

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 Employment and Workplace Relations.
- › 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 under this ANZSCO code:

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

Occupations not considered under his ANZSCO code:

- › Hotel Service Manager
- › Bed and Breakfast Operator
- › 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 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 **Hospitality Management** and **Hotel Management**.

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.

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, the applicant's job position and those of their superiors and subordinates as well as all positions reporting to their immediate supervisor and to the applicant's direct subordinates. It should also indicate the department's location within the overall company structure.

If an applicant is unable to obtain an organisational chart from their employer, they must provide a statutory declaration outlining the required information and the reasons why this information cannot be provided.



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