



Updating ANZSCO

Reflecting a modern Australian labour market



Tourism services

ANZSCO Comprehensive Review

Australian Bureau of Statistics

17/6/2024

ANZSCO [Preliminary] Proposed Changes

Version 2.0



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Essential Notes

The Australian and New Zealand Statistical Classification of Occupations (ANZSCO) describes all occupations for the Australian and New Zealand labour market.

The ABS has undertaken a comprehensive review of the Australian and New Zealand Standard Classification of Occupations (ANZSCO) to reflect the contemporary labour market and better meet stakeholders' needs. Public consultation rounds were held across 2023, with each round targeting selected occupations grouped by focus area.

Statistics New Zealand (Stats NZ) have elected not to participate in the current review and therefore occupation changes have only been considered in respect of the Australian labour market.

Updates to document

This document has been updated based on stakeholder feedback and further research. Minor updates have been made to a handful of occupations. The format of the document has also been updated to improve usability based on feedback received. A preliminary proposed changes document has been created for each of the 43 focus areas. Focus areas were designed to group occupations for consultation purposes only and will not be present in the classification structure.

The preliminary proposed changes presented do not include the full scope of not elsewhere classified categories (nec). Exclusion statements are incomplete and do not reference specific occupation locations within the classification. Outstanding nec categories, exclusion statements and final tweaks to occupations are currently being finalised in preparation for the release of the draft proposed classification in July on the ABS website. The July release will provide users with an opportunity to provide feedback on the structure of the proposed changes, before finalising the update for release by December 2024. These preliminary proposed changes documents are for information only.

Task lists

ABS recognises the potential of Artificial Intelligence (AI) to enhance our operations and efficiency. To this end, we have employed AI to assist in the creation of initial task lists. However, human experts are responsible for the final content, and AI serves as a tool, not a decision-maker. We value stakeholder input and incorporate it into our editing process placing importance on stakeholder submissions and other relevant research contributions.

Learn more about ANZSCO and the review at [Updating ANZSCO | Australian Bureau of Statistics \(abs.gov.au\)](https://abs.gov.au)

Occupations in the Tourism services focus area include:

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About the focus area

The Tourism services focus area covers occupations which require specialised knowledge and skills to:

- direct and guide visitors in galleries and museums, and escort visitors on sightseeing, educational and other tours
- plan and organise travel and accommodation for clients, and provide travel and accommodation information to tourists
- resolves any issues or problems that may arise during travel, such as flight delays or cancellations.

Summary of consultation

Stakeholder feedback emphasised the critical need for an accurate and adaptable classification system that can effectively accommodate the evolving trends in the tourism and hospitality industry. The feedback received included the proposal of more comprehensive role definitions and the use of updated language to better reflect alternative titles associated with these occupations.

451412 Tour Guide

Existing	Proposed
<p>451412 Tour Guide</p> <p>Alternative Titles:</p> <ul style="list-style-type: none">• Tour Escort• Tour Leader <p>Escorts visitors on sightseeing, educational and other tours, and describes and explains points of interest.</p> <p>Skill Level: 3</p> <p>Specialisation:</p> <ul style="list-style-type: none">• Regional Guide	<p>451412 Tour Guide</p> <p>Alternative Title:</p> <ul style="list-style-type: none">• Tour Leader <p>Accompanies and guides visitors on sightseeing, educational and other tours and experiences, and describes and explains points of interest and cultural or historical significance. May deliver information in languages other than English.</p> <p>Skill Level: 3</p> <p>Main Tasks:</p> <ul style="list-style-type: none">• Accompanies and guides visitors on tours, providing information and explanations about points of interest and cultural, ecological or historical significance• Transports visitors to and from their accommodation, and points of interest• Prepares and delivers informative and engaging commentary during tours• Ensures the safety and wellbeing of tour participants throughout the tour• Assists with the coordination and logistics of transportation, accommodation and meals for tour groups• Provides recommendations and suggestions to visitors regarding local attractions, activities and services• Answers questions and provides assistance to visitors, addressing any concerns or issues that may arise during the tour• Conducts research to stay updated on local history, culture, ecology and attractions to enhance tour commentary• Collaborates with other tour guides and tourism professionals to develop tour itineraries and experiences• Maintains accurate records of tour schedules, participant numbers, and any incidents or feedback received <p>Specialisations:</p> <ul style="list-style-type: none">• Aboriginal and Torres Strait Islander Tour Guide• Marine Tour Guide

451611 Tourist Information Officer

Existing	Proposed
<p>451611 Tourist Information Officer</p> <p>Alternative Title:</p> <ul style="list-style-type: none">• Tourist Advisor <p>Provides travel and accommodation information to tourists. May work in a call centre.</p> <p>Skill Level: 4</p>	<p>451611 Tourist Information Officer</p> <p>Alternative Titles:</p> <ul style="list-style-type: none">• Visitor Information Officer• Visitor Services Officer <p>Provides local and regional travel and accommodation information to tourists. May provide advice virtually or work in a call centre.</p> <p>Skill Level: 4</p> <p>Main Tasks:</p> <ul style="list-style-type: none">• Responds to enquiries from tourists regarding travel and accommodation options• Provides information about tourist attractions, events and activities• Assists tourists in planning itineraries and making reservations• Maintains databases of tourist information• Receives complaints and resolves issues raised by tourists• Assists in the development of promotional materials and campaigns

451612 Travel Consultant

Existing	Proposed
<p>451612 Travel Consultant</p> <p>Alternative Title:</p> <ul style="list-style-type: none">• Travel Agent <p>Plans travel, accommodation and associated arrangements for clients and makes travel bookings. May work in a call centre.</p> <p>Skill Level: 3</p> <p>Specialisations:</p> <ul style="list-style-type: none">• Business Travel Consultant• Domestic Travel Consultant• International Travel Consultant	<p>451612 Travel Consultant</p> <p>Alternative Titles:</p> <ul style="list-style-type: none">• Travel Advisor• Travel Agent <p>Plans and books domestic and international travel, accommodation and associated arrangements for clients. May provide advice virtually or work in a call centre.</p> <p>Skill Level: 3</p> <p>Main Tasks:</p> <ul style="list-style-type: none">• Consults with clients to determine their travel needs and preferences• Provides information and advice on travel destinations, accommodation options, transportation, medical requirements and baggage limits• Makes and confirms travel bookings, including transportation, accommodation, vehicle hire and tours• Prepares travel itineraries and provides clients with necessary travel documents• Assists clients with visa applications, government regulations and travel insurance• Resolves any issues or problems that may arise during travel, such as flight delays or cancellations• Promotes and sells travel packages and special offers to clients• Maintains accurate records of client bookings and payments <p>Specialisations:</p> <ul style="list-style-type: none">• Corporate Travel Consultant• Cruise Travel Consultant• Group Travel Consultant• Inbound Tour Consultant• International Travel Consultant