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A member of the National Tourism Alliance (NTA)

Committee Secretary
Senate Education, Employment and Workplace Relations Committee
PO Box 6100
Parliament House
Canberra ACT 2600
Australia
Email: eewr.sen@aph.gov.au

5 August 2010

Dear Sir/Madam

Inquiry into Industry Skills Councils

The Queensland Tourism Industry Council (QTIC) welcomes the opportunity to provide input into the Senate Education, Employment and Workplace Relations Committee's 'Inquiry into Industry Skills Councils' (the Inquiry). As the tourism and hospitality industry in Queensland continues to suffer from a significant shortage of skilled labour - a situation which is likely to deteriorate as economic conditions improve - QTIC is well positioned to provide feedback into this inquiry.

The information provided in this submission reflects the views of Queensland's highly diverse tourism and hospitality operators and can be considered a united industry response to this inquiry.

The Queensland Tourism Industry Council

The Queensland Tourism Industry Council (QTIC) is a private sector, membership-based tourism industry organisation. QTIC represents the interests of the tourism industry - including business operators, Regional Tourism Organisations (RTOs) and sector associations.

All of Queensland's RTOs are members of QTIC, as are 17 of the industry's sector associations and in excess of 3,000 regional members, operating in all sectors of the tourism industry.

QTIC is owned and governed by its members through member based councils, boards and committees and truly reflects the views of the industry at all levels throughout Queensland.

Feedback

The competitiveness of tourism businesses – across all sectors of the industry and regions of Australia – are dependent on access to skilled workers. With this in mind, QTIC recognises Industry Skills Councils (ISC) as pivotal organisations within the national training

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system due to their focus on uniting industry, educators and governments to proceed towards common goals.

With regard to the Inquiry's 'terms of reference', QTIC wishes to make the following additional points:

- In reviewing the role and effectiveness of ISC's in the operation of the national training system, QTIC proposes the need for greater communication from these organisations to their respective state, territory and regional stakeholders.
- QTIC proposes that, where possible, the knowledge gained by the ISCs through their international links also be distributed to training providers. Such dissemination of information would ensure that training providers in Australia can leverage off the ideas and activities of their international counterparts.
- QTIC contends that there is scope for the ISCs to further engage with the states that have developed and implemented their own engagement strategies – including Queensland. QTIC has expressed its interest in further engaging with the ISCs on several occasions.
- With regard to corporate governance (c), QTIC proposes that an internal expert be appointed in each ISC to oversee the development, implementation and continuous improvement of training in these respective industries.
- With regard to reviewing the effectiveness of each ISC in implementing specific training initiatives (g), QTIC proposes that greater efficiencies in implementation could be achieved through greater industry feedback on the current training packages. It would be prudent for this feedback to come from business rather than training providers.

QTIC welcomes the opportunity to provide input in to the Senate Education, Employment and Workplace Relations Committee's 'Inquiry into Industry Skills Councils'. QTIC recognises the integral role that ISC's play in providing industry intelligence on workforce development and training advice for dissemination to industry. QTIC looks forward to the continuation of this valuable assistance – which is essential in addressing the critical shortages of skilled and semi skilled labour in the tourism and hospitality industry and to preserving Australia as an internationally competitive tourism destination. If you have any questions regarding this submission please contact Robyn Keenan, QTIC's Skills Link Manager,

Kind regards,

Daniel Gschwind
Chief Executive