

Do you like people?
Enjoy working as part of a team?
Value working in a friendly environment?
Want a job that can take you all over the world?



TOURISM & HOSPITALITY

Career Guide

Map a career pathway in the Tourism & Hospitality industry
A 'how-to' guide for new & existing employees



WELCOME

Food, Tourism and Hospitality Industry Skills Advisory Council SA Inc is one of nine Industry Skills Boards which were established by the South Australian Government to provide industry advice and develop partnership networks - and to be leaders within industry to provide workforce information and planning advice.

By working directly with industry, community and government, the FTH Skills Council has a role to identify workforce trends and emerging skill needs, develop industry specific workforce plans and consider issues relating to career advice and the attraction and retention of a skilled workforce.

This booklet is one of a series of publications the FTH Skills Council has produced to support South Australian industry to attract and retain an appropriate workforce for current needs and future growth.

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Photos courtesy of South Australian Tourism Commission:

1 Concierge, Sebel Playford Hotel, Adelaide, South Australia

2 Relaxing on the Fleurieu Peninsula, South Australia



SO WHO SHOULD READ IT?

This booklet has been written for people who are:

- Already working in the Tourism and Hospitality industry - and wanting to progress their careers
- Already working in the Tourism and Hospitality industry - but thinking about 'a change'
- Working in other industries and looking 'for something more' - but not sure how to get it
- Working - in Tourism, Hospitality or another industry - but not enough hours for their needs
- Unemployed - and not sure what they can do to 'break in' to employment
- Young and planning their lives - and want a career to fit their plans
- More mature - but not ready for retirement.

What will you find?

Basically, you'll find information about the options and opportunities that are available to you in the South Australian Tourism and Hospitality industry – and some handy hints about how to decide on the right options and access the right opportunities.

The contents include:

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WHY WORK IN TOURISM OR HOSPITALITY?

GOOD REASON NO. 1 -

YOU'LL HAVE A JOB YOU CAN BE PROUD OF!

South Australian Hotels, Clubs, Pubs, Caravan Parks and Tourist Attractions have won national awards for excellence in the way they conduct their business - and they all make a huge contribution to South Australia's economy.



IN TOURISM

Last year 5.8 million visitors stayed 26.3 million nights in South Australia, with more than 373,000 of these people being international travellers, coming to us mostly from the UK, Europe, USA and Canada.

The visitors generated \$4.2 billion expenditure across our State - and the industry is growing, with the State Strategic Plan expecting this contribution to reach \$6.3 billion expenditure by 2014.

The tourism industry sustains almost 4% of all South Australian jobs and employs many thousands of people, equivalent to 28,000 full time jobs!

IN RESTAURANTS AND CAFES

There are 1,027 Licensed Restaurants and Cafes in South Australia and an unknown number of unlicensed food service and catering operations employing more than 15,000 people and turning over more than \$500 million.

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Photos courtesy of South Australian Tourism Commission:

- 1 Visitors, Victoria Square, Adelaide, South Australia
- 2 Service at the Hyatt Regency Hotel, Adelaide, South Australia
- 3 Foyer of Medina Grand Adelaide Treasury, South Australia
- 4 Feast for the Senses, Elder Park, Adelaide, South Australia
- 5 Dinner at Eros Greek Restaurant, Adelaide, South Australia
- 6 Cafe dining, The T-bar, Adelaide, South Australia
- 7 Sideshow Alley, Wayville Showgrounds, South Australia
- 8 WOMAdelaide concert, Adelaide, South Australia
- 9 Tasting Australia, CBD Adelaide, South Australia



IN ACCOMMODATION

South Australia offers more than 13,000 rooms to visitors in Hotels, Motels and Serviced Apartments - and there are more than 140 large caravan parks (each with more than 40 powered sites) offering more than 20,000 sites or cabins.

The State is also renowned for a full range of 'alternative' accommodation in Bed & Breakfasts; Farmstays; Vineyards; Cottages & Cabins; Backpackers & Hostels; Houseboats and Resorts.

IN EVENTS

South Australia, 'the Festival State', is internationally recognised for its success in hosting major events such as WOMADelaide; Adelaide Festival of Arts; Adelaide Cup; Adelaide Fringe; Writer's Week, etc.

IN HOTELS, PUBS AND CLUBS

There are 630 Hotels in South Australia, employing 24,000 people and serving 28 million meals a year (apart from 80 million litres of beer and 12 million litres of wine).

350,000 people are members of more than 1,200 Licensed Clubs in the State that produce an annual turnover of \$214 million and spend more than \$47 million on wages to more than 2,500 people (another 1,750 people are employed indirectly and there are many thousands of volunteers).

IN SHORT, the Tourism and Hospitality industry is really important to South Australia! However, the industry does more than generate jobs and expenditure - it showcases to the world the State's fine wine; fresh quality food; excellent accommodation; and national and international events. You'll feel proud to say you work in the South Australian Tourism and Hospitality industry!

WHY WORK IN TOURISM OR HOSPITALITY?

GOOD REASON NO. 2 -

YOU'LL HAVE GREAT TRAINING OPPORTUNITIES!

The Tourism and Hospitality industry is jam-packed with training opportunities - from short courses that can take just a few hours to complete; to Traineeships and Apprenticeships; and all the way up to three-year Bachelor Degrees! Throughout most training options, you can earn while you learn - and the qualifications you attain will be nationally recognised - and internationally in many instances!

GOOD REASON NO. 3 -

YOU'LL BE ABLE TO CHOOSE VARIETY WHEN YOU WANT!

There are hundreds of different jobs in Tourism and Hospitality - and many of them are based on the same 'core competencies'. That means you don't have to leave the industry when you feel the need for change. The wide range of training opportunities - both on-the-job and through other options - means you can continue learning and upgrade your skills to move laterally or diagonally across career fields. You're never stuck in a linear pathway! The portability of skills means you can even try other industry sectors when you want (for example Hospitality in Health, where cooks are in demand).

GOOD REASON NO. 4 -

IT'S AN EXCITING, SOCIAL, TEAMWORK ENVIRONMENT!

Tourism and Hospitality is a vibrant, exciting community. The industry is fast moving, with constant change, so it's never boring. The people who work in it are generally interesting, social people who have interesting, challenging jobs. Sure! There'll be 'shifts'. Many jobs in the industry fall outside the fixed nine-to-five structure - but there are social benefits to this, both within the work teams and in the flexibility you'll have for your personal lifestyle.

GOOD REASON NO. 5 -

YOU CAN WORK PART-TIME OR FULL-TIME!

You can choose to work part-time while you study, or full-time while you learn on-the-job. Because many jobs have peak demand hours, some people work in more than one part-time job to make a full-time week. This not only gives you flexibility in planning your work/life balance, it gives on-the-job variety and keeps life interesting!

GOOD REASON NO.6 -

THERE'S LONG TERM SECURITY IN YOUR LINE OF WORK!

There's always going to be a demand for the type of work you do in Tourism and Hospitality. The industry is growing - and that growth is expected to continue.

GOOD REASON NO. 7 -

YOUR JOB COULD TAKE YOU ANYWHERE IN THE WORLD!

Not everyone wants to travel - but if you do, this industry's the one for you. Armed with recognised qualifications and experience in the Australian Tourism and Hospitality industry, you'll be welcome almost anywhere in the world.

WHAT AREAS COULD YOU WORK IN?

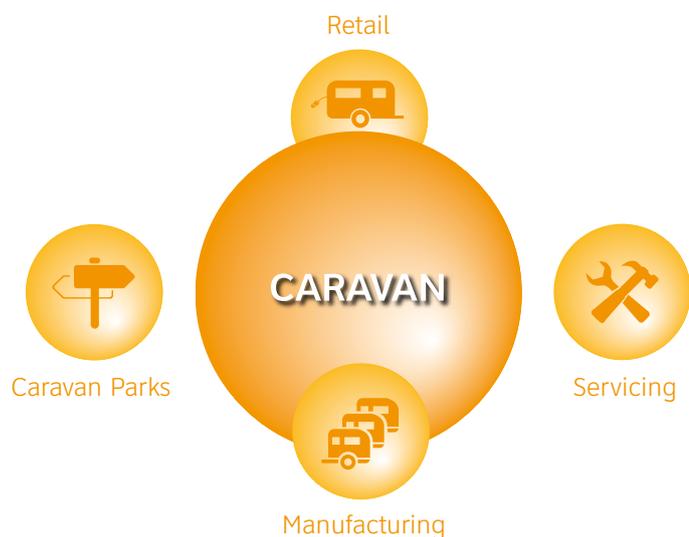
The three defined industry sectors are Tourism, Hospitality and Caravan (and accommodation plays a key role within them all) - but there are many different career pathways within each sector.

The models on this page show some of the areas of work that contribute to the SA Tourism and Hospitality industry.

You can progress your career by moving reasonably easily from one area to another within a particular industry sector.

But the industry is even more flexible than that - there are also opportunities to move between sectors. Some people with very successful careers have done that by working in different jobs in the Hospitality, Tourism and Caravan sectors.

Working in Caravan Parks and Resorts is most closely related to the Tourism and Hospitality sectors - while people working in Caravan Manufacture, Servicing or Retail often enter the sector from other industries.



WHAT TYPE OF WORK IN THE TOURISM SECTOR?

This page shows some of the entry points and some of the roles you could move through to get to the top in the Tourism sector – but don't forget, you don't have to stay in any one work area!

TOURISM OPERATIONS

Tourism Manager
Winery Manager
Sales Executive
Marketing Co-ordinator
Cellar Door Sales
Gallery Salesperson
Museum Attendant
Site Guide
Cruise Ship Deck Hand
Retail Sales Assistant
Receptionist
Office Assistant

ATTRACTIONS & THEME PARKS

General Manager
Manager of -
Operations
Sales
Marketing
Public Relations
Supervisor in -
Operations
Sales
Marketing
Public Relations
Sales Reservations Agent
Guest Services Co-ordinator
Ticket Sales Officer
Attractions Attendant
Animal Handler
Animal Attendant
Ride Operator

GUIDING

Tour Guides Owner
Tour Guides Operator
Tour Manager
Tour Leader
Guide Co-ordinator
Specialist Guide -
Marine
Eco-tourism
Storyteller
Nature-based
Cultural
Local Area Guide
Tour Guide
Activities Co-ordinator
Ranger
Coach Captain

TOUR WHOLESALERS

Manager of -
Product
Sales
Marketing
Public Relations
Supervisor in -
Product
Sales
Marketing
Public Relations
Reservation Operations
Group Tour Co-ordinator
Sales Reservations Agent

MEETINGS AND EVENTS

Events Manager
Conference Manager
Sports & Recreation Manager
Meetings Manager
Co-ordinator of -
Conferences
Events
Meetings
Conference Assistant
Hospitality & Travel Operations -
Group Travel
Reservations
Functions

RETAIL TRAVEL SALES

Travel Manager
Manager of -
Small Travel Agency
Branch
Marketing
Public Relations
Supervisor in Travel -
Corporate
International
Domestic
Retail
Senior Travel Consultant -
International
Domestic
International Travel Consultant
Domestic Travel Consultant
Travel Sales Assistant
Receptionist

VISITOR INFORMATION SERVICES

Regional or Area Tourism Manager
Manager of -
Strategic Planning
Public Relations
Marketing
Sales
Information Centre
Supervisor in -
Strategic Planning
Public Relations
Marketing
Sales
Research
Visitor Information Centre
Senior Visitor Information Officer
Travel Advisor
Visitor Information Officer
Booking Consultant



TOURISM



HOSPITALITY

CARAVAN



YES! YOU CAN DO IT!

GET THE REQUIRED QUALIFICATIONS

While there are some outstanding Bachelor Degrees offered through South Australian universities specific to the Tourism and Hospitality industry (e.g. in Tourism & Hospitality Management; Cultural Tourism; Ecotourism; Sport & Recreation Management) - this type of learning pathway is not for everyone.

The Tourism and Hospitality Industry has recognised this, by providing many different opportunities for both formal and informal learning.

There are pathways that progress at your own pace through Certificates I, II, III, IV, Diploma and Advanced Diploma (or as many of those steps as you want to take) – or you can build your training through the many Short Courses that are available at TAFE and other RTOs (some take just a few hours to complete and others offer classes of two or three hours once or twice a week).

There's also specific training programs offered by industry associations - for example:

- The Australian Hotels Association (AHA) works in partnership with Hospitality Group Training (HGT) to employ 400 Trainees and Apprentices at any given time to rotate through appropriate host establishments
- Clubs SA has a training arm called the Licensed Club Industry Training Foundation (LCITF). The LCITF provides training to people working or seeking work in the hospitality industry, including courses in Gaming Machine Operations and Responsible Gambling.

The industry understands that the more skills you learn - and the more qualifications you earn - the better service you can provide, so it's behind you all the way in your training. Even people who didn't do so well at school (or left school a long time ago) have successfully completed training programs and built interesting, rewarding careers in Tourism or Hospitality - because the training and assessments are tailored to individuals and individual workplaces.

However, because many of the skills and qualifications required in one sector or work area are so transferable to others, you can take accreditation with you as you move around the industry.

Cooks with appropriate skills and specific trade experience can even achieve a certificate without actually participating in formal training! The FTH Skills Council has developed the Cooks Recognition Program which allows you to have your workplace skills and experience assessed - and, once approved, you can be issued with a Certificate of Recognition from the Training and Skills Commission (TSC) through Traineeship and Apprenticeship Services.

QUALIFICATIONS CAN INCLUDE:

Short Courses
Certificates I, II, III, IV
Diplomas
Advanced Diplomas
Bachelor Degrees
Industry Association Programs
Trade Recognition

MAPPING YOUR PERSONAL CAREER PATHWAY

The Tourism and Hospitality industry provides such a wealth of opportunity that it would be foolish to leave your career progression to chance.

Mapping a personal career plan is simply about taking stock of where you are now, looking ahead to where you'd like to end up - and then plotting some milestones along the pathway. Making it all happen is about knowing where you can go for help - and adding your own drive and determination.

STEP 1 -

WHERE ARE YOU NOW?

- How far did you go at school?
- Any qualifications since then?
- Any on-the-job training?
- Do you have a job now?
Doing what?
- Have you had any other jobs?
Doing what?
- What interests do you have away from work?

STEP 2 -

WHERE DO YOU WANT TO GO?

- What's your goal for the long term future?
- What sector do you want to work in?
- What type of work do you want to do?
- Think about why you want to do that
- Are you suited to that type of work?

STEP 3 -

WHAT DO YOU NEED TO GET THERE?

- What qualifications do you need?
- What learning options do you have?
- Can you get any credits (RPL)?
- Do you need to change jobs?
- Do you need to take a pay cut now, so you can earn more later?

STEP 4 -

ASK FOR HELP TO MAKE IT HAPPEN!

- Talk to your boss
(HR personnel in larger companies)
- Talk to TAFE SA & other RTOs
- Talk to industry associations
- Check out career guide websites
(on page 20)
- Read resources developed for the industry

When you're taking stock of your starting position, don't forget to take into account things you do away from work as well. Did you once do a wine appreciation course? Have you holidayed in caravan parks since you were a kid? Do you play a team sport? Do you love the atmosphere in clubs and pubs? Are you a Mum who's well used to short order cooking and cleaning?

When you're planning where you want your career to take you, you need to think about why you want that. If you're aiming for Manager just because you want more money, but you're more a team member than a leader, there are other lucrative roles that don't require you to be 'in charge'!

Don't be afraid to let your boss know you're looking for change. Chances are, your goals and the goals of the business may well be a perfect match!



AN EXAMPLE OF A TOURISM CAREER PATHWAY

Nikki's first job in the Tourism Industry is as an Office Assistant in a Winery. Because she has great 'people skills' she's able to move fairly quickly into a Receptionist role and there's some discussion about heading toward a career in Cellar Door Sales. However, Nikki has a passion for travel and wants to try something different. The portability of skills and training in the Tourism Industry might mean she could do something like this:

TOURISM OPERATIONS

OFFICE ASSISTANT ① 👤

RECEPTIONIST ②

RETAIL SALES ASSISTANT

CRUISE SHIP DECK HAND

SITE GUIDE

MUSEUM ATTENDANT

GALLERY SALESPERSON

CELLAR DOOR SALES

MARKETING CO-ORDINATOR

SALES EXECUTIVE

WINERY MANAGER

TOURISM MANAGER

GUIDING

COACH CAPTAIN

RANGER

ACTIVITIES CO-ORDINATOR ④

TOUR GUIDE

LOCAL AREA GUIDE

SPECIALIST GUIDE: CULTURAL

SPECIALIST GUIDE: STORYTELLER

SPECIALIST GUIDE: NATURE-BASED

SPECIALIST GUIDE: MARINE

SPECIALIST GUIDE: ECO-TOURISM

GUIDE CO-ORDINATOR

TOUR LEADER

TOUR MANAGER

TOUR GUIDES OPERATOR ⑧ 👤

TOUR GUIDES OWNER

RETAIL TRAVEL SALES

RECEPTIONIST ③

TRAVEL SALES ASSISTANT ⑤

DOMESTIC TRAVEL CONSULTANT ⑥

INTERNATIONAL TRAVEL CONSULTANT

SENIOR TRAVEL CONSULTANT DOMESTIC

SENIOR TRAVEL CONSULTANT INTERNATIONAL

RETAIL TRAVEL SUPERVISOR

DOMESTIC TRAVEL SUPERVISOR ⑦

INTERNATIONAL TRAVEL SUPERVISOR

CORPORATE TRAVEL SUPERVISOR

MANAGER OF SMALL TRAVEL AGENCY

BRANCH MANAGER

MARKETING MANAGER

PUBLIC RELATIONS MANAGER

TRAVEL MANAGER

Nikki could take her receptionist skills to a Retail Travel Agent and complete a **Certificate I in Tourism (Australian Indigenous Culture)** and then the **Certificate II in Tourism** which would give her basic tourism technical skills for a range of sectors and industry types. These qualifications could help her secure a position as an Activities Co-ordinator in the Guiding sector, where she could do a **Certificate III in Tourism (Guiding)**, or perhaps a **Certificate III in Tourism (Retail Travel Sales)** if that's where she saw her future.

Completing this Certificate could help her back to the Travel Sales sector and (after perhaps a stint as a Travel Sales Assistant) she could become a Domestic Travel Consultant. Completing her **Certificate IV in Tourism** could help her become a Supervisor and she could move on to a **Diploma of Tourism**, which would further develop her managerial skills in operations, marketing and product development. Although people commonly would move from Domestic Travel to International Travel, Nikki may by this time have changed her family situation and might be looking for something focussed closer to home - she might then move back to the Guiding sector, managing a Tour Company and working on her **Advanced Diploma of Tourism**.

If she wanted to move into business, Nikki could eventually own a Tour Company.



AN EXAMPLE OF A HOSPITALITY CAREER PATHWAY

Cameron's first job in the Hospitality Industry is as a Bar Person at a local pub. The casual job is just meant to fund his next holiday, but he gets a 'taste' for the Hospitality industry and decides he'd like to work in it long term (as well as continue to patronise it). Cameron fancies he one day would like to manage a Las Vegas hotel, so his South Australian career pathway might look something like this:

GAMING

GAMING ATTENDANT ④

DOOR PERSON
CLOAK ROOM ATTENDANT
CHANGE STEWARD
TAB/KENO ATTENDANT

GAMING SUPERVISOR ⑤

GAMING MANAGER
GAMES/PROMOTIONS DIRECTOR
CLUB MANAGER
CLUB SECRETARY

FOOD AND BEVERAGE

BAR PERSON ① 👤

CELLAR HAND

FOOD AND BEVERAGE ATTENDANT ③

BAR ATTENDANT
BOTTLE SHOP ATTENDANT
SNACK BAR ATTENDANT
BARISTA
RESTAURANT CASHIER
HOST OR HOSTESS
COCKTAIL BAR ATTENDANT
SOMMELIER
RESTAURANT SUPERVISOR
CATERING SUPERVISOR
CATERING MANAGER
RESTAURANT MANAGER
RESTAURATEUR

FRONT OFFICE

CLERICAL ASSISTANT
BELL DESK ATTENDANT

PORTER ②

VALET
TELEPHONIST
RECEPTIONIST
RESERVATIONIST
CASHIER

FRONT OFFICE SUPERVISOR ⑥

NIGHT AUDITOR

FRONT OFFICE MANAGER ⑦

CONCIERGE

DUTY MANAGER ⑧

GENERAL MANAGER ⑨ 👤

A **Certificate I in Hospitality** would be a good start for Cameron - as would a job as a Porter in a larger Hotel. The **Certificate II in Hospitality** allows for some specialisation in Food and Beverages, so that would help Cameron back into this sector and - with some in-house specialist training and licensing - Cameron could then move again to become a Gaming Attendant. Working through **Certificates III and IV in Hospitality** Cameron could be promoted to Supervisor and could then use this experience and his qualifications to move back into accommodation as a Front Office Supervisor. Because Cameron will have been specialising in Gaming in his earlier training, he could then pick up some of the Accommodation Services units and work toward his **Diploma of Hospitality** and **Advanced Diploma of Hospitality** to help him move through the hierarchy of management positions.

Cameron will still be a long way from Las Vegas, but he's on his way!

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Photos courtesy of South Australian Tourism Commission:

1 Shot at the Bridgewater Mill, Adelaide Hills, South Australia

2 Shot at Horseshoe Bay, Fleurieu Peninsula, South Australia

AN EXAMPLE OF A 'MIXED' CAREER PATHWAY

Alex likes change! He's either a Generation X (where research tells us he's likely to have at least three careers with more than 12 employers) or a Generation Y (where he's likely to have more than five careers over more than 30 employers). Alex begins his working life in Hospitality as a Clerical Assistant in a CBD Hotel. Here, he gets to witness the exciting Meetings and Events sector and decides there's enough 'change' built into the role of an Events Manager to keep him interested. There are many different pathways for Alex to reach his goal - most of them much quicker than the example below - but Alex likes to move around, so he might choose something like this:

HOSPITALITY : FRONT OFFICE

- 1 CLERICAL ASSISTANT
- 2 RESERVATIONIST

[move sectors] >

TOURISM : VISITOR INFO SERVICES

- 3 BOOKING CONSULTANT
- 4 VISITOR INFORMATION OFFICER

[move sectors] >

CARAVAN SECTOR : CARAVAN PARKS

- 5 ACTIVITIES CO-ORDINATOR

[move sectors] >

TOURISM : GUIDING

- 6 ACTIVITIES CO-ORDINATOR

TOURISM: MEETINGS & EVENTS

- 7 HOSPITALITY OPERATIONS : FUNCTIONS

[move sectors] >

HOSPITALITY : FOOD & BEVERAGE

- 8 FOOD & BEVERAGE ATTENDANT
- 9 SUPERVISOR IN CATERING

[move sectors] >

CARAVAN SECTOR : CARAVAN PARKS

- 10 CAFÉ / COFFEE SHOP OPERATOR

[move sectors] >

TOURISM : MEETINGS & EVENTS

- 11 CONFERENCE ASSISTANT
- 12 CO-ORDINATOR OF EVENTS
- 13 EVENTS MANAGER *[goal achieved]*

Alex has already completed his **Certificate 1 in Hospitality** and moves quickly into the **Certificate II in Hospitality** and a new job as Reservationist at the Hotel. This leads him to a Booking Consultant role in the Visitor Information Services of the Tourism Industry, where he uses RPL credits and his on-the-job experience to switch into a **Certificate III in Tourism (Visitor Information Services)**. This Certificate helps him secure a promotion to Visitor Information Officer and then, because he wants to move more into organising activities, he moves to the Caravan Industry where he has found a vacancy as an Activities Co-ordinator at a major Caravan Park and again, in a similar role, back in the Tourism Industry with a Tour Company.

Alex finds an opening in the Meetings and Events sector working in the operations side of Functions, where he gets interested in the Food and Beverage field. This sends him back to Hospitality to work as a Food and Beverage Attendant, where he does another Certificate III. This time it's a **Certificate III in Hospitality** and, again, he's able to pick up RPL credits for training he's already done – to focus on the Food and Beverage units in the new course. A **Certificate IV in Hospitality (Catering Operations)** helps his promotion to Supervisor in Catering and he then pops back to the Caravan Industry to run the on-site cafe in a Caravan Park.

Alex now has a broad background - in administration, bookings, activities, food and beverages - and feels ready to seriously break into the competitive Events & Meetings sector. His experience helps him land a job as a Conference Assistant and he completes the units he needs to achieve a **Certificate III in Events**. This leads him into a **Diploma of Events** and a role as Co-ordinator of Events with a broad range of event management skills. The **Advanced Diploma of Events**, with its focus on highly specialised technical event management skills, can help Alex achieve his goal of Events Manager.



MIX IT UP



WHERE CAN YOU FIND MORE INFORMATION TO PLAN YOUR OWN PATHWAY?

Talk to people! Talking to people is always a good start! Talk to people working in the type of job you're interested in about how they got there. Talk to your boss about long term opportunities that may occur where you work and what you would need to do to be considered for them. Talk to HR people in major operations such as big Hotels, Resorts and Tourist Attractions about what skills are in demand. Talk to TAFE and other Registered Training Organisations and Industry Associations about what training is available. Having a 'rough idea' of what you're looking for will help you make the most out of the following websites:

**TALK TO
PEOPLE**

www.ftskillscouncil.com.au

The Food, Tourism and Hospitality Industry Skills Advisory Council SA Inc website has information about the Cooks Recognition Program and links to other useful websites.

www.serviceskills.com.au

This site provides detailed information about the Tourism, Hospitality & Events Training Package including information about core and elective units in each of the qualifications. There's also help to find relevant Registered Training Organisations.

www.jobguide.dest.gov.au

Job Guide describes more than 500 occupations, including the training and qualifications specific to South Australia. The site also has helpful planning tips and information about where specific jobs could lead.

www.myfuture.edu.au

This is an on-line career service designed to help you explore options. It includes information about occupations, scholarships, study and training options.

www.training.sa.gov.au

This site has been developed by the South Australian Department of Further Education, Employment, Science and Technology (DFEEST) and provides really useful information about training providers.

www.employment.sa.gov.au

This is also a DFEEST site, with information about South Australian Traineeships and Apprenticeships.

www.ahasa.asn.au

The Australian Hotels Association SA Branch includes general information about careers in the Hospitality industry and training programs.

www.hospitalitysa.com.au

This Hospitality Group Training (HGT) site provides information about Traineeships and Apprenticeships in the industry and how to apply for them.

www.clubssa.com.au

The Clubs SA site includes information about the Licensed Club Industry Training Foundation (LCITF) and information about how to enrol in relevant industry-run courses.

www.restaurantcater.asn.au

The Restaurant and Catering website has useful information about careers in Hospitality including descriptions of specific jobs and how to register your interest.

www.rcsa.asn.au

The Restaurant & Catering SA website has links to restaurant and catering sites that provide lists of SA employers.

www.tourismtraining.com.au

This site developed by the Australian Tourism Industry Board gives information about how you can be assessed in the workplace to have your work skills accredited – and also how you can access apprenticeships or other training programs.

www.afta.com.au

The website of the Australian Federation of Travel Agents provides useful contacts and information about AFTA Tourism & Travel Colleges, together with training courses and external study options.

www.year12whatnext.gov.au

Specifically for students, this site has tips and ideas about exploring different pathways, including the skills and attributes employers value and information about skill shortages.

www.careeradviceaustralia.gov.au

Although this new site is for young people aged 13-19 years, it has links to other good sites if you're older, including a booklet called 'I can do that too' which has been developed specifically for people wanting to re-enter the workforce. It will help you identify work skills you didn't even know you had!

www.australia.gov.au/australianapprenticeships

There are more than 400,000 people in apprenticeships across 500 occupations. This site gives information about how to access this combination of paid work and structured training to give nationally recognised qualifications.

www.workplace.gov.au

This site provides information about labour markets and careers, as well as how to find information about wages and working conditions.

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FTH SKILLS COUNCIL TOURISM AND HOSPITALITY
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Clubs SA



Hospitality Group Training (HGT)



Institute of Hospitality in Healthcare, South Australia
Liquor, Hospitality and Miscellaneous Union (LHMU)



Meetings & Events Australia, South Australian Branch (MEA SA)



RAA Tourism Services



Restaurant & Catering SA



SA Tourism Alliance



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