

# MAKING CAREER CHOICES

FACT SHEETS TO HELP YOU CHOOSE THE RIGHT CAREER AND STUDY PATH



## Travel and Tourism

### Tour Guide, Tourist Information Officer, Travel Consultant, Travel Agent, Visitor Information Officer

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#### Industry Description

Practitioners in this industry will be required to consult with clients and tourists providing a range of travel and tourism services. This could include guiding tours, promoting tourism, providing travel information, advice and booking services and performing general office duties.

**Below are some of the particularly demanding requirements. Reasonable Adjustment may apply for individuals with specific support needs in industry training. The learner should have:**

- the ability to deal with customers and give full attention, taking time to understand and ask questions as appropriate (active listening)
- the ability to communicate information so others will understand (oral and written expression)
- the ability to total costs, count money and process payments
- the ability to travel and access a range of transport modes
- the ability to be patient, friendly and remain in control under pressure
- the ability to plan, organise and perform multi-step tasks
- the ability to read and understand written materials such as maps, travel guides and itineraries
- the ability to be responsible for others' health
- the ability to negotiate with others and find solutions to problems
- the ability to handle, carry and load or unload objects such as baggage
- tolerance for working long hours, including weekends.

**Below are some of the important personal abilities that are required. The learner should have:**

- maturity
- good personal presentation
- strong computer and written skills

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- excellent communication and customer service skills
- physical fitness
- sensitivity to customer's needs
- sensitivity to different cultures and customs
- good organisational skills
- good geographical knowledge.

## Workplace Health and Safety

All practitioners must understand their workplace health and safety obligations and safety requirements under the:

- *Work Health and Safety Act 2011* which imposes obligations on people at workplaces to ensure workplace health and safety.
- *Work Health and Safety Regulation 2011* that describes what must be done to prevent or control certain hazards which cause injury, illness or death.
- *Codes of Practice*, which are designed to give practical advice about ways to manage exposure to risks common to industry.

All practitioners must be able to participate in Risk Assessments, Incident Reports and Hazard Identification.

A Senior First Aid Certificate is generally required for employment as a Tour Guide.

## Legislative or licensing issues

All practitioners must meet the qualification requirements set by industry standards.

## Resources and further information

For more information on duties, tasks and career and labour market information relating to Travel and Tourism, please refer to <http://joboutlook.gov.au>.

## Industry information/professional associations

Ecotourism Australia: [www.ecotourism.org.au](http://www.ecotourism.org.au)

Tourism Training Australia: [www.tourismtraining.com.au](http://www.tourismtraining.com.au)

Guiding Organisations Australia: [www.goa.org.au](http://www.goa.org.au)

Service Skills Australia: [www.serviceskills.com.au](http://www.serviceskills.com.au)

Tourism and Events Queensland: <http://teq.queensland.com>

Australian Federation of Travel Agents: [www.afta.com.au](http://www.afta.com.au)

Australian Travel Careers Council:  
[www.travelcareerscouncil.com.au](http://www.travelcareerscouncil.com.au)



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

Queensland Tourism Industry Council: [www.qtic.com.au](http://www.qtic.com.au)

For career resources to help explore and plan careers, visit [www.myfuture.edu.au](http://www.myfuture.edu.au).

*This is intended to be used as a tool for career research, in conjunction with other resources. For specific course information, please refer to the TAFE Queensland website [www.tafeqld.edu.au](http://www.tafeqld.edu.au) or ring **1300 308 233**.*