

Current Education and Skills Gap

➤ Education Gap

- Recognition of what tourism industry incorporates – other industries
 - Improve attractiveness of tourism as a career path
- Training multi skilled workers for the tourism industry
- Literacy, numeracy and focus on interpersonal skills

➤ Skills Gap

- Transition from other skill areas and career paths to the tourism industry
 - Improve breadth of skills
- Up-skilling the current workforce and retraining-removing barriers

What will the Landscape Look Like in 20 Years?

- Western region an area of tremendous growth in tourism
- Cultural diversity and population growth is an asset
- Need to define what tourism in the West means as the community grows – bigger picture tourism
- Western Region as a gateway to other destinations

What actions should be taken by:

➤ *Industry*

- Profile of Western Melbourne
 - Strengthening peak bodies
- Learning on the job – need for continuity of education
- Applied literacy, numeracy and customer skills -Taxis as an example

➤ *Education Providers*

- Strengthen programmes around interpersonal skills
- Manage expectations - pre – industry programmes
- Applied literacy, numeracy and customer skills

➤ *Government*

- Increase funding and access to it
- Improve and unify industry standards
- Looking for centres of excellence