



TRAVEL AGENCY MANAGER

(ANZSCO Code: 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, Skills and Employment.
- » 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.



Qualification and employment criteria

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

| GROUP C | Criteria for a positive Skills Assessment | | | |
|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| | Minimum comparable Diploma or higher AQF level | With highly relevant major field of study | Additional highly relevant qualifications* | Highly relevant employment duration** |
| 1 |  + |  + | N/A |  |
| 2 |  + | No highly relevant major |  Minimum AQF Certificate IV level with highly relevant major |  |
| 3 |  + | No highly relevant major | No additional highly relevant qualifications |  |
| Pre-qualification methodology can apply to Group C occupations | | | | |
| | Highly relevant employment duration** | With or without highly relevant major field of study | Additional highly relevant qualifications* | Minimum comparable Diploma or higher AQF level |
| 4 |  +  Within last 5 years | + N/A | + N/A |  |

* Additional qualifications in a highly relevant field of study include those comparable to the following levels:

- AQF Diploma
- AQF Advanced Diploma
- AQF Associate Degree or
- AQF Graduate Diploma

** Highly relevant paid employment duration (20 hours or more per week)

1-3

minimum years of employment highly relevant to the nominated occupation, completed at an appropriate skill level in the five years before the date of application for a Skills Assessment.

4

minimum 4 years of relevant employment required – three years of relevant employment (can be outside the last 5-year period) in addition to at least one year of highly relevant employment within the last five years before applying.



Qualification and employment criteria continued...

*If employment is prior to the completion of the qualification at the required level, an applicant must have at least one year of highly relevant employment at an appropriate skill level within the last five years. The remaining three years of pre-qualifying period may be within the last ten years.

A positive assessment of both qualification level and employment duration is required for a positive Skills Assessment outcome.

Qualification

AQF Diploma or higher qualification*

Highly relevant major fields of study include **Travel Management, Tourism Management, Retail Management** and **Business Management**.

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

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.

