Assist with wildlife talks to the public providing relevant and accurate information

### Snapshot

Average weekly pay: \$957

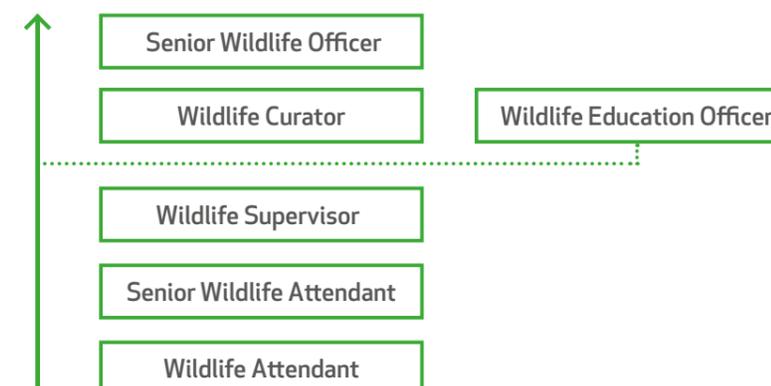
Growth: Strong

Education Pathways:

AHC21016 Certificate II in Conservation and Land Management

ACM30317 Certificate III in Captive Animals

### Wildlife Career Progression





## Nature Conservation Officer

### Key Responsibilities

- Educate all sectors of the local community and raise awareness of environmental issues
- Promote and implement local and national biodiversity action plans in partnership with local/national statutory and voluntary organisations
- Contribute to planning and policy development for sustainable management, including input into environmental impact assessments
- Implement annual management plans based on ecological surveys and scientific observation
- Contribute to the selection of, and assist with casework for, Sites of Special Scientific Interest (SSSIs) and National Nature Reserves (NNRs)
- Evaluate and monitor features of nature conservation
- Promote the concept of sustainability to the public, colleagues and fellow professionals through talks, tours, literature, displays and workshops
- Organise, supervise and train supporting paid staff and volunteers
- Maintain effective records using IT database systems
- Prepare applications to get funding and grants
- Liaise with the media to publicise organisation or conservation sites
- Educate young people, and those considering entering the profession, through talks and seminars to local educators and universities

### Overview

Protects, manages and enhances the local environment which may include marine habitats. They encourage people to experience nature and promote awareness of, and understanding about, the natural environment.

### Snapshot

Education Pathways:  
AHC40916 Certificate IV in Conservation and Land Management



## Wildlife Education Officer

### Key Responsibilities

- Enforce guest, visitor and staff safety regulations and procedures
- Transport animals to education facilities and other venues
- Assist with breeding programs
- Prepare veterinary approved diets
- Observe designated animals daily, checking appearance and health
- Train staff in procedures, policies, and practices
- Plan and present education programs
- Provide guest interaction by roving the park with appropriate animals, answer questions, deliver conservation message, ensure guest and animal safety
- Participate in public relations and promotional activities
- Ensure correct operating procedures and policies
- Competently perform capture and restraint techniques of different animals
- Train, mentor, and monitor team members to competently perform animal husbandry duties
- Have a high level of competency and ability interpreting animal behaviour, conditioning animals and extinguishing undesirable behaviours
- Deliver wildlife talks and presentations to the public and respond to questions from guests

### Overview

Provide information to visitors about the wildlife on display, this may include conservation information or handling of wildlife.

### Snapshot

Education Pathways:  
AHC40916 Certificate IV in Conservation and Land Management



## Lifeguard

### Key Responsibilities

- Design and implement emergency procedures
- Report incidents to management or other authorities
- Place signs or barriers to warn of dangerous conditions or areas and make sure users are aware of potential dangers
- Caution people behaving in an unsafe manner and expel those who refuse to cooperate
- Provide advanced first aid
- Identify risk and apply risk management processes

### Overview

Looks after the safety of people at beaches and swimming pools through accident prevention and rescue.

### Snapshot

Education Pathways:  
PUA21012 Certificate II in Public Safety (Aquatic Rescue)

Additional Requirements: <https://lifeguards.com.au/QLD/be-come-a-lifeguard/>



## First Aid Officer

### Key Responsibilities

- Ensure first aid qualifications are current and renewed as required
- Be readily available to respond immediately to requests for first aid assistance
- Maintain allocated first aid kit by conducting regular stock-takes and obtaining relevant supplies through internal purchasing procedures
- Prepare quarterly reports on the number of incidents and usage of the first aid supplies in their area of responsibility

### Overview

Responsible for the provision of initial first aid response, provides advice of first aid requirements and ensures that first aid facilities and supplies are maintained.

### Snapshot

Education Pathways:  
HLTAID003 Provide first aid  
HLTAID006 Provide advanced first aid  
HLTAID005 Provide first aid in remote situations



## HR Officer

See page 45



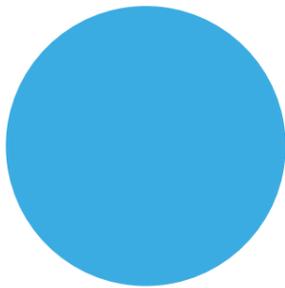
## Marketing Manager

See page 49



## Accounts Clerk

See page 47



## PR Officer

See page 51



## Sales Manager

See page 53



## Accountant

See page 48



## Content Developer

See page 53



## Community & Social Media Manager

See page 53



## Financial Manager

See page 46

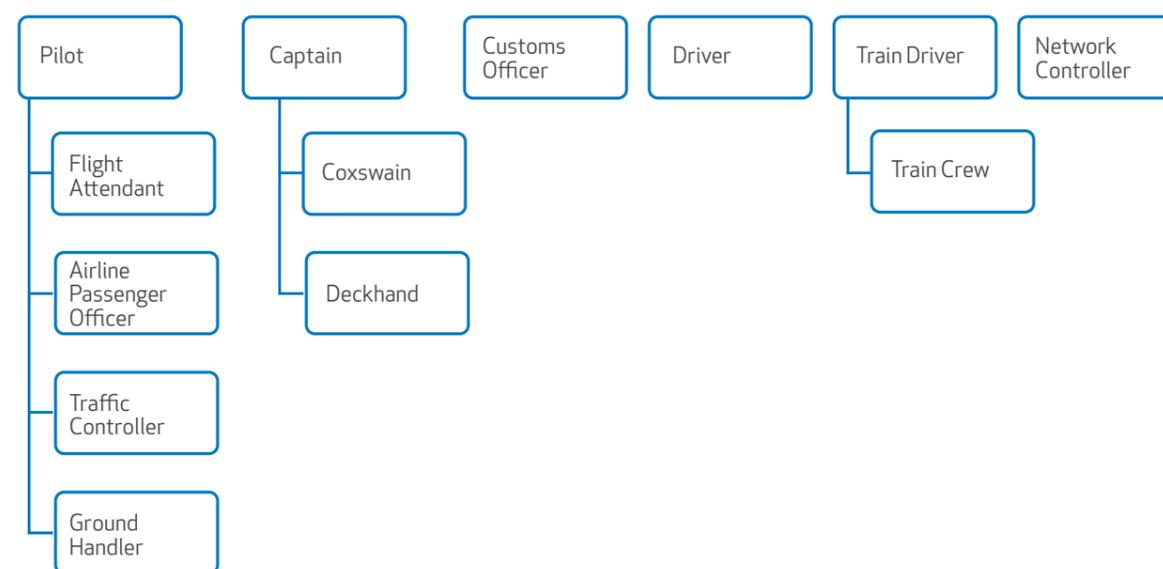


## Payroll Clerk

See page 47



### Travel Organisational Chart



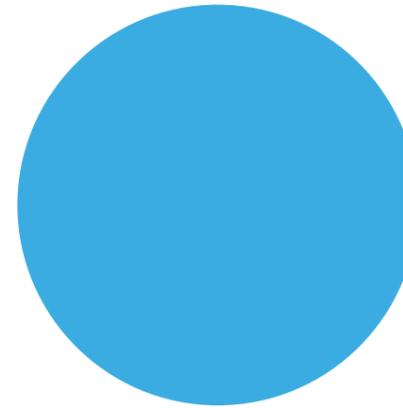
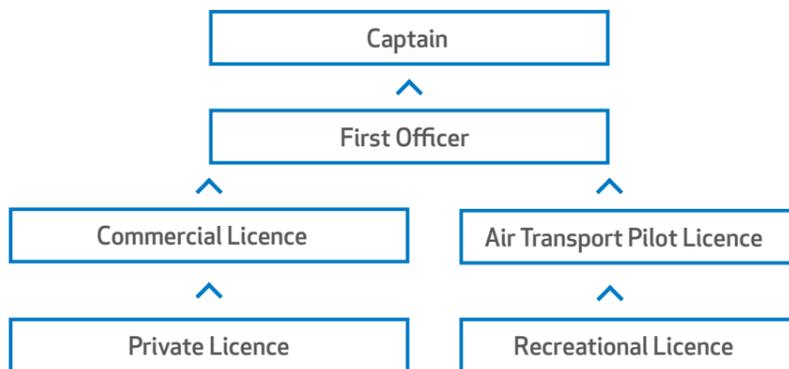


# Pilot

## Key Responsibilities

- Prepare flight plans based on weather forecasts and operational information
- Ensure aircraft is properly loaded for a safe and efficient flight
- Check fuel and maintenance status, flight controls, instruments and aircraft engines prior to flight
- Fly aircraft according to established operating and safety procedures under a range of flight conditions, including extreme weather and emergency situations
- Make sure passengers are correctly informed of emergency procedures and weather conditions, and maintain care of passengers
- Give inflight instruction, supervise solo flights, accompany students on training flights and demonstrate techniques for controlling aircraft

## Pilot Career Progression



# Flight Attendant

## Key Responsibilities

- Conduct pre-flight cabin checks, also check boarding passes and direct passengers to seats
- Advise passengers of safety regulations
- Distribute reading material, serve meals and drinks
- Provide first aid treatment and assist sick passengers
- Prepare for emergency landings and the evacuation of passengers
- Anticipate and provide for the comfort of passengers needing special attention, including unaccompanied children, parents with infants, people with disability, the elderly and non-English-speaking passengers
- Take action in the event of decompression, turbulence, mechanical malfunction or unlawful acts by passengers

## Overview

Flies various types of aircraft, including light planes, helicopters or airline aircraft. They can transport passengers, mail and freight within Australia, internationally on scheduled airline and non-scheduled charter services, or provide other aviation services as required.

## Snapshot

Education Pathways:  
 AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)  
 AVI50315 Diploma of Aviation (Commercial Pilot Licence - Helicopter)  
 AVI50415 Diploma of Aviation (Instrument Rating)  
 AVI60216 Advanced Diploma of Aviation (Pilot in Command)

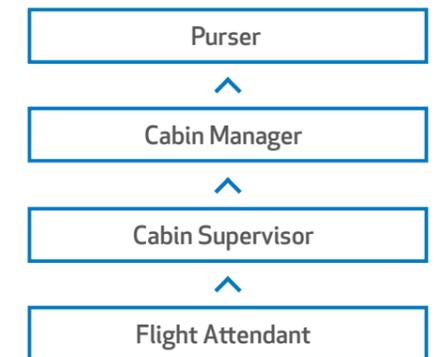
## Overview

Provides on-board service to aircraft passengers and ensures the observance of airline safety procedures.

## Snapshot

Average weekly pay: \$1,110  
 Growth: Strong  
 Education Pathways:  
 AVI30116 Certificate III in Aviation (Cabin Crew)

## Flight Attendant Career Progression





# Airline Passenger Officer

## Key Responsibilities

- Issue and check tickets and travel documents, check-in passengers for their flight and allocate seats on the aircraft
- Check baggage size and weight
- Direct passengers to immigration and/or departure gates, and provide information about customs and immigration procedures
- Assist with passenger enquiries and complaints
- Attend to travelling airline staff and crew
- Provide information about flight arrival and departure times and use the public address (PA) system to make announcements to arriving and departing passengers
- Guide passengers to luggage areas and assist passengers with lost luggage
- Help passengers requiring special assistance, such as VIPs, disabled and elderly passengers, parents with infants and unaccompanied minors
- Ensure security measures are adhered to at all times

## Overview

Works at the airport providing customer-related services such as check-in and boarding procedures, providing information and directions, locating lost luggage and assisting passengers who require special attention.

## Snapshot

Education Pathways:

- AVI20216 Certificate II in Aviation (Ground Operations and Service)
- AVI30416 - Certificate III in Aviation (Ground Operations and Service)

## Airline Passenger Officer Career Progression



# Traffic Controller

## Key Responsibilities

- Maintain radio contact with pilots to keep aircraft separated in 'corridors' of controlled airspace, on air routes and near major airports
- Use radar to monitor and control aircraft movements
- Ensure aircraft operate only on prearranged routes and at approved altitudes
- Provide information and assistance to pilots and emergency services during in-flight emergencies
- Provide pre-flight briefings and aeronautical services

## Overview

Manages the safe and orderly flow of aircraft into, out of and between airports in Australia. They also work with overseas regions adjoining Australian airspace.

## Snapshot

Education Pathways:  
 AVI50115 Diploma of Aviation (Air Traffic Control)

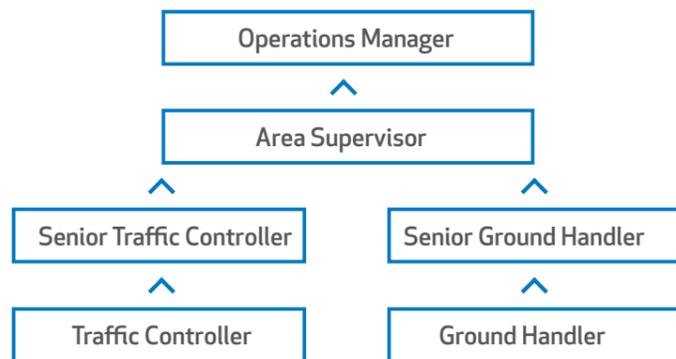


# Ground Handler

## Key Responsibilities

- Deliver a high standard of customer service
- Handle baggage and freight
- In some cases, use material handling equipment such as forklifts, conveyors belts and freight delivery vehicles
- Fill out paperwork associated with their cargo
- Keep records of what has been loaded and unloaded
- Ensure customer safety
- Assist with fuelling planes
- Keeping the plane clean, both exterior and interior
- Follow safety and security procedures

## Airport Operations Career Progression



# Captain

## Overview

Performs various jobs to prepare planes for flight. Duties vary between airports and airlines.

## Snapshot

Education Pathways:

- AVI20216 Certificate II in Aviation (Ground Operations and Service)
- AVI30416 Certificate III in Aviation (Ground Operations and Service)

## Key Responsibilities

- Direct fishing operations
- Direct crew
- Plan, control and coordinate the operational and maintenance requirements of a ship
- Control and direct shipping operations to ensure safe and efficient loading and transport of cargo and passengers
- Navigate a ship by supervising the ship's course and speed according to predetermined passage plans and safety procedures

## Overview

Controls and manages the operations of ships, boats and marine equipment.

## Snapshot

Education pathways:

- MAR20418 Certificate II in Maritime Operations (Marine Engine Driver Grade 3 Near Coastal)
- MAR30118 Certificate III in Maritime Operations (Marine Engine Driver Steam)
- MAR30818 Certificate III in Maritime Operations (Marine Engine Driver Grade 2 Near Coastal)
- MAR30918 Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)
- MAR31018 Certificate III in Maritime Operations (Master Inland Waters)
- MAR40518 Certificate IV in Maritime Operations (Marine Engine Driver Grade 1 Near Coastal)

- MAR40618 Certificate IV in Maritime Operations (Master up to 35 metres Near Coastal)
- MAR50613 Diploma of Maritime Operations (Marine Engineering Class 3 Near Coastal)
- MAR50713 Diploma of Maritime Operations (Master up to 80 metres Near Coastal)
- MAR60115 Advanced Diploma of Maritime Operations (Marine Engineering Class 2)
- MAR60215 Advanced Diploma of Maritime Operations (Marine Engineering Class 1)
- Undergraduate Degree

## Related Roles

- Master
- Skipper

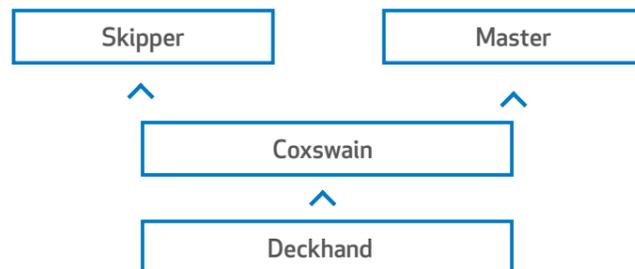


## Coxswain

### Key Responsibilities

- Manoeuvre and navigate small vessels
- Consult weather authorities before planning a voyage
- Give instructions to the crew
- Communicate with passengers
- Update vessel logbooks
- Assist with mooring and unmooring vessels
- Monitor condition and seaworthiness of vessels
- Transmit and receive information by marine radio or telephone
- Respond to emergency situations
- Use navigational information and techniques to conduct a safe passage
- Service propulsion systems, low-voltage electrical systems and auxiliary systems
- Operate pumping systems, and outboard and inboard diesel engines
- Manage refueling
- Follow environmental work practices

### Marine Career Progression



### Overview

Manages the operation of small commercial marine vessels, such as fishing boats, ferries, water taxis, jet boats, yachts, catamarans and tourist craft.

### Snapshot

Education pathways:  
MAR20318 Certificate II in Maritime Operations (Coxswain Grade 1 Near Coastal)



## Deckhand

### Key Responsibilities

- Relay information to crew, other ships and harbour authorities using radio and satellite equipment
- Provide hospitality services such as table preparation, bar service and cabin care for patrons
- Sort, clean, process, preserve and package catches
- Attach runners, weights, buoys, anchors, poles, stakes, wood or metal beams to nets, traps or pots
- Load, unload and stow supplies and equipment
- Operate dinghies, dories, winches and other deck equipment
- Perform routine maintenance and checks on deck equipment, cargo gear, rigging, and lifesaving and firefight appliances

### Overview

Undertakes a wide range of fishery and maritime work on land and at sea, including communications, supply, seamanship, hospitality and stores. They may also use equipment such as nets, lines and traps to catch, sort and store fish, crustaceans and molluscs. Deckhand is an entry level position within the coastal shipping industry.

### Snapshot

Education Pathways:  
MAR10318 Certificate I in Maritime Operations (General Purpose Hand Near Coastal)  
MARSS00007 Safety Training Certification Skill Set  
MARSS00008 Shipboard Safety Skill Set



## Customs Officer

### Key Responsibilities

- Administer and enforce customs and related legislation
- Assist with custom control of overseas passengers, crew, aircraft, ships, cargo, mail, and bond stores
- Examine passengers, luggage, cargo, mail and the crews of planes and ships to prevent the illegal entry of prohibited, quarantined or dutiable goods into Australia
- Assessing and collecting customs duties and taxes calculated at the State's border
- Detect prohibited goods in transit
- Protection of authors, artists, industrial and commercial rights owners against infringement of intellectual property rights, trademark, and patent rights
- Control foreign currency, including combating money laundering
- Working against smuggling activity and counteracting customs fraud
- Responsibly use firearms
- Make arrests and where necessary, provide evidence in court in the event of illegal activity

### Overview

Works for the Australian Customs and Border Protection Service in airports or ports, checking people and goods entering Australia for illegal and prohibited substances. They also patrol Australian waters to intercept and deter people smugglers.

### Snapshot

Average weekly pay:  
\$1,488

Education Pathways:  
PSP30116 - Certificate III in Government



## Driver

### Key Responsibilities

- Drive passenger vehicles in a safe and comfortable manner according to road conditions and legislative requirements
- Perform daily vehicle safety check as per check sheet and Department of Transport requirements
- Carry out simple emergency maintenance while on tour
- Maintain security of cash handling at all times, including the complete and correct documentation of collection of payments as per policy and procedures
- Exhibit professional guiding and presentation standards by greeting passengers in a friendly manner and reporting any complaints or concerns
- Ensure security of the coach and passenger luggage
- Brief customers on general safety procedure at the beginning of the journey, and specify safety procedures throughout the tour according to location requirements
- Ensure all passengers have an understanding of the itinerary in regards to timings, or activities on tours and journeys
- Answer any queries from the passengers
- Provide timely and appropriate commentary or interpretation to group throughout the day
- Coordinate group requirements with suppliers, such as accommodation venues, caterers, attractions, and communicating with reservations staff

### Overview

Transports passengers in vehicles (car, taxi, bus, charter) and maintaining high level of customer service by ensuring all operations are timely, professional and safe.

### Snapshot

Average weekly wage:  
\$1,151

Education Pathways:

TLI31216  
Certificate III in Driving Operations



# Train Driver

## Key Responsibilities

- Operate the train's controls
- Manage and coordinate train movements
- Stop at stations to pick up passengers or freight
- Inspect trains and report defects or adjustments
- Shunt rolling stock in marshalling yards
- Provide information to passengers using an on-board communications system
- Refuel diesel trains and check oil, water and sand, and top up as necessary
- Observe and obey rail signalling instructions, speed limits and other railway rules, procedures and instructions from the network control centre



# Train Crew

## Key Responsibilities

- Maintain the safety of the train and security of freight
- Ensure passengers get on and off the train safely, and take action if there is an accident or if a passenger becomes ill
- Provide on-board customer service to passengers
- Adhere to train timetables
- Inspect trains, carry out any adjustments and report major problems

## Overview

Drives trains along a rail network to transport passengers or freight.

## Snapshot

Average weekly pay: \$1,800

Education Pathways:

TLI33215 Certificate III in Terminal Train Driving

TLI42615 Certificate IV in Train Driving

## Overview

Manages customer service on suburban and long-distance passenger trains.

## Snapshot

Education Pathways:

TLI22318 Certificate II in Rail Customer Service (Train Conductor)

TLI33118 - Certificate III in Rail Customer Service

TLI32318 - Certificate III in Electric Passenger Train Guard



# Network Controller

## Key Responsibilities

- Operate mechanical or computerised signal equipment to control the running of trains
- Liaise with all areas of the rail system to ensure smooth running of trains
- Use computerised control systems to coordinate the safe crossing of trains and ensure they are on the right path
- Control when the trains stop and start, ensuring they arrive at their destinations on time
- Initiate and manage emergency procedures in the event of an incident, and coordinate the train network so that each train within the area remains safe

## Overview

Moves trains across their area of control using computerised and mechanical control systems, and liaise with other employees across the network to ensure trains run to schedule and safety standards are maintained.

## Snapshot

Education Pathways:

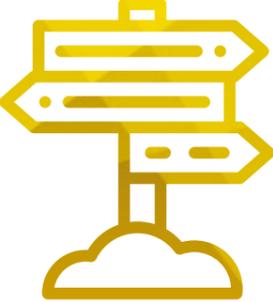
TLI42215 Certificate IV in Rail Network Control



## Why Queensland Rail Travel?

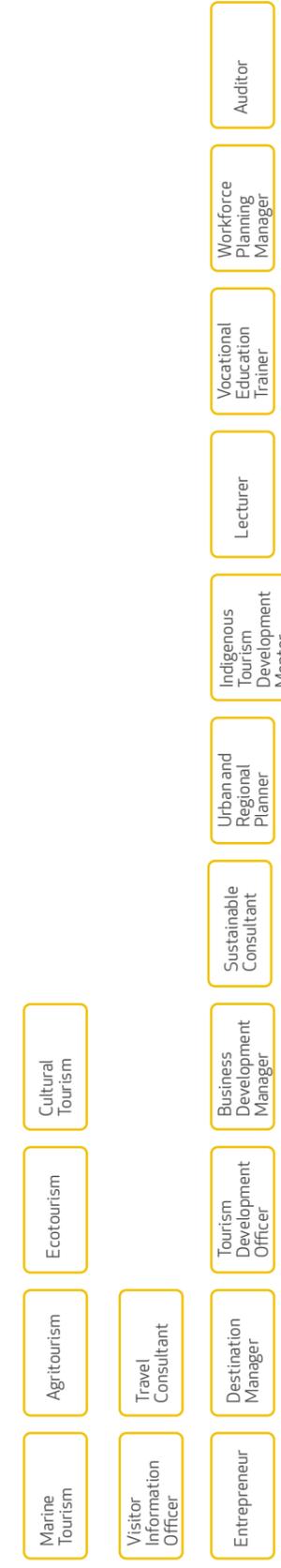
- > Career opportunities exist from Cairns to Brisbane
- > Competitive salary, excellent career pathways and employment conditions
- > Great opportunity to use your passion for tourism, hospitality and customer service
- > Visit [queenslandrail.com.au/careers](http://queenslandrail.com.au/careers) for more information





# Tourism & Information

## Tourism & Information Organisational Chart





## Sustainable Tourism

Sustainable tourism delivers positive economic, social and environmental outcomes with consideration to the needs of the visitor, industry, community and environment. This involves protecting the natural environment and as well as being considerate of locals, their communities, customs, lifestyles, and social and economic systems.

Source: Sustainable Tourism Cooperative Research Centre (STCRC)

Many tourists are looking to travel to pristine and aesthetically pleasing locations to experience something new and beautiful. Unfortunately, it is usually these environments that are the most fragile and susceptible to outside influences and impacts.

Sustainable tourism businesses support environmental conservation, social development, and local economies. Sustainable tourism businesses take concrete actions to enhance the well-being of local communities and make positive contributions to the conservation of natural and cultural heritage. In doing so, they often cut down on their own costs and preserve the longevity of their businesses in addition to attracting responsible travellers. In order for sustainable tourism to thrive, it has to be profitable for business owners.

Ecotourism aims to preserve the integrity of the destination. Its focus is on conserving the local environment and historical heritage, while supporting the culture and encouraging people to look after the natural resources that attract them to the region.

Sustainable tourism and ecotourism are similar concepts and share many of the same principles, but sustainable tourism is broader; it covers all types of travel and destinations, from luxury to backpacking and bustling cities to remote rainforests.

## Fun Facts

### Ecotourism

Queensland is an internationally celebrated ecotourism destination, delivering world-class interpretation and experiences that support the conservation of our special natural places and unique Aboriginal and Torres Strait Islander and cultural heritage.

Queensland is home to five of Australia's 19 World Heritage Areas and offers a huge diversity of appealing landscapes and iconic wildlife.

Each year there are more than 51 million visits by Australians to Queensland's national parks, marine parks and they represent a key driver for international visitation.

Tourists visiting Queensland's national parks spend \$4.43 billion annually.

Sources: Departments of National Parks, Sport and Racing

### Marine Tourism

Queensland's coastal waters total around 121,994 square kilometres.

It is estimated that 87% of Queensland's population live within 50km of the ocean.

Australia's marine-based contributed more than \$74 billion to the national economy in 2013-14.

Marine tourism is a large industry in Queensland which provides many jobs and opportunities. The marine tourism industry involves tourism operators, small local businesses, marine researchers and associated industry suppliers.

Sources: Geoscience Australia, Australian Bureau of Statistics, Australian Institute of Marine Science.

### Agritourism

Agriculture accounts for 3.6% of the state's economy and employs over 57,000 Queenslanders.

Queensland exports over \$10 billion of agricultural, forestry, fishing and food commodities each year.

Agriculture occupies 88.4% of Queensland's land.

Source: Department of Agriculture, Fisheries and Forestry



## Marine Tourism

Marine tourism occurs on, under, over, and around the ocean. This includes areas such as beaches, estuaries, reefs, deep ocean, and airspace over water. Recreational activities related to marine tourism can include stand-up paddleboarding, yachting, cruising, windsurfing, wildlife watching, professional/amateur diving, boat touring and fishing.



## Agritourism

Agritourism involves tourism experiences that are agriculturally based. This includes farm or outback station experiences, vineyards, and fruit picking. Agritourism helps rural areas boost their income opportunities and provides a chance to showcase the quality regional food, wine and agricultural lifestyles. The food and wine industry of agritourism is popular, where tourists can witness a 'paddock to plate' experience with authentic regional produce.



## Cultural Tourism

Cultural tourism is concerned with a country's culture which includes lifestyle, history, art and architecture. Australia's Indigenous culture is one of the world's most ancient living cultures and is an important part of the nation's tourism experience. Indigenous Australian culture is a key international tourism driver, aiming to increase awareness and participation in experiences.

**There are a large variety of Indigenous tourism experiences that tourists can partake in, such as:**

- Traditional Aboriginal food, or 'Bush Tucker', including nuts, seeds and fruits, and wild game such as emu, kangaroo and fish
- Watch traditional performances
- Experience Aboriginal Art including rock art, bark painting, etchings and dot artwork
- Learn about traditional hunting methods, like the boomerang or spear
- Listen to dreamtime stories
- Hear the didgeridoo played

### QTIC Indigenous Tourism Champions Network

The QTIC Tourism Indigenous Employment Champions Network, supported by The Star Entertainment Group, aims to support tourism employers to engage and manage Indigenous employees. The project is the first of its kind in Queensland and aims to increase operators' awareness of how to encourage and maintain increased participation of Indigenous Australians within the mainstream tourism industry.

The Network is a group of tourism operators that have exhibited best practice in the recruitment and retention of Indigenous employment. Together with the Champions, QTIC has developed a range of resources for tourism operators, presented at numerous industry conferences, facilitated industry forums, provided tourism industry career path information to Indigenous students and job seekers, and identified Indigenous employment placements within the industry.

### Facts About Indigenous Tourism in Australia

Aboriginal tourism experiences are worth \$6.4 billion to the Australian economy annually.

Approximately 12% of visitors to Australia participate in an Aboriginal cultural experience during their visit.

Visitors from UK, North America and China are most likely to participate in an Indigenous experience.

QTIC operates a number of programs and projects in partnership with industry to promote and increase Indigenous representation within the tourism workforce.

QTIC is continually expanding the Network and is actively seeking businesses and support agencies who would like to join us in pro-actively supporting the employment of Indigenous people within the mainstream tourism industry. Please contact the QTIC Business Development team on (07) 3236 1445 or email [champions@qtic.com.au](mailto:champions@qtic.com.au). Indigenous employment placements within the industry.



# Visitor Information Officer

## Key Responsibilities

- Answer questions from tourists, visitors, local residents and other tourism industry colleagues, face-to-face over the counter, by telephone or social media
- Make suggestions on tours, travel routes, accommodation and local attractions
- Operate online information systems
- Maintain literature and/or brochure stocks
- Sell souvenirs and other merchandise
- Coordinate volunteers or part-time staff
- Discuss transport, accommodation and tour availability and costs
- Provide literature and information on local, interstate and international tours and places of interest
- Arrange bookings and documentation for travel and accommodation, and collect payment
- Assist travel agents and tour operators in preparing itineraries for tourists
- Undertake general clerical and office duties
- Compile statistics on the number and nature of enquiries
- Be responsible for overall presentation of the information centre

## Visitor Info Officer Career Progression



### Case Study



**Maddison Clerke**, Holiday Experience Specialist, Bundaberg Visitor Information Centre

Maddison was born and raised in Bundaberg. Immersing herself in tourism from a young age, her passion

### Overview

Provides travel, hospitality and accommodation information to tourists, promotes tourism, and assesses tourism opportunities for interesting places.

### Snapshot

Average weekly pay: \$1,000  
 Growth: Stable  
 Education Pathways:  
 SIT30116 Certificate III in Tourism

### Related Roles

- Airline Passenger Officer
- Guest Service Attendant
- Tour Guide
- Cultural Guide
- Museum Guide
- Receptionist

for the industry led her to study Tourism and Marketing at The University of Queensland. After graduating, she returned to the region that first sparked her interest in tourism.

As a significant contributor to Queensland's economy, Maddison believes that tourism is a great industry to build a career.

"The tourism industry is incredibly diverse and gives me the opportunity to work within a wide range of areas. Working in the Visitor Information Centre also allows me to interact with people from all over the world and experience different cultures."



# Travel Consultant

### Overview

Provide information, advice and booking services.

### Snapshot

Average weekly pay: \$1,080  
 Growth: Moderate  
 Education Pathways:  
 SIT30216 Certificate III in Travel

### Related Roles

- Airline Passenger Officer
- Booking Agent
- Guest Service Attendant
- Customer Service Officer
- Reservation Sales Agent
- Tour Operations Consultant
- Receptionist

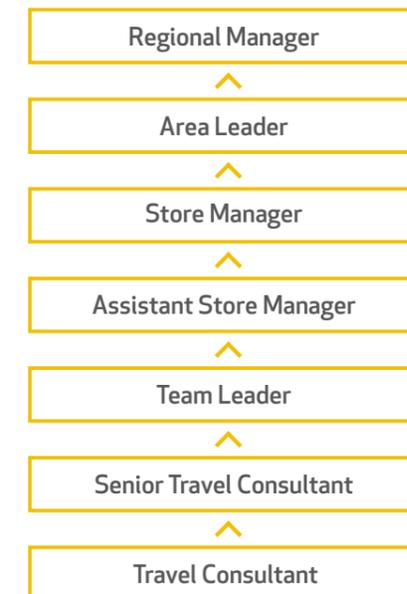
## Key Responsibilities

- Provide literature and information to clients concerning local, interstate and international tours, travel routes, accommodation, local customs, fares, and travel regulations
- Discuss client requirements and advise on suitable options
- Plan, prepare and cost itineraries (travel plans) for clients
- Make travel, accommodation and related bookings
- Confirm bookings and notify clients of luggage limits and insurance, medical, passport, visa and currency requirements
- Issue tickets for travel, accommodation vouchers and all relevant documentation
- Collect payments and maintain records of transactions
- Assist with changes to travel arrangements and bookings

## Specialisation

- Domestic Travel Consultant
- International Travel Consultant
- Business/Corporate Travel Consultant
- Wholesale Travel Consultant

## Travel Consultant Career Progression





## Entrepreneur

### Overview

Notice opportunities and use resources and their business knowledge to leverage the same by producing new and improved goods and services. Entrepreneurs have their own company and all the work they do goes towards the building of the same.

### Key Skills

- Planning and organization
- Work with others
- Problem solving
- Innovative
- Crowdfunding (raising fund for a project through internet platforms, benefit events, etc.)



## Destination Manager

### Key Responsibilities

- Develop and implement tourism management plans
- Plan new research-based marketing strategies with the aim of increasing visitation
- Undertake market research, gather data and prepare annual tourism situational analysis
- Produce tourist information, including artwork, media releases and newsletters
- Lobby and advocate for the industry
- Establish and develop relationships with local, state, national and international tour operators, tour agencies, media, industry bodies and government authorities
- Design, develop and conduct familiarisation tours for media, event planning, tour operators and travel agents
- Devise and coordinate marketing campaigns
- Develop e-tourism platforms

### Overview

Develops and promotes tourism in order to attract visitors and generate economic benefits for a particular destination. May work with Destination Management Organisations (DMO), Regional Tourism Organisations (RTOs), or state and local tourism marketing agencies.

### Snapshot

Education Pathways:

BSB41115 - Certificate IV in International Trade

BSB42415 - Certificate IV in Marketing and Communication

SIT60116 - Advanced Diploma of Travel and Tourism Management

Undergraduate Degree



## Tourism Development Officer

### Key Responsibilities

- Undertake research and manage projects
- Identify and develop tourism products and services
- Develop promotional material
- Collect and analyse tourism and market statistics
- Prepare reports
- Undertake tourism and marketing promotional activities
- Prepare tourism strategies, marketing plans and monitor budget
- Encourage and support tourism development and the industry through networking meetings
- Work with the media to raise the profile of the area and to generate positive publicity for the area

### Overview

Maintains visitor services, liaises with businesses and public sector, prepares and plans in partnership with local tourism agencies and services. May work with local authorities or public/private destination management organisations.

### Snapshot

Education Pathways:

SIT40116 - Certificate IV in Travel and Tourism

SIT50116 - Diploma of Travel and Tourism Management



## Business Development Manager

### Key Responsibilities

- Identify and develop a company's unique selling propositions and differentiators using knowledge of the market and competitors
- Develop and execute business development plan to achieve set performance targets and objectives that will support market and product development
- Detect and capitalise on business opportunities relating to the core capabilities of the company
- Analyse, prepare, review and update client service agreements
- Present business development training and mentoring as required
- Manage and retain existing relationships with clients

### Overview

Improves an organisation's market position and achieves financial growth. This role defines long-term organisational strategic goals, builds key customer relationships, identifies business opportunities, negotiates and closes business deals and maintains extensive knowledge of current market conditions.

### Snapshot

Education Pathways:

BSB40615 Certificate IV in Business Sales

BSB50215 Diploma of Business

BSB50815 Diploma of International Business

BSB60215 Advanced Diploma of Business

Undergraduate Degree



## Sustainability Consultant

### Key Responsibilities

- Research and initiate strategies to maximise profits and reduce an organisation's environmental footprint
- Conduct energy audits and find ways to reduce energy consumption, integrate the use of alternative sources of energy, help simplify supply chains and find ways to reduce waste
- Suggest ways to make the transportation of products more efficient but less impactful on the environment and assessing corporate responsibility
- Take measures to ensure that the workplace and surrounding environment is healthy and find out how the organisation can help meet some of the community's needs

### Overview

Gives advice to businesses on how to make their products economically, socially and environmentally sustainable.

### Snapshot

Education Pathways:

MSS40218 Certificate IV in Environmental Monitoring and Technology

MSS50118 Diploma of Sustainable Operations



## Urban and Regional Planner

### Key Responsibilities

- Compile and analyse data on economic, legal, political, cultural, demographic, sociological, physical and environmental factors affecting land use
- Confer with government authorities, communities, architects, social scientists, legal professionals, and planning, development and environmental specialists
- Review and evaluate environmental impact reports
- Stay updated on changes in building and zoning codes, regulations and other legal issues
- Devise recommendations on the use and development of land, and present narrative and graphic plans, programs and designs to groups and individuals
- Advise governments and organisations on urban and regional planning and resource planning

### Specialisation

#### Land-Use Planning

Regulating land use in an efficient and ethical way, thus preventing land use conflicts.

#### Urban Design

Dealing with the larger scale groups of buildings and public spaces, neighbourhoods, districts and entire cities with the goal of making urban areas functional, attractive and sustainable.

#### Transport and Infrastructure Planning

Evaluation, assessment, design and siting of transport and infrastructure facilities.

#### Development Assessment

The evaluation of a proposal for a development within a city, neighbourhood or region.

#### Environmental Protection

Facilitating decision making to carry out development with due consideration given to the natural environmental, social, political, economic and governance factors and provides a holistic framework to achieve sustainable outcomes.

### Overview

Develop policies and plans for the use of land and resources. They advise on the economic, environmental, social and cultural needs of particular localities or regions as they relate to the built environment and the community.

### Snapshot

Average weekly pay: \$1,404

Education Pathways:

Undergraduate Degree Urban Planning



## Indigenous Tourism Development Mentor

### Key Responsibilities

- Offer support and information to Indigenous employees, in regards to cultural issues and available support services
- Deliver accurate progress reports
- Assist with recruitment of Indigenous staff
- Provide assistance and training and facilitate connections with support services
- Give support and information to employees

### Overview

Provides support for all Indigenous employees, including assistance with information support services, literacy and numeracy, and guidance on cultural issues to facilitate positive connections with the local community.



## Lecturer

### Key Responsibilities

- Prepare and deliver lectures, tutorials and practical classes
- Assess student assignments and grade student performance
- Supervise research students
- Discuss with students their progress and aspirations
- Organise and conduct field trips and excursions or other learning activities
- Research a specialised field of study and publish the findings in books or professional and academic journals
- Attend meetings and conferences related to research
- Plan courses in consultation with other staff, arrange course timetables and coordinate and supervise teaching assistants to conduct classes
- Serve on departmental or faculty committees dealing with general departmental and administrative concerns
- Prepare departmental budgets and associated reports
- Provide professional consultative services to government and industry

### Overview

Teaches tertiary students in one or more subject areas and conducts research projects.

### Snapshot

Average weekly pay: \$2,000

Undergraduate Degree

### Case Study

#### Sarah Gardiner

Senior lecturer – Griffith University

At Griffith you'll learn from leading tourism experts who are helping to shape the future design of tourism experiences in Queensland and using cutting-edge technology innovations. In the 2018 Shanghai Global Ranking of Academic Subjects our Hospitality and Tourism subjects ranked #1 in Australia and #2 in the world. Our students benefit from our partnerships with national and international hotel chains, which provide a

variety of internship and work experience opportunities. This enables our students to put the theory of hospitality management and tourism into practice in real workplaces with real clients. In addition, there are a range of study tours to destinations including Italy and Dubai through which students experience different tourist destinations and can put their learning into practice. There is simply no better place to begin your career in the service industry.



## Vocational Education Trainer

### Overview

Teaches subjects for which they have specialist knowledge, skills and experience. They also teach in non-industry specific areas such as languages, literacy and general workplace preparation.

### Key Responsibilities

- Research and write syllabus that covers course content
- Interpret training packages, prepare lessons and produce resources for use in teaching
- Carry out administrative tasks
- Counsel and advise students of career opportunities and pathways
- Teach students in classrooms or workshops, providing theory and practical training through lectures, practical demonstration and supervision
- Attend meetings and serve on committees, or liaise with the community and industry

### Snapshot

Average weekly pay: \$1,524

Education Pathways:

TAE40116 Certificate IV in Training and Assessment

TAE50116 Diploma of Vocational Education and Training



## Workforce Planning Manager

### Overview

Liaises with industry stakeholders to inform and influence the development of education, training, workforce capability building and skilling solutions that support industry workforce development.

### Key Responsibilities

- Promote the industry as a career path to a diverse range of stakeholders, including industry, government, training providers and schools
- Contribute to the design, analysis and implementation of Tourism and Hospitality Workforce Plan
- Provide research on current and future skills needs and recommend strategies
- Give strategy and policy advice on Workforce Planning requirements
- Offer a range of advice relating to apprenticeships, traineeships, Vocational Education and Training (VET) investment priorities, training packages and trade recognition
- Develop and facilitate the development of training and support programs
- Implement and manage projects
- Oversee the development, implementation and monitoring of the workforce planning marketing and communication strategies
- Monitor financial targets and ensure compliance with contractual obligations and outcomes
- Manage employee, contract and work experience students as required including recruitment, selection, induction training, performance reviews and ongoing professional development
- Organise and participate in career expos and career planning events
- Participate in relevant boards and advisory committees

### Snapshot

Education Pathways:

TAE40116 Certificate IV in Training and Assessment

TAE50116 Diploma of Vocational Education and Training

TAE50216 Diploma of Training Design and Development

BSB60915 - Advanced Diploma of Management (Human Resources)

Undergraduate Degree



## Auditor

### Key Responsibilities

- Gather data related to business operations, using such methods as on-site inspections, document reviews and staff interviews
- Advise organisations' governing boards on matters concerning compliance with stock exchange listing rules, relevant legislation and corporation practice
- Identify, manage and report on financial risks
- Ensure policies, legislation, procedures and regulations are followed and complied with
- Identify if and where processes are not working as they should and advise on changes to be made
- Report to management on the existence and effectiveness of the system of internal controls
- Assist the business in developing an environmental management plan
- Prepare final audit reports, which include results of audit and recommendations for improvement

### Overview

Conducts audits of accounting systems, financial statements and/or environmental performance of the operation in businesses and the industry. Manages corporate funding and financial risk and administers and reviews accreditation activities whilst ensuring corporate and government standards are being met. Detects compliance problems or management system deficiencies and makes recommendations as to their correction.

### Snapshot

Average weekly pay:  
\$1,839

Growth: Very strong

Education pathways:

BSB51615 Diploma of Quality Auditing

MSS50118 Diploma of Sustainable Operations

MSS80118 Graduate Certificate in Sustainable Operations

Undergraduate Degree



## Supporting Industries

### Engineering & Maintenance



#### Mechanical Engineer

##### Overview

Plans, designs and oversees the development, installation, operation and maintenance of machinery. They conduct research to solve practical engineering problems and improve efficiency.

##### Education Pathways

MEM60105 Advanced Diploma of Engineering

Undergraduate Degree



#### Electrical Engineer

##### Overview

Designs, develops and supervises the manufacture, installation, operation and maintenance of equipment, machines and systems for the generation, distribution, utilisation and control of electric power. Specialisation areas include motors and transformers, metal refining and operations of power plants.

##### Education Pathways

UEE53011 Diploma of Electrical Systems Engineering

UEE63011 Advanced Diploma of Electrical Systems Engineering)

Undergraduate Degree



#### Railway Infrastructure Worker

##### Overview

Works on the construction, maintenance and operation of railway infrastructure, including tracks, signalling equipment and buildings. They also check, assess and maintain track-laying equipment.

##### Education Pathways

TL122215 Certificate II in Tram or Light Rail Infrastructure (Railway Track Worker)

TL132918 Certificate III in Tram or Light Rail Infrastructure (Railway Track Worker)

Undergraduate Degree



#### Aerospace Engineer

##### Overview

Performs and supervises the design, development, manufacture and maintenance work of all types of flight vehicles. This may include military and civilian aeroplanes, helicopters, missiles, launch vehicles, spacecraft, satellites, and control and guidance systems.

##### Education Pathways

Undergraduate Degree



## Marine Engineer

### Overview

Controls the installation, operation and maintenance of machinery and equipment on ships and vessels. Marine engineers work in the engine departments of cargo ships, dredges, offshore supply and drill vessels, floating production storage and offtake facilities, oil tankers, passenger ships and tugs. They need to be familiar with various types of diesel engines, steam plant and gas turbines.

### Education Pathways

MAR50613 Diploma of Maritime Operations (Marine Engineering Class 3 Near Coastal)

MAR60115 Advanced Diploma of Maritime Operations (Marine Engineering Class 2)

MAR60215 Advanced Diploma of Maritime Operations (Marine Engineering Class 1)

Undergraduate Degree



## Aircraft Maintenance Engineer

### Overview

Installs, maintains and repairs aircraft engines, airframes, airframe systems, electrical, instrument and radio systems, and aircraft structures and surface finishes.

### Education Pathways

MEA50218 Diploma of Aeroskills (Mechanical)

Undergraduate Degree

## Construction & Design



## Bricklayers

### Overview

Works on the construction and repair of veneer and full brick construction, partitions, arches and other structures using clay bricks, concrete blocks and other types of building materials.

Average weekly pay \$1,200

### Education Pathways

CPC30111 Certificate III in Bricklaying/Blocklaying



## Carpenters

### Overview

Constructs, erects, installs, renovates and repairs structures and fixtures made of wood, plywood, wallboard and other materials.

Average weekly pay \$1,000

### Education Pathways

CPC30211 Certificate III in Carpentry

CPC32011 Certificate III in Carpentry and Joinery

CPC30116 Certificate III in Shopfitting



## Plumbers

### Overview

Install, maintain and repair pipes, drains, mechanical services and related equipment for water supply, gas, drainage, sewerage heating, cooling and ventilation systems.

Average weekly pay \$1,142

### Education Pathways

CPC20912 Certificate II in Urban Irrigation - Water supply plumber restricted to urban irrigation systems

CPC32413 Certificate III in Plumbing - Plumber

CPC32513 Certificate III in Plumbing (Mechanical Services) - Plumber

CPC32612 Certificate III in Roof Plumbing - Roof Plumber



## Finishing Traders

### Overview

Performs the last stages of the construction sector which is floor and wall tiling, fibrous and solid plastering and painting and decorating. Includes occupations such as painter, decorator, plasterer and wall and floor tiler.

Average weekly pay \$1,142

### Education Pathways

CPC31311 Certificate III in Wall and Floor Tiling Wall and Floor Tiler

CPC30611 Certificate III in Painting and Decorating Painter and Decorator

CPC31011 Certificate III in Solid Plastering Plasterer

CPC31211 Certificate III in Wall and Ceiling Lining Fibrous Plasterer



## Infrastructure Worker

### Overview

Works on small or large projects building roads and motorways, railways harbours, sewerage and drainage, electrical infrastructure and pipelines. Includes asphalter, pipe layer and mobile plan operators.



## Industrial Designer

### Overview

Creates and produces designs for commercial, medical and industrial products. They make models and prototypes of the designs and cover a variety of goods.

### Education Pathways

Education Pathways:

SIT30116 Certificate III in Tourism

SIT30216 Certificate III in Travel



## Architect

### Overview

Uses creativity and a practical understanding of structures and materials to develop concepts, plans, specifications and detailed drawings for buildings and other structures.

### Education Pathways

SIT30116 Certificate III in Tourism

SIT30216 Certificate III in Travel



## Environmental Researcher

### Overview

Plans and conducts research into environmental and sustainability matters.

### Education Pathways

Education Pathways:

MSS50218 Diploma of Environmental Monitoring and Technology

MSS50218 Diploma of Environmental Monitoring and Technology

MSS80218 Graduate Certificate in Environmental Management

## Law



## Conveyancers and Legal Executives

### Overview

Act for and on behalf of clients in the areas of property transfer, company and business law, trusts, wills, probate and litigation.

### Education Pathways

BSB52015 Diploma of Conveyancing

BSB61115 Advanced Diploma of Conveyancing



## Solicitors

### Overview

Provide legal advice, prepare and draft legal documents, and conduct negotiations on behalf of clients on matters associated with the law.



# Awards



## Queensland Tourism Awards

Hosted by the Queensland Tourism Industry Council, the Queensland Tourism Awards are recognised as the industry's largest and most prestigious event, proudly presented by the Queensland Airports Limited in partnership with Tourism and Events Queensland (TEQ).

The awards recognise, acknowledge and celebrate the tourism operators in Queensland who have validated outstanding achievement and contribution to Queensland's tourism industry.

The Awards program, hosted and managed by QTIC, is a submission and inspection based program which provides the opportunity to acknowledge and showcase Queensland's finest tourism industry, including individuals, businesses (industry operators) and events.

### Benefits of entering the Queensland Tourism Awards:

- Be recognised as an outstanding tourism business
- Discover the full potential of your enterprise
- Supercharge your annual business planning process
- Gain a competitive edge by receiving feedback from industry leaders
- Use the submission as a benchmark to improve the bottom line
- Receive media coverage and exposure
- Energise and motivate your staff
- Use the Awards logo to promote your operation as an award-winning business
- Celebrate and network with industry peers and colleagues at the Gala Awards ceremony
- Automatic entry into the Australian Tourism Awards for Gold Winners in categories 1 to 25
- The Gala Awards ceremony will be the biggest industry party of the year!

## QTIC Prize for Innovation in Tourism



Queensland tourism businesses have an opportunity to win a share in more than \$30,000 in prizes as part of the QTIC Prize for Innovation in Tourism. The program is open to micro and small to medium sized Queensland tourism enterprises that have developed and adopted innovative products, services and processes within Queensland. For more information, visit [www.qtic.com.au](http://www.qtic.com.au) or contact QTIC on (07) 3236 1445 or [administration@qtic.com.au](mailto:administration@qtic.com.au).

[www.qtic.com.au/awards/qtic-awards](http://www.qtic.com.au/awards/qtic-awards)

## Australian Tourism Awards



The Australian Tourism Awards are the tourism industry's premier awards program, recognising excellence in tourism on a national level. Gold winners from respective state tourism award programs compete for national recognition at the Australian Tourism Awards.

[www.australianaward.com.au](http://www.australianaward.com.au)

## WorldSkills Australia



WorldSkills Australia (WSA) aims to develop and nurture the skills of young Australians. The organisation promotes and builds a skill culture by inspiring young people, celebrating skills excellence and providing them with an opportunity to showcase their trade and skill talent. WSA achieves this goal through competitions held on a regional, national and international level.

[www.worldskills.org.au](http://www.worldskills.org.au)

## Queensland Training Awards

# Queensland Training AWARDS

The Queensland Training Awards are the state's highest recognition of people and organisations striving for success, best practice and innovation in training. Award categories recognise outstanding achievement from:

- Completing apprentices and trainees
- School-based apprentices and trainees
- Graduates of certificate, diploma and advanced diploma courses
- Small, medium and large employers who use training in their workplace
- Registered training organisations (training providers), teachers, and trainers.

## Australian Training Awards

The Australian Training Awards are the peak, national awards for the vocational education and training (VET) sector. The Awards recognise individuals, businesses and registered training organisations for their contribution to skilling Australia.

The Awards are the culmination of the state and territory training awards with winners from each state and territory eligible to compete at the national level in various categories.

Through showcasing best practice, the Australian Training Awards promote continuous improvement and innovation in the design and delivery of VET which has led to awareness and respect for skill based careers and excellence.

[www.australiantrainingawards.gov.au](http://www.australiantrainingawards.gov.au)



## Seven News Young Achiever Awards



The purpose of the Seven News Young Achiever Awards is to acknowledge, encourage and most importantly promote the positive achievements of all young people up to and including 29 years of age.

Objectives of the program include:

- Acknowledge and highlight the achievements of young Australians
- Educate the public with examples of youth achievement
- Encourage and motivate young Australians at all levels (local, state and national) in their chosen field of endeavour
- Develop a sense of pride in being an Australian
- Build self-confidence through rewards for excellence
- Provide role models and mentors for youth by highlighting the pursuit of excellence
- Develop and encourage leadership and life skills in young Australians.

[www.awardsaustralia.com/young-achiever-awards/qld](http://www.awardsaustralia.com/young-achiever-awards/qld)



## QTIC's Salute to Excellence Awards

The QTIC Salute to Excellence Award recognises Queensland's state and non-state secondary school students in Year 11 and Year 12 across three categories:

- Tourism
- Hospitality
- Food and beverage

High school students must have completed or completing vocational training through either:

- Vocational Education and Training in Schools (VETiS), or
- School-based traineeships, or
- School-based apprenticeship.

The Awards celebrate the next generation of leaders in the tourism and hospitality industry. Benefits for participants include:

- Relish industry and state recognition of achievements
- Opportunity to gain real-world experience
- Establish industry/employer contacts and mentors
- Gain assistance with career aspirations
- Inspire students to grow and develop in a leading Queensland and Australian industry
- Gain knowledge through success stories from industry professionals
- Maximise opportunities for media coverage
- Meet other like-minded fellow students from across Queensland
- Participate in the QTIC Salute to Excellence Alumni

**Great prizes and incentives are up for grabs in addition to invaluable mentoring and work experience opportunities. The program is free to enter and participate.** For more information go to [qtic.com.au/workforce-development/salute-excellence-awards/](http://qtic.com.au/workforce-development/salute-excellence-awards/)



# Accreditation

## Accreditation

If the tourism industry is to achieve success in the increasingly competitive national and international markets, all sectors of the industry must develop quality products and services that will meet the expectations of their customers. To achieve this goal, all businesses involved in the industry must pay close attention to their business practices to ensure that the services and products offered by them are reliable, consistent and predictable.

Businesses endorsed by tourism accreditation programs benefit from increased credibility, visibility and competitiveness. Accreditation programs help them focus on aspects of their business that provide resilience through leaner times, exploit better periods, and further develop consistency of quality.

The information below provides an overview of some of the available accreditation programs in Queensland. For more information, visit [www.qtic.com.au/accreditation](http://www.qtic.com.au/accreditation)

## Quality Tourism Framework



Governed by the Australian Tourism Industry Council (ATIC), the new 'Quality Tourism' landmark is a symbol of excellence for businesses participating in its framework of quality tourism programs.

This framework includes established and well-respected programs such as the Australian Tourism Accreditation Program, Star Ratings, and the Australian Tourism Awards. Any business that has met the minimum accreditation standard will have access to the Quality Tourism Accredited Business landmark. For further information visit: [www.qualitytourism.com.au](http://www.qualitytourism.com.au)

	<h3>Australian Tourism Accreditation Program (ATAP)</h3> <p>ATAP is a business development program based on quality assurance principles that provide businesses with the necessary tools and resources to ensure ongoing sustainability and best practice. In Queensland, QTIC delivers the national program and can provide support throughout the process.</p> <p><a href="http://accreditation.atap.net.au">accreditation.atap.net.au</a></p>
	<h3>Star Ratings</h3> <p>Star Ratings are a mark of quality, determined by more than 200 criteria that have been ranked by Australian travellers. Star Ratings are awarded to operators within six distinct accommodation categories: Hotels, Motels, Serviced Apartments, Hosted Accommodation, Caravan-Holiday Parks and Self Catering properties.</p> <p><a href="http://www.starratings.com.au">www.starratings.com.au</a></p>

	<p><b>EarthCheck</b></p> <p>EarthCheck is the world's leading scientific benchmarking certification and advisory group for travel and tourism. Their suite of accreditation programs help designers, businesses and destinations evaluate their economic, social, and environmental impacts and transparently report their commitments to climate change.</p> <p><a href="http://www.earthcheck.org">www.earthcheck.org</a></p>
	<p><b>ECO Certification</b></p> <p>The ECO Certification logo is a globally recognised brand which assists travellers to choose and experience an authentic tour, attraction, cruise or accommodation that is environmentally, socially and economically sustainable. Other programs available include Climate Action Certification, Respecting Our Culture (ROC) Certification and Ecoguide Certification.</p> <p><a href="http://www.ecotourism.org.au">www.ecotourism.org.au</a></p>
	<p><b>Queensland Visitor Information Centre Accreditation</b></p> <p>Accredited Visitor Information Centres (VICs) play an important role in Queensland's tourism industry. To raise the standard of information provision and acknowledge genuine visitor information providers, accreditation policies and procedures have been developed across Australia and a yellow on blue italicised 'i' symbol has been trademarked to distinguish visitor information providers who achieve these standards.</p> <p><a href="http://www.teq.queensland.com/VIC-portal">www.teq.queensland.com/VIC-portal</a></p>
	<p><b>Caravan Industry Association of Australia – National Accreditation Program</b></p> <p>To become an accredited business, caravan holiday parks must comply with certain standards, including legal compliance, environmental management, customer service, risk management and maintenance. These businesses display the 'accreditation key' to show that they are a Caravan Industry Association of Australia accredited business.</p> <p><a href="http://www.caravanindustry.com.au">www.caravanindustry.com.au</a></p>
	<p><b>China Ready &amp; Accredited</b></p> <p>CHINA READY® is a Chinese Government and industry-endorsed quality service certification that equips operators to welcome, understand and successfully engage with China and Chinese people, giving easier access to the world's largest consumer market.</p> <p><a href="http://chinareadyandaccredited.com/program/">chinareadyandaccredited.com/program/</a></p>

For more information, visit [www.qtic.com.au/accreditation](http://www.qtic.com.au/accreditation) or email [accreditation@qtic.com.au](mailto:accreditation@qtic.com.au)



The QTIC, Tourism and Hospitality Careers Guide 2019-20, outlines a range of educational pathway opportunities including Vocational Education and Training (VET) and Higher Education. Many of these education pathways are highlighted within specified job roles and may include VET pathways including; units of competency, skills sets, qualifications. Higher Education pathways have been listed as Undergraduate Degrees due to the nature of the diverse range and number of courses available across Universities and Higher Education providers.

The table below demonstrates the range of Training Packages that are used by Tourism and Hospitality employers across Australia. Training Packages are a set of nationally endorsed qualifications, registered skills sets and units of competency used as standards to recognise the skills and knowledge required to perform in that job role and/or workplace. For more information on training packages and qualifications go to <https://training.gov.au/Home/Tga>

	Events	Restaurant	Attractions	Tourism & Infomation	Travel	Accommodation
SIT	●	●	●	●	●	●
CUA	●	●	●	●	●	●
ICT	●	●	●	●	●	●
FNS	●	●	●	●	●	●
TLI	●	●	●	●	●	●
MAR	●	●	●	●	●	●
MEA					●	
SIS	●		●	●		
MSS	●	●	●	●	●	●
AHC			●	●	●	
UEE11	●		●		●	●
CPP07	●	●	●	●	●	●
MEM05	●		●		●	●
AVI					●	

- SIT - Tourism, Travel and Hospitality Training Package
- CUA - Creative Arts and Culture Training Package
- ICT - Information and Communications Technology
- FNS - Financial Services Training Package
- TLI - Transport and Logistics Training Package
- MAR - Maritime Training Package
- MEA - Aeroskills Training Package
- SIS - Sport, Fitness and Recreation Training Package
- MSS - Sustainability
- AHC - Agriculture, Horticulture and Conservation and Land Management Training Package
- UEE11 - Electrotechnology Training Package
- CPP07 - Property Services Training Package
- MEM05 - Metal and Engineering Training Package
- AVI - Aviation Training Package

## Gateway Schools

The Food, Wine and Tourism Gateway to Industry Schools Program supports young people in making a successful transition from school into further education or employment.

The program blends school, vocational and academic curricula tailored specifically for industry needs, enabling students to learn about career opportunities available in the food, wine, hospitality and tourism industries.

Schools participating in the food, wine and tourism gateway program collaborate with industry to provide direct pathways for students in obtaining work or entering higher study.

Students gain valuable industry experience while still at school, providing them with the tools and knowledge to make informed decisions about training and employment.

For more information on the Food, Wine and Tourism Gateway to Industry Schools Program, including details about current activities and projects, opportunities for students and teachers or how your school or business can get involved, visit the Queensland College of Wine Tourism website at

[www.qcwt.com.au/schools\\_prog](http://www.qcwt.com.au/schools_prog)

**Take your career to the next level**  
*Study Hospitality and Tourism Management*

James Cook University's Bachelor of Business in Hospitality and Tourism will equip you with the skills for a successful career in tourism, hospitality and entertainment. Accompanied by field trips and site visits, your study will include contemporary marketing, events management, visitor behaviour and international tourism development.

JCU's experienced, globally respected academics and personalised classes create valuable learning opportunities. Study: Online, or through JCU's Townsville, Cairns\* or Brisbane\*\* campuses, or internationally at JCU's Singapore Campus.

\* Available in Cairns as of Study Period 2, 2019. \*\* International students only.

**Apply now** 1800 246 446 [jcu.edu.au/business](http://jcu.edu.au/business)

Picture: 16-storey Sky Trees, part of major tourism development in Singapore.

**JAMES COOK UNIVERSITY AUSTRALIA**

## Higher Education

Institution	Undergraduate Program
<b>University of Queensland</b> <a href="http://www.uq.edu.au">www.uq.edu.au</a>	<ul style="list-style-type: none"> <li>• Bachelor of International Hotel and Tourism Management</li> <li>• Bachelors of Business Management/International Hotel and Tourism Management</li> <li>• Bachelor of International Hotel and Tourism Management</li> </ul>
<b>Griffith University</b> <a href="http://www.griffith.edu.au">www.griffith.edu.au</a>	<ul style="list-style-type: none"> <li>• Bachelor of International Tourism and Hotel Management</li> </ul>
<b>James Cook University</b> <a href="http://www.jcu.edu.au">www.jcu.edu.au</a>	<ul style="list-style-type: none"> <li>• Bachelor of Business in Hospitality and Tourism Management</li> </ul>
<b>Bond University</b> <a href="http://www.bond.edu.au">www.bond.edu.au</a>	<ul style="list-style-type: none"> <li>• Bachelor of International Hotel and Tourism Management</li> </ul>
<b>University of Southern Queensland</b> <a href="http://www.usq.edu.au">www.usq.edu.au</a>	<ul style="list-style-type: none"> <li>• Bachelor of Business (Tourism Management)</li> <li>• Bachelor of Business (Tourism and Events Management)</li> <li>• Bachelor of Science (Wine Science)</li> <li>• Bachelor of Aviation</li> </ul>
<b>CQUniversity Australia</b> <a href="http://www.cqu.edu.au">www.cqu.edu.au</a>	<ul style="list-style-type: none"> <li>• Bachelor of Hospitality Management</li> </ul>
<b>University of Sunshine Coast</b> <a href="http://www.usc.edu.au">www.usc.edu.au</a>	<ul style="list-style-type: none"> <li>• Bachelor of Business (Tourism, Leisure and Event Management)</li> </ul>

Institution	Postgraduate Program
<b>University of Queensland</b> <a href="http://www.uq.edu.au">www.uq.edu.au</a>	<ul style="list-style-type: none"> <li>• Master of Tourism Leadership</li> <li>• Master of Tourism, Hotel and Event Management</li> </ul>
<b>Griffith University</b> <a href="http://www.griffith.edu.au">www.griffith.edu.au</a>	<ul style="list-style-type: none"> <li>• Master of Business (International Tourism and Hospitality Management)</li> </ul>
<b>James Cook University</b> <a href="http://www.jcu.edu.au">www.jcu.edu.au</a>	<ul style="list-style-type: none"> <li>• Master of International Tourism and Hospitality Management</li> <li>• Master of International Tourism and Hospitality Management – Master of Business Administration (Dual Program)</li> </ul>
<b>Bond University</b> <a href="http://www.bond.edu.au">www.bond.edu.au</a>	<ul style="list-style-type: none"> <li>• Bachelor of International Hotel and Tourism Management</li> </ul>
<b>CQUniversity Australia</b> <a href="http://www.cqu.edu.au">www.cqu.edu.au</a>	<ul style="list-style-type: none"> <li>• Master of Sustainable Tourism Management</li> </ul>

# Study with Australia's leading tourism educator

*We're ranked #1  
in Australia and #2  
in the world for hospitality  
and tourism management\**

[griffith.edu.au/tourism](http://griffith.edu.au/tourism)

\*ShanghaiRanking Global Ranking of Academic Subjects 2018

## What is the difference between VET and higher Education

VET courses include certificates I to IV, diplomas and advanced diplomas. These are lower-level qualifications than those offered in the higher education sector, which include bachelor degrees, graduate certificates, graduate diplomas, master degrees and doctoral degrees.

VET study provides graduates with the practical skills they need for certain industries and roles. Courses in the higher education sector tend to have more of an academic focus, although many degrees have a vocational focus (such as those in the fields of agriculture and design).

Research shows that 4/5 parents would prefer their child to go to university after school over vocational education and that many young people and parents don't understand the benefits of vocational education and training (e.g., TAFE, apprenticeships, traineeships). 2017 Australian research suggests that<sup>1</sup>:

- 9 out of the 10 top occupations predicted to have the most jobs growth are in vocational training areas.
- The median full-time income for a vocational education graduate is \$56,000 vs \$54,000 for someone with a bachelor degree.
- Nearly eight in 10 vocational education graduates have a job soon after training, vs about seven in 10 university graduates; and
- More than nine in 10 trade apprentices have jobs after finishing training.

<sup>1</sup><https://saf.org.au/perceptionsarenoreality/>



# Licensing

## Liquor and Gaming

### Responsible Service of Alcohol Training

It is mandatory for certain people involved in Queensland's liquor industry to have a current Responsible Service of Alcohol (RSA) statement of attainment issued for successful completion of the RSA training course, conducted by an Office of Liquor and Gaming Regulation (OLGR) approved trainer. Having licensees, management and those employed to undertake specified tasks in licensed venues trained in RSA benefits both employee and employer. RSA training provides skills in handling difficult situations, how to recognise signs of intoxication and strategies to slow or moderate the supply of alcohol and how to refuse service.

**All licensees must ensure the following people have a current RSA statement of attainment, within 30 days of commencing employment:**

- The licensee (if an individual)
- Any member of staff of the licensed premises who is involved in the service or supply of liquor at the premises.

Staff members involved in the service or supply of liquor include approved managers, bartenders, glass collectors, floor staff, security staff and room service staff.

As a competency within a national training package, a SITHFAB002 Provide responsible service of alcohol course may only be delivered by a registered training organisation.

### Responsible Management of Licensed Venues

It is mandatory for liquor licensees (if individuals), approved managers and some permit holders to have a current Responsible Management of Licensed Venues (RMLV) certificate.

Licensees (or permit holders) must ensure all approved managers maintain currency of a Responsible Management of Licensed Venue (RMLV) 'licensee's course certificate' issued by an approved trainer.

The RMLV training course certificate is valid for three years. It is the responsibility of the licensee to ensure approved managers working at the premises have a copy of a current certificate as detailed.

[www.business.qld.gov.au/industry/liquor-gaming](http://www.business.qld.gov.au/industry/liquor-gaming)

### Responsible Service of Gambling

Since 1 October 2010, it has been mandatory for certain people involved in Queensland's gaming industry to have a current Responsible Service of Gambling (RSG) course certificate.

Trained employees are able to identify the signs of problem gambling, provided with skills to handle difficult situations and apply the principles of the Queensland Responsible Gambling Code of Practice. Trained employees are aware of the legal obligations and ramifications associated with the service of gambling products, which not only assists licensees comply with the legislation, but minimise the potential for harm associated with gambling to individuals and the broader community. People who carry out gaming duties or gaming tasks within a licensed club or hotel must complete RSG training within three months of starting employment.

[www.business.qld.gov.au/industry/liquor-gaming](http://www.business.qld.gov.au/industry/liquor-gaming)

*Since 1 July 2013 the training course certificate recognised for having completed mandatory RSG training required by the Gaming Machine Act 1991 is a VET Statement of Attainment in SITHGAM001 Provide responsible gambling services*

## Workplace Health & Safety

### Workplace Health & Safety Queensland

Workplace Health and Safety Queensland (WHSQ) is responsible for improving workplace health and safety in Queensland and helping reduce the risk of workers being killed or injured on the job. WHSQ enforces work health and safety laws, investigates workplace fatalities, serious injuries,

prosecutes breaches of legislation and educates employees and employers on their legal obligations. WHSQ also provides policy advice on workers' compensation matters.

[www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)

## Marine Safety

### Maritime Safety Queensland

Maritime Safety Queensland (MSQ) is responsible for protecting Queensland's waterways and the people who use them - providing safer, cleaner seas. MSQ is also responsible for delivering a range of services on behalf of the national regulator (the Australian Maritime Safety Authority) under the Marine Safety (Domestic Commercial Vessel) National Law Act 2012.

The national system arrangements are implemented together with Maritime Safety Queensland's state marine legislative responsibilities.

[www.msq.qld.gov.au](http://www.msq.qld.gov.au)

### The Australian Maritime Safety Authority

The Australian Maritime Safety Authority (AMSA) is a statutory authority established under the Australian Maritime Safety Authority Act 1990 (the AMSA Act). AMSA's principal functions are:

- Promoting maritime safety and protection of the marine environment
- Preventing and combating ship-sourced pollution in the marine environment
- Providing infrastructure to support safety of navigation in Australian waters
- Providing a national search and rescue service to the maritime and aviation sectors.

Entry level requirements exist for all people working on commercial tourism vessels such as:

- Elements of Shipboard Safety
- First Aid
- Oxygen Provider / CPR
- RMDL (Tender Licence)

A commercial marine licence is required to operate a commercial tourism vessel.

[www.amsa.gov.au](http://www.amsa.gov.au)

## Security

### Individual - Class 1

- Bodyguard - providing close personal protection services.
- Private investigator - obtaining and providing information about another person without their consent, such as surveillance work or investigating the disappearance of a missing person.
- Crowdcontroller - maintaining order in and around a public place such as a hotel or sporting event.
- Cash transit security officer - carrying cash or other valuables.
- Unarmed security officer - guarding, patrolling or watching another person's property, without a guard dog or weapon.
- Monitoring security officer - monitoring property using an electronic monitoring device, such as a visual recording system, a radio or remote alarm system.
- Dog patrol security officer - guarding, patrolling or watching another person's property, with a guard dog.

### Individual - Class 2

- Security adviser - providing advice about security equipment, methods or principles.
- Security equipment installer - installing, repairing, servicing or maintaining security equipment.

For more information on Security Licensing, go to: <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/regulated-industries-licensing-and-legislation/security-industry-regulation/get-a-security-licence>



## Hints & Tips

### Questions to consider

Before you enter into a new course or training program, you may like to consider these questions.



#### Have I considered the costs?

- How much does the course or training program cost?
- Are there out-of-pocket expenses (e.g. text books, uniforms, chef knives, computer, printing, transportation, etc.)?
- Must I pay up-front or can I pay in instalments?
- Does the course or training program qualify for HECS-HELP, VET FEE-HELP, FEE-HELP, or other loans?
- Can I receive government assistance?
- Are there scholarships available to me?
- Am I eligible?
- What are the entry requirements?
- Do I need prior qualifications?
- Can I receive recognition of prior learning (RPL)?
- Can I get the right support I need to succeed in the course or training program?
- Can I receive credits for prior study, training or qualifications?



#### What does studying involve?

- Do I know the course or training program commencement, census date or completion dates?
- What is the learning style (lectures, tutorials, practicals, work placement, online learning or seminars)?
- Do I need to use my personal equipment or will the course provide me with access to what I need?
- Will the course or training program provide learning support, if I need it, and what does that involve?
- What is the course or training program size and does it suit me?
- Is the course or training program practical or academically focussed?
- Must I attend every class and what happens if I miss one?
- Are the teaching staff or lecturers qualified with relevant and up-to-date industry experience?
- What amenities are available on campus and do I see myself learning there?
- Are there opportunities for part-time study or residential placements?

## How to succeed in your studies



### P.A.S.S.T.H.A.T

Some tips and suggestions to help you PASS THAT course or training program.

### PLAN YOUR STUDY SCHEDULE

Use a calendar to note your assessment dates at the start of semester and keep track of when assessments are due. Plan your weeks in advance so you know when important events and meetings are happening.

### ATTEND ORIENTATION

Visiting your campus on orientation day gives you a feel for campus life and allows you to sign up to any clubs, societies or sporting teams. You can also attend information sessions that help you with your study.

### SCHEDULE TIME TO SLEEP

Stay active but ensure that you get an adequate amount of sleep. Lack of sleep can greatly impact your studies.

### SIGN UP

Join any clubs, societies and sporting teams where you may share a common interest. These interest groups are an excellent way to make friends, understand your industry better and make contacts.

### TAKE NOTES

Keep track of important notes and information from your course as well as collecting hints and tips from other students and trainers, lecturers and mentors. When you're feeling the pressure, refer to your notes and go over those points to ensure you're following the best path towards study success.

### HAVE A BALANCE

Make time to balance your study, leisure and work time. Take time off from study to enjoy the student life with your friends. Don't commit to too much part-time work as you will not have enough time for study. Ensure you are eating healthy, balanced meals and drinking plenty of water. Taking care of yourself will help you stay on top of your studies. Getting sick can mean missing important deadlines.

### ASK QUESTIONS

Don't be afraid to talk to the teaching staff on your campus. They have a lot of experience and can help you with any study or employment concerns.

### TAKE ADVANTAGE OF OPPORTUNITIES

Your campus and trainers or lecturers will be able to help identify relevant volunteering, mentoring, work experience and internship opportunities. Make sure you follow your course's social media account or emailing list to be in the know.

*Content used with permission from the Australian Council for Private Education and Training (ACPET).*

## How to get that job



### Job searching

Research the job and organisation.

- Find out what the organisation does, how they operate, recent achievements, major changes or projects.
- Call the recruiter and have a discussion about what they're looking for in an applicant. Hopefully they will remember you when you submit your application.

Don't get discouraged! Job searching can take time and you may face setbacks and rejections before securing a position.

Maintain your network. Many jobs in the hospitality and tourism industry are found through industry contacts, not job sites.



### Preparing for an interview

Prepare answers for common interview questions, such as:

- Tell me about yourself
- Why are you interested in this job/organisation?
- What is your greatest strength/weakness?
- What do you know about our company?
- How have you handled difficult or stressful situations in your current job?
- What are your achievements to date?

Use the **STAR** method to prepare for such interview questions:

**S** – Situation, set the scene, what happened

**T** – Task/Target, what was required of you, when, where, who

**A** – Action, what you did, skills used, behaviours, characteristics

**R** – Result/outcome, what happened in the end?



### Be resume ready

A resume is a summary of your experience, education and skills. Usually one or two pages in length, resumes are used by employers to find out about a job applicant. Recruiters only need 20 seconds to assess your resume, so make it stands out, is easy to read and uses action and key words to get their attention.

Keep your resume current and up to date. Use spell check and get a family member or friend to look over it to ensure it is clear and well written.

Make sure you include the following information:

- Personal details including name and contact information
- Key skills – e.g. time management, analytical, communication
- Work history, relevant experience and achievements
- Education

Prepare questions to ask the interviewer to show you're well prepared and interested in the role.

Dress appropriately. Research the company and their dress code and dress to match. If you're unable to find out, ensure you look neat and smart.

Know where your interview is going to be, and make sure you have plenty of time to travel.

Arrive 10 minutes early so you can calm down and gather your thoughts.

## Financial Assistance Options for Students

### HECS - HELP

HECS-HELP is a student loan scheme for eligible Commonwealth supported students to defer their student contribution and repay it later through the taxation system.

Eligibility criteria include:

- Be studying in a Commonwealth supported place
- Be an Australian citizen
- Be New Zealand Special Category Visa holder
- Be a permanent humanitarian visa holder
- Be enrolled in each unit at your university by the census date

[www.studyassist.gov.au/sites/studyassist/helpayingmyfees/hecs-help/pages/hecs-help-welcome](http://www.studyassist.gov.au/sites/studyassist/helpayingmyfees/hecs-help/pages/hecs-help-welcome)

### Abstudy

Abstudy assists with tuition costs for Aboriginal and Torres Strait Islander Australians who are studying or undertaking an Australian apprenticeship.

[www.humanservices.gov.au/customer/services/centrelink/abstudy](http://www.humanservices.gov.au/customer/services/centrelink/abstudy)

### Austudy

Austudy provides financial support to full-time students and Australian Apprentices aged 25 years or older, studying full-time in an approved course at an approved educational institution, or undertaking a full-time Australian Apprenticeship or traineeship.

[www.humanservices.gov.au/customer/services/centrelink/austudy](http://www.humanservices.gov.au/customer/services/centrelink/austudy)

### FEE - HELP

FEE-HELP is a loan scheme that assists eligible fee-paying students, enrolled at an eligible FEE-HELP higher education provider, to pay all or part of their tuition fees for eligible units of study. It cannot be used for additional costs such as accommodation or text books.

Eligibility criteria include:

- Be studying at an approved FEE-HELP provider or through Open Universities Australia

- Be an Australian citizen
- Be a New Zealand Special Category Visa holder
- Be a permanent humanitarian visa holder
- Be enrolled in an eligible unit of study
- Have not exceeded the FEE-HELP limit
- Have maintained a 50% unit pass rate

[www.studyassist.gov.au/sites/studyassist/helpayingmyfees/hecs-help/pages/hecs-help-welcome](http://www.studyassist.gov.au/sites/studyassist/helpayingmyfees/hecs-help/pages/hecs-help-welcome)

### VET Student Loans

VET Student Loans is an income contingent loan scheme to assist eligible students studying certain diploma level and above vocational and education and training qualifications. Eligible students are entitled for loans up to a capped amount.

<https://www.education.gov.au/vet-student-loans>

### Youth Allowance

In an education context, the Youth Allowance provides financial support for people aged 16 to 24 years who are studying full-time, undertaking a full-time Australian Apprenticeship, or training.

Eligibility criteria include:

- 16 to 17 years old and independent or needing to live away from home to study
- 18 to 24 years old and studying full-time
- 16 to 24 years old and undertaking a full-time Australian Apprenticeship

[www.humanservices.gov.au/customer/services/centrelink/youth-allowance](http://www.humanservices.gov.au/customer/services/centrelink/youth-allowance)

### Scholarships

Scholarships can be awarded on financial needs, academic achievements, rural living or Indigenous backgrounds. Contact your educational institution for more details on potential scholarships available to you.

## Useful Websites

### Australian Apprenticeship Support

[www.apprenticeshipsupport.com.au](http://www.apprenticeshipsupport.com.au)

### Australian Government Study Assist

[www.studyassist.gov.au](http://www.studyassist.gov.au)

### CRICOS

#### For International Students

[www.cricos.education.gov.au](http://www.cricos.education.gov.au)

### Department of Education and Training

#### Myskill

[www.myskills.gov.au](http://www.myskills.gov.au)

#### Job Guide

[www.education.gov.au/job-guide](http://www.education.gov.au/job-guide)

#### Jobactive

[www.jobsearch.gov.au](http://www.jobsearch.gov.au)

#### Job Ready

[www.jobready.gov.au](http://www.jobready.gov.au)

#### Myfuture

[www.myfuture.edu.au](http://www.myfuture.edu.au)

### Queensland Curriculum and Assessment Authority

[www.qcaa.qld.edu.au](http://www.qcaa.qld.edu.au)

### Queensland Tertiary Admissions Centre

1300 GO QTAC (1300 467 822)

[www.qtac.edu.au](http://www.qtac.edu.au)

### Reading and Writing Hotline

1300 6 555 06

[www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

### Skills Road

1300 6 555 06

[www.skillsroad.com.au](http://www.skillsroad.com.au)

### Training Queensland

[www.training.qld.gov.au](http://www.training.qld.gov.au)

### Training Ombudsman

[www.qld.gov.au/education/training](http://www.qld.gov.au/education/training)

### Australian Apprenticeship Pathways

<https://www.aapathways.com.au>

### Job Outlook

<https://joboutlook.gov.au>

# Employee Support

## Fair Work Ombudsman

The Fair Works Ombudsman is an independent statutory agency of the Australian Government which supports Australian workplaces, so they can be compliant, productive and inclusive. They help both employers and employees, to understand their rights and responsibilities under Australian workplace laws and work with them to resolve any issues that may arise. Their services are free to all workers and employers in Australia.

Help for:

- Visa holders and migrants
- Young workers and students
- Apprentices and trainees
- Aboriginal & Torres Strait Islander people
- Parents and families
- Small businesses
- Franchises
- Contracting labour & supply chain
- Independent contractors

For more info visit: <https://www.fairwork.gov.au/>

## Queensland Training Ombudsman

The Queensland Training Ombudsman is an independent office that provides Queenslanders with support to resolve training issues or make complaints thus strengthening the State's vocational education and training (VET) sector. They offer a free, independent and confidential service to review and resolve enquiries and complaints from students, regional tourism organisations (RTO's), apprentices, trainees and employers. Queensland Training Ombudsman reports on issues in the VET sector and advises the government on ways to improve them. If you are experiencing any issues with the VET sector or have any complaints, please visit <http://trainingombudsman.qld.gov.au/>.

## Employee rights, entitlements and pay

You should be aware of the rights and entitlements that come as part of being a Queensland employee.

- Leave entitlement: All workers are entitled to leave however, this will depend on the type of contract you sign. Casual workers, for example, are not entitled to any paid annual leave nevertheless, they can take up to two days unpaid carers' or compassionate leave. More info: <https://www.qld.gov.au/jobs/entitlements/leave>

- Workers' compensation: Is the insurance that can pay the wages and medical costs of employees who have been injured due to their employment. WorkCover Queensland is the exclusive provider of accident insurance. More info: <https://www.qld.gov.au/jobs/entitlements/compensation>

- Awards and Wages: An award is the legal document where all the terms and conditions of employment for a job or industry will be set out. It contains information like minimum wages, overtime, penalty rates and allowances. Most of the wages in Queensland are controlled by an award and will depend on the job. However, the national minimum wage is \$18.93 per hour. Find out your wage at: <https://calculate.fairwork.gov.au/findyouraward>

## Superannuation

Superannuation is part of the rights you receive from being an employee in Australia; it is the money that is set aside for your retirement. The money comes from the contributions your employer makes to your super fund and you can top the fund with your own money. Your employer must pay 9.5% of your salary into your super fund. It is important that when you are hired you keep in mind considerations such as which super fund you want to choose and if you want to make any voluntary contributions. It is your employer's obligation to pay your superannuation however, it is your responsibility to make sure everything is right. For more information visit: <https://www.qld.gov.au/jobs/finance/super>

## Australian Taxation Office (ATO) and Tax File Number (TFN)

As part of your obligations when working in Australia you will need to pay taxes, which is the money collected by the Australian Taxation Office to pay for services provided to the community, such as health, education, social services and defence. The TFN is your personal reference number in the tax and super systems. Although having a TFN is not mandatory it will help you avoid paying more tax. You will only need to apply for a TFN once since it is for life. Visit the Australian Taxation Office website to apply for your TFN: <https://www.ato.gov.au/Individuals/Tax-file-number/>

## Bank accounts

Having a bank account can be beneficial in numerous ways, to save money, as a safer way of carrying money and for your employers to transfer your pay. It is important that before you open a bank account you compare banks to understand their fees and charges to guarantee you are getting the most use and benefit out of it. Depending on the bank of your choice, the requirements to open a bank account will be different so make sure you check with them what you will need. Two documents that everyone will ask for is a photo ID and money to deposit into the account. If you are an international student, you will also need your passport and your student ID.

## Useful Organisations

### Anti-discrimination

- Anti-Discrimination Commission Queensland
- Website: <http://www.adcq.qld.gov.au/> Phone: 1300 130 670
- Australian Human Rights Commission Website: <https://www.humanrights.gov.au/complaint-information> Phone: 1300 656 419

### Mental Health

- For immediate help call Triple Zero (000)
- Mental Health Access Line: 1300 MH CALL (1300 642 255)
- Mental Health Association Queensland Website: <https://www.mentalhealth.org.au/>
- Queensland Alliance for Mental Health Website: <https://www.qamh.org.au/>

## Australian Apprentice Support Network

Australian Apprentice Network is a network of providers contracted by the Australian Government that provide free Australian Apprenticeship support services to apprentices and employers. The Australian Government invests up to \$190 million annually in the network to make it easier for employers to recruit, train and retain apprentices and to support individuals to succeed in their apprenticeship. The providers will give advice and support services tailored to the needs of employers and apprentices throughout the entire process, from pre-commencement to completion. For more information visit: <https://www.australianapprenticeships.gov.au/find-my-aasn/full-list>

## Group Training Organisations

Group Training Organisations (GTO) employ apprentices and trainees and place them with host employers. The GTO will undertake employer responsibilities such as, selecting and recruiting, managing the quality and continuity of training and looking after the employees' benefits, including: wages, allowances, superannuation, workers compensation, among others. The main goals of a Group Training Organisation is to create additional employment opportunities and improve the quality of the training available. For more information about GTOs visit: <https://www.australianapprenticeships.gov.au/find-my-aasn/full-list>

