

Career and Personal Learning Plan (PLP) information for the



# South Australian Tourism and Events Industry

Do you like people?

Value working in a friendly environment?

Want a job that can take you all over the world?

**Check out South Australia's Tourism and Events Industry!**





- 4 Achieving South Australian Certificate of Education (SACE) – what does this mean?
- 5 Vocational Education and Training (VET) and the SACE VET Recognition Register
- 5 Vocational Education and Training (VET) in SACE for the Tourism and Events Industry
- 6 Training options available and points you should consider
- 7 Industry Recommendation
- 8 School to work - How to start exploring career options
- 10 Check out what your new boss will be looking for!
- 11 Training options
- 12 Why work in Tourism, Events & Hospitality?
- 16 Testimonials
- 17 Further information

## Achieving South Australian Certificate of Education (SACE) – what does this mean?

Each subject or course successfully completed earns 'credits' towards the SACE. At least 200 credits are required for students to gain the certificate. Ten credits are equal to one semester, or two terms, of study in a subject, and 20 credits are equal to a full-year subject. To gain their SACE, students generally complete two years of full-time study. There are two stages to the SACE: Stage 1, which most students do in Year 11 (apart from the Personal Learning Plan which most students are likely to do in Year 10) and Stage 2, which most students do in Year 12.

The compulsory SACE requirements are:

- Personal Learning Plan (10 credits at Stage 1)
- Literacy – at least 20 credits from a range of English subjects or courses (Stage 1 or Stage 2)
- Numeracy – at least 10 credits from a range of mathematics subjects or courses (Stage 1 or Stage 2)
- Research Project – an in-depth major project (10 credits at Stage 2)
- Other Stage 2 subjects totalling at least 60 credits

The remaining 90 credits can be gained through additional Stage 1 or Stage 2 subjects or Vocational Education and Training (VET) or SACE Board-recognised courses of a student's choice.

### Personal Learning Plan (PLP) – 10 points

This compulsory subject is the first step in the SACE and is usually undertaken in Year 10 (although each school decides when to offer this subject). In the Personal Learning Plan, students explore subject choices for Years 11 and 12 and look at career options. To prepare for these goals, students also look at their strengths and areas in which they need to improve. To help you with your PLP, FTH Skills Council has created a range of career documents that are available to download free from our website [www.fthskillsCouncil.com.au/resources](http://www.fthskillsCouncil.com.au/resources). Information is available for the following sectors:

**Year 11** is usually the first full year of SACE study. Students are able to choose from the range of SACE Stage 1 or Stage 2 subjects offered by their school. In addition to the Personal Learning Plan, students usually complete two other compulsory requirements in Year 11 - a full year of English subjects and a semester of maths, both at Stage 1.

**Year 12** is usually the second full year of SACE study. Students are able to choose from the range of SACE Stage 1 or 2 subjects offered by their school. The only compulsory subject in Stage 2 is the Research Project. This is a one semester (or 10 credit) subject which everyone has to complete. The Research Project will allow students to explore something in which they are deeply interested – it could be an art project, a scientific study, a community-based project, or any number of other options.

In Year 12, most students will do four, full-year Stage 2 subjects in addition to the Research Project. Students interested in applying for university or TAFE entry will need to meet certain requirements or prerequisites. Make sure you consider these requirements in Year 10 when choosing your SACE Stage 1 and SACE Stage 2 subjects.

*Please note: Vocational Education and Training may not count towards your ATAR.*



## Vocational Education and Training (VET) & the SACE VET Recognition Register

VET is not about learning to look after animals. Vocational Education and Training is about learning the skills required for a job. VET Qualifications are a combination of units of competency and the training is provided by Registered Training Organisations (RTOs). Each unit of competency has nominal hours allocated to it and SACE credits are available for each unit of competency towards a qualification that you successfully complete.

A student will earn 10 SACE credits for the successful completion of 70 nominal hours of VET up to the maximum number of credits allocated to each qualification. Students can gain recognition for up to 180 SACE credits at Stage 1 and/or Stage 2 for successfully completed VET units or qualifications.

Code	Qualification	Job Title	Nominal hours - how long training should take	SACE credits for completed qualification
SIT10107	Cert I Tourism (Australian Indigenous Culture)	n/a	135-200	20-25 Stage 1
SIT20107	Cert II Tourism	Tourism Office Assistant	168-580	25-80 Stage 1
SIT30107	Cert III Tourism	Tourism Sales Consultant	215-1045	30-145 Stage 1 & 2
SIT30607	Cert III Events	Event Assistant	287-860	40-120 Stage 1 & 2

Refer to the VET Recognition Register on the SACE website [www.sace.sa.edu.au](http://www.sace.sa.edu.au) for details of how specific VET qualifications can earn SACE credits at Stage 1 and/or Stage 2.

## Vocational Education and Training (VET) in SACE for the Tourism & Events Industry

As we mentioned earlier VET is not about learning to look after animals. VET in SACE for the Tourism Industry is the recognition of successful completion of Tourism or Events units with the allocation of SACE credits. VET is the kind of education offered by TAFE colleges and other Registered Training Organisations. VET courses lead to industry-recognised qualifications, generally at Certificate II or III level.

Studying VET as part of your SACE is a good option for many students as it can give you a head-start on a qualification, which can be a great way to gain the skills required for work but there are things you need to be aware of and consider if you are planning on undertaking VET studies as part of your SACE. If you are considering VET as part of your SACE you must talk to your Schools Career Advisor and ensure you choose enough subjects to still complete your SACE.

## Training options available and points you should consider.....

### Australian School Based Traineeship:

- Enter into a Contract of Training (COT) with an employer or group training provider while you are still at school
- Generally work a minimum of 1 day (8 hours) per week and attend a Registered Training Organisation (RTO) 1 day per week
- Attend school the remaining days and complete other SACE Stage 1 and Stage 2 subjects
- Workplace Practices – Consider choosing Workplace Practices as a subject (SACE Stage 1 and Stage 2). You will still need to complete assignments and provide evidence of your VET learning but this can be based on your workplace learning that you will be doing
- You get paid for the work that you are doing and may be able to work extra hours as well e.g. weekends and school holidays

**REMEMBER you will only get SACE credits for the VET units that you actually complete.**

### Australian Traineeship:

- Enter into a Contract of Training (COT) with an employer or group training provider after you finish school
- Generally work full-time and attend a Registered Training Organisation (RTO) 1 day per week or for blocks of training
- After successful completion of your Traineeship you will have the skills to work in industry as a Tourism Office Assistant, Sales Consultant or Event Assistant

### Direct enrolment with Registered Training Organisation (RTO):

- Enrol with a RTO and pay for your own training
- Receive SACE credits for the VET units you successfully complete
- If you only do a few VET units as a “taster” of the industry you may get an idea if you actually like this type of work or not
- Ensure you have sufficient work placement and experience to practice on-job the skills you are meant to be learning

### Get a job:

- Have you thought about a part time job while you are still at school?
- You get paid for the work that you are doing and learn new skills
- Most employers will provide training on-the-job

**REMEMBER you may not complete any formal VET training, so you may not get any SACE credits for your on-job learning**

## Industry Recommendation:

The Tourism and Event Industry is:

- Dynamic and ever-changing
- Closely related to national and global issues
- An exciting 24 hour industry
- An industry where hard work and dedication in early years can lead to a fulfilling diverse career
- An opportunity to travel and learn about people and places

Choose this industry because you:

- Are passionate about it, not because you are looking for financial reward ( especially in the early stages of your career)
- Have a genuine desire to be involved in the industry
- Are prepared to work hard and learn as much as possible
- Enjoy working with people

School subjects that are good to undertake are:

- Business Maths
- Geography
- English
- Tourism
- Hospitality
- VET in Tourism or Hospitality

Traineeships are available which ensures you are paid for the work you do, along with formal training and workplace experience.

# SCHOOL TO WORK - How To Start Exploring Career Options

RIGHT NOW –You are in Year 10 and need to develop a Personal Learning Plan (PLP) as part of your SACE. What do you do?

## Step 1

Start thinking about career options and ask yourself some questions like:

- What are my interests and strengths?
- What do I enjoy learning?
- How do I like to learn?
- What do I enjoy doing?
- What current work experience and community work do I have? e.g. working in a retail store or the local café
- Do I want to work part time while I am still at school?
- Can I commence my career path via VET in Schools or a Traineeship?

Follow up your discoveries of the Industry you are interested in:

- Talk to your School's VET Co-ordinator or Career Advisors
- Explore by checking out career websites
- Talk to someone who works in the Industry
- Find out as much as you can about the career path you are interested in

## Step 2

After exploring my options I have decided on a career path that suits me!

## Step 3

Decision on career path:

TOURISM & EVENTS INDUSTRY

Sectors include:

**Attractions and Theme Parks**

Providing entertainment attractions, rides and events in one location for the enjoyment of large numbers of people

**Ecotourism**

Planning, providing and coordinating a natural tourism experience to experience a specific area for cultural and environmental appreciation, understanding and conservation.

**Food and Wine**

Experiencing and promoting food and wine regions and producers, providing cellar door services, etc

**Guiding**

Providing arrival and departure assistance, tour commentaries, private, group and specialist guiding

**Meeting and Events**

Planning and coordinating meetings, events, conferences, festivals, etc



#### Retail Travel Sales

Providing domestic and international information, quotations and bookings for holidays, tours, corporate travel, transport, accommodation, sightseeing and events

#### Tourism Operators

Offering a product to visitors to enable them to experience a specific area, culture, activity, environment, etc.

#### Tour Wholesaling

Marketing and providing travel services, tours and programs to Retail Travel Agents

#### Visitor Information Services

Providing local information on tours, accommodation, sightseeing, events, etc

#### Completed Year 12

You can commence a Traineeship, Certificate II, III or IV training after completion of your school studies.

#### Get a job!

Have you considered a part-time job while you are at school? You can earn your own cash, learn new skills and most employers will provide training on-the-job.

The Tourism & Events industry in SA has countless opportunities for you – and there is always a need for good staff. The people who work in the industry are generally outgoing, social people who understand that ‘shifts’ may be during the day, evening or weekend. This could be good for you – especially when you are at School or Uni.

## Step 4

How do I start a career in the tourism & events industry? Here are some training options for you to consider:

#### Years 10, 11, 12 VET in Schools

This option gives you an opportunity to explore the industry if you are still undecided.

#### Years 10, 11, 12 School Based Traineeship Certificate II Tourism, Certificate III Tourism or Certificate III Events

You can start your Traineeship while completing your SACE. Talk to your VET Co-ordinator or Career Advisor.

## Check out what your new boss will be looking for!

What are prospective employers in the Tourism & Events Industry looking for in their employees?

### Personal characteristics

- Outgoing personality and friendly (can present a happy, smiling face to customers)
- Well-presented
- Reliable
- Hardworking and dedicated
- Enthusiastic
- Adaptable
- Open-minded

### Abilities

- Able to manage their time effectively
- Good written skills
- Able to communicate at all levels
- Works well both independently and as part of a team
- Punctual
- Attention to detail

### Knowledge & skills

- Basic knowledge of destinations – both Australian and International
- Basic sales and customer service skills
- Good written skills
- Good interpersonal skills

What sort of activities you would do (at the start of your career)

- Sell tourism products
- Process reservations
- Attend and plan meetings
- Process documentation
- Assist sales team
- Assist event coordinator
- Reception duties – answer phones, handle incoming/outgoing mail
- Handle customer enquires – book appointments for clients, send out brochures
- Order brochure stock
- Assist consultants with processing of documentation
- Junior Consultant – selling Australian/New Zealand destinations
- Attend product seminars and training to gain further knowledge

## Training options

The Tourism and Events Industry provides 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 many Short Courses that are available at TAFE and other RTOs (many offer classes of two or three hours once or twice a week).

While there are some outstanding Bachelor Degrees offered through South Australian universities specific to the Tourism & Hospitality industry (e.g. Bachelor of Tourism & Event Management or Bachelor of International Tourism) – this type of learning pathway is not for everyone.

The industry understands that the more skills you learn – and the more qualifications you earn – the better service you can provide. Many of the skills and qualifications required in one sector or work area are transferable to other areas, so you can take your skills with you as you move around the industry.

Remember – there are hundreds of different jobs you can do and many different sectors you can work in.

**“If you love travel,  
why not make a  
career out of it.”**

## Why work in Tourism, Events and Hospitality?

### A job you can be proud of

South Australian Tourist Attractions, Hotels, Clubs, Pubs, Cafes and Caravan Parks 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.

#### Tourism

In 2007 5.8 million visitors stayed 26.3 million nights in SA and generated \$4.2 billion expenditure across our state. The tourism industry sustains almost 4% of all SA jobs and employs many thousands of people, equivalent to 28,000 full time jobs.

#### Events

SA, 'the Festival State', is internationally recognised for its success in hosting major events, such as Tour Down Under; Clipsal; WOMADelaide; Adelaide Festival of Arts; Adelaide Cup; Adelaide Fringe; Writers week; etc.

#### Hotels, Pubs and Clubs

There are 630 Hotels in SA, 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).

#### Restaurants and Cafes

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

#### Accommodation

SA offers more than 13,000 rooms to visitors in Hotels, Motels and Serviced Apartments – and there are more than 140 large Caravan Parks offering more than 20,000 sites or cabins. The State is also renowned for a full range of alternative accommodation in Bed & Breakfasts; Farmstays; Vineyard; Cottages & Cabins; Backpackers & Hostels; Houseboats and Resorts.

#### In short

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

## Great training opportunities

The Tourism, Events & Hospitality industry is jam-packed with training opportunities – from short courses to Traineeships; 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!

## Job variety

There are hundreds of different jobs in Tourism, Events & 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 a 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.

Tourism & Events sectors include Attractions and Theme Parks, Ecotourism, Food and Wine, Guiding, Meeting and Events, Retail Travel Sales, Tourism Operations, Tour Wholesaling, Visitor Information Services.

## Exciting, social, teamwork environment

Tourism, Events & Hospitality is a vibrant and 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.

## 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 give 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.

## Long term security

There’s always going to be a demand for Tourism, Events & Hospitality employees. The industry is growing – and that growth is expected to continue.

## A job that can take you anywhere in the world

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

## School to work career options

### What is the compulsory Education Age?

The State Government has made it law that you are required to be in full time education or training until you turn 17 or gain a qualification.

The only exemption to this is if you have obtained a formal written job offer for at least 25 hours per week with an employer. For further information visit this website: [www.educationage.sa.gov.au](http://www.educationage.sa.gov.au)

### Find out more about how to get started!

Speak to your VET Co-ordinator or Career Advisor at your school. They can provide you with information and assistance on how you can get started on your career in the Tourism Industry by participating in:

- VET in Schools programs
- RTO training
- A Traineeship

## Explanations

### Vocational Education and Training (VET) in schools

VET in Schools programs commence at the Year 10 level across a number of industries. To date most VET that is provided by schools is at Certificate I or II level and can provide you with basic training in your chosen field.

If you are considering a VET in Schools program you need to remember that you will only get SACE credits for the units that you actually complete.

### A Traineeship

If you think this might be the industry for you but aren't really sure, why not consider a Traineeship. Industry representatives strongly recommend this option as you will receive formal training linked with work placement and paid work. Successful completion of a Traineeship in Cert II Tourism, Cert III Tourism or Cert III Events will give you the skills you need to work in industry. If you decide that this is the career path for you, you can further your training by completing additional Certificates III, IV, Diploma or Advanced Diploma (or as many of these steps as you want to take).

### Years 10, 11, 12 Training Guarantee for SACE Students Scheme (TGSS)

If you are determined to work in the industry and commence working towards a Certificate III but have not been able to arrange a Traineeship, the TGSS scheme might provide you with an opportunity to commence pre-vocational training as part of your SACE.

Conditions include:

- Minimum 210 nominal hours of VET (30 SACE credits)
- At least 140 hours of relevant work placement
- VET delivered by an approved Skills for All Provider (RTO)
- Full or partial funding subsidy available
- Any gap between funding subsidy and fee charged by RTO is the personal liability of the student
- After completing SACE and leaving school you continue with the RTO to complete your Cert III

Talk to your VET Co-ordinator or Career Advisor to see whether you qualify for this scheme.

## What is available while you are at school

Whats available	Yr 10	Yr 11	Yr 12	Costs to you/parents	Financial assistance available	Paid work	Credits towards SACE
<b>Vocational Education and Training (VET) in Schools</b> Where available	Yes	Yes	Yes	Yes	No	No	Yes
<b>RTO Training</b>							
Tourism - Certificate II or III	Yes	Yes	Yes	Yes	Possibly <sup>1</sup>	No	Yes
Events - Certificate III							
<b>Traineeship**</b>							
Tourism - Certificate II or III	Yes	Yes	Yes	Possibly*	Yes	Yes	Yes
Events - Certificate III							
Travel Sales – Certificate III							

## What is available after completing school

Whats available	Costs to you/parents	Financial assistance available	Paid work
<b>RTO Training</b>			
Tourism - Certificate II , III, IV, Diploma, Advanced Diploma	Yes	No	No
Events - Certificate III, Diploma, Advanced Diploma			
Travel Sales – Certificate III			
Guiding – Certificate III, IV			
<b>Traineeship**</b>			
Tourism - Certificate II, III,IV	Possibly*	Yes	Yes
Events - Certificate III			
<b>Bachelor Degree</b>			
International Tourism	Yes	No	No
Tourism & Event Management			

<sup>1</sup> Full or partial funding may be available under the Training Guarantee for SACE Students Scheme (TGSS)

\* training fee per curriculum hour to be paid by employer or student

\*\* maximum of 2 traineeships will be funded, CHOOSE CAREFULLY!

## Testimonials

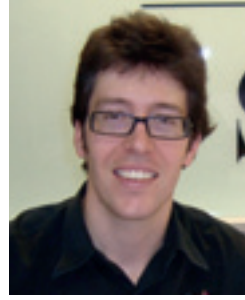
### Claire Langley



I studied Tourism at school and loved it and it was the beginning of my interest in travel. When I finished school I couldn't think of where I wanted to work or what I wanted to do. After some time at university I started

a certificate III in Events and then went on to do my certificate III in Tourism. I enjoyed the hands on, practical experience at TafeSA. I am now working as a Corporate Travel Consultant and loving it! I am still studying and continuing on with my certificate IV. If work gets too busy I might postpone my study and take it up again soon. I like the flexibility TafeSA offers.

### Andrew Nielsen



At school I wasn't sure about what I wanted to do and didn't really have a plan. After school I went traveling and really enjoyed it. I thought the best way to get into the industry is to do a course. The hands

on training in the virtual enterprise was great. I started the certificate IV tourism course knowing opportunities to get a job would eventually come up. The course I did gave me the confidence to go for interviews and I have recently just been promoted as Team Leader at the SA Travel Centre.



## Further information

Where can you find more information to plan your career pathway in the Tourism & Events Industry?

### Websites to search:

[www.myfuture.edu.au](http://www.myfuture.edu.au)  
[www.jobsearch.gov.au/joboutlook](http://www.jobsearch.gov.au/joboutlook)  
[www.jobguide.deewr.gov.au](http://www.jobguide.deewr.gov.au)  
[www.aajobpathways.com.au](http://www.aajobpathways.com.au)

### Food Tourism & Hospitality Industry Skills Advisory Council SA Inc (FTH Skills Council)

represents the interests of the food and beverage processing and manufacturing, and tourism and hospitality industries in SA.

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

### Australian Apprenticeship Centres (AAC)

assists Apprentices/Trainees & their employers in the setting up of Contracts of Training and administers financial government support services and allowances.

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

### Australian Tourism College & Recruitment Centre

[www.austourismcollege.sa.edu.au](http://www.austourismcollege.sa.edu.au)

### Discover Tourism

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

### South Australian Tourism Commission (SATC)

[www.tourism.sa.gov.au](http://www.tourism.sa.gov.au)

### South Australian Tourism Industry Council (SATIC)

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

### TAFE SA

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

### Trade Schools for theFuture

provides information relating to Trade Schools for the Future and Apprenticeship Brokers.

[www.tradeschoolsforthefuture.sa.edu.au](http://www.tradeschoolsforthefuture.sa.edu.au)

### Training And Apprenticeship Services (TAS)

is the State Government authority who administers matters for Apprenticeships and Traineeships.

[www.employment.sa.gov.au](http://www.employment.sa.gov.au)

### Travel Industry Careers Association (TICA)

[www.travelindustryCareers.org](http://www.travelindustryCareers.org)

### United Voice (formerly LHMU)

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







Career, PLP, SACE and VET information available online at

**[www.ftskillscouncil.com.au/resources](http://www.ftskillscouncil.com.au/resources)**

Additional sector documents will be uploaded when available.

For further information please contact:

**Food, Tourism & Hospitality Industry Skills Advisory Council SA Inc**

Phone 08 8362 6012

Fax 08 8362 1455

Email [info@ftskillscouncil.com.au](mailto:info@ftskillscouncil.com.au)

Web [www.ftskillscouncil.com.au](http://www.ftskillscouncil.com.au)