

ANZSCO Comprehensive Review Round 3

*Submitted to the Australian
Bureau of Statistics*

December 2023



**QUEENSLAND
TOURISM INDUSTRY
COUNCIL**

The Voice of Tourism

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Acknowledgement of Country

The Queensland Tourism Industry Council acknowledges the Traditional Custodians of the lands on which we work and live across Queensland, and recognises their continuing connection to the land, waters and culture. We also pay our respects to all First Nations people, past, present and emerging.

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Submitted to ANZSCO comprehensive review - consultation round 3
Submitted on 2023-12-05 13:21:12

Introduction

1 What is your first name?

First name:
Esther

2 What is your last name?

Last name:
Anderson

3 What is your organisation?

Organisation:
Queensland Tourism Industry Council

4 What is your position/title?

Position/title:
Senior Research & Policy Officer

5 Which state are you located in (or country if overseas)?

QLD

Other country (please specify):
Australia

6 What is your email address?

Email:
policy@qtic.com.au

7 What is your phone number?

Phone number:
0732361445

8 How did you find out about the Comprehensive review and update of ANZSCO?

Direct approach from the Australian Bureau of Statistics (ABS), Colleague or other internal notifications

Other (please specify):

Focus area

9 Please select a focus area

Accommodation and food services

Occupations that are separately identified in ANZSCO

10 Are there any occupations in your industry, business or workplace that are not accurately described?

Details of occupations in your industry, business or workplace that are not accurately described:

Please refer to the attached documents, including a summary spreadsheet and industry consultation feedback. Occupations reviewed include the following:

- Accommodation and Hospitality Managers n.e.c.
- Bar Useful or Busser
- Barista
- Bed and Breakfast Operator
- Café or Restaurant Manager

- Café Worker
- Caravan Park and Camping Ground Manager
- Caretaker
- Commercial Housekeeper
- Door Person or Luggage Porter
- Food Trades Assistants
- Gaming Worker
- Hospitality Worker n.e.c.
- Hotel or Motel Manager
- Hotel or Motel Receptionist
- Hotel Service Manager
- Kitchenhand
- Licensed Club Manager
- Pastry Cook
- Pastrycook's Assistant
- Waiter

Commercial Housekeeper (811411) and Caretaker (899111) were also reviewed, as they could be discrete occupations within this grouping, as supported by the Skills Equipped consultation.

11 Are there any occupations in your industry, business or workplace for which ANZSCO does not accurately reflect the skill level (1 to 5)?

Occupations which do not accurately reflect the skill level (1 to 5):

Please refer to the attached documents, including a summary spreadsheet and industry consultation feedback.

12 Are there any occupations in your industry, business or workplace which we should consider classifying under a different ANZSCO category (e.g. sub-major, minor or unit group)?

Occupations to classify under a different ANZSCO category:

Please refer to the attached documents, including a summary spreadsheet and industry consultation feedback.

Occupations not separately identified in ANZSCO

13 Are there any occupations in your industry, business or workplace that should be separately identified with a unique code?

Occupations that should be separately identified:

Please refer to the attached documents, including a summary spreadsheet and industry consultation feedback.

14 Are there occupations that are emerging, or that you anticipate will emerge, in the next 5 to 10 years in your industry, business or workplace?

Occupations that are emerging:

This tourism industry contributed \$33.2 billion in Overnight Visitor Expenditure (OVE) to the state economy as of YE September 2023. There are approximately 206,000 (direct and indirect) tourism-filled jobs in Queensland, making up 6.7% of the state's total employment (Tourism Research Australia, State Tourism Satellite Accounts 2021-22). Looking ahead, projections indicate employment in specific tourism and hospitality roles will have the third fastest growth of all industries in Queensland by 2025-26 (Jobs Queensland – Anticipating Future Skills 2020-21 to 2025-6). Nevertheless, the Queensland tourism industry is confronted by sizable workforce shortages, totalling 4,800 job vacancies across the state (Australian Bureau of Statistics).

Considering the impending surge in demand associated with the Brisbane 2032 Olympic and Paralympic Games, evolving consumer preferences, and ambitious targets aiming for \$44 billion OVE by 2032, ensuring the capability to cater to visitor needs and sustain a skilled workforce should be a pivotal priority for the tourism industry.

As tourism evolves, ANZSCO occupations should be designed with flexibility to adapt to future changes and innovations. QTIC makes particular note of occupations relating to digital promotion, which are of emerging importance for businesses of all sizes and industries. If digital promotion occupations were to sit within a training package, it would be most appropriately housed within the BSB – Business Services Training Package.

This can be achieved through regular reviews and updating occupation descriptions to reflect the current state of the industry. In a dynamic industry, it is crucial to establish mechanisms for ongoing monitoring of qualifications, jobs roles and industry developments within ANZSCO to guarantee ongoing relevance.

Other information

15 Is there any other information to help support your submission?

Other information to support submission:

The Queensland Tourism Industry Council (QTIC) welcomes the opportunity to provide feedback to the Australian Bureau of Statistics regarding the Review of the Australian and New Zealand Standard Classification of Occupations (Round 3).

QTIC is the peak industry body and leading advocate for the tourism, hospitality, and events sectors in Queensland, committed to the growth and sustainability of the state visitor economy. Our efforts focus on powerful lobbying, policy development, and collaboration with key industry stakeholders to create a favourable business environment for operators.

As a not-for-profit, membership-based organisation, we take pride in ensuring that the concerns and needs of our members and the broader tourism industry inform all relevant policy debates and that businesses have strong representation in decision-making processes. By promoting the value and importance of tourism in government forums and to the wider community, we help to create a vibrant, diverse industry that benefits all.

QTIC makes the following general recommendations to assist with tourism and ANZSCO:

- Actively collaborating and engaging with industry associations, operators, and training organisations to accurately capture shifting industry needs and provide direct insights for structuring qualifications to ensure recognition and alignment.
- It is critical that consultations extend beyond national organisations and include state-based organisations, who often have a closer relationship with regional and local operators and can inform a place-based review.
- Optimise the utilisation of ANZSCO data for accurate statewide workforce planning and addressing cross-industry workforce requirements.
- Accurate mapping of qualifications to occupations is critical. QTIC advocates for funding and subsidies for specific qualifications that can enhance the tourism industry by attracting individuals to pursue careers and incentivising participation in relevant training opportunities, contributing to economic growth.

QTIC anticipates outcomes of this review will contribute to enhancing support for industry needs, ensuring accurate, relevant, and adaptable occupation descriptions, while also addressing occupational gaps and improving qualification clarity. By implementing these recommendation, ANZSCO can better reflect industry complexities and offer more accurate data for workforce planning and decision-making.

QTIC makes particular note of the youth unemployment rate for Queensland, which sat at 8.7% in October 2023 compared to 3.7% for the state overall (Australian Bureau of Statistics). A rapid response to disengagement through cross-government and interdepartmental collaboration is critical to young people's active engagement in work-readiness programs. Removal of barriers hindering progress and the attraction, retention, and development of a skilled workforce is essential to leveraging future opportunities.

QTIC looks forward to contributing to any future discussions arising from this review and engaging in a positive, productive dialogue with the Australian Bureau of Statistics.

16 Please provide information on any other issues in relation to ANZSCO that have not already been covered in this survey.

Any other issues not already covered:

Attachment - Summary of QTIC industry consultations

Key: black (maintain as is), blue (add to occupation), red (remove from occupation)

Occupation	Alternative titles	AQF level	Skill level	Years' experience	Specialisations	Additional tasks	Notes
141111 Cafe or Restaurant Manager	Food and Beverage Manager Restaurateur	IV, V, VI	2 3	3	Bistro Manager Canteen Manager Caterer Internet Cafe Manager	Managing Staff and Rostering Managing Budgets	
141211 Caravan Park and Camping Ground Manager		IV, V, VI	2 3	3		Managing Staff and Rostering Marketing and promotional activities Managing Budgets taking reservations, registering guests, assigning accommodation and collecting payments arranging cleaning and maintenance of caravans, cabins, amenities blocks, recreation facilities and grounds informing guests of local tourist attractions and recreational facilities attending to complaints lodged by customers liaising with local government to ensure compliance with laws, regulations and ordinances may operate an on-site shop, cafe or restaurant for guests may sign, supervise and enforce terms of tenancy agreements in accordance with legislation and may obtain enforcement orders where tenants are in breach of requirements may act as licensee for the purchase and sale of liquor may manage capital works projects responding to guests in crisis	
141311 Hotel or Motel Manager	Hotelier Publican Venue Manager	IV, V, VI	2 3	3	Duty Manager (Hotel) Resort Manager	Managing Staff and Rostering Marketing and promotional activities Managing Budgets	
141411 Licensed Club Manager	Club Licensee General Manager	IV, V, VI	2 3	3	Gaming Manager Nightclub Manager	Managing Staff and Rostering Marketing and promotional activities Managing Budgets	
141911 Bed and Breakfast Operator	Accommodation Manager	IV, V, VI	2 3	3		All tasks as per Hotel and Motel Manager Managing Staff and Rostering Marketing and promotional activities Inventory Management Managing Budgets Operating business activities	
141999 Accommodation and Hospitality Managers nec		IV, V, VI	2 3	3	Backpackers Manager Boarding House Manager Casino Duty Manager Guest House Manager Hostel Manager Reception Centre Manager Share Accommodation Host	All tasks as per Hotel and Motel Manager Managing Staff and Rostering Marketing and promotional activities Inventory Management May Manage Budgets May operate and supervise business activities Compliance with regulatory requirements	
351112 Pastry Cook		III, IV, V, VI	3	3	Cake Decorator	Packaging products	
351311 Chef		III, IV, V, VI	2 3	3	Chef de Partie Commis Chef Demi Chef Second Chef Sous Chef Head Chef	Managing Staff and Rostering Inventory Management Managing Budgets Meeting Food Handler responsibilities, Compliance to legislation, Managing food allergy and dietary requirements	
351411 Cook		II, III, IV	3 and 2 years, 4	3 2			
431111 Bar Attendant	Bar Steward	II, III	4	1		Meeting Food Handler responsibilities, Compliance to legislation Providing Responsible Service of Alcohol	
431112 Barista		II, III	4	1		Meeting Food Handler responsibilities, Compliance to legislation Providing Responsible Service of Alcohol tapping kegs and attaching supply lines	
431211 Cafe Worker	Cafe Assistant Cafe Attendant	I	5			Meeting Food Handler responsibilities, Compliance to legislation Providing Responsible Service of Alcohol	
431311 Gaming Worker	Croupier	II, III	4	1	Casino Gaming Inspector Gaming Pit Boss		The current occupation does not reflect gaming workers in hotels, rather is more suitable for roles within a casino. Separation is required with an occupation specifically developed for gaming workers in hotels, but this should be informed by further investigation and consultation with other national organisations. QTIC is happy to be involved in future reviews.
431411 Hotel Service Manager	Hotel Service Supervisor Park Supervisor Assistant Manager Operations Manager	IV, V, VI	2 3	3	Front Office Manager (Hotel) Head Housekeeper Head Groundskeeper Head Porter (Hotel) Hotel Concierge Hotel Office Manager Gaming Manager	Managing Staff and Rostering Inventory Management Managing Budgets Compliance to legislation,	
431511 Waiter	Food and Beverage Attendant	II, III	4	1	Drink Waiter Formal Service Waiter Silver Service Waiter Sommelier Wine Steward	Meeting Food Handler responsibilities, Compliance to legislation Providing Responsible Service of Alcohol	
431911 Bar Useful or Busser	Bar Back Glassie	I, II	5			Providing Responsible Service of Alcohol	
431912 Doorperson or Luggage Porter		II, III	5				
431999 Hospitality Workers nec		II, III	5		Cellar Hand (Hotel) Uniform Room Attendant	Providing Responsible Service of Alcohol	
542113 Hotel or Motel Receptionist	Guest service agents Front office staff	III	4			taking reservations, registering guests, assigning accommodation and collecting payments informing guests of local tourist attractions and recreational facilities Providing Responsible Service of Alcohol Meeting Food Handler responsibilities, Compliance to legislation	
851111 Fast Food Cook		II	5		Short Order Cook		Did not review, out of scope.
851211 Pastrycook's Assistant		II	5		Bakery Assistant	Meeting Food Handler responsibilities, Compliance to legislation	

851299 Food Trades Assistants nec		I, II	5		Butcher's Assistant Chef's Assistant Cook's Assistant	Meeting Food Handler responsibilities, Compliance to legislation	
851311 Kitchenhand	Kitchen Steward	I, II	5		Dishwasher Pantry Attendant Sandwich Hand	Meeting Food Handler responsibilities, Compliance to legislation	
811411 Commercial Housekeeper		I	5			Complying with occupational health and safety regulations Checking and reporting on the state of the accommodation when they start, any maintenance issues and the time taken to clean it Meeting Food Handler responsibilities, Compliance to legislation Providing Responsible Service of Alcohol Inventory Management	Could be a discrete occupation within this grouping, as supported by the Skills Equipped consultation.
899111 Caretaker	Handyman Facilities	I, II, III	5 4		Janitor	filling out registration forms and providing guests tenants with copies of rules/information about the property collecting rent/site fees, and filling out and issuing receipts cleaning common facilities, grounds and gardens, replacing light bulbs, checking fire hoses and extinguishers, and performing other cleaning and maintenance tasks notifying management and owners of buildings of the need for major repairs enforcing park rules and assisting guests with needs cautioning tenants regarding excessive noise, disorderly conduct and abuse of property patrolling buildings to ensure security is maintained purchasing cleaning supplies inventory management in line with budgets Comply with regulatory requirements General repairs and preventative maintenance Providing Responsible Service of Alcohol	Could be a discrete occupation within this grouping, as supported by the Skills Equipped consultation.

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