VETASSESS

Information sheet

Travel Agency Manager

ANZSCO: 142116 **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 Travel Agency Manager organises and controls the operations of a travel agency.

Occupations considered suitable under this ANZSCO code:

- Travel Agency Branch Manager

Occupations not considered under this ANZSCO code:

- Travel Counsellor
- Travel Agent
- Sales Agent
- Tour Guide

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

Travel Agency 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 can fulfil the assessment criteria for this occupation in four different ways.

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.

Highly relevant major fields of study include:

- Travel Management
- Tourism Management
- Retail Management
- Business Management

Employment

Highly relevant tasks include, but are not limited to:

- Determining product mix, stock levels and service standards in a travel agency.
- Formulating and implementing purchasing and marketing policies, and setting prices.
- Promoting and advertising the establishment's goods and services.
- Selling goods and services to customers and advising them on product use.
- Maintaining records of stock levels and financial transactions.
- Undertaking budgeting for the establishment.
- Controlling selection, training and supervision of staff.
- Ensuring compliance with occupational health and safety regulations.

Employment information

Travel Agency Managers can either manage a retail outlet of a larger travel organisation or manage a smaller independent business. They will be responsible for daily management of the travel outlet, including staff management, sales targets, business development, marketing and financial management. They may also research new products and destinations.

To successfully manage a travel agency, applicants will be knowledgeable about the latest developments in the travel world, customer service standards, and online booking systems. While most travel agency managers work in retail outlets open to the public, some may also specialise in business travel or niche destinations.

Supporting material for assessment

When applying for a Skills Assessment, please ensure you submit sufficient evidence supporting proof of identity, qualification and employment claims. A full list of the documents required can be found on the VETASSESS website under Eligibility Criteria.

If you are nominating this managerial occupation, you must submit an organisational chart. This chart should include:

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

The chart should also indicate the department's location within the overall company structure.

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

If you are a self-employed travel agency owner, you must provide employment evidence as outlined on the VETASSESS website under Eligibility Criteria.