

Careers in Tourism

South Australian Guide
2nd Edition





Editor's Welcome

The second edition of this guide has been developed to showcase the incredible depth of opportunity available within the tourism industry in South Australia.

The guide:

- Lists a wide range of occupations directly - and indirectly - connected to tourism
- Highlights your potential career progression
- Provides – in their own words – the stories of people who have thrived within the tourism industry.

Can we help you? We welcome enquiries from students, parents, teachers, career counsellors, employers and industry stakeholders.

Limited copies of this guide have been

produced to reduce our impact on the environment and to improve sustainability. It is also available digitally via TiCSA's website. To obtain a hard copy or access to the e-publication, please contact TiCSA.

Please note that the information curated for this guide, including job roles, qualifications and resources, may change following its publication (June 2025).

Content cannot be reproduced in full or in part without the permission of TiCSA.

This guide was produced by the Tourism Industry Council South Australia (TiCSA), the peak body for South Australia's tourism industry.

To contact TiCSA, please email info@ticsa.com.au or call 8231 3085.

www.ticsa.com.au



**SOUTH
AUSTRALIA** 



Government
of South Australia
South Australian
Tourism Commission



A Message from the Minister for Tourism

Tourism at its heart is about people and place, and we have the best of both.

South Australia is abundant in unique natural wonders, unforgettable food and beverage, and an events and festivals calendar that has something everyone can enjoy all year round – so why wouldn't you want to share what we've got with the world?

A career in tourism can take you so many places, from creating itineraries for international guests, cooking up a storm with the freshest regional produce, or even feeding the lions at the largest open-range park in Australia.

We invite visitors to discover and celebrate the simple pleasures that South Australians enjoy every day. Working in tourism here, you'll come to appreciate how good life is – whether it's sipping wine at a world-class winery just 30 minutes from the city centre, or gazing up at a sky full of stars on a clear night.

Being part of our tourism industry means making a real difference to our State. Tourism currently employs more than 41,600 people statewide – that means 1 in 25 workers is part of the diverse sector. That is three times as many jobs as the mining sector. And, we're working together to have a visitor economy worth \$12.8 billion by 2030.

Our tourism industry is going from strength to strength, and we want you to be a part of it – because just like South Australia's tourism industry, you have endless potential.

Hon Zoe Bettison MP

Minister for Tourism



A Message from the Chief Executive Officer

This Careers in Tourism guide is an essential resource for anyone looking to step into the tourism industry or expand their career in tourism.

Tourism is a vibrant and growing industry in South Australia and when you work in tourism your office truly has no boundaries. Every day provides opportunity for reward and enjoyment, from creating world class experiences and delivering exceptional service through to passionately developing and sustaining outstanding destinations and businesses.

At the heart of it all is a love for who we are and where we live and sharing that with visitors from across the world. To travel, to explore new places, and connect with diverse cultures and people has been a passion that has shaped human nature for centuries.

Tourism Industry Council South Australia (TiCSA) is proud to work in partnership with industry and government to help cultivate tourism talent. This guide is designed to show you the wealth of careers and job roles that exist when you work in South Australia's tourism industry. Inside, you'll find details about the wide range of roles available, hear inspiring stories from professionals new to the industry and making their mark, as well as from those whose tourism career spans a rewarding number of years.

With tourism in South Australia looking brighter than ever, we need creative, motivated, and inspired people to drive our industry forward. We can't wait to welcome you to your future tourism office.

Shaun de Bruyn

TiCSA Chief Executive Officer

Acknowledgement of Country

TiCSA acknowledges and respects the Traditional Owners of Country throughout South Australia.

We acknowledge that the spiritual, social, cultural and economic practices of Aboriginal people come from their traditional lands and waters, and that Aboriginal people maintain cultural and heritage beliefs, languages and laws which are of ongoing importance today.

Our Supporters

The Tourism Industry Council South Australia (TiCSA) acknowledges the support and contribution from industry, government and suppliers listed below.

This guide has been produced through a partnership with the South Australian Government. We recognise our graphic design, editing, print management and distribution partner, Boylen +.

SOUTH AUSTRALIA



Government of South Australia
South Australian Tourism Commission

Boylen +

eeger.

Adelaide University

AM
ADELAIDE VENUE MANAGEMENT

Flinders University

ICHM

JOURNEY BEYOND

skyCITY
ADELAIDE

tafesa Government of South Australia

EG
EDWARDS GROUP

echo
Holiday Parks

lga. South Australia

SAATOC
South Australian Aboriginal Tourism Operators Council

THE WILDERNESS GROUP

treeclimb

Contents

Preface	2	CEO	38	Financial Manager	51	Photographer	70
A Career with Opportunity	4	Chef	39	Flight Attendant	52	Pilot	71
Tertiary Education	5	Cook	40	Functions & Event Manager	53	Porter	71
The Future of South Australian Tourism	6	Concierge	40	General Manager	54	PR Officer	72
Industry Sectors	8	Construction & Design	41	Guest Service Agent	55	Reservation Agent	72
Accommodation	10	Architect		Head of Department	56	Restaurant Manager	73
Attractions	12	Bricklayer		Housekeeper	57	Security Officer	74
Events	14	Carpenter		Human Resource Manager	57	Software & App Developer	75
Food & Beverage	16	Finishing Trader		ICT Security Administrator	58	Stage Manager	75
Travel	18	Industrial Designer		ICT Support Technician	58	Tour Guide	76
Tourism & Information	20	Infrastructure Worker		ICT Systems Analyst	59	Tour Operator	77
Skilled Trades	22	Plumber		Kitchen Hand	59	Tourism Development Officer	78
Careers in Tourism	24	Consultant	42	Landscape Gardener	60	Train Crew	79
Aboriginal Tourism Advisor	26	Coxswain	42	Law	61	Train Driver	80
Accommodation Manager	27	Curator	43	Conveyancer & Legal Executive		Travel Consultant	80
Accountant	28	Customer Relations Supervisor	44	Solicitor		Urban & Regional Planner	81
Accounts Clerk	28	Customer Service Representative	45	Lecturer	62	Venue Manager	82
Adventure Activities Instructor	29	Customs Officer	46	Lighting Technician	62	Visitor Information Services Officer	83
Airport Passenger Officer	30	Deckhand	46	Maintenance Manager	63	Vocational Education Trainer	84
Air Traffic Controller	30	Destination Manager	47	Marketing Manager & Additional Positions	64	Wait Staff	84
Audio Technician	31	Driver	48	Advertising Manager		Wait Staff: Food & Beverage Specialists	85
Auditor	31	E-Commerce Manager	48	Brand Manager		Formal Service Waiter	
Baker	32	Engineering & Maintenance	49	Content Developer		Mixologists	
Baggage Handler	32	Aerospace Engineer		Digital Marketing Manager		Silver Service Waiter	
Bar Attendant	33	Aircraft Maintenance Engineer		Graphic Designer		Sommeliers	
Barista	34	Electrical Engineer		Market Analyst		Web Developer	85
Brewer or Distiller	34	Marine Engineer		Sales Manager		Wellness Provider	86
Business Development Manager	35	Mechanical Engineer		Social Media Manager		Beauty Therapist	
Business Owner or Entrepreneur	36	Railway Infrastructure Worker		Multimedia Developer	65	Masseuse	
Captain	37	Enologist (Wine Maker)	50	Museum Guide	66	Yoga Instructor	
Caterer	37	Entertainer	50	Night Auditor	66	Wildlife Keeper	86
Cellar Door Hand	38	Dancer		Operations Manager	67	Workforce Planning Manager	87
		Musician		Park Ranger	68	Starting Small	88
		Singer		Payroll Clerk	69	Who is TiCSA?	90
		Exhibition Designer	51	Personal Assistant	70		

SA's Vibrant Tourism Industry

Tourism is booming in South Australia and there are plenty of jobs available. In fact, the number of people directly employed in tourism in South Australia totalled 41,600 in the year ending June 2024.

By choosing a career in tourism, you'll be part of a sector that is critical to the state. We have set a goal to reach \$12.8 billion in visitor expenditure - and an additional 16,000 jobs - by 2030. One of those new jobs could be yours!

Tourism in South Australia: A Snapshot



As of December 2024, tourism in South Australia had reached a record \$9.8 billion in international and domestic visitor expenditure.



As of May 2025, 6.5 million passengers passed through Adelaide Airport.



There are over 20,000 tourism businesses across the state, ranging from small to medium enterprises through to global corporations.



In 2023-24, total tourism employment (both direct and indirect) accounted for 71,500 employees statewide.



Key Industry Stakeholders

National

Austrade

The Australian Trade and Investment Commission (Austrade) is an Australian Government agency. Austrade delivers quality trade and investment services to businesses, accelerates growth in Australia's tourism sector and promotes Australia's education to the world.

Tourism Australia

Tourism Australia is the Australian Government agency responsible for attracting international visitors to Australia, both for leisure and business events. The organisation is active in 15 key markets and its activities include advertising, PR and media programs, trade shows and industry programs, consumer promotions, online communications and consumer research.

Australian Tourism Industry Council

Australian Tourism Industry Council (ATIC) is the national representative body for tourism. The role of ATIC is to provide leadership and industry representation

through a national voice for tourism, and to manage national industry development programs, including the Australian Tourism Awards and Quality Tourism Framework.

Australian Tourism Export Council

Australian Tourism Export Council (ATEC) is the peak industry association for the Australian inbound tourism industry sector. ATEC connects and grows the commercial networks of members engaged in the international tourism industry. ATEC facilitates commercial connections, and advocating to government for support and removal of impediments to growth to broaden export opportunities.

State

South Australian Tourism Commission

The South Australian Tourism Commission (SATC) is a statutory authority of the South Australian Government. SATC's purpose is to assist in securing economic and social benefits for the state

through promoting South Australia as a tourism destination including the promotion of events and festivals and the further development and improvement of our state's tourism industry.

Tourism Industry Council South Australia

The Tourism Industry Council South Australia (TiCSA) is a not-for-profit, member-based organisation and the peak body for South Australia's tourism industry. TiCSA's purpose is to build capabilities, advocate for, and bring together South Australia's diverse tourism industry to enable a sustainable and growing visitor economy.

South Australian Aboriginal Tourism Operators Council

The South Australian Aboriginal Tourism Operators Council (SAATOC) is an independent, professional tourism association specifically for Aboriginal-owned tourism businesses. SAATOC is the peak representative authority for Aboriginal Tourism in South Australia.

The SAATOC interim Board was formed in September 2023. SAATOC provide business development, promotion and advocacy that support and grows Aboriginal tourism and Aboriginal tourism businesses.

Regional

Regional Tourism Organisations (RTOs)

South Australia's Regional Tourism Organisations support the development and marketing of tourism products and experiences within their region, to grow awareness and visitation.

For more information on the regions, please refer to the South Australian Tourism Commission's website - www.tourism.sa.gov.au



A Career with Opportunity

A career in tourism is exciting. This vibrant sector offers thousands of job opportunities that open doors to travel, fresh ideas and new challenges. Can you picture yourself working alongside passionate people in a diverse range of roles? In a socially responsible industry that values its people, sustainability and cultural diversity?


Right now is the perfect time to consider the tourism industry. There are more position openings than ever before. And there are

plenty of opportunities for career advancement.

A career in tourism is also a chance to experience work differently, at any life stage. The tourism industry brings with it exciting entry-level roles readily available for you to dip your feet into right now. For those wanting to advance their career, there is a continuous stream of roles for professionals who want to contribute their unique skills to something different. If you're transitioning to retirement, tourism

offers plenty of part-time, casual and volunteer opportunities for those looking to take a step back from full-time work.

Whether you're a student, a part-time working parent, a professional looking for career advancement or you're simply interested in volunteering – this is the industry for you. The tourism industry is where traditional work meets diversity, enjoyment and a team environment that thrives on building relationships.



**So what are
you waiting
for? A career
in tourism is a
career you can
feel good about.**

Tertiary Education

In South Australia, there are multiple education pathways for graduates or experienced professionals interested in a career in tourism, events and hospitality.

Many universities, colleges and Registered Training Organisations offer courses in-person or online to kickstart your tourism career.

Higher Education

- Adelaide University
- Flinders University
- International College of Hotel Management
- TAFE SA
- Torrens University

Vocational Education & Training (VET)

- TAFE SA
- Department of Education
- Registered Training Providers



Temptation Sailing, TiCSA.



Images: All images supplied by TiCSA. (Left) Cumulus, (Top Right), Temptation Sailing and (Bottom Right) Eos by SkyCity.

The Future of South Australian Tourism

The tourism industry is continuously evolving. That's what makes it such an exciting career.

Tourism sectors where it is forecast there will be even greater demand and investment into the future are:

Aboriginal Tourism

Australia is home to the oldest living cultures on earth and Aboriginal tourism experiences offer a deep connection to place and people. Aboriginal tourism involves a range of experiences, from song, music and dance to guided tours and culturally enriched hospitality.

Every part of South Australia is Aboriginal Country, and every part of that Country has a series of stories and experiences that are unique to it. Aboriginal tourism experiences, products and services can connect visitors to Country and culture, as well as sustain cultural knowledge, heritage and practices. In South Australia we are growing Aboriginal tourism with authenticity at the centre, ensuring that Aboriginal cultural stories are owned and shared with visitors by Aboriginal people.

Inclusive Tourism

Inclusive tourism, where everyone feels truly welcome and able to participate, is an increasing expectation of all visitors.

Ensuring destinations, products and services are accessible to everyone, regardless of their age, physical limitations or disabilities, is a priority for the tourism industry. The domestic accessible tourism sector is worth an estimated \$6.8 billion, with 1 in 5 of the Australian population requiring accessible tourism experiences and services. Paired with demand from international visitors, accessible travel and tourism provides significant benefit to the tourism industry overall and presents



Images: All images supplied by TiCSA. (Left) Eos by SkyCity, (Top Right), Adelaide Biplanes, (Middle Bottom) Adelaide Airport and (Bottom Right) RAA.

ongoing growth opportunities especially as Australia prepares to host the Paralympics in 2032.

Inclusive tourism also extends to ensuring that visitors from diverse cultures and beliefs are welcomed and their needs met, and LGBTIQ+ people are able to express themselves authentically and without hesitation.

Regenerative Tourism

South Australia is place of diverse and impressive natural environments, unique wildlife and cultures. With our state's strong sustainability credentials, especially in renewable energy and recycling, South Australia has what it takes to be a leader in regenerative tourism.

A regenerative approach seeks to reduce the impact that tourism has on the whole ecosystem (economic, social, environmental). It extends the concept of sustainability beyond protecting and doing no harm to being a force for good; leaving places, communities and the environment better than we found them. The future of tourism relies on a regenerative approach to the creation and delivery of tourism experiences and businesses. The impact of tourism is becoming increasingly important in the visitor decision-making process, with 75% of global travellers saying that environmental impact plays a role in their decisions.

Events & Festivals

Events and festivals are embedded in the DNA of South Australia and are a crucial part of the South Australian visitor experience. South Australia's Major Events and Festivals generated more than \$560 million in 2024 – and this isn't including the many smaller

regional events that support local communities. The growth of this sector offers a broad pathway for those wanting to explore exciting career opportunities. Events, small or large, require significant labour input which attributes to multiple industry sectors coming together to deliver a successful event. From food and beverage professionals, audio and visual technicians, and entertainers, to marketing and public relations professionals, business and financial strategists and volunteers, there are many ways to grow a career in tourism through the events and festivals sector.

Business events are also important to South Australia. Our state is well recognised for its quality business event infrastructure and consistently attracts conventions, meetings, exhibitions and special events to Adelaide and across the state.

Other Sectors

Cruise: The cruise industry has been the fastest-growing visitor economy sector in South Australia over the past decade. There were more than 119 scheduled cruise visits to South Australian ports and anchorages during the 2024-25 cruise ship season, including several expedition vessels.

Agritourism: Defined as a form of experiential travel which visitors engage with people or product from a farm, including native vegetation and aquamarine environments. With a reputation for premium produce, South Australia is well placed to capitalise on the agritourism opportunity.

Wellness: One of the fastest growing tourism sectors globally, wellness tourism is travel for the purpose and pursuit of maintaining and enhancing one's personal health and wellbeing.



Industry Sectors

Many of the careers and job roles in this guide exist in multiple sectors within the industry. For example, a chef might work in Accommodation, Food & Beverage, Attractions or Travel. Or a tour guide might find themselves working in South Australia in Tourism & Information, Travel or Attractions.

There are 7 sectors featured in this guide. Use the badges to see where you could find yourself working throughout your career.



Accommodation



Attractions



Events



**Food &
Beverage**



**Skilled
Trades**



**Tourism &
Information**



Travel



Adelaide Airport, TICA.

Accommodation Sector

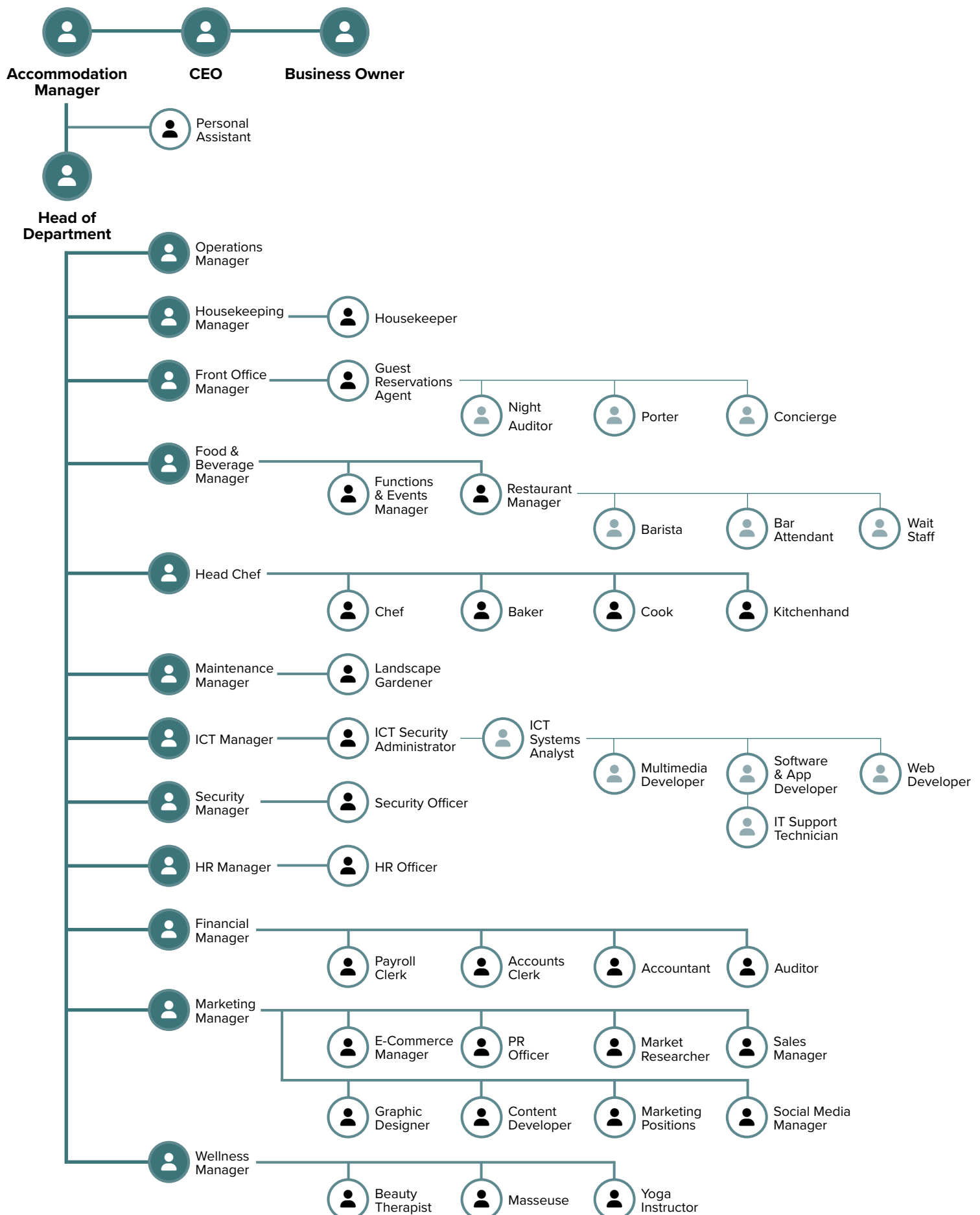


The Accommodation sector is responsible for providing South Australian visitors a home away from home. It encompasses a range of properties including B&Bs, backpackers, caravan-holiday parks, farm stays, hosted accommodation, hotels, motels, houseboats, self-catering, serviced apartments and unique accommodation.



Intercontinental Adelaide, TICSA

Accommodation Organisational Chart



Attractions Sector

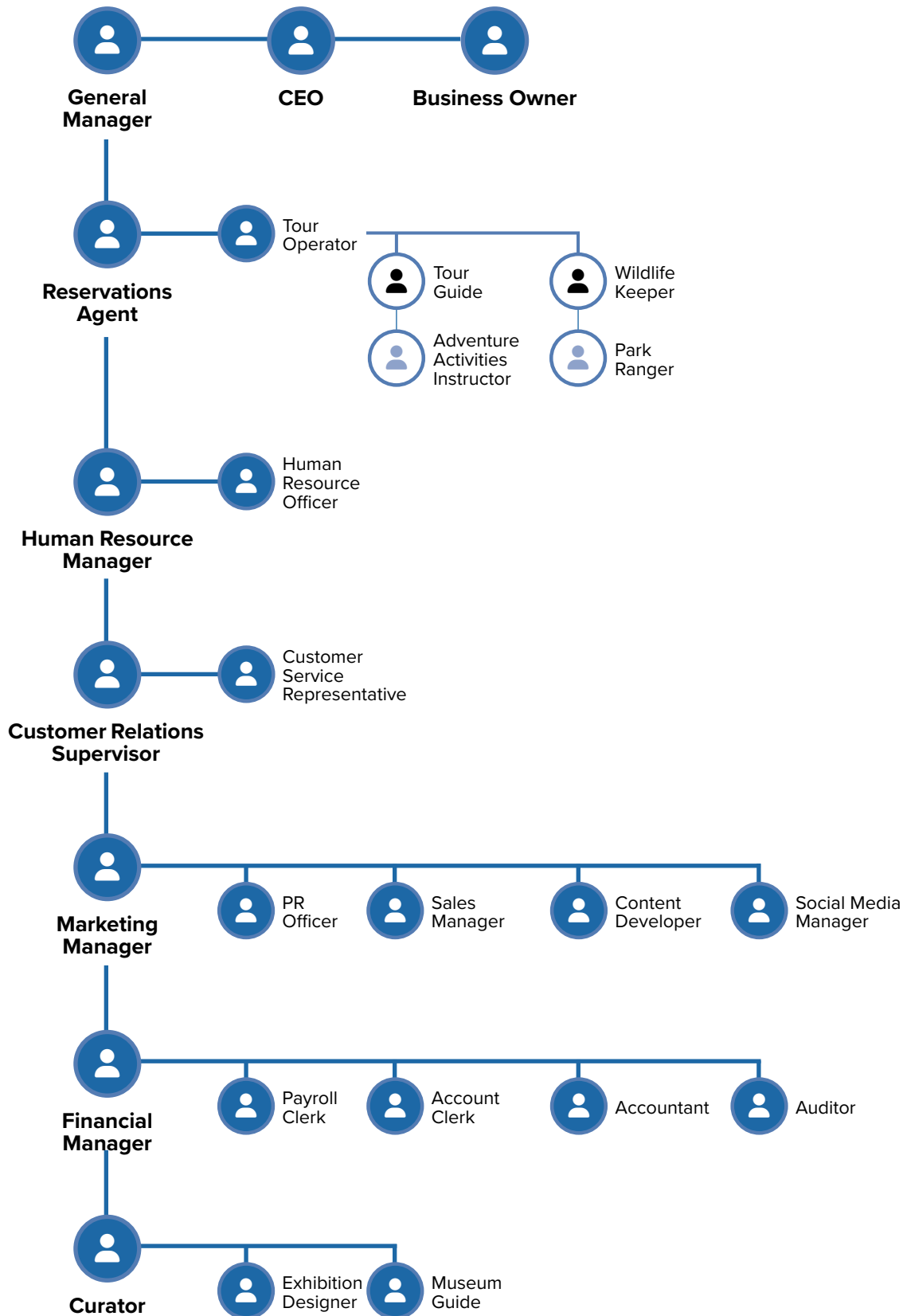


The Attractions sector is a core component of tourism, attracting interest from intrastate, interstate and international visitors. From zoos and museums to cultural, historical and natural sites, attractions entertain and educate visitors.



Temptation Sailing, TiCSA.

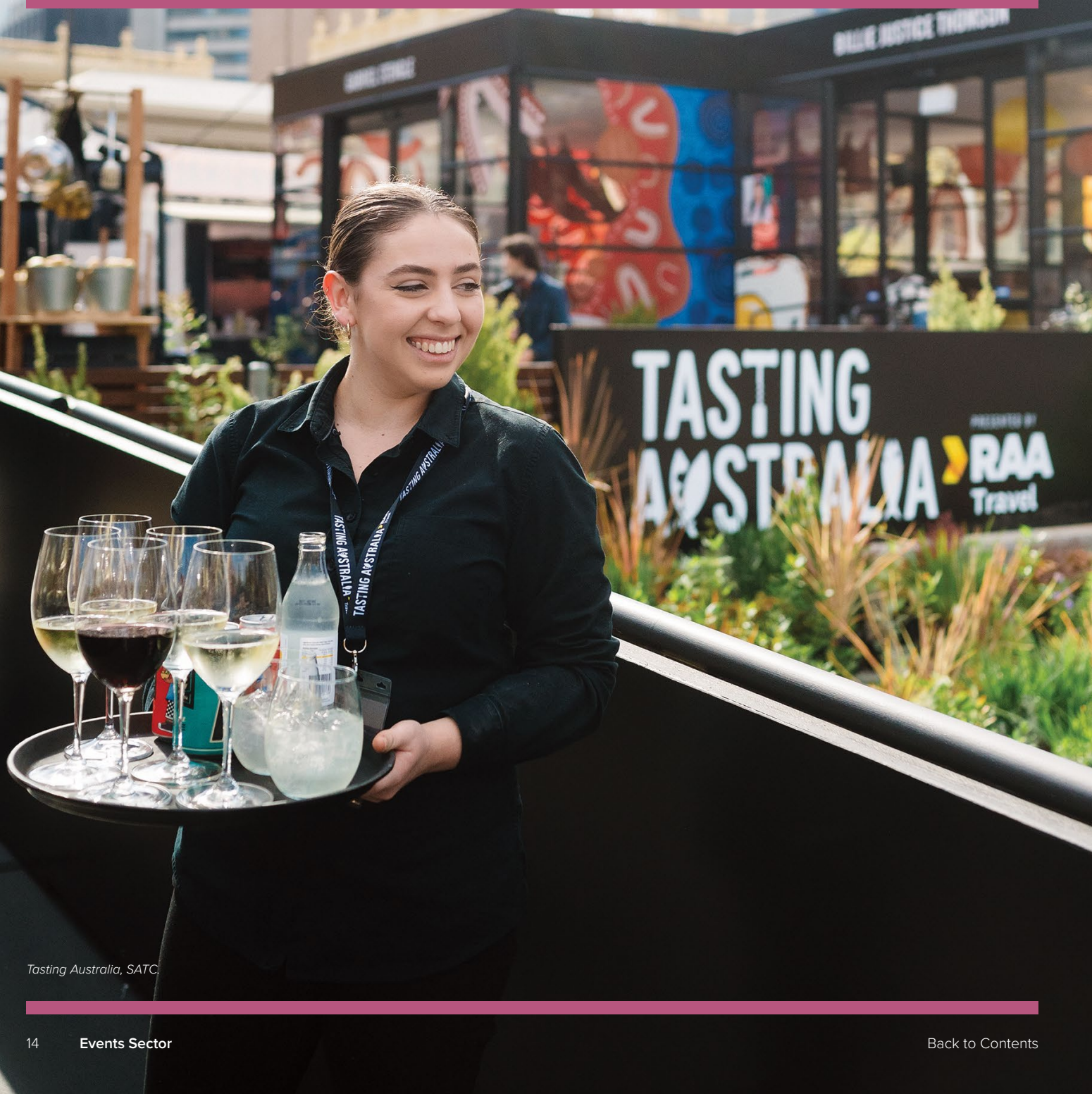
Attractions Organisational Chart



Events Sector

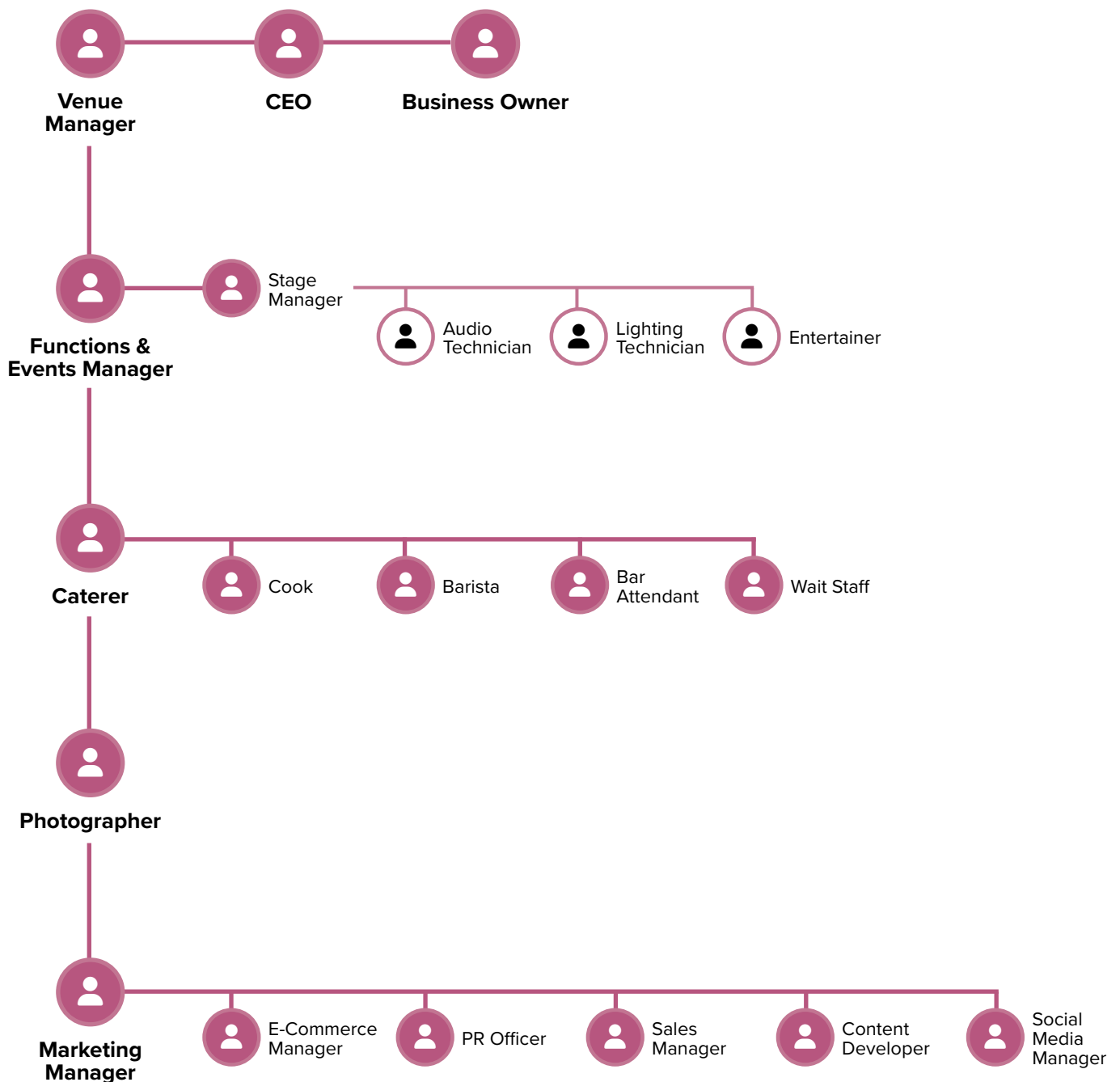


Events are not just exciting, they significantly contribute to the South Australian visitor economy. They provide visitors with an opportunity to experience the state via an exciting year-round calendar of activities, including major sporting events, arts and cultural festivals, business gatherings and community events. For more information on the expanse of careers available in the events and festivals sector, visit <https://industry.festivalcityadelaide.com.au/skills-and-careers/festival-event-industry-career-guide/>



Tasting Australia, SATC

Events Organisational Chart



Food & Beverage Sector

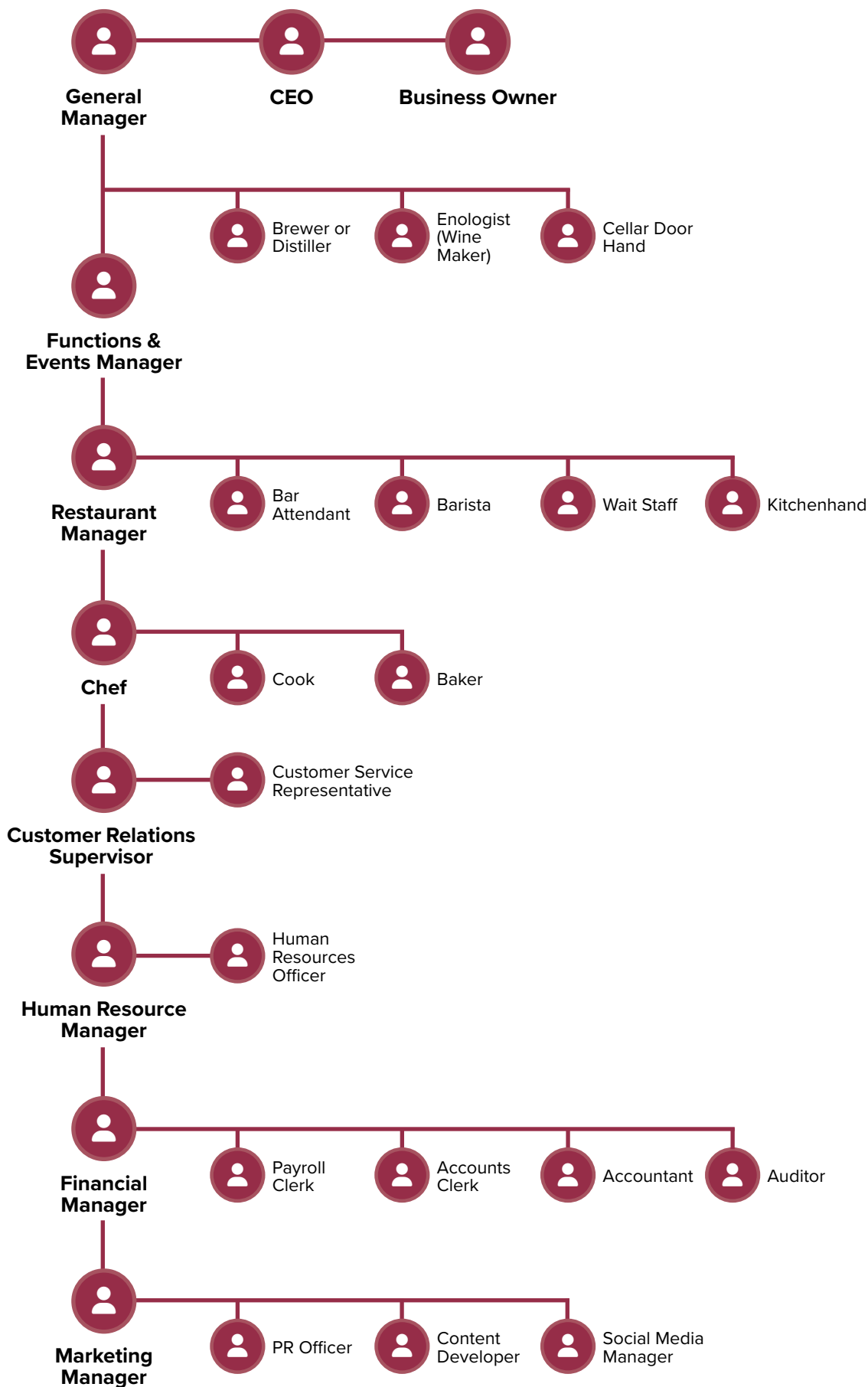


The Food & Beverage (F&B) sector is noted for its passion, professionalism – and fun. People in this sector create, distribute and serve the best of South Australia's food and beverage (alcoholic and non-alcoholic) to visitors every day in restaurants, cafes, caterers, cellar doors, distilleries and breweries, local producers and manufacturers.



Yiasou George Adelaide, Lewis Potter.

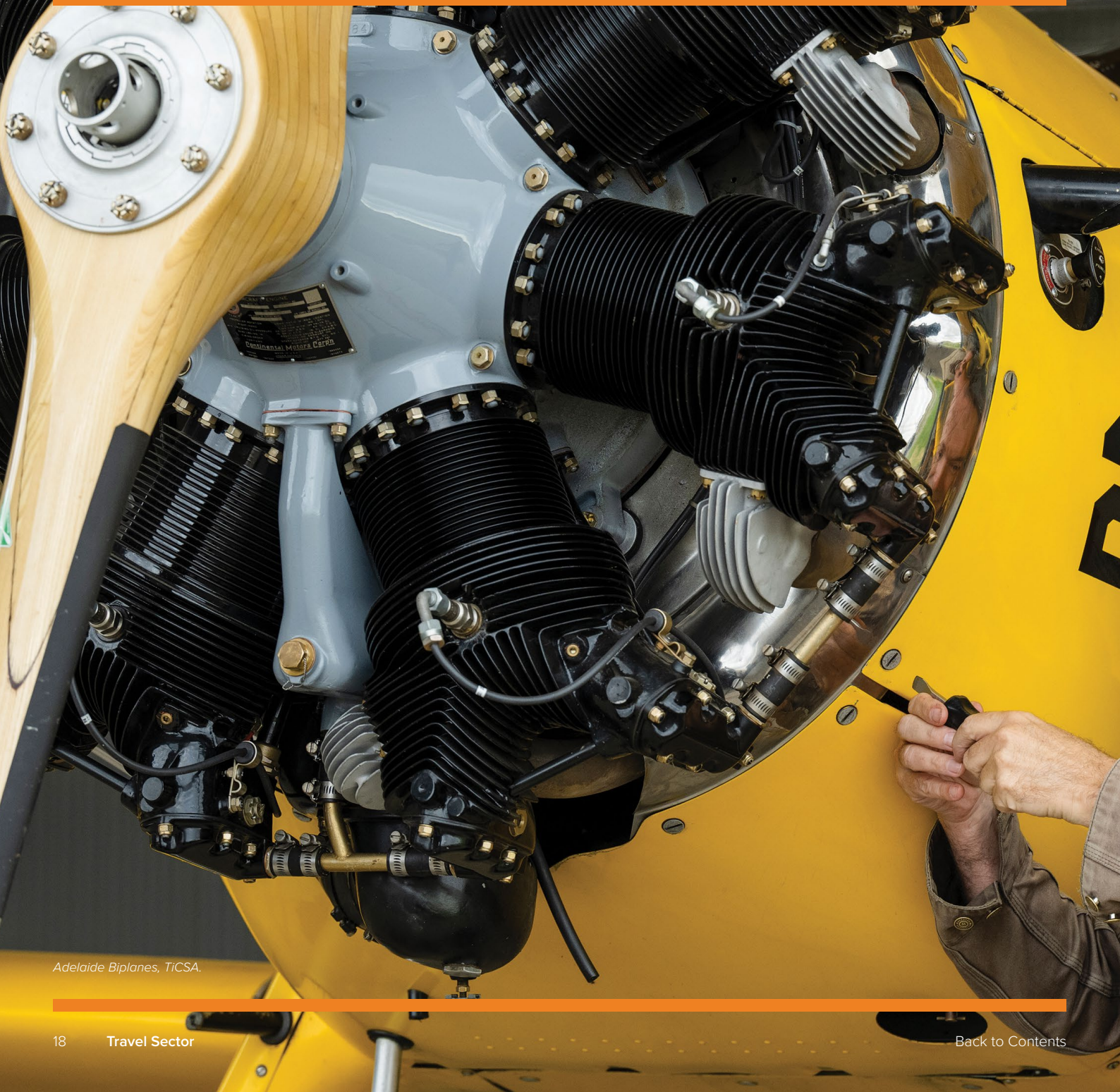
Food & Beverage Organisational Chart



Travel Sector



Want to see the world or your own backyard? With thousands of people moving in and out of the state every day, the Travel sector is the gateway between regional, state and national destinations. It encompasses travel by land, air and sea.



Adelaide Biplanes, TiCSA.



Travel Organisational Chart



**Operations
Manager**



Travel Consultant



Train Driver



Train Crew



Customer
Service
Representative



Tour Operator



Driver



Tour Guide



Customs Officer



Air Traffic
Controller



Baggage
Handler



Captain



Coxswain



Deckhand



Pilot



Flight
Attendant



Airport
Passenger
Officer

Tourism & Information Sector



The Tourism & Information sector provides both visitors and operators alike with the insight they need to experience the best South Australia has to offer. This sector includes careers in consultancy and development, as well as visitor information services.



National Parks & Wildlife Service, TICSAS.

Tourism & Information Roles



**Aboriginal
Tourism Advisor**



Lecturer



Auditor



**Tourism Development
Officer**



**Business
Development Manager**



**Urban &
Regional Planner**



Consultant



**Visitor Information
Officer**



**Destination
Manager**



**Vocational
Education Trainer**



Entrepreneur



**Workforce
Planning Manager**

Skilled Trades Sector



The Skilled Trades sector, including occupations such as maintenance, building, plumbing, engineering, provide essential services to the tourism industry to keep operations in tip top shape. There is a need for skilled trades workers across the tourism industry, with a wide breadth of work available.



West Beach Parks, TiCSA.

Are you our kind of
**people
people**

Discover your
dream career in
Tourism, Hospitality,
and Travel!



A jobs, career and
training destination
for Australian Tourism,
Hospitality, and Travel.

eeger.

eeger.com.au

Image Credit: Tourism Australia

Careers in Tourism

There are almost 120 job roles for you to consider in this guide. Your starting point may lead to an amazingly varied career. Take a look...





Aboriginal Tourism Advisor

Collaborate with Aboriginal leaders and communities to deliver experiences and programs that empower Aboriginal peoples and cultures. Facilitate positive connections with local communities.







Responsibilities

- Provide cultural leadership, expert advice and support
- Ensure organisations and businesses are informed of and adhere to Aboriginal cultural issues, protocols and opportunities
- Develop cultural engagement strategies, concepts and proposals, and lead consultation and community liaison
- Deliver cultural awareness training
- Assist organisations to deliver employment opportunities, including recruitment and providing assistance, leadership and support to Aboriginal staff.

Education Pathways

- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Case Study



Caitlin Koolmatrrie
Tour Guide
Kool Tours

I'm Caitlin, a proud Ngarrindjeri woman working with Kool Tours in South Australia. My job is about much more than guiding tours, it's about sharing the stories, customs, and deep cultural heritage of my people. Every tour, I welcome visitors to Country and offer them a chance to walk alongside us, learning about our traditions and the land we hold sacred.

Growing up, I developed a strong appreciation for my culture and knew I wanted to share it with others. Tourism gave me the perfect path to do just that. Through my work, I get to teach and learn and each tour is a two-way journey of knowledge. Visitors come with questions and curiosity, and I gain new perspectives with every conversation.

My 'office' is the bush, the coast, the open air. I love the freedom of working outdoors and connecting people to Country. What might surprise people is how much personal learning and growth happens in this job; it's as enriching for me as it is for those I guide.

To any Aboriginal person thinking about tourism, our voices are powerful, and our stories matter. This industry needs us.

My dream is to see more of our people leading tours, managing businesses, and sharing culture in their own way. There's no better way to connect, grow, and inspire than by choosing tourism.

Accommodation Manager

Responsible for the operation, presentation, customer experience and profitability of an accommodation provider (e.g., hotel, resort, motel, caravan park etc).

Responsibilities

- Manage daily operations within each department, including reservation, reception, room service and housekeeping activities
- Implement effective management strategies to maximise efficiency
- Build relationships with key stakeholders, including customers, employees, contractors, government bodies, online travel agencies and industry
- Monitor and manage financial reporting and performance
- Ensure compliance with government legislation and occupation health and safety across property operations
- Monitor and manage staff performance and facilitate training
- Manage and resolve customer complaints in a timely manner

Education Pathways

- SIT50422 Diploma of Hospitality Management
- Undergraduate Degree

Related Roles

- Hotel Manager
- Resort Manager
- Motel Manager
- Hostel Manager
- Caravan Park Manager

Relevant Sectors



Accommodation

Case Study



Mitchell Cant
ICHM Graduate

I graduated from the International College of Hotel Management (ICHM) in 2024 with a Bachelor of Business (Hospitality Management). Originally from Renmark, my passion for hospitality began early - I started out as a glassie at the Riverland's only pop-up nightclub.

My career began at the Britannia Hotel, and it was during an ICHM Discovery Day, after visiting the Oval Hotel, that I was inspired to pursue an internationally recognised qualification to move into management.

ICHM's three-year degree offered the perfect balance of academic study and real-world experience, with six months of classes and six months of paid industry placement each year. This structure allowed me to gain valuable industry exposure while completing my studies.

After my first semester, I worked as a concierge at EOS in Adelaide, where I learned the nuances of corporate hospitality - shifting from casual greetings to a more professional approach, and developing an eye for the details that make a guest experience truly memorable. My second placement took me to the Lake District in the UK. The long shifts and wide-ranging experiences there helped me accumulate enough hours to qualify for Recognition of Prior Learning (RPL) and graduate early.

At ICHM, we were encouraged to dream big and pursue roles, brands and paths that aligned with our individual goals. Through my experiences, I discovered that while five-star hospitality offered invaluable lessons, my true passion lies in South Australian pub ownership. Thanks to the skills, insights and global perspective I gained at ICHM, I feel well-equipped to pursue that dream.

My journey reflects ICHM's commitment to empowering students with the tools they need to build successful careers in hospitality - wherever their interests may lead.

Accountant

Provide services such as financial management and reporting, compliance requirements and advice to inform business planning and decision making.

Responsibilities

- Monitor and examine operating costs, income and expenditure
- Assist in formulating business budgeting and financial management policies
- Provide oversight and compliance for company tax obligations
- Prepare financial statements and assist in financial reporting for presentation to key stakeholders







Education Pathways

- FNS50222 Diploma of Accounting and Bookkeeping
- Undergraduate Degree

Related Roles

- Accounts Clerk

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Accounts Clerk

Provide day-to-day financial management, including routine invoicing and billing, credit card reconciliations, reporting and budgeting.

Responsibilities

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







Education Pathways

- FNS50222 Diploma of Accounting and Bookkeeping
- Undergraduate Degree

Related Roles

- Accountant

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Adventure Activities Instructor

Facilitate adventure-based activities for recreation and education. Activities may include, hiking, kayaking, snorkelling, surfing, sailing, rock climbing, high rope challenges, mountain biking and more.

Responsibilities

- Plan and supervise groups involved in outdoor activities
- Greet participants and provide induction on arrival
- Demonstrate and provide instruction in the use of equipment and techniques
- Answer participant questions and maintain knowledge about the local area/region
- Set up and maintain equipment
- Conduct activities in a safe manner and minimise risk where possible
- Respond to emergencies and provide first aid assistance if required
- Maintain written reports of daily activities and carry out other administrative work

Education Pathways

- SIS50421 Diploma of Outdoor Leadership
- SIS30321 Certificate III in Outdoor Leadership
- SIS40221 Certificate IV in Outdoor Leadership
- Individual skills set for activities are acceptable in the industry.

Related Roles

- Bushwalking Instructor
- Abseiling and Climbing Instructor
- Caving Instructor
- Kayaking Instructor
- High Ropes Challenge Instructor
- Mountain Bike Instructor
- Snorkelling Instructor
- Surfing Instructor
- Sailing Instructor

Relevant Sectors



Attractions



Tourism & Information



Travel

Case Study



Katherine Evans
Outdoor Adventure Instructor
The Wilderness Group

At the start of 2025, I joined the team at Wilderness Escape Outdoor Adventures, an incredible way to kick off my career as an Outdoor Adventure Instructor. Prior to joining the Wilderness team, I completed a Diploma of Outdoor Leadership at TAFE SA, which gave me both the technical know-how and the confidence to dive into this industry head-first.

What I love about this job is that no two days are the same. One day I might be kayaking through the Coorong and the next, leading a bushwalk in the Flinders Ranges, or running a rock-climbing session. I get to work with a variety of people from school groups to international tourists - which keeps things fresh and exciting.

The variety is amazing, but it's the people that really make this role special. The Wilderness team is incredibly welcoming and supportive. There's a genuine sense of camaraderie and shared passion for the outdoors, which helps make every day enjoyable.

This role has also allowed me to continue growing my skills and gain additional qualifications in the outdoors, all while working - helping me build a long-term career.

Being outdoors, doing hands-on work and helping others connect with nature, it doesn't get much better than that!

If you're considering a career in Outdoor Education or Adventure Tourism, my advice is simple: just get involved. You don't have to know everything to get started. Say yes to opportunities, keep learning and enjoy the ride - it's truly one of the most rewarding industries.

Airport Passenger Officer

Provide customer-related services to incoming and outgoing airport visitors, including check-in and boarding, information and directions, locating lost luggage and assisting individual passengers.

Responsibilities

- Assist with passenger check-in, including issuing tickets, verifying travel documents, allocating seats, checking baggage size and weight
- Provide directions to immigration and departure gates, as well as additional information about flight departure and immigration procedures
- Answer passenger enquiries and help resolve any complaints
- Help passengers requiring special assistance or consideration, such as VIPs, elderly passengers, people with disabilities, parents with infants and unaccompanied minors
- Ensure security measures are maintained and adhered to at all times

Education Pathways

- AVI20219 Certificate II in Aviation (Ground Operations and Service)
- AVI30319 Certificate III in Aviation (Ground Operations and Service)

Related Roles

- Airport Customer Service Agent

Relevant Sectors



Tourism & Information



Travel

Air Traffic Controller

Maintain and manage incoming and outgoing aircraft to ensure the safe and orderly flow of traffic in Australian and international airspace.

Responsibilities

- Use radar to control and monitor aircraft movements and maintain radio contact with pilots to keep aircraft separated and safe
- In case of an emergency, aid and inform pilots and emergency services
- Ensure aircraft operate only on prearranged routes and at approved altitudes and provide pre-flight briefings and aeronautical services

Education Pathways

- AVI50115 Diploma of Aviation (Air Traffic Control)

Relevant Sectors



Tourism & Information



Travel

Audio Technician

Provide audio visual (AV) and music through the operation of technological equipment during an event, festival, production or performance. Also known as Sound Technicians.



Responsibilities

- Setting up, operating and dismantling sound equipment
- Testing audio equipment to ensure all connections are made in volume, tone and clarity
- Work with the producer/manager to gain the desired sound quality
- Maintain and repair audio equipment
- Run sound checks before a performance/event
- Manage the sound desk and equipment during the performance/event, adjusting sounds and volume where necessary

Education Pathways

- CUA31020 Certificate III in Screen and Media
- CUA40420 Certificate IV in Live Production and Technical Services

Relevant Sectors

-  Attractions
-  Events

Auditor

Responsible for tracking cash flows and accounts to ensure accurate recording, protection of key assets and responsible financial recording in business and the industry. Conducts audits of financial activity.







Responsibilities

- Prepare and develop audit objectives, plans and scope
- Gather data related to the organisation (i.e. staff interviews, document reviews, onsite inspections)
- Stay current on industry trends and best practices
- Help develop and maintain internal audit procedures and risk assessments
- Ensure compliance with legislation as well as the organisation's plans, policies and standards,
- Ensure accuracy of financial recording
- Prepare audit reports and identify areas for improvement
- Follow up on any audit recommendations made

Education Pathways

- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Baker

Prepare and create pastry, bread and sweet products for sale in a storefront, service in a restaurant or accommodation provider, or catering for events.




Responsibilities

- Mixing, preparing and baking bread and pastries
- Managing supply of raw materials and baking stock
- Preparing bread and pastry for display
- Developing and crafting new product
- Operate, maintain and clean heavy machinery (i.e. slicing and wrapping machines)
- Ensure compliance with WHS obligations and hygiene
- Serve customers where necessary

Education Pathways

- FBP30321 Certificate III in Cake and Pastry
- FBP30421 Certificate III in Bread Baking

Relevant Sectors

-  Accommodation
-  Events
-  Food & Beverage



Baggage Handler

Work at airports providing under-wing services to aircraft, managing and moving baggage and cargo.

Responsibilities

- Guiding aircraft to and from the landing strips and gates
- Loading and unloading aircraft cargo, baggage and mail
- Handling machinery and operating ground support equipment
- Delivering baggage for passenger collection and unloading baggage on to a conveyor system
- Perform cabin maintenance and cleaning
- Adhering to all WHS requirements

Relevant Sectors

-  Tourism & Information
-  Travel

Bar Attendant

Serve customers and prepare drinks for consumption in licensed venues and at events.






Responsibilities

- Serve customers in a friendly and polite manner
- Retain in-depth knowledge of the beverage menu
- Pour and mix alcoholic and non-alcoholic drinks such as beer, cocktails, mocktails, soft drinks.
- Handle money and manage a POS system
- Collect glassware, clean and service the bar and tables in between customers
- Maintain workplace hygiene and WHS
- Hold a Responsible Service of Alcohol certificate
- Switch and tap kegs as necessary, and maintain/replenish bar stock

Education Pathways

- SIT20322 Certificate II in Hospitality
- SIT30622 Certificate III in Hospitality
- Responsible Service of Alcohol (RSA)

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Travel



SkyCity Adelaide is one of South Australia's largest employers of hospitality staff with over 1,300 employees working across 300 different types of positions. The variety of roles available across our business is extraordinary, with opportunities to develop and broaden your experience throughout your career.

SkyCity Adelaide is South Australia's only fully integrated entertainment venue, home to a world-class casino, award-winning bars and restaurants, a 120-room luxury hotel, spa and wellness centre. Our venues, production kitchen, support and corporate offices are all located in the Adelaide Riverbank Precinct, heart of one of the world's most liveable cities.

Learn more at www.skycitycareers.com/adelaide



Barista

Prepare and serve hot and cold beverages to customers in restaurants, cafes, accommodation venues and at events.

Responsibilities

- Serve customers in a friendly and polite manner
- Prepare espresso-based drinks, hot beverages and cold beverages
- Operate and clean coffee machine, grinder and other equipment regularly
- Replenish stock regularly
- Retain in-depth knowledge of the beverage menu
- Handle money and manage a POS system
- Collect glassware, clean and service the counter and tables in between customers
- Maintain workplace hygiene and WHS

Education Pathways

- SIT30622 Certificate III in Hospitality

Relevant Sectors



Accommodation



Events



Food & Beverage

Brewer or Distiller

Involved in the beer or spirit making process. Prepare ingredients for brewing, monitoring fermentation, pH values and temperatures to create quality beer and spirits for bottling and packaging.

Responsibilities

- Mix and brew ingredients
- Bottle, label and package product
- Maintain WHS and hygiene requirements by sterilising and cleaning equipment and work areas
- Monitor the temperature, pH and quality of beer and spirits
- Maintain record of stock

Education Pathways

- Certificate III in Food Processing with a focus on Micro Brewing
- Undergraduate Degree

Relevant Sectors



Food & Beverage

Business Development Manager

Responsible for the growth of their organisation through development of strategic goals, key stakeholder relationships, new business opportunities and constant evaluation of market position and conditions.







Responsibilities

- Promote and develop the business's value proposition and product
- Develop and execute business strategy and development plans to achieve performance targets and objectives
- Conduct research and stay current with changing markets, customer needs and industry trends
- Manage and retain key stakeholder relationships
- Identify new business opportunities and identify areas for business capability development
- Keep accurate records of business activity and financial activity
- Provide training opportunities and mentoring to staff

Education Pathways

- BSB30120 Certificate III in Business
- BSB40320 Certificate IV in Entrepreneurship and New Business
- BSB50120 Diploma of Business
- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Case Study



Catherine Hughes
Business Development Manager
Sydney Opera House

Combining the knowledge from my university degrees on Tourism management, and brand and marketing management, I oversee the strategic and sustainable growth of UK and Europe tourism markets, and online travel agencies, at the iconic Sydney Opera House.

Through this role, I blend traditional international distribution channels and new technologies to drive visitation and growth in the visitor economy, attracting and selling Sydney Opera House tours and experiences to travellers.

My studies at the University of South Australia* proved instrumental in accelerating my career. It is where I formed my multifaceted skillset, spanning digital marketing, brand management, project coordination and strategic planning.

I took up the University's career-building opportunities of internships, international exchange programs, mentorship initiatives and student committees. These experiences enhanced my general knowledge, provided practical experience and grew my professional network that continues to open doors in my career.

The University's global connections are invaluable. These connections range from the exchange program that took me to the UK to study international tourism value chains, to the world-class guest lecturers who brought thought-provoking industry insights directly to Adelaide.

The Business Career Mentor Program also connected me with mentors whose advice and guidance continue to be invaluable as I navigate challenges in my career. I have developed a strong network including industry leading CMOs, CEOs and Corporate Directors.

*In 2026, the University of South Australia will merge with the University of Adelaide to launch the new Adelaide University.










Business Owner or Entrepreneur

Owner of a business that provides goods and services to the tourism industry. Entrepreneurs see opportunities to produce and deliver new and improved tourism goods and services.

Responsibilities

- Develop a business plan and marketing plan
- Create a vision and mission for the business
- Provide a refined product or service in an area of tourism
- Hire employees and provide training in product knowledge and customer service
- Manage the day-to-day operations of the business
- Develop promotional material and collateral
- Ensure all financial and legal obligations are met

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel
-  Skilled Trades

Captain

Manage and oversee the transportation of passengers or cargo on boats, ships or other marine vessels.

Responsibilities

- Plan routes and manage navigation of vessels
- Steer and operate vessels
- Plan and coordinate maintenance and operational requirements of vessels
- Abide by safety procedures and direct passengers/crew appropriately on safety requirements
- Monitor weather conditions
- Manage crew on board to perform necessary tasks



Education Pathways

- Relevant Certificates of Competency (dependent on type of vessel)

Related Roles

- Coxswain
- Master
- Skipper

Relevant Sectors

-  Tourism & Information
-  Travel

Caterer

Organise and manage food service at events and other establishments.

Responsibilities

- Discuss catering requirements and specifications with clients
- Form and obtain contracts for catering
- Plan menus and source ingredients
- Secure transport to and from locations
- Prepare and serve food
- Aid with set up and clean up, abiding by WHS and hygiene requirements
- Coordinate and supervise service activity and workers
- Keep accurate financial records
- Manage customer reviews and complaints where necessary





Education Pathways

- SIT50422 Diploma of Hospitality Management

Related Roles

- Chef
- Cook
- Wait Staff
- Bar Attendant
- Barista

Relevant Sectors

-  Accommodation
-  Events
-  Food & Beverage
-  Travel

Cellar Door Hand

Sell and promote a winery's products to people who visit a cellar door.

Responsibilities

- Perform daily tasks, including stocking wine, labelling, processing transactions and packing orders
- Conduct general housekeeping duties, kitchen duties and food preparation when and if necessary
- Host wine tastings and provide an engaging visitor experience
- Maintain knowledge about the winery's wine, history and culture
- Maintain workplace hygiene and WHS
- Hold a Responsible Service of Alcohol certificate

Education Pathways

- Responsible Service of Alcohol (RSA)

Relevant Sectors



Food & Beverage

CEO (Chief Executive Officer)

The highest-ranking executive in an organisation who manages the overall performance, resources and operations.

Responsibilities

- Make high-level decisions about policy and strategy
- Develop and implement operational policies and a strategic plan
- Report to a board of directors
- Provide leadership and act as the primary spokesperson for the organisation
- Develop the organisational cultural and overall vision
- Help recruit new staff when necessary
- Oversee the organisation's financial activity
- Work and collaborate with senior stakeholders
- Ensure all legal and regulatory requirements are met and documented

Relevant Sectors



Accommodation



Attractions



Events



Food & Beverage



Tourism & Information



Travel

Chef

Organise the preparation, cooking, arrangement and presentation of food, plan menus and supervise operations in professional kitchens.





Responsibilities

- Plan menus to a budget and availability of ingredients
- Prepare quality food in a timely manner
- Order food supplies and equipment
- Maintain stock quality control and monitor wastage
- Oversee kitchen operations and coordinate kitchen staff
- Abide by WHS obligations and strict hygiene standards
- Adapt to consumer dietary requirements
- Stay current with industry trends and customer needs
- Receive feedback and identify areas for improvement where necessary

Education Pathways

- SIT30821 Certificate III in Commercial Cookery
- SIT31021 Certificate III in Patisserie
- SIT20421 Certificate II in Cookery
- SIT40721 Certificate IV in Patisserie
- SIT50422 Diploma of Hospitality Management

Relevant Sectors

-  Accommodation
-  Events
-  Food & Beverage
-  Travel



Your career starts here

Adelaide Venue Management (AVM) operates three of South Australia's most iconic event venues: Adelaide Convention Centre, Adelaide Entertainment Centre and Coopers Stadium, in addition to managing functions and concerts at The Drive.

A leading employer in South Australia's vibrant events, entertainment and sporting industries, AVM fosters a culture of innovation and collaboration, and is always looking for passionate, creative and enthusiastic professionals to join our team!

Step into the excitement of events
avmc.com.au/careers



Cook

Prepare and cook food in many different types of businesses, including hotels, motels, cruise ships, restaurants and cafes.





Responsibilities

- Prepare and assembling ingredients for a set menu
- Dish up and present dishes to serve
- Keep kitchen areas clean and organised
- Assist the chef in kitchen duties and stocktake
- Abide by WHS obligations and strict hygiene standards
- Correctly store food and rotate stock
- Cook using a range of methods (baking, broiling, frying, roasting, steaming)
- Adapt to consumer dietary requirements

Education Pathways

- SIT30821 Certificate III in Commercial Cookery
- SIT31021 Certificate III in Patisserie
- SIT40521 Certificate IV in Kitchen Management

Relevant Sectors

-  Accommodation
-  Events
-  Food & Beverage
-  Travel

Concierge

Provide personal services and assistance to guests and visitors at accommodation properties.



Responsibilities

- Greet guests upon arrival, assisting with luggage where necessary
- Provide regional, local and national information to guests and visitors
- Stay current with local activities and events, providing recommendations and suggestions to guests and visitors
- Accommodate guest needs and requests, making bookings for restaurants, entertainment, tours and transport
- Guide guests and visitors in emergency situations

Education Pathways

- SIT40422 Certificate IV in Hospitality
- *Not required, but concierges may benefit from a second language

Relevant Sectors

-  Accommodation
-  Tourism & Information

Construction & Design

Architect

Plan, develop and implement building and structure designs. Responsible for the project proposal, estimate costs, timeline and construction process.

Education Pathways

- Undergraduate Degree
-

Bricklayer

Responsible for constructing brickwork, laying bricks to construct or repair walls and other structures using the appropriate materials.

Education Pathways

- CPC33020 Certificate III in Bricklaying and Blocklaying
-

Carpenter

Construct, install, repair and renovate fixtures and structures made of wood and other materials, such as cabinets, furniture and frameworks.

Education Pathways

- CPC30220 Certificate III in Carpentry
-

Finishing Trader

Includes occupations such as painter, decorator, plasterer and wall and floor tiler. Responsible for performing the final stages of construction.

Education Pathways

- CPC31320 Certificate III in Wall and Floor Tiling
 - Wall and Floor Tiler
- CPC30620 Certificate III in Painting and Decorating
 - Painter and Decorator
- CPC31020 Certificate III in Solid Plastering - Plasterer
- CPC31200 Certificate III in Wall and Ceiling Lining
 - Fibrous Plasterer

Industrial Designer

Develops ideas and designs for commercial and industrial products, creating models and prototypes to test an idea's practicality, safety and quality features.

Education Pathways

- Undergraduate Degree
-

Infrastructure Worker

Responsible for inspecting, maintaining, repairing and upgrading public infrastructure, including roads and motorways, railways, drainage, pipelines and electrical infrastructure.

Plumber

Install and repair plumbing systems, including pipes, drains and fixtures associated with heating, cooling and sanitation in commercial properties

Education Pathways

- CPC32420 Certificate III in Plumbing
 - CPC32620 Certificate III in Roof Plumbing
-

Relevant Sectors



Skilled Trades

Consultant

Provide advisory support to businesses across the tourism industry. Consultants specialise in areas such as architecture, design, tourism, business, marketing and product development.







Responsibilities

- Collaborate with clients to address their wants and needs
- Oversee and manage multiple projects
- Conduct research and analysis
- Provide insight and recommendations for the client to implement
- Help client develop plans and solutions to implement
- Stay current with industry trends, updates and changes

Education Pathways

- Undergraduate Degree in area of specialisation
- Certificate in area of specialisation

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Coxswain

Operate small commercial marine vessels, such as ferries, water taxis, yachts, catamarans, tourist craft and fishing boats. Responsible for supervising everyone onboard.

Responsibilities

- Steer and manoeuvre small vessel
- Supervise and provide instruction to the crew
- Plan for weather and consult with authorities prior to voyage departure
- Communicate updates and safety information to passengers
- Update and maintain logbooks
- Use navigational information to provide safe passage and transmit navigational information via telephone or marine radio
- Moor and unmoor vessels
- Evaluate condition and seaworthiness of vessels, troubleshooting and repairing issues where necessary
- Manage emergency situations



Education Pathways

- MAR20321 Certificate II in Maritime Operations (Coxswain Grade 1 Near Coastal)

Related Roles

- Captain
- Master
- Skipper

Relevant Sectors

-  Tourism & Information
-  Travel

Curator

Works with organisations, such as museums or galleries, to collect, catalogue, and display art and artefacts.

Responsibilities

- Acquire, research, and record information about acquisitions
- Ensure the proper storage and display of key pieces
- Design displays and exhibitions
- Negotiate the purchase and loan of pieces
- Raise funds and obtain grants to expand collections, upgrade facilities, or support research efforts
- Manage the budgeting and promotion of exhibitions

Education Pathways

- Undergraduate Degree

Relevant Sectors



Attractions



Tourism & Information



adelaideuni.edu.au

Launch your career

in Tourism, Events and Hospitality Management

Turn your passion into a career in the dynamic, fast-paced world of tourism, events and hospitality management with Adelaide University.

Gain real-world experience through industry placements, immersive projects, study abroad opportunities and specialised electives.

Discover
more



Australian University Provider Number PRV14404 /
CRICOS Provider Number 04249J





RAA, TICSА.

Customer Relations Supervisor

Oversee and manage customer service in the workplace, reviewing complaints and providing guidance to staff.






Responsibilities

- Monitor and assess customer service activities, providing regular performance-related feedback
- Assist customer service staff where required
- Offer training to staff in customer services and company policies
- Develop and review policies and procedures relating to customer services and products
- Investigate and resolve customer service complaints in a timely manner

Education Pathways

- SIT30122 Certificate III in Tourism
- SIT30222 Certificate III in Travel

Relevant Sectors

-  Accommodation
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel







Customer Service Representative

Provide information and assistance to customers about their organisation's products and services.

Responsibilities

- Represent the organisation in a positive and professional manner
- Respond promptly to customer inquiries and questions
- Acknowledge and resolve customer complaints
- Keep records of customer interactions, transactions and complaints
- Maintain a thorough knowledge of product and services available
- Provide feedback on procedures where necessary
- Report to Customer Relations Supervisor or direct line manager

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Case Study



Caitlin Schmidt
Building and Office Administration Consultant
Bunnik Tours

Having grown up and worked in the iconic Barossa Valley wine region, I have always been exposed to tourism, particularly the food and hospitality sectors of the industry. I am however, a very fresh face to the travel side of the industry, having nearly completed a Certificate III in Tourism at TAFE SA and being lucky enough to be offered my first full-time job at Bunnik Tours in the administration department.

My role focuses on the behind-the-scenes workings at Bunnik Tours. An average day consists of organising merchandise for clients, taking and posting brochure requests, email correspondence, organising office maintenance, recording events that our business development managers host/attend, and conducting website checks to ensure tour information and pricing is current and correct.

Previously I have only worked jobs involving presenting the final product. Administration involves communicating with several departments within the company and I really enjoy contributing to and seeing the behind-the-scenes development from each department for the final tour product, and the quality customer experience.

Tourism is a huge industry with numerous sectors. My best advice would be to expose yourself to the different sectors to find what it is within the industry that you like most, or what suits you best.

I also believe it is beneficial to volunteer at events in different roles, become a member of networking clubs to learn and meet new industry personnel and overall, just be passionate. There is nothing more refreshing than seeing someone excited about travel and tourism!

I chose to study at TAFE SA for their learning approach. The combination of theory and practical lessons caters to many learning styles and equipped me with relevant industry skills and knowledge. Their flexibility was also a great advantage, allowing me to work while studying. Each lecturer is passionate about what they teach and wish to see you succeed, which makes for an excellent and incredibly supportive learning environment.

Customs Officer

Responsible for enforcing Australian laws and regulations as part of the Australian Customs and Border Protection Service. Operate in airports, ports and across Australian waters.

Responsibilities

- Enforce customs and related legislation to travel and trade
- Assist with custom control of overseas passengers, crew, aircraft, ships, cargo, mail, and bond stores
- Prevent the illegal entry of prohibited, quarantined or dutiable goods into Australia by examining passengers, luggage, cargo, plane/ship crew
- Control foreign currency, including combating money laundering
- Working against smuggling activity and counteracting customs fraud
- Responsibly use firearms
- Make arrests and where necessary, provide evidence in court in the event of illegal activity

Relevant Sectors



Travel

Deckhand

Fulfill basic duties essential to the operation of watercraft such as ferries, ships and boats. Undertake a wide range of work, including seamanship, maintenance and hospitality.

Responsibilities

- Move heavy objects and clean machinery
- Manage and operate deck equipment
- Provide hospitality services including food preparation, bar service, and cabin care for guests and crew onboard
- Load, unload and stow supplies and equipment
- Assist during emergencies
- Perform routine maintenance and checks on equipment

Relevant Sectors



Travel

Destination Manager

Develop and promote tourism for a particular destination to attract visitors and generate economic benefits. Will likely work with national, state and regional tourism organisations, or state and local tourism marketing agencies.

Responsibilities

- Develop and implement tourism management and destination plans
- Plan and undertake market research, data collection and visitor analysis, with the aim of increasing visitation
- Produce tourist and industry information, including artwork for promotional use, media releases and newsletters
- Establish and develop relationships with key stakeholders, including local, state, national and international tour operators, travel agencies, industry bodies, government and media
- Conduct advocacy activities on behalf of industry
- Coordinate marketing strategy and campaigns

Education Pathways

- BSB40120 Certificate IV in Business
- BSB40820 Certificate IV in Marketing and Communication
- SIT50116 Diploma of Travel and Tourism Management
- Undergraduate Degree

Relevant Sectors



Tourism & Information



Travel

Launch your career in event management and tourism

Ranked No. 1 in SA for full-time employment in Tourism, Hospitality, Sport and Leisure, Flinders University is your pathway to a successful career.

With No.1 rankings in full-time employment, learner engagement, and overall educational experience*, our business degree in event management and tourism offers you exclusive industry connections, hands-on learning, and networking opportunities.

Study in the city or at Bedford Park.

* The Good Universities Guide 2025 (undergraduate), public SA-founded universities only.



Learn more



"Flinders University's industry placements were a game-changer. The real-world experience and connections I gained were invaluable for my career in event management and tourism."

Harry Harding
Event Management and Tourism Student

Photo: South Australia Tourism Commission

CRIEOS/NO. 00114A

Driver

Transport passengers in vehicles, including personal car, taxi, bus or charter, and providing a high level of information and service to get visitors to their destination in a timely manner.



Responsibilities

- Transport passengers between destinations (i.e. airport to hotel)
- Provide a high level of customer service and maintain professional conduct
- Drive in a safe manner, abiding to road conditions and legislative requirements
- Carrying out vehicle maintenance checks and emergency maintenance when necessary
- Maintain a clean vehicle
- Ensure appropriate and secure handling of cash and payments
- Provide an itinerary and ensure passengers have a clear understanding of the day's activities
- Coordinate group activities with suppliers
- Secure any luggage
- Answer any passenger queries
- Provide commentary and destination information throughout the journey

Education Pathways

- TLI31222 Certificate III in Driving Operations
- Valid driver's licence for relevant vehicle type

Relevant Sectors

-  Tourism & Information
-  Travel







E-Commerce Manager

Manage and formulate strategies for the design and practicality of an organisation's online business profile. E-commerce managers are heavily involved with advertising and online content.

Responsibilities

- Devise strategies around sales and market insights to encourage sales/bookings online
- Direct the activities of software developers, copywriters and graphic designers to ensure successful delivery of a highly profitable online platform
- Manage relationships with stakeholders to ensure seamless integration of the e-commerce business
- Advise on format and features of website and other online platforms to maximise clarity and ease of navigation
- Review the security of the website and other online platforms
- Report on the organisation's online presence and provide recommendations

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Engineering & Maintenance

Aerospace Engineer

Design, test, improve and repair all types of flight vehicles, including spacecraft, commercial and military aircraft.

Education Pathways

- Undergraduate Degree
-

Aircraft Maintenance Engineer

Ensure the safe operation of aircraft by inspecting, maintaining and conducting repairs to aircraft systems, engines and structures.

Education Pathways

- Undergraduate Degree
-

Electrical Engineer

Design, develop and test electrical devices and equipment such as communications systems, power generators and electrical systems for vehicles and aircraft. Oversee the manufacturing of these devices and systems.

Education Pathways

- UEE50420 Diploma of Electrical Engineering
 - Undergraduate Degree
-

Marine Engineer

Responsible for the design, construction, maintenance and repair of all types of maritime vessels and the equipment on board. These vessels include cargo ships and cruise liners.

Education Pathways

- Undergraduate Degree
-

Mechanical Engineer

Design, manufacture and evaluate machinery for engineering issues and look to improve efficiency.

Education Pathways

- MEM50212 Diploma of Engineering - Technical
 - Undergraduate Degree
-

Railway Infrastructure Worker

Install, maintain, and repair rail and tram tracks, as well as signalling equipment and building structures.

Education Pathways

- Undergraduate Degree
-

Relevant Sectors



Skilled Trades

Enologist (Wine Maker)

Responsible for overseeing the winemaking process, including grape harvesting, fermentation, ageing and bottling. Provides scientific knowledge and practical experience to produce great wine.

Responsibilities

- Manage the harvest and transportation processes
- Supervise the work of grape growers and laboratory technician
- Monitor sugar and acid levels in the grapes to determine ideal harvest time
- Maintain safety and hygiene
- Monitor quality and flavour of wine, including sampling, analysing and monitoring temperature
- Bottle the finished product
- Manage employees and provide training

Education Pathways

- Undergraduate Degree

Relevant Sectors



Food & Beverage

Entertainer

Perform and captivate audiences through music, song, dance and other types of performances at attractions and events.

Dancer

Education Pathways

- CUA40120 Certificate IV in Dance

Musician

Education Pathways

- CUA40920 Certificate IV in Music (Performance)
- CUA50820 Diploma of Music (Performance)

Singer

Education Pathways

- CUA40920 Certificate IV in Music (Performance)
- CUA50820 Diploma of Music (Performance)

Relevant Sectors



Attractions



Events

Exhibition Designer

Create displays for large exhibitions, shows, corporate clients, museums and art galleries, or libraries. Trained in interpretation, the art of design and set up, and may also work for a private firm.




Responsibilities

- Design displays, signs and stands that help communicate and showcase stories and objects
- Work with clients and interpretation or exhibition teams to create physical and digital infrastructure that contributes to engaging and informative experiences for visitors
- Present ideas such as plans, computer-generated visuals and 3D models
- Oversee the construction of exhibition components
- Liaise with technical specialists such as IT and lighting
- Oversee assembly and installation at the exhibition venue

Education Pathways

- CUA51120 Diploma of Visual Arts
- CUA50420 Diploma of Live Production and Technical Services
- Undergraduate Degree

Relevant Sectors

-  Attractions
-  Events
-  Tourism & Information

Financial Manager

Responsible for the financial and accounting activities within organisations, including financial reporting, investment activities and long-term financial planning and strategy.







Responsibilities

- Plan and execute the organisation's financial tasks and objectives
- Provide regular updates on business performance and financial management
- Develop plans for budgeting, forecasting, and reporting
- Manage and monitor key metrics/KPIs
- Calculate financial risk involved in the activities of the organisation
- Ensure compliance with financial legislation and standards

Education Pathways

- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel



Flight Attendant

Provides on-board service and attends to the safety and comfort of passengers aboard regional, domestic and international flights.



Responsibilities

- Conduct pre-flight safety checks and demonstrate safety and emergency procedures
- Welcome passengers aboard, checking tickets and directing them to their seats
- Offer additional information and support where necessary
- Prepare and serve food and beverage to passengers during the flight
- Offer additional support to passengers with special needs (e.g., children, elderly passengers, people with disabilities)
- Maintain thorough knowledge of flights, including travel routes and arrival times
- Provide first aid treatment if necessary

Education Pathways

- AVI30219 Certificate III in Aviation (Cabin Crew)

Relevant Sectors

-  Tourism & Information
-  Travel

Functions & Event Manager

Coordinate and plan events and functions, such as parties, corporate events, weddings, conferences and more.

Responsibilities

- Speak with clients about events and provide guidance based on their event needs
- Negotiate services to be provided in conjunction with a budget
- Liaise and negotiate with vendors and suppliers
- Manage budgeting and invoicing
- Handle venue and event logistics
- Coordinate event setup and pack down.
- Coordinate event staff, allocate tasks and manage the event program
- Work with key stakeholders to coordinate sponsorship, promotion and marketing
- Collate event and client feedback for post-event reports

Education Pathways

- SIT50322 Diploma of Event Management
- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events

Case Study



Celeste Hudson
Event & Activation Coordinator
Flinders University

I graduated from Flinders University with a Bachelor of Business (Innovation & Enterprise) and a Bachelor of Tourism & Event Management in 2022. Currently, I work as an Event & Activation Coordinator, where I apply my academic background and practical experience.

Choosing Flinders University to study was an easy decision for me due to its innovative learning approach and strong emphasis on real-world experience, which is crucial in the Tourism and Events industry. I also loved the university's inspiring and supportive campus environment.

I began my professional journey at the South Australian Tourism Commission (SATC) as the Event Coordinator for Tasting Australia, a role that provided me with invaluable hands-on experience. I then transitioned to coordinating the Santos Tour Down Under, becoming well-versed in road cycling events. My portfolio also includes major events like the National Pharmacies Christmas Pageant, LIV Golf and AFL Gather Round. Among these, Tasting Australia remains my favourite due to its vibrant atmosphere and the combination of food and wine.

In my new role at Flinders, I am excited to engage with a diverse event portfolio and connect with different target audiences. I look forward to the challenges and growth opportunities that come with managing a variety of events throughout the year.

My career has been shaped by impactful feedback from my first post-university manager, emphasising the importance of staying true to business objectives and meaningful communication. My passion for tourism and events stems from the industry's energy, creativity and dynamic nature.

General Manager

Responsible for overseeing daily business activities and major functions of commercial organisations, also known as a Managing Director or Chief Operating Officer (COO).







Responsibilities

- Manage and oversee day-to-day business activities
- Develop and execute growth strategies, standards and objectives for organisations
- Managing budgets and financial activity to optimise revenue and efficiency
- Evaluate business performance and productivity
- Arrange the preparation of reports, budgets and forecasts
- Represent the organisation at major events and official occasions

Education Pathways

- SIT50422 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management
- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Case Study



Mario Gleeson
General Manager

Great Southern | Vintage Rail | Overland | Beverage at Journey Beyond

My journey with Journey Beyond began in 2017, when I joined as a Hospitality Attendant on board the Ghan, following earlier roles in hotels and fine dining. Growing up, I had a deep fascination with trains, something I inherited from my father, a steam engine driver. Working on the rails gave me the unique opportunity to combine that childhood passion with a career in hospitality, while travelling to places I never imagined I'd see.

In just five years, with the support of incredible mentors and colleagues, I progressed from a casual hospitality attendant to General Manager. Today, I oversee operations for The Overland, Great Southern and Vintage Rail Journeys, as well as manage the beverage portfolio across Journey Beyond Rail.

No two days are the same. I love the ever-changing nature of the job - the challenges, the people, the leadership opportunities, and the chance to work alongside a team that shares a genuine commitment to excellence. One of the greatest rewards is showcasing exceptional food and beverages that reflect the regions we travel through, creating memorable moments for our guests.

For anyone considering a career in hospitality, my advice is to stay resilient, set clear goals, and embrace every opportunity that comes your way. This is a beautiful industry that's built on people and connection. I've been lucky to work with some truly special individuals who make every journey worthwhile. And the best part? These skills can take you anywhere in the world.

Guest Service Agent

Provide booking and reservation services to customers and facilitate outstanding guest experiences from the point of reservation to departure.




Responsibilities

- Make reservations for guests based on their requirements
- Communicate with guests in person, via phone, and email
- Manage and maintain online reservation systems
- Provide quality customer service
- Manage guest requests and complaints in a timely manner
- Coordinate luggage handling and storage
- Maintain guest privacy and confidentiality
- Inspect common areas and ensure guest rooms are presented at the highest standard
- Process payments and generate invoices
- Possess an understanding of the local area and activities available

Related Roles

- Receptionist
- Booking Agent
- Night Auditor
- Sales Consultant
- Cruise Consultant
- Reservation Sales Agent
- Travel Consultant
- Visitor Information Officer

Relevant Sectors

-  Accommodation
-  Tourism & Information
-  Travel



**Only Hotel School in
Australia that offers
50% academic study,
50% paid industry
placement***

*Bachelor of Business (Hospitality Management)

ichm.edu.au

ICHM is an Institute of Higher Education
CRICOS No. 02914G
TEQSA Provider ID PRV12099



Head of Department

Monitor day-to-day operations and manage staff within a particular department of an organisation.

Responsibilities

- Collaborate and liaise with staff members, managers, clients and supervisors to achieve department objectives
- Observe and analyse current operations, providing advice where necessary
- Delegate tasks to staff members
- Manage the recruitment of staff
- Schedule and encourage team development and training
- Maintain a clear understanding of WHS obligations
- Manage client requests, complaints and privacy
- Ensure the delivery of high-quality service







Education Pathways

- SIT50422 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management
- Undergraduate Degree

Related Roles

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

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Case Study



Jasmine Pohl
Exhibitions & Event Development Manager
Adelaide Convention Centre

I've always been passionate about the tourism industry. After graduating from Flinders University with a Bachelor of International Tourism, I joined the South Australian Tourism Industry Council (now TiCSA) as Tourism Awards & Events Coordinator. This represented my first foray into the exciting world of events and sparked a deep appreciation for our state's vibrant tourism sector.

In 2014, I joined Adelaide Convention Centre as Exhibitions Assistant, before working my way up through the ranks to my current role as Exhibitions and Event Development Manager.

I'm a proud member of the Centre's leadership group, leading a team of 10 across our Exhibitions, Floor Management, Loading Dock, and Innovation & Design departments. In addition, I manage external client exhibitions, ranging in size from 650 to 12,000+ square metres, as well as oversee the Centre's publicly ticketed consumer events, including the award-winning Cellar Door Fest – Adelaide's favourite food & drink festival.

Adelaide Convention Centre is a major contributor to the local visitor economy. Last year alone, the centre hosted 641 events, including 122 major national and international events, which collectively generated more than 165,000 room nights for local hotels and injected over \$296 million into the South Australian economy.

There's a great sense of fulfilment in contributing to the success of major events. What I love most is the variety and creative challenges - no two days are ever the same.

If you're looking to enter the tourism and events industry, my advice is to be open to learning and embrace every opportunity. This industry is dynamic, rewarding and full of pathways you might not expect.

Housekeeper

Deliver and handle the cleaning and upkeep of commercial buildings such as hotels.







Responsibilities

- Deliver a high standard of cleaning
- Complete duties such as vacuuming, sweeping, and mopping
- Collect and dispose of trash
- Clean and stock bathrooms
- Manage chemicals safely and ensure stock is consistently replenished
- Assist guests when necessary
- Comply with all health and safety procedures
- Report any maintenance issues or repairs needed

Education Pathways

- SIT30622 Certificate III in Hospitality

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Human Resource Manager

Supervise and manage an organisation's staff. HR managers also provide administrative services, training and development opportunities, monitor performance and manage employee engagement.







Responsibilities

- Determine staffing and skills requirements needed to meet the goals of the organisation
- Advertise staff vacancies and manage the application/interview process
- Manage and maintain a smooth onboarding process
- Monitor working arrangements and conditions for current staff
- Maintain effective personal and administrative records regarding staff and their wages, superannuation, leave and training
- Assist staff on work matters, career development and personal issues where necessary
- Evaluate and implement HR policies and procedures
- Provide training opportunities for current staff

Education Pathways

- BSB40420 Certificate IV in Human Resource Management
- BSB50320 Diploma of Human Resources Management
- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

ICT Security Administrator

Installs, manages and troubleshoots the security of an organisation's network and storage of private information







Responsibilities

- Install and troubleshoot network security solutions
- Ensure software is updated regularly with effective security
- Assess the network for vulnerabilities and flaws
- Guide and help implement effective security policies and practices
- Monitor network traffic
- Configure and manage supporting security tools, such as firewalls and anti-virus software
- Develop disaster recovery protocols

Education Pathways

- ICT50220 Diploma of Information Technology (Cyber Security)
- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

ICT Support Technician

Provide IT support and maintenance to help organisations operate at maximum efficiency. Also known as Technical Support Engineers.







Responsibilities

- Provide IT assistance to staff and customers where necessary
- Monitor hardware, software and system performance
- Identify areas for improvement and update computer software regularly
- Maintain databases and ensure system security
- Perform diagnostic tests and document errors or issues
- Stay current with technological advancement and new software
- Provide training on system functionality and navigating programs where necessary

Education Pathways

- ICT30120 Certificate III in Information Technology
- ICT40120 Certificate IV in Information Technology (Systems Administration Support)

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

ICT Systems Analyst

Responsible for assessing the effectiveness and efficiency of an organisation's IT systems and developing solutions and improvements where necessary.







Responsibilities

- Communicate with management and staff to determine system requirements
- Evaluate current IT systems
- Develop new systems that address any current issues
- Report on improvements made and providing training where necessary
- Ensure all decisions made are cost effective and timely
- Stay current on the latest developments in IT

Education Pathways

- ICT50220 Diploma of Information Technology
- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Kitchen Hand

Assist kitchen and service staff in preparing food, and maintaining cleanliness of workstations and food storage facilities.





Responsibilities

- Cleaning all dishes, kitchen areas, cooking equipment and food storage areas
- Sweeping and mopping floors as required
- Preparing ingredient for use by kitchen staff
- Assist with deliveries and stocking of kitchen
- Report any damaged or faulty equipment to management
- Assist with monitoring inventory
- Adhere to all WHS obligations and food safety regulations

Education Pathways

- SIT20322 Certificate II in Hospitality

Relevant Sectors

-  Accommodation
-  Events
-  Food & Beverage
-  Travel

Landscape Gardener

Design, construct and maintain gardens, parks and other outdoor landscapes.

Responsibilities

- Formulate designs, plans, drawings, specifications and quotations
- Schedule and manage landscape construction
- Apply pesticides to remove harmful insects if necessary
- Conduct general maintenance duties
- Trim plants, pull out weeds and apply fertiliser
- Plant new bushes, flowers and plants
- Coordinate with client to ensure the garden meets needs and expectations
- Supervise maintenance repairs

Education Pathways

- AHC30921 Certificate III in Landscape Construction
- AHC40422 Certificate IV in Horticulture
- AHC50621 Diploma of Landscape Design

Relevant Sectors



Skilled Trades





Law

Conveyancer & Legal Executive

Act for and on behalf of clients in areas such as litigation, conveyancing, business law and property law.

Education Pathways

- BSB60220 Advanced Diploma of Conveyancing
 - Undergraduate Degree
-








Solicitor

Provide direction and legal advice, prepare and draft legal documents, and represent clients on matters associated with the law.

Education Pathways

- Undergraduate Degree
-

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel
-  Skilled Trades

Lecturer

Teach tertiary students in one or more subject areas using a range of methods and platforms. Lecturers also conduct research projects.

Responsibilities

- Prepare and deliver lectures, tutorials, workshops and seminars
- Develop course material
- Collaborate with other academics, lecturers and industry
- Provide advice in area of expertise to key stakeholders
- Set and grade assignments, tests and exams
- Conduct industry-engaged research and consultancy projects commissioned by industry, government or other key tourism stakeholders
- Supervise research students
- Participate in training opportunities internally and externally
- Stay current with latest trends in chosen field/subject area

Education Pathways

- Undergraduate Degree in relevant field
- Postgraduate degree in relevant field

Relevant Sectors



Tourism & Information

Lighting Technician

Responsible for setting up and managing lighting for venues, video, television and film productions.

Responsibilities

- Set up and operate lighting equipment
- Calibrate light levels for different environments
- Create lighting plans in collaboration with designers
- Install lighting fixtures where necessary
- Coordinate with other staff and crew
- Follow the direction of the stage or floor manager
- Conduct regular maintenance

Education Pathways

- CUA31020 Certificate III in Screen and Media
- CUA40420 Certificate IV in Live Production and Technical Services

Relevant Sectors



Attractions



Events



West Beach Parks, TiCSA.








Maintenance Manager

Oversee and manage the installation, repair and upkeep of an organisation.

Responsibilities

- Supervise all maintenance processes and operations
- Manage and track expenses
- Maintain quality and safety standards
- Create and implement maintenance procedures
- Conduct regular inspection of facilities
- Document all maintenance
- Control and monitor inventory
- Coordinate work performed by external contractors

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel
-  Skilled Trades

Discover
your calling...
and make it a career
with the Edwards Group

Learn more about Park Pathways at
www.edwardsgrp.com.au/careers



Marketing Manager

& Additional Positions

Responsible for the promotion of an organisation’s services, events, products and brand.







Responsibilities

- Develop and implement plans for marketing, advertising, sales promotion and management
- Stay current with, and analyse, current market trends
- Undertake regular audits of the performance of marketing activities
- Increase brand awareness and market share
- Coordinate marketing strategies with other departments, staff and stakeholders
- Manage the marketing budget
- Prepare and present regular reports on marketing performance
- Manage distribution channels

Education Pathways

- BSB40820 Certificate IV in Marketing and Communication
- BSB50620 Diploma of Marketing and Communication
- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Advertising Manager

Manage and direct an organisation’s advertising activities, including developing ad campaigns.

Brand Manager

Responsible for the creation and implementation of a brand’s key marketing and communication activities. Brand managers often handle a portfolio of products.

Content Developer

Develops, writes and edits content for marketing, including blog posts, static copy, video content, articles and more.

Digital Marketing Manager

Responsible for planning and managing online marketing campaigns for an organisation’s brand, products and services.

Graphic Designer

Responsible for producing visual assets for online and physical distribution, including for posters, logos, websites, brochures and advertising.

Market Analyst

Collect and interpret information on consumers, competitors and market conditions to inform an organisation’s decision making in marketing activities.

Sales Manager

Responsible for obtaining profitable results for an organisation by leading a sales team, creating sales plans, analysing data, monitoring the market and maintaining high-level product knowledge.

Social Media Manager

Manages an organisation’s online accounts to drive sales, interact with the online community, and build brand awareness and loyalty.

Multimedia Developer

Develop and create graphic images with animation for use in television, film, advertising displays and websites.







Responsibilities

- Work with other designers and key stakeholders to understand project concepts and scope
- Develop multimedia content ideas
- Design and produce multimedia content to specifications
- Create digital images, video animation and textual animation
- Create animated sequences using computer software
- Perform media edits based on feedback
- Stay current on latest trends, software and training

Education Pathways

- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Case Study



Tania Verbeeck
Content Specialist
South Australian Tourism Commission

My journey in tourism began in 2009 when I started an apprenticeship as an Aircraft Maintenance Engineer at Qantas. I'll never forget walking into the hangar and thinking, "This is going to change my life." On our first day, our Leading Hand said, "The way you represent yourself in the first five minutes will define you for the next 30 years." That moment shaped me into a passionate, ambitious, and reliable engineer. As one of only five women among 200 men, I worked hard to earn respect.

I completed the four-year apprenticeship in just over three years. While I loved working on aircraft, I found myself drawn to storytelling. I'd bring my camera to work and film our people behind the scenes, hoping Qantas Marketing would notice.

Eventually, they did. I was offered a full-time storytelling role, which led to filming global content for Qantas. After 13 years, I wanted a new challenge—telling cinematic stories of places—so I moved to South Australia and joined the South Australian Tourism Commission as a Video Producer.

A typical day sees me travelling to one of SA's stunning regions, filming local experiences, venues, and landscapes. Back in the office, I edit the footage into beautiful montages for our tourism industry to use in marketing and promotion.

And to let you in on a little secret: I didn't need a university degree to do any of this. It all came down to three things—practicing, networking, and showcasing my ambition. I've loved every moment of the journey.

Museum Guide

Responsible for facilitating museum tours, guiding visitors, providing information about the exhibits, and ensuring the safety and protection of the exhibits.

Responsibilities

- Greet visitors and provide general information
- Conduct tours of museums or galleries
- Provide direction and guidance
- Answer any enquiries
- Ensure all exhibits are secure and unauthorised entry is prevented
- Prepare and update records of attendance, membership, donations, and other statistics as needed
- Maintain knowledge on all current and temporary exhibits

Education Pathways

- SIT30122 Certificate III in Tourism

Relevant Sectors



Attractions



Tourism & Information

Night Auditor

Works overnight in hotels and other accommodation, performing front desk and accounting duties.

Responsibilities

- First contact for late night calls and requests
- Manage the day's cash flow and keep accurate financial records
- Check-in and check-out guests
- Reconcile guest accounts
- Manage guests' needs, requests, queries and complaints
- Handle any overnight emergencies if they occur
- Reconcile guest accounts

Relevant Sectors



Accommodation



Tourism & Information

Operations Manager

Responsible for overseeing the day-to-day logistics and operations of an organisation.

Responsibilities

- Oversee and manage staff working in operations and logistics
- Develop and implement operation strategies to optimise workflow and drive continuous improvement
- Maintain high operational standards in asset management and compliance
- Monitor budgets and key performance indicators
- Liaise with key stakeholders and maintain strong relationships







Education Pathways

- BSB50820 Diploma of Project Management
- Undergraduate Degree

Related Roles

- Duty Manager
- General Manager
- Head of Department

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Case Study



Catherine Hein
Operations Manager
Edwards Group – Echo Holiday Parks

A love of travel and tourism lead me to a career I'd never considered – Working in Holiday Parks.

With over 2,000 holiday parks nationwide, the caravan industry offers a stable career journey with boundless advancement and legacy opportunities.

Enjoy the chance to travel and live across Australia, experiencing different regions while gaining industry knowledge, before settling down in a leadership role with a holiday park group (like the Edwards Group, who owns and manages Echo Holiday Parks). It's a great opportunity to turn something you enjoy into a lifelong career in tourism.

As Operations Manager, my role is diverse. It draws from skills in Revenue Management, Business Operations, Workforce Planning, and Property Maintenance to ensure our Parks run efficiently, meet guests' expectations, and achieve financial targets. In this role you will find me analysing market trends and optimising rates, formalising programs and processes, training Park Managers, underpinning the day-to-day operations, supporting Park Teams, and ensuring every aspect of our Parks are set up for success.

The career journey to becoming an Operations Manager is shaped by different experiences within the diverse skillsets of the role. After 16 years in hospitality and time spent lecturing in Certificate IV Training and Assessment, I spent eight years travelling and working in Holiday Parks across Australia. That hands-on experience led to a role as Park Manager at Echo Holiday Parks – Renmark, which paved the career path to Operations Manager for the Edwards Group.

I encourage you to discover your calling and make it a rewarding career with the Edwards Group.



National Parks & Wildlife Service, TICS.A.

Park Ranger

Responsible for contributing to the effective operational management of parks and reserves, creating visitor experiences, protecting native plants and animals, and managing and patrolling parks.

Responsibilities

- Showcase key attractions and provide quality customer service to visitors of the park
- Manage wildlife based on sound ecological, social and economic factors
- Maintain park facilities like signage, tracks, trails, shelters and campgrounds
- Provide emergency response and care such as first aid, CPR, bushfire management
- Conduct tours and educational presentations
- Patrol National Parks to keep them safe for all
- Work with community and volunteers to create visitor experiences

Education Pathways

- AHC31424 Certificate III in Conservation and Ecosystem Management
- Tertiary qualification in Natural Resource Management or other relevant field (desirable)

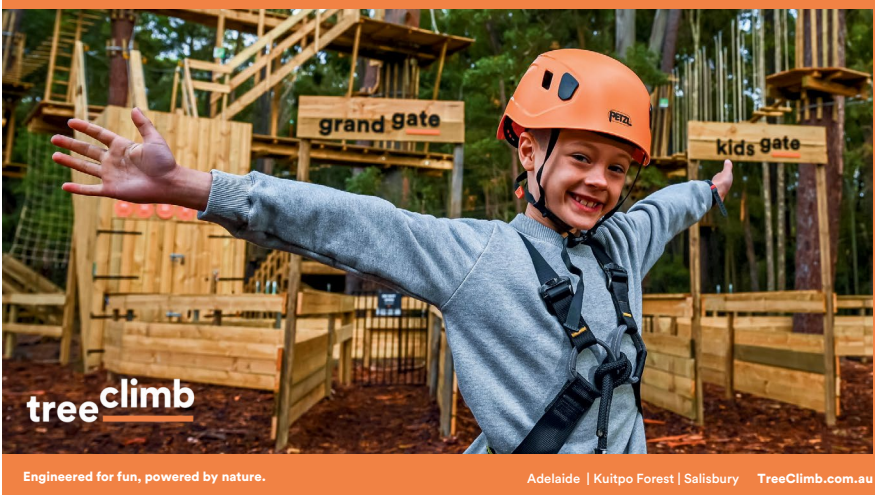
Relevant Sectors



Attractions



Tourism & Information



Engineered for fun, powered by nature. Adelaide | Kuitpo Forest | Salisbury TreeClimb.com.au



Payroll Clerk

Responsible for all tasks related to payroll processing within an organisation.







Responsibilities

- Collect and verify employee timesheets
- Manage employee files and keep effective records of all data
- Prepare and process the payment of wages and salaries
- Issue statements detailing earnings and deductions
- Investigate and resolve payroll discrepancies
- Answer employee questions and concerns regarding payroll

Education Pathways

- FNS50222 Diploma of Accounting
- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Personal Assistant

Responsible for providing administrative support and performing secretarial work for senior managers and executives.







Responsibilities

- Report directly to senior management regularly
- Answer calls and liaise with clients on behalf of manager
- Plan and organise meetings
- Prepare correspondence
- Organise travel and prepare itineraries
- Edit reports, documents and presentation where necessary
- Perform general administration tasks, including filing, copying, scanning documents
- Keep effective records of activity and expenses

Education Pathways

- BSB30120 Certificate III in Business

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Photographer

Capture images and videos for creative and commercial use.







Responsibilities

- Manage client's expectation and concerns
- Liaise with other professionals, including graphic designers, marketers and event managers
- Maintain a deep understanding of traditional and digital photography
- Use a range of technical equipment, including cameras, lenses, lighting and software
- Compile and digitally edit images
- Arrange the delivery of images to clients (hard copy or digital)

Education Pathways

- CUA50920 Diploma of Photography and Digital Imaging
- CUA51120 Diploma of Visual Arts

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Pilot

Fly and navigate various types of aircraft, including small planes, helicopters or airline aircraft. Often responsible for transporting passengers, mail and freight within Australia or internationally.



Responsibilities

- Create flight plans based on weather forecasts and available information
- Complete pre- and post-flight checks, including fuel and maintenance status, equipment and navigational system checks
- Ensure aircraft is properly and safely loaded
- Operate aircraft in a safe and professional manner
- Liaise with co-pilots and crew throughout the flight
- Give inflight instruction where necessary
- Anticipate issues and emergencies

Education Pathways

- AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)
- AVI50322 Diploma of Aviation (Commercial Pilot Licence - Helicopter)
- AVI50519 Diploma of Aviation (Instrument Rating)
- AVI60219 Advanced Diploma of Aviation (Pilot in Command)

Relevant Sectors

-  Tourism & Information
-  Travel

Porter

Responsible for assisting guests with the transportation of their luggage and providing other guest services in hotels.



Responsibilities

- Greet guests upon their arrival
- Assist with the offloading and transportation of baggage between points
- Show guests to their rooms after check-in
- Provide information on hotel and its facilities
- Arrange taxis and other transportation for guests
- Maintain cleanliness and appearance
- Run errands for guests as necessary

Education Pathways

- SIT20322 Certificate II in Hospitality

Relevant Sectors

-  Accommodation
-  Tourism & Information

PR Officer

Responsible for building and maintaining the public image of an organisation or brand, and manages their information and communication strategies to key stakeholders.

Responsibilities

- Establish and maintain relationships with key stakeholders
- Organise and manage publicity and communications
- Provide communication support during issue and crisis management
- Respond to requests for information
- Prepare and write communication collateral such as media releases and speeches
- Liaise with media regularly
- Ensure key messages and objectives of the organisation or brand are communicated effectively







Education Pathways

- BSB40820 Certificate IV in Marketing and Communication
- Undergraduate Degree

Related Roles

- Account Officer
- Marketing Officer
- Digital or Production Officer
- Client Relationship Officer

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Reservation Agent

Provide booking/reservation services for tourism products and services and provide advice to customers.






Responsibilities

- Assist and advise customers when selecting tourism product or services
- Source and use information on the tourism and travel industry
- Make reservations based on customer requirements and budgets
- Help form travel itineraries
- Operate online information systems
- Process payments and transactions
- Prepare quotes
- Answer any queries and resolve any issues that may arise

Education Pathways

- SIT30122 Certificate III in Tourism

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Tourism & Information
-  Travel

Restaurant Manager

Oversee and manage the operations of a restaurant to provide a fulfilling dining experience.

Responsibilities

- Collaborate with chefs for menus and service
- Train, supervise and manage kitchen and waiting staff
- Manage stock levels and order ingredients
- Keep track of income and expenses
- Ensure operational and health and safety protocols are adhered to by staff
- Communicate with customers for feedback and manage complaints when necessary

Education Pathways

- SIT50422 Diploma of Hospitality Management

Relevant Sectors



Food & Beverage

DISCOVER A CAREER IN TOURISM.

Do you dream of a career that allows you to travel the world and create unforgettable experiences for others?

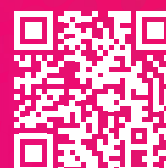
TAFE SA's **Certificate III in Tourism (SIT30122)** is your gateway to an exciting and rewarding career in the tourism industry! This course is delivered fully online and allows you the flexibility to study from your own space, at your own pace.



TAFESA.EDU.AU/TOURISM | 1800 882 661

If you are a person who is Deaf, hard of hearing or have a speech impairment, contact us through the National Relay Service [relay.service.gov.au](https://www.relay.service.gov.au)

LEARN MORE



Accurate as at April 2025
RTO: 41026 | CRICOS: 00092B | IHE: PRV14002

Security Officer

Responsible for ensuring the safety and security of property, assets, staff and visitors in a particular location such as a hotel or venue.







Responsibilities

- Patrol premises regularly
- Monitor surveillance cameras and alarm systems for any suspicious behaviour
- Monitor public access
- Respond to any security incidents
- Maintain an activity log and prepare surveillance reports
- Apprehend trespassers or offenders when appropriate
- Communicate with emergency services when necessary
- Adhere to company policy and legal obligations

Education Pathways

- CPP20218 Certificate II in Security Operations
- CPP31318 Certificate III in Security Operations

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Case Study



James Bottroff
Senior Security Officer
SkyCity Adelaide

I joined the SkyCity Security team over two years ago after completing the ADF Gap Year program with the Australian Army. Since then, I've been trained in all competencies within the department, including working in the Security Control Room.

After some time, I was trusted to manage shifts, and in October 2024 I was promoted to Senior Security Officer.

Day-to-day tasks vary from manning entrance points, conducting sets of checks and escorts, to responding to emergencies and conducting investigations.

No day is the same as the next, especially with various events occurring within the precinct and wider CBD, so Security Officers must always remain vigilant and be prepared for anything that may come our way. As a Senior Security Officer, I am trusted with more sensitive tasks, such as VIP escorts and emergency management.

The dynamic within our team is one of the things I appreciate the most about this role. No one person can do everything themselves, so it's great to get different opinions and perspectives on situations, not to mention that you've always got someone to watch your back.

My advice to anyone looking to get a career in tourism is to not be afraid to do the work. Every small thing adds up, no matter how little or insignificant it may seem, so it's always worth going the extra mile.

Software & App Developer

Responsible for developing, coding, installing and maintaining software systems.







Responsibilities

- Meet with clients and management to discuss current software and project scope
- Analyse existing programs for modifications and improvements
- Evaluate the effectiveness of existing software and systems
- Research and design new software systems, websites, programs and applications
- Deploy new software systems
- Apply user feedback
- Troubleshoot new software systems
- Create technical documents and collate information for staff training

Education Pathways

- ICT40120 Certificate IV in Information Technology
- ICT50220 Diploma of Information Technology
- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage
-  Tourism & Information
-  Travel

Stage Manager

Responsible for coordinating productions from rehearsals to performances.


Responsibilities

- Schedule rehearsal times
- Work with staff to manage operations of the production, including scene changes, sound, lighting and set
- Note stage details and movements
- Liaise with front-of-house staff and venue management
- Give cues to performers and technical crew
- Manage and organise props

Education Pathways

- CUA40420 Certificate IV in Live Production and Technical Services

Relevant Sectors

-  Attractions
-  Events



Tour Guide

Accompany visitors and tourists on tours and provide information on the history, culture, environment and function of a particular place or area.





Responsibilities

- Organise transport and plan itineraries for each tour
- Welcome visitors and make introductions
- Coordinate tour activities
- Plan alternate activities in the event of cancellations, closures or weather events impacting the tour
- Provide safety instructions to the tour group for the duration of the tour
- Carry out administrative work
- Maintain knowledge about the tour product and area
- Provide commentary and information throughout the tour

Education Pathways

- SIT30122 Certificate III in Tourism

Relevant Sectors

-  Attractions
-  Events
-  Tourism & Information
-  Travel



**THE OUTDOOR EDUCATION
CONSULTANTS**
RTO CODE: 40608

Turn Your Passion for the Outdoors into a Career!

Prepare for a career in outdoor leadership as an outdoor adventure instructor or outdoor adventure tour guide



Contact our team today!

www.toec.com.au | 1300 863 228 | admin@toec.com.au



Tour Operator

Responsible for creating, coordinating and hosting tours for visitors.

Responsibilities

- Curate packages for visitors, including short experiences, day trips or overnight trips
- Liaise with key stakeholders, including transport operators, accommodation providers and industry suppliers
- Manage bookings, invoicing and payments
- Provide itinerary information to visitors
- Host tours
- Coordinate and manage staffing
- Produce promotional information and materials for tour packages and product
- Reply to visitor enquiries, questions and feedback
- Manage complaints as necessary
- Complete general administrative tasks and manage financial reporting

Education Pathways

- SIT30122 Certificate III in Tourism
- SIT50122 Diploma of Travel and Tourism Management

Related Roles

- Tourist Information Officer
- Interpreter
- Airline Passenger Officer

Relevant Sectors



Attractions



Tourism & Information



Travel



Kool Tours, TJC SA

Tourism Development Officer

Responsible for maintaining visitor services, liaising with tourism operators, collaborating with local tourism services, authorities and destination management organisations.

Responsibilities

- Identify and develop tourism services and products
- Undertake research projects and manage the collection of key visitor data
- Analyse tourism statistics
- Help develop promotional material and collateral
- Prepare tourism strategies and policies
- Prepare report
- Monitor budget and financial activities
- Support tourism development and network with industry
- Work with the media to raise awareness and profile of a particular destination.

Education Pathways

- SIT30122 Certificate III in Tourism
- SIT50122 Diploma of Travel and Tourism Management
- Undergraduate Degree

Relevant Sectors



Tourism & Information



Journey Beyond, TICSA

Train Crew

Responsible for managing and providing customer service on suburban and long-distance passenger trains.

Responsibilities

- Greet passengers and ensure they enter and exit the train safely
- Respond to emergency incidents
- Maintain the safety of the train and security of any freight on board
- Answer questions or queries from passengers
- Provide customer service to passengers
- Adhere to train timetables
- Inspect and monitor train maintenance and report any major problems.
- Participate in multifaceted guest experience roles including restaurant, bar service and assisting with off train tours
- Respond to, guide and support guests throughout their train journey

Education Pathways

- Train operation duties including but not limited to, communicating with train drivers regarding train stops and safely accessing the railway corridor
- Managerial roles including management of the guest experience team, journeys and operations of the train.
- TLI22321 Certificate II in Rail Customer Service
- TLI33122 Certificate III in Rail Customer Service
- TLI30521 Certificate III in Passenger Train Guard

Relevant Sectors



Travel

A composite image for a 'Journey Beyond' advertisement. It features three vertical panels on the left: a blue ocean with a boat, a white bus on a wet road, and a smiling woman in a hat and blue shirt. The right panel shows a train in a desert landscape with people and vehicles nearby. Text is overlaid on the image.

Australia's most iconic travel experiences

JOURNEY BEYOND

At Journey Beyond, we bring Australia's most unique experiences to life, striving to take our guests beyond the expected by igniting imagination and delivering unforgettable moments. United by a passion for the places we operate and the fun we share, our team members play a key role in creating lasting memories for guests and colleagues alike. Whether you're pursuing a career in hospitality aboard iconic rail journeys, guiding outdoor adventures, or crafting remarkable culinary experiences, this is your chance to begin an exciting new chapter.

Your journey begins here

journeybeyond.com/our-careers

Train Driver

Responsible for driving trains along a rail network to transport passengers or freight around the state/ country.

Responsibilities

- Manage and coordinate train movements
- Adhere to train schedules
- Control and operate the train's control system
- Stop at stations to pick up passenger or freight
- Provide information to passengers as necessary
- Observe train signage, railways rules and protocols
- Inspect and monitor trains for defects or maintenance required
- Shunt rolling stock in marshalling yards
- Refuel diesel trains and check oil, water and sand, and top up as necessary

Education Pathways

- TLI33221 Certificate III in Terminal Train Driving
- TLI42622 Certificate IV in Train Driving

Relevant Sectors



Travel

Travel Consultant

Provide information, advice and suggestions for travel arrangements. Travel consultants also facilitate the booking process for clients.

Responsibilities

- Discuss client requirements and provide suggestions/ recommendations
- Respond to inquiries about services and offerings
- Facilitate bookings for travel
- Confirm bookings and supply information to clients
- Plan, prepare and cost itineraries for clients
- Adhere to client budgets
- Collect payments and maintain accurate financial records

Education Pathways

- SIT30222 Certificate III in Travel

Related Roles

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

Relevant Sectors



Tourism & Information



Travel



Urban & Regional Planner

Responsible for developing plans and policies for the use of land and resources within a particular region, considering environmental, social and cultural needs of the local environment and community.


Responsibilities

- Plan the design and construction of new infrastructure
- Collect, analyse and consider data on economic, legal, political, cultural, demographic, sociological, physical and environmental factors affecting land use
- Design and adapt city plans
- Assist in the management of current infrastructure
- Confer and collaborate with key stakeholders, including government authorities, communities, legal professionals, architects, planning, development, social and environmental specialists
- Prepare reports and provide recommendations on the use and development of land and resources
- Advise key stakeholders on urban and regional planning activities

Education Pathways

- Undergraduate Degree

Relevant Sectors

-  Tourism & Information



Venue Manager

Responsible for managing a particular or multiple venues including venue bookings, financial management, coordinating vendors, venue maintenance and customer and staff safety.

Responsibilities


- Manage event bookings and liaise with clients
- Ensure facilities are clean and organised
- Manage all maintenance requirements to facilities or equipment
- Design venue hire packages and pricing options
- Manage venue staff
- Schedule and coordinate vendors
- Supervise operation before, during and post events
- Conduct administrative tasks
- Oversee financial management and reporting
- Communicate with security and enforce protocols and procedures

Education Pathways

- SIT50322 Diploma of Event Management
- Undergraduate Degree

Relevant Sectors

-  Accommodation
-  Attractions
-  Events
-  Food & Beverage



Case Study

Sam Nuzzo
Operations Manager
TreeClimb

I started working at TreeClimb while studying Sport and Recreation Management at UniSA. While TreeClimb initially seemed like the perfect part-time job to complement my studies, I quickly realised it could evolve into a long-term career.

TreeClimb has given me the opportunity to grow and develop through various roles. I began as a casual Crew Leader, managing the day-to-day operations of the team, focusing on customer interactions and ensuring each guest had a positive experience. I then progressed to Venue Manager of a new site, where I oversaw all aspects of venue operations - including safety, maintenance, café service, customer service, reporting and staff management.

Now, in my current role as Operations Manager, I work out of our Head Office in a broader capacity. My focus is on business operations and safety, ensuring that all our venues maintain high standards, staff receive adequate training, and our record-keeping is thorough and compliant.

TreeClimb is expanding into interstate markets, with the next 12 months set to be a period of significant growth. This presents exciting opportunities for both our existing team and new candidates to join us and contribute to the next phase of our national expansion.

My journey with TreeClimb has been driven by a passion for creating a successful and vibrant team culture, which I believe is the foundation for our outstanding visitor experiences. Under my leadership, TreeClimb Kuitpo Forest has flourished, welcoming over 38,000 climbers in 2024.

Visitor Information Services Officer

Responsible for promoting tourism in a particular destination or region, providing information to visitors about its hospitality, accommodation, attractions, food and more.

Responsibilities

- Answer enquiries and questions from tourists, visitors, residents and industry
- Manage enquiries via telephone, social media or over the counter
- Provide recommendations and suggestions for travel routes, accommodation, available tours and local attractions
- Help prepare itineraries for tourists, travel agents and tour operators
- Manage online information systems
- Stock and maintain brochure displays
- Sell souvenirs and merchandise
- Arrange bookings and documentation for travel and accommodation when necessary
- Handle cash and EFTPOS payments
- Conduct general administration tasks
- Manage part-time and casual staff as well as volunteers
- Collect data and statistics on visitors (number, demographics)
- Maintain cleanliness and overall presentation of the information centre



Education Pathways

- SIT30122 Certificate III in Tourism

Related Roles

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

Relevant Sectors

-  Tourism & Information
-  Travel

Case Study



Stacy Modra
Visitor Services Officer
The Barossa Council

My tourism career began with an 18-month traineeship as a Tourism Services Officer at the Barossa Visitor Centre while I completed a Certificate III in Tourism.

After finishing the traineeship, I was offered a full-time, permanent role—and I've now been proudly working at the Barossa Visitor Centre for over 12 years. I'm part of a passionate team of staff and volunteer ambassadors, all dedicated to showcasing the best of our region.

I love helping people plan their time in the Barossa. Whether it's guiding them on a self-drive adventure, suggesting one of our bike paths, highlighting hidden gems, or recommending local experiences, I enjoy promoting the incredible variety of the place I grew up in.

My role is wonderfully diverse. From curating the Barossa Makers & Beyond Markets, to ordering stock and designing displays for our Barossa Made wares and food pantry, to coordinating training days (famils) for our team - every task gives me the chance to offer personal, informed recommendations.

What we do at the Visitor Centre has a real impact for our community. By helping people discover more of the region, we support longer stays, increased spending, and greater dispersal - contributing directly to the local economy and supporting small businesses, producers and tourism operators.

If you're considering a role in tourism, have a passion for your region and your community, and have great customer service, I encourage you to give it a go. The industry offers incredible variety and opportunity - you never know where it might lead!

Vocational Education Trainer

Responsible for teaching subjects in a specialised area using their experience, knowledge and skills. Vocational Education Trainers prepare students for the workplace.

Responsibilities

- Manage and write syllabus that covers course content
- Prepare lesson and produce resources for teaching use
- Teach students with theoretical and practical training
- Provide additional support and guide students regarding career opportunities and pathways
- Carry out administrative tasks

Education Pathways

- TAE40122 Certificate IV in Training and Assessment
- TAE50122 Diploma of Vocational Education and Training

Relevant Sectors



Skilled Trades

Wait Staff

Also known as food and beverage attendants, wait staff are responsible for serving food and drink to guests and visitors in hotels, venues, restaurants and other establishments.

Responsibilities

- Greet and seat guests
- Take reservations
- Set and clean tables
- Provide menus to guests
- Provide menu guidance and inform guests of specials
- Take orders, process orders, and liaise with kitchen staff and bar staff
- Serve food and drinks
- Prepare the bill for table when requested
- Handle money and EFTPOS payments
- Clear tables and return all dishes to the kitchen
- Undertake general cleaning tasks

Education Pathways

- SIT30622 Certificate III in Hospitality

Related Roles

- Food Service Manager
- Kitchen Manager
- Restaurateur
- Caterer
- Catering Assistant
- Breakfast Cook
- Fast Food Cook
- Takeaway Cook
- Kitchen Hand

Relevant Sectors



Accommodation



Events



Food & Beverage

Wait Staff: Food & Beverage Specialisation

Formal Service Waiter

A formal service waiter works at an upscale restaurant, hotel or venue. They are expected to have high level of service, therefore attention to detail is necessary.

Mixologists

Mixologists are bartenders that specialise in mixing cocktail and drink recipes. They maintain a considerable depth of expertise in mixing drinks and premium beverage products.

Silver Service Waiter

A silver service waiter works in an upscale restaurant, hotel or venue that serves food at the table. They are expected to have high level of service, therefore attention to detail is necessary.

Sommeliers

Sommeliers specialise in the knowledge and service of wine and are responsible for pairing wine with food at a restaurant or venue. Sommeliers are expected to maintain a considerable of knowledge of different wines.

Relevant Sectors



Accommodation



Events



Food & Beverage

Web Developer

Design, build and maintain websites and webpages, using nontechnical and technical skills.

Responsibilities

- Design, build and maintain website and software applications
- Perform website updates and maintenance
- Collaborate to resolve bugs/conflicts and create solutions
- Work with different content management systems
- Edit, write or design website content
- Create and evaluate code
- Provide technical support where necessary
- Determine user needs and adapt website design as required

Education Pathways

- ICT40120 Certificate IV in Information Technology
- ICT50220 Diploma of Information Technology
- Undergraduate Degree

Relevant Sectors



Accommodation



Attractions



Events



Food & Beverage



Tourism & Information



Travel

Wellness Provider

Provides wellness services to guests and visitors, including beauty therapy, physical activity, and exercises for wellness and wellbeing.

Beauty Therapist

Provides a wide range of body and facial treatments for customers, including massage therapy, manicures and pedicures, facials, waxing and skin rejuvenation.

Masseuse

Provides massage therapy for customers.

Yoga Instructor

Conducts a series of physical and mental exercises with customers, including meditation, breathing work and yoga poses.

Relevant Sectors



Accommodation



Attractions



Events



Travel

Wildlife Keeper

Provide care for wildlife and coordinate visitor interaction and services at wildlife parks and zoos.

Responsibilities

- Perform wildlife care tasks, including feeding and treating animals, cleaning habitats, maintaining facilities, and observing animal behaviour and health.
- Preparing food according to procedure
- Log duties and maintain daily records
- Enforce safety regulations and procedures
- Maintain cleaning and maintenance requirements
- Provide information and educate visitors about wildlife
- Facilitate visitor interaction with animals
- Maintain security of enclosures and habitats
- Transport animals when required
- Provide training for new staff

Education Pathways

- ACM30321 Certificate III in Wildlife and Exhibited Animal Care
- AHC31424 Certificate III in Conservation and Ecosystem Management
- Undergraduate Degree

Relevant Sectors



Attractions



Tourism & Information



Workforce Planning Manager

Develop hiring strategies and inform and influence the development of education, training, capability building and skilling solutions to support industry workforce development.


Responsibilities

- Forecast staffing needs for organisations and departments
 - Evaluate current employees
 - Review current and future workforce requirements and identify gaps
 - Develop hiring strategies for future positions
 - Develop the skills of a workforce through education and training programs
 - Promote the industry as a career path to stakeholders, including industry, government, training providers and schools
 - Contribute to the design, analysis and implementation of workforce plans
 - Give strategy and policy advice for workforce planning and development
 - Contribute to development and implementation of workforce marketing and communication strategies
 - Offer advice relating to apprenticeships, traineeships, Vocational
- Education and Training (VET) investment priorities, training packages and trade recognition
 - Research and analyse future skill needs and recommend strategies
 - Manage employee, contract and work experience students as required, including recruitment, selection, induction training, performance reviews and ongoing professional development
 - Organise and participate in career expos and career planning events

Education Pathways

- TAE40122 Certificate IV in Training and Assessment
- TAE50122 Diploma of Vocational Education and Training
- BSB60320 Advanced Diploma of Human Resource Management
- Undergraduate Degree

Relevant Sectors

-  Tourism & Information



Starting Small

Entering a new industry, no matter what stage of life you're at, can be intimidating. To prepare yourself for a career in tourism, one option is to start small and then build your skills at your own pace:

Certificates

Responsible Service of Alcohol

If you're looking to work in a licensed venue, it's essential to have a Responsible Service of Alcohol (RSA) certificate.

It is a legal requirement for any person serving or supplying alcohol in a licensed premises, such as restaurants or at events, to have completed their RSA training.

For 18-year-olds and above, having your RSA certificate is a great addition to your resume and shows employers you are committed to responsible service and customer safety.

First Aid Certificate

Having qualified staff who can deliver first aid in the workplace is vital for guests and valuable to employers.

In many workplaces, it is mandatory for employees to hold a first-aid certificate.

Accidents and emergencies can happen at any time, and having trained staff on hand can keep everyone safe.

To earn your first aid certificate, you need to complete a nationally accredited training course with a registered provider.

Join TiCSA

TiCSA offers a Student/Young Professional membership, available for \$49.09 + GST per year. This membership is designed for students and young professionals looking to establish themselves in the tourism industry.

Through membership, you will be subscribed to essential industry communications, receive access to member discounts, exclusive member events and networking opportunities.

To join or find out more, head to www.ticsa.com.au/membership or contact TiCSA at info@ticsa.com.au or 08 8231 3085.

Attend Workshops and Networking Events

TiCSA hosts a range of industry events all year round, including workshops, training and networking events.

These aim to facilitate industry growth and provide an opportunity for our members and the wider tourism community to connect, learn and upskill.

To find out what's coming up next, head to www.ticsa.com.au/events/events-calendar





Who is TiCSA?

The Tourism Industry Council South Australia (TiCSA) is the peak body for the South Australian tourism industry, with over 1,100 members across the state.

TiCSA's purpose is to build capabilities, advocate for, and bring together South Australia's diverse tourism industry for a sustainable and growing visitor economy.

TiCSA delivers industry programs and events to support business development and facilitate the sustainable growth of tourism businesses across SA.

This includes:

- Quality Tourism Framework
- South Australian Tourism Awards

- South Australian Top Tourism Town Awards
- Annual events including:
 - South Australian Tourism Summit
 - South Australian Tourism Conference
 - South Australian Tourism Awards Gala Dinner
- Business Capabilities Program

TiCSA also uses its advocacy work to create a credible and unified voice for the industry.

TiCSA collaborate with members, the wider industry and key stakeholders to shape and take a leadership position on critical tourism industry issues and needs.

A strong and valued voice for South Australia's tourism industry.





TiCSA: Tourism Industry Council South Australia

08 8231 3085 | GPO Box 2071, Adelaide South Australia 5001 | www.ticsa.com.au

Cover Images: All images are supplied by TiCSA. (L-R) - Row 1: Adelaide Airport, National Parks, Temptation Sailing. Row 2: Cumulus, Barossa Tourism Council, Kool Tours. Row 3: RAA, Smiling Samoyed, Carrick Hill. Row 4: InterContinental Adelaide, West Beach Parks, Adelaide BiPlanes.