



The Training and Skills Commission

Accommodation and Food Services

South Australia's **Industry
Priority Qualifications 2018**

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As new technologies and the demands of international markets lead to rapidly **changing skills needs**, it is vital to have up-to-date information identifying which **skills** are a **priority in each industry**.



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Foreword

The Training and Skills Commission is pleased to present this report on South Australia's industry priority qualifications. This report is the culmination of extensive industry consultation, which has resulted in a unique and valuable insight into industry's prioritisation of vocational qualifications.

The level of engagement has exceeded the Commission's expectations, and has, in no uncertain terms, contributed significantly to the quality and credibility of the findings of this report.

As new technologies and the demands of international markets lead to rapidly changing skills needs, it is vital to have up-to-date information identifying which skills are a priority in each industry. The Commission is committed to filling this need by providing high quality skills and workforce development advice.

The information in this report helps ensure the vocational training system is responsive to industry needs, and that government investment in skills and training is directed to where industry needs it most.

On behalf of the Commission, I extend a sincere thank you to all those who contributed to this report, from industry associations to individual businesses and to each and every respondent to our survey. Your commitment to getting this information right is commendable, and the expertise you bring is greatly appreciated.

It is the Commission's intent that this report contributes to shaping the significant government investment in skilling our state's workforce.



Michael Boyce

Chair

Training and Skills Commission

About the IPQ

The Industry Priority Qualification (IPQ) report outlines the prioritisation of vocational qualifications and skill sets for each industry. It draws on a survey conducted by the Training and Skills Commission in July 2018, as well as feedback from workshops held with each industry.

The survey aimed to collect as many responses as possible from each industry, and to achieve a representative sample of small, medium and large employers, as well as organisation types. Following the survey, feedback and moderation of the responses was collected from senior industry representatives.

This report is intended to inform the state government about industry's vocational qualification priorities, and to help guide the government's substantial investment in skills and training.

- The first IPQ survey was conducted in 2015 and received 850 responses.
- The 2018 survey collected 1,306 responses from 19 industry sectors.
- Feedback on the survey results was collected from industry representatives.
- The findings inform the Government's investment in skills and workforce development.
- The survey included all current training package qualifications and skill sets, and all current accredited courses that were available on the national register, training.gov.au in April 2018.
- The full IPQ data can be found at tasc.sa.gov.au/IPQ

Key findings

- Industry advised that qualifications rated as essential are a priority because workers need to have these skills to work confidently and efficiently.
- The high prevalence of skill sets is partially due to the large casual workforce employed in the industry, but may also be partly due to employers wanting to avoid paying for a fully qualified worker.
- All qualifications rated as essential are from the Tourism, Travel and Hospitality training package.
- Certificate III qualifications are the most common priority for the Accommodation and Food Services sector.
- Technology is having less of an impact on the Accommodation and Food Services workforce than in many other industries.
- Industry stated it is hard to attract good quality workers, as many potential employees are pursuing university study and then heading down different career paths.
- Industry voiced concern about students completing qualifications without any work experience. In an industry where qualification levels are often linked to wage rates, it can make employers reluctant to take on job seekers.
- Stakeholders suggested that better career advice could help to avoid overqualification, which prevents students from getting jobs.

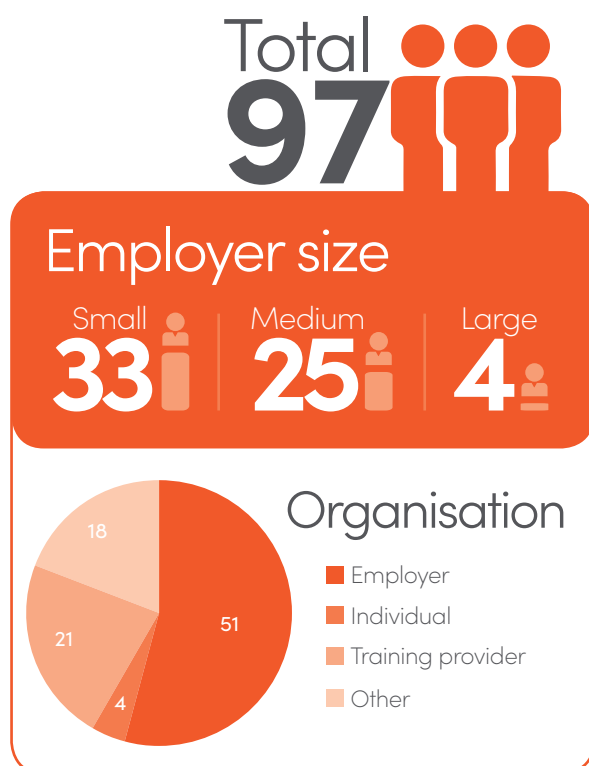
Industry priority qualifications

The Accommodation and Food Services industry contributes around 51,000 jobs to the South Australian economy, or seven per cent of the state's workforce. It includes activities such as short-term accommodation and the preparation and serving of food and beverages.

Around 28 per cent of the sector's workforce has a vocational qualification as the highest level of educational attainment, compared to 12 per cent who have a higher education qualification¹. Nearly 60 per cent of the workforce does not have a tertiary qualification.

Summary of survey responses

The industry priority qualifications (IPQ) survey received 97 responses from the Accommodation and Food Services industry, representing 16 per cent of total survey responses. Thirty-three respondents identified as small employers (1-19 employees), 25 as medium (20-199 employees) and a further four as large employers (200+ employees)².



Priority qualifications

Industry priority qualifications are grouped into four levels of priority, based on the survey results and industry workshops.

- Essential
- High
- Medium
- Low

Table 1 outlines the priority qualifications for the Accommodation and Food Services industry³.

Industry advised that qualifications rated as essential are a priority as they provide the skills required to work confidently and efficiently. Industry focused on prioritising entry level qualifications that lead to jobs.

The certificates II and III in hospitality are an entry level requirement and essential for working in front-of-house jobs, while the Certificate IV in Hospitality is also recognised as essential as it is the first management level qualification in hospitality.

Industry noted the certificates III and IV in catering operations are not a priority for industry as they don't lead to specific occupations.

The relatively large share of skill sets is partially due to the substantial casual workforce employed in the sector. The nature of casual employment means it is often not worthwhile for an employer to invest in training employees in a full qualification.

1 | Australian Bureau of Statistics 2018, *Census 2016*

2 | Employer size includes responses from respondents who identified as an organisation type other than employer.

3 | Low priority qualifications are not included in this report, for the full data visit tasc.sa.gov.au/IPQ

Table 1: **Qualifications by priority level**

Essential	
SIT20316	Certificate II in Hospitality
SIT20416	Certificate II in Kitchen Operations
SIT30816	Certificate III in Commercial Cookery
SIT30616	Certificate III in Hospitality
SIT30716	Certificate III in Hospitality (Restaurant Front of House)
SIT30116	Certificate III in Tourism
SIT40516	Certificate IV in Commercial Cookery
SIT40416	Certificate IV in Hospitality
SITSS00035	Customer Service Management
SITSS00052	Hospitality Compliance
FDFSS00016	Responsible Service of Alcohol
High	
SIT20116	Certificate II in Tourism
SIT30516	Certificate III in Events
SIT31016	Certificate III in Patisserie
SIT50316	Diploma of Event Management
10257NAT	Diploma of Food and Wine Management
SIT50416	Diploma of Hospitality Management
SIT60316	Advanced Diploma of Hospitality Management
SITSS00036	Customer Service
SITSS00058	Environmentally Sustainable Hospitality and Restaurant Operations
SITSS00047	Essential Business Skills for a Restaurant Manager
SITSS00044	Event Coordination
SITSS00050	Food Handling
SITSS00054	Kitchen Management
SITSS00039	Mentoring and Supervision
SITSS00057	Supervision of Cookery Apprentices
Medium	
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
SIT30916	Certificate III in Catering Operations
SIT40616	Certificate IV in Catering Operations
SIT40716	Certificate IV in Patisserie
10570NAT	Advanced Diploma of Leadership and Venue Management
10248NAT	Course in Dietary Requirement Awareness and Safety
SITSS00046	Beverage Advice
SITSS00034	Business Management
SITSS00048	Espresso Machine Operation
SITSS00051	Food Safety Supervision
FDFSS00008	Forklift Operations
SITSS00043	Understanding Financial Concepts for Budgeting

Qualifications by training package

Priority qualifications for the Accommodation and Food Services industry belong to three training packages:

- Business Services (BSB)
- Food Processing (FDF)
- Tourism, Travel and Hospitality (SIT)

Most priority qualifications for the Accommodation and Food Services sector are from the Tourism, Travel and Hospitality (SIT) training package. All qualifications rated as essential are from the SIT training package, although the Responsible Service of Alcohol skill set from the Food Processing (FDF) training package is also rated as essential.

Figure 1: Qualifications and skill sets by priority level and training package

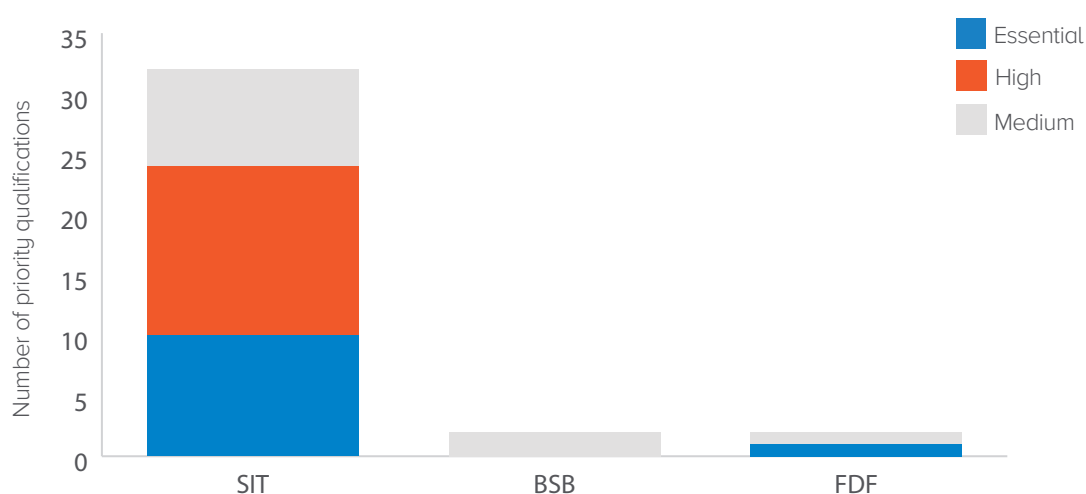
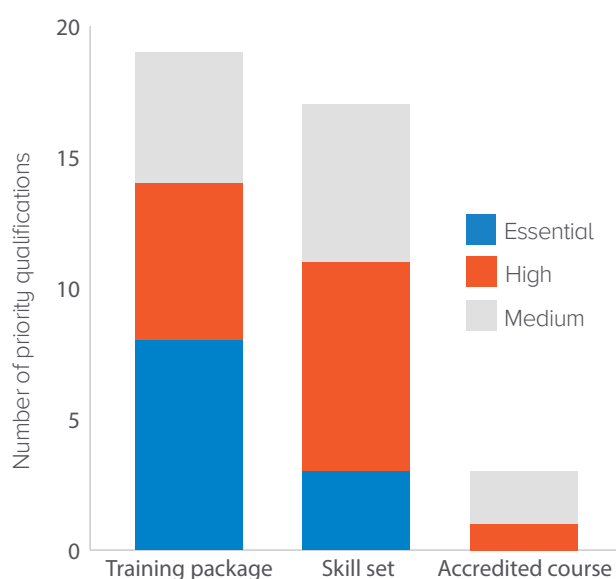


Figure 2: Qualification type by priority level



Qualification types

Compared to other industries, the Accommodation and Food Services industry has a far higher share of skill sets as a priority, with only a slightly higher share of qualifications compared to skill sets. Three accredited courses were also identified as a priority within the top three priority levels.

Qualification levels

Certificate III qualifications are the most common priority for the Accommodation and Food Services sector. Beyond certificate III, there is a reasonable spread of priority qualifications from certificate II through to advanced diploma.

Qualifications rated as essential include a mix of certificates II, III, and IV as well as three skill sets. Diploma and above qualifications tended to be a lower priority, although three out of the seven qualifications rated as a high priority are diplomas.



Figure 3: Qualification level: essential, high & medium priority

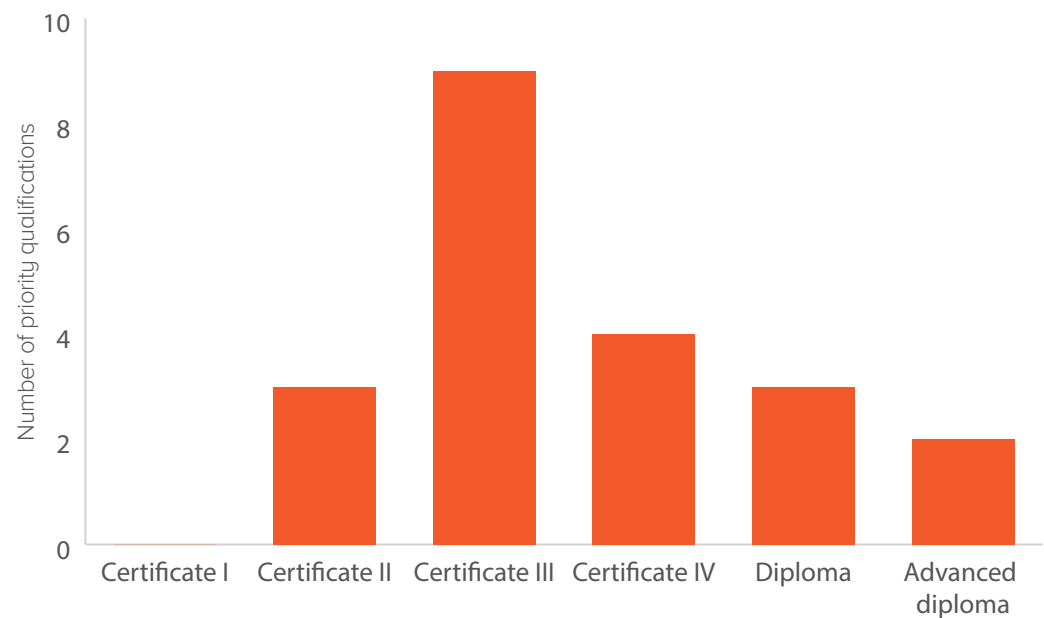
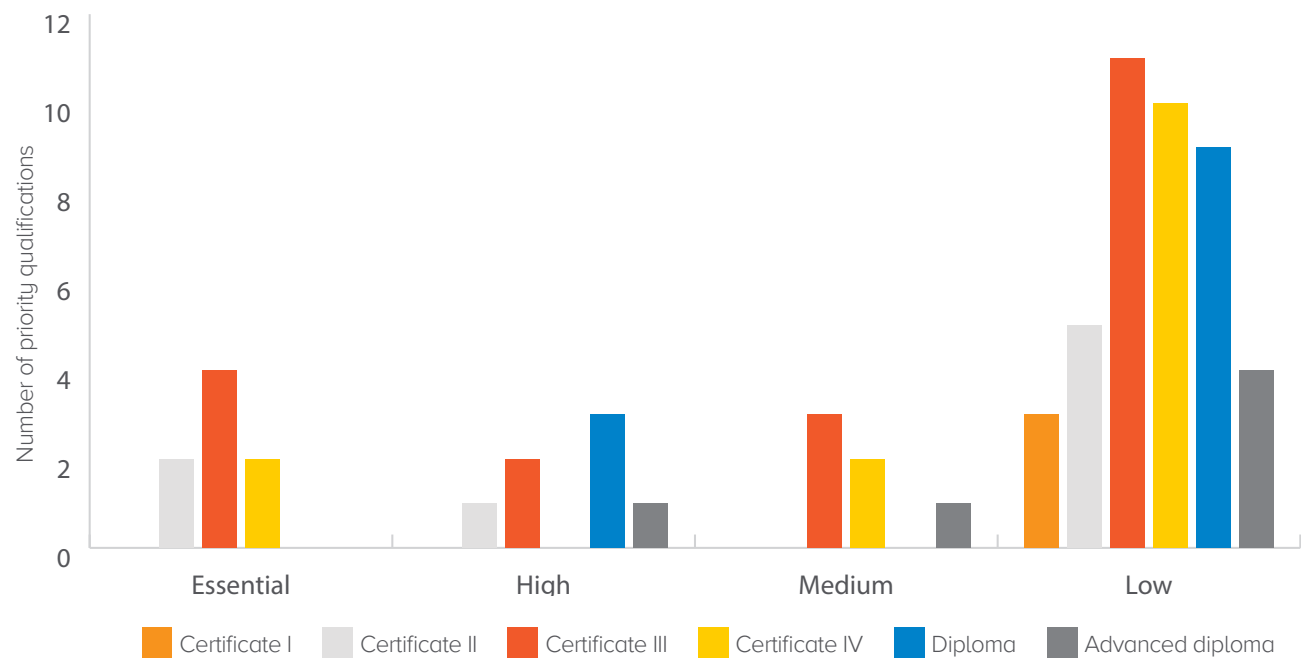


Figure 4: Qualification level by priority ranking



Qualification use

Qualifications can be undertaken for a variety of purposes. A student might complete a qualification to gain entry into an occupation, such as a cook completing their Certificate III in Commercial Cookery, while others may need to complete a pathway qualification such as the Certificate II in Kitchen Operations, to prepare for taking on a higher-level qualification, like the Certificate III in Commercial Cookery.

Table 2 reveals industry's views on what priority qualifications are typically used for, out of three possible categories:

1. a pathway to an entry level qualification
2. an entry level qualification or basic requirement for a job
3. for upskilling.

No specific pathway qualifications were identified by industry as a priority, although the Certificate II in Kitchen Operations was recognised by a minority of respondents as a pathway qualification. Industry stated the Certificate I in Hospitality is not considered a pathway qualification as it is typically only delivered as part of VET-in-schools. It was also viewed as one of the qualifications that doesn't lead anywhere specific.

Twelve qualifications were identified as a basic requirement for a job, many of which are certificate IIIs, while ten qualifications were identified as being required for upskilling. Upskilling qualifications tended to be certificate IV or higher.

Six out of the eight qualifications rated as an essential priority are considered to be entry level, while the reverse is true for high priority qualifications; five out of the seven are for upskilling.

Table 2: **Qualification use**

Entry level or basic requirement for a job	
10248NAT	Course in Dietary Requirement Awareness and Safety
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
SIT20316	Certificate II in Hospitality
SIT20416	Certificate II in Kitchen Operations
SIT30116	Certificate III in Tourism
SIT30516	Certificate III in Events
SIT30616	Certificate III in Hospitality
SIT30716	Certificate III in Hospitality (Restaurant Front of House)
SIT30816	Certificate III in Commercial Cookery
SIT30916	Certificate III in Catering Operations
SIT31016	Certificate III in Patisserie
Upskilling	
SIT20116	Certificate II in Tourism
SIT40416	Certificate IV in Hospitality
SIT40516	Certificate IV in Commercial Cookery
SIT40616	Certificate IV in Catering Operations
SIT40716	Certificate IV in Patisserie
SIT50316	Diploma of Event Management
10257NAT	Diploma of Food and Wine Management
SIT50416	Diploma of Hospitality Management
SIT60316	Advanced Diploma of Hospitality Management
10570NAT	Advanced Diploma of Leadership and Venue Management

Workforce development

The industry workshops conducted by the Training and Skills Commission provided an opportunity to capture high level workforce development information from industry. This section summarises the feedback that was collected.

Technology is having less of an impact on the Accommodation and Food Services industry than in many other industries. It is still considered to be a very labour-intensive industry.

Industry stated that it is hard to attract good quality workers, as many potential employees are pursuing university study and heading down different career paths. University students often work in the industry and build up valuable industry-specific knowledge, yet this is lost once they graduate and head to their chosen career.

Industry voiced concern about students going straight to completing a certificate IV without having any work experience. Most certificate IVs are viewed as management level in Accommodation and Food Services. This makes students going straight into the qualification with no work experience effectively over-qualified.

Employers are reluctant to employ these students, as many would expect, or be required, to be paid a certificate IV level wage.

This scenario is not restricted to higher level qualifications; a similar story exists with lower level qualifications. Subsidies incentivise training providers to offer a qualification which is linked to an award salary rate that employers are not prepared to pay, at least for someone with no relevant work experience. This is the complete opposite of the desired outcome for both the job seeker and employer. It can also restrict access to funding a future, perhaps more beneficial, qualification. Stakeholders felt that better career advice could help to prevent this problem.

Industry also stated that the high demand for skill sets may not simply be due to the casual nature of the workforce, but also the fact that employers don't want to pay for a fully qualified worker.



Contributors

Thank you to all stakeholders that contributed to shaping the Industry Priority Qualifications report.

Adelaide Community Health Alliance
AFL SportsReady
Aged Care Industry Association
Agribusiness SA
AI Group
Air Conditioning Mechanical Contractors Association
Arts Industry Council of SA
ATEC Group Training
Australian Childcare Alliance SA
Australian Council for Private Education and Training
Australian Education Union (SA)
Australian Funeral Directors Association
Australian Hotels Association SA
Australian Manufacturing Workers' Union
Australian Nursing and Midwifery Federation
Australian Steel Institute
Australian Veterinary Association
Australian Workers Union
Business SA
Communications Electrical Plumbing Union
Community Accommodation and Respite Agency
Community Centres SA
Construction Industry Training Board
Defence Teaming Centre
Department for Correctional Services
Energy Skills SA
Engineers Australia
Food and Beverage Fund SA
Grain Producers SA
Health Services Union
Helping Hand Aged Care
Housing Industry Association
Independent Education Union of South Australia
Livestock SA
Master Builders SA
Master Plumbers Association
Maxima
Minda
Motor Trades Association
Murraylands Training and Employment Association

National Disability Services
National Electrical & Communications Association
Northern Adelaide State Secondary Schools Alliance
PEER
Primary Industry Skills Council SA
Property Council of Australia (SA)
Public Service Association of SA
Real Estate Employers Federation SA
Real Estate Institute of South Australia
Resources and Engineering Skills Alliance
Restaurant & Catering SA
SA Aquaculture Council
SA Country Fire Service
SA Dairy Farmers Association
SA Health
SA Road Transport Association
SA Wine Industry Association
SAPOL
Service Skills SA
Shelter SA
Shop Distributive and Allied Employees
South Australian Chamber of Mines and Energy
South Australian Independent Retailers
Sport SA
Statewide Group Training
Taxi Council
Trainee and Apprentice Placement Service
Transport Distribution Training SA
Transport Workers Union
United Voice
Volunteering SA and NT
Waste Management Association
Wildcats Fisheries SA
Youth Affairs Council of SA

For further information about industry employment, skills and workforce development please visit the Commission's website tasc.sa.gov.au to find the following resources:

- Economic Outlook
- Industry Profiles
- Regional Profiles