VETASSESS

Information sheet

Hospitality, Retail and Service Managers nec

ANZSCO: 149999 **Group C**

About this document

- The following Information Sheet is for your reference only and should be used as a guide to assist with your Skills Assessment application to VETASSESS. This information is subject to change.
- Please note that a Skills Assessment of the qualification involves assessment of both the qualification level and content. Qualifications are assessed according to the guidelines published by the Australian Government Department of Education.
- The employment assessment involves determining the skill level and relevance of the tasks undertaken.
- Integrity checks may be conducted to verify the qualification and employment claims made in an application.

Job description

Hospitality, Retail and Service Managers organise and control the operations of establishments which provide hospitality, retail and other services. This occupation group covers Hospitality, Retail and Service Managers not elsewhere classified.

Occupations considered suitable under this ANZSCO code:

- Abattoir Manager
- Brothel Keeper
- Laundromat Operator
- Marina Manager
- Taxi Proprietor
- Car Wash Manager
- Automotive Services Manager
- Cleaning Services Manager
- Commercial Laundry Manager
- Tourism Services Manager

Occupations not considered under this ANZSCO code:

- Accommodation and Hospitality Manager (ANZSCO Minor Group 141)
- Retail Manager (ANZSCO Minor Group 142)
- Amusement, Fitness and Sports Centre Manager
- Conference and Event Organiser
- Customer Service Manager
- Transport Services Manager

These occupations are classified elsewhere in ANZSCO or are not at the required skill level.

Hospitality, Retail and Service Managers nec is a VETASSESS Group C occupation

This occupation requires a qualification assessed as comparable to the educational level of an Australian Qualifications Framework (AQF) Diploma or higher.

Applicants must have fulfilled at least one of the following four criteria (1–4):

GROUP C	Criteria for a positive Skills Assessment							
	Post-qualification Pathways							
	Minimum comparable Diploma or higher AQF level		**With highly relevant major field of study**		**Additional highly relevant qualifications**		**Highly relevant employment duration**	
1	AQF	+		+	N/A	+	1 YEAR minimum	
2	AQF	+	No highly relevant major	+	Minimum AQF Certificate IV level with highly relevant major	+	1 YEAR minimum	
3	AQF	+	No highly relevant major	+	No additional highly relevant qualifications	+	2 YEARS minimum	
	Pre-qualification Pathway							
	Highly Relevant employment duration						**Minimum comparable Diploma or higher AQF level**	
4	3 YEARS minimum + 1 YEAR minimum (Within last 5 years)	+			With or without highly relevant major field of study	+	AQF	

Description of Pathways

The information below describes the available pathways for a Skills Assessment under **Group C** . Please note that in order to achieve a successful Skills Assessment Outcome, a suitable assessment for both qualifications and employment is required.

Pathway 1

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **one** year of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Pathway 2

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field not highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

An additional qualification in a highly relevant field of study at a minimum AQF Certificate IV level is required. Additional qualifications in a highly relevant field of study include those comparable to the AQF Certificate IV.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **one** year of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

For example, an applicant for the occupation Program or Project Administrator completed a non-relevant AQF Diploma qualification in April 2024 and later completed an AQF Certificate IV in Project Management in May 2026. The applicant commenced employment with the organisation in May 2024 and remains employed there.

Under Pathway 2, the applicant satisfies the minimum educational requirement for a Group C occupation through the AQF Diploma qualification. Accordingly, employment is counted from the completion date of the Diploma qualification, meaning employment from May 2024 onwards may be considered toward both the required Qualifying Period (QP) and any remaining eligible period for the points test.

As the later Certificate IV qualification is highly relevant to the occupation, the applicant may access the reduced employment requirement applicable under Pathway 2. In this case, only one year of QP is required, and that employment may be counted from the post-Diploma period rather than from the Certificate IV qualification completion date.

Pathway 3

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher and in a field not highly relevant to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **two** years of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Pathway 4

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Diploma or higher with or without a highly relevant major field of study to the nominated occupation.

Diploma or higher includes AQF Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master Degree or Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **four** years of employment at an appropriate skill level that includes at least **one** year of highly relevant employment within the last five years before applying,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Qualification

This includes qualifications assessed at AQF Advanced Diploma, Associate Degree, Bachelor, Master and Doctoral level.

Other majors relevant to your employment may also be considered highly relevant, if the employment is assessed positively.

Highly relevant major fields of study include:

- Business Management
- Retail Management
- Hospitality Management.

Employment

Highly relevant tasks include, but are not limited to:

- Promoting and selling goods and services
- Controlling the selection, training and supervision of staff
- Planning and organising the range and mix of products, stock levels and service standards
- Observing and complying with liquor, gaming, occupational health and safety and other relevant laws and regulations
- Developing and reviewing policies, programs and procedures concerning customer service and goods and services provided
- Maintaining financial records and managing budgets
- Undertaking organisations operational standards and duties including security and housekeeping

Employment information

This occupation covers management roles in the hospitality, retail and service industry that are not elsewhere covered in ANZSCO and can involve a wide range of acceptable settings.

As this is a managerial role, applicants need to demonstrate oversight, control and organisation of their hospitality, retail or service establishment. This involves appropriate levels of staff management and financial responsibilities.

Not Elsewhere Classified (nec)

Some occupations assessed by VETASSESS are listed as 'nec' which means 'not elsewhere classified'. If you are nominating one of these occupations, you must ensure that your qualifications and employment are highly relevant to one of the occupation titles given in the ANZSCO description for the particular occupation. Other specific occupation titles which cannot be found elsewhere in ANZSCO will be considered on a case-by-case basis as long as they are relevant to the 'nec' codes. In order to be assessed against an 'nec' code, your occupation would generally be described as nonclassified, yet specialised or related to its ANZSCO Unit Group description.

Your employment in these nominated occupations should not better match another ANZSCO code (whether assessed by VETASSESS or not). When considering whether to nominate an 'nec' occupation, you should consider the sub major group description and determine whether your skills best fit this category.

VETASSESS conducts a case-by-case assessment to determine whether the employment can be considered highly relevant to the classification. If your employment is highly relevant to another ANZSCO occupation, that period of employment cannot be assessed suitably against an 'nec' classification, regardless of whether the occupation is available for migration purposes or not. You should provide a cover letter that justifies the rationale for choosing an 'nec' category.

Supporting material for assessment

Applicants nominating this managerial occupation must submit an organisational chart. An organisational chart should include:

- The company letterhead,
- Your job position,
- The job position of your superiors and subordinates, as well as,
- All positions reporting to your immediate supervisor and to your direct subordinates.

If you are unable to obtain an organisational chart from your employer, please provide a statutory declaration outlining the required information and the reasons why this information cannot be provided.

You should also provide a cover letter that justifies the rationale for choosing an 'nec' category.