VETASSESS

Information sheet

Hotel or Motel Manager

ANZSCO: 141311 **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

A Hotel or Motel Manager organises and controls the operations of hotels and motels to provide guest accommodation, meals and other services.

Occupations considered suitable under this ANZSCO code:

- Hotelier
- Publican
- Duty Manager (Hotel)
- Resort Manager

Occupations not considered under this ANZSCO code:

- Hotel Service Manager
- Bed and Breakfast Operator
- Serviced Apartment Manager
- Guest House or Hostel Manager
- Reception Centre Manager
- Night Auditor

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

Hotel or Motel Manager 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

Qualifications in Tourism without Hospitality Management subjects would not be accepted for this occupation.

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

Highly relevant major fields of study include:

- Hospitality Management
- Hotel Management

Employment

Highly relevant tasks include:

- directing and overseeing reservation, reception, room service and housekeeping activities.
- supervising security arrangements, and garden and property maintenance.
- planning and supervising bar, restaurant, function and conference activities.
- observing liquor, gaming, and other laws and regulations.
- assessing and reviewing customer satisfaction.
- overseeing accounting and purchasing activities.
- ensuring compliance with occupational health and safety regulations.
- may provide guests with local tourism information, and arrange tours and transportation.

Employment information

A hotel or motel is a commercial establishment that provides guest accommodation, meals and other services for patrons. Such establishments generally categorise their staff among different service provisions (housekeeping, grounds/maintenance, food and beverage and reception or concierge services). To be considered a suitable employment context, the hotel's primary business should be the provision of accommodation services, rather than the provision of food and beverage services.

To be considered for this occupation, the applicant must be responsible for the management of all divisions or aspects of a motel or hotel's operations, including housekeeping, security, food and beverage, and accounting and purchasing activities.

In the context of serviced apartments, applicants must be responsible for all aspects of the serviced apartment's operation, as well as be able to demonstrate knowledge and experience in:

- An awareness of, and interaction with, body corporate legislation, when applicable.
- Liaising with numerous individual apartment owners, when applicable.

Applicants applying under this occupation should therefore either work at senior management level in motels or small hotels without a complex organisational structure, or at Duty Manager level or above in large hotels with complex organisational structures. In both cases applicants should be responsible for managing and coordinating activities across all operational departments, directing staff across departments, implementing policies and procedures, and they should have some relevant HR and financial responsibilities.

Roles with responsibilities restricted to the front office only will not be suitable for this occupation, but may be considered under the occupation Hotel Service Manager, if the role predominately involves responsibility for managing hotel service staff.

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.