

CAREERS GUIDE



**TOURISM &
HOSPITALITY**

WHERE ADVENTURE & OPPORTUNITY MEET

WESTERN AUSTRALIA

LET'S GO

YOUR CAREER IN TOURISM AND HOSPITALITY STARTS HERE, WHERE OPPORTUNITY AND ADVENTURE MEET.

Western Australia's tourism and hospitality industry is your ticket to a career where adventure is always part of the job description and the opportunities are as vast as our sun-kissed State.

Not sure where to start? You can learn on the job, train at your own pace online or take a course at TAFE or university.

Dish up delights as a chef. Lead tours into spectacular landscapes. Manage events or hotels. Run bars or restaurants. Make cultural connections. And, wherever you go, create the kinds of experiences no one will ever forget – least of all you.

There's a world outside your door just waiting to explore, from the coast to the outback, the city to the regions. Take a deep dive into this fascinating industry to find out what roles fit with your passions. And get some inspiration from those who have already taken the leap – and are reaping the rewards.

START YOUR ADVENTURE TODAY! VISIT WESTERNAUSTRALIA.JOBS



WESTERN AUSTRALIA

ACKNOWLEDGEMENT OF COUNTRY

Tourism Western Australia acknowledges Aboriginal peoples as the traditional custodians of Western Australia and pay our respects to elders past and present. We celebrate the diversity of Aboriginal West Australians and honour their continuing connection to Country, culture and community. We recognise and appreciate the invaluable contributions made by First Nations peoples across many generations in shaping Western Australia as a premier destination.

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START YOUR ADVENTURE TODAY!

VISIT [WESTERNAUSTRALIA.JOBS](https://www.westernaustralia.jobs)

EXPLORE WESTERN AUSTRALIA'S
DEDICATED TOURISM AND HOSPITALITY
CAREER INFORMATION WEBSITE.

NOT SURE WHERE TO START?

Discover the broad range of jobs available across our great State – and apply for free. Watch our career profile videos and be inspired by people working in the industry. Dive deeper into our tourism and hospitality industry and its perks and benefits. Explore the exciting pathways under the training and education section.

You are on the right path!



WHY WORK IN TOURISM AND HOSPITALITY?

IT'S AN IMPORTANT QUESTION. AND THE ANSWERS ARE AS DIVERSE AS THE PEOPLE WHO WORK IN THE INDUSTRY. FIRST AND FOREMOST, BECAUSE IT'S FULL OF AMAZING OPPORTUNITIES IN EXTRAORDINARY PLACES.

And it doesn't matter what stage you are at in life either. You could be taking your first steps into the workplace. Maybe you want to build your skills. Or you have decided it's time for a career change.

Whatever the reason, there are so many avenues to explore across the State. With a strong economy, Western Australia is calling out for people just like you.

Here are just some of the perks you'll discover when you step into the wonderful world of tourism and hospitality:

1. FLEXIBLE HOURS

Are you a student or parent? Perhaps you're a night owl? The tourism and hospitality industry offers great flexibility in working hours for those seeking a better work/life balance. It's not uncommon for businesses to operate 24 hours, seven days a week, so there are so many options to suit your circumstances and lifestyle.

2. PEOPLE POWER

The tourism and hospitality industry attracts people from all over the world, whether as guests, patrons or employees. You'll interact with a diverse range of people from different cultures, gender and age, increase your understanding of others and use those skills to solve problems, thus enhancing future job prospects. And each day will bring new ideas and opportunities.

3. GREAT START

No experience? No worries! Many employers are more concerned about the kind of attitude you have because the jobs are customer facing or rely on teamwork. You can learn on the job from the best.

4. SUPER SKILLS

Not only will you learn skills to further progress in the industry, but you can also develop skills to apply in your personal life. Want to know how to manage your time better? Make small talk with ease? Create fancy cocktails? The WA tourism and hospitality industry is full of experts who can help you develop in so many ways.

5. EXTRA PERKS

There can be other rewards besides your weekly wage. Some employers offer staff discounts at their venue and affiliated venues. Many local pubs, restaurants and hotels also offer generous 'hospo' (hospitality) rates, or take advantage of industry rates offered by tour companies and accommodation providers to the local WA tourism and hospitality community. Some of the best benefits are the contacts you make along the way, which can lead to your next adventure.

6. ENDLESS OPPORTUNITIES

How would you like a career in an industry that employs almost one million people in more than 300,000 businesses across Australia? Tourism and hospitality can take you around the country and the world. Where will your adventure in the tourism and hospitality industry take you?

JOB PROFILES





ADVENTURE SEEKERS

WHERE COULD YOUR ADVENTUROUS SPIRIT TAKE YOU?

ALMOST ANYWHERE. THERE ARE SO MANY ADVENTURES TO BE HAD IN WESTERN AUSTRALIA, FROM THE CITY LIMITS TO THE GREAT OUTDOORS.

Take visitors inside our marvellous museums and galleries. Indulge gourmet tastes in our premium food and wine regions. Explore historical architecture and heritage sites. Lead expeditions into our incredibly biodiverse natural environments. Create jaw-dropping challenges. And teach others to tread lightly in our extraordinary backyard.

- Tourism or corporate tours and experiences
- Visitor centres
- Museum or gallery tours
- Cultural, historical or heritage tours
- Nature or eco adventure tours
- Coach, 4WD, boat, cycling or walking tours
- Rafting, canoeing, mountain biking or climbing tours
- Scuba diving, snorkelling or surfing tours

DOES THIS SOUND LIKE YOU?



LOVE

Creating adventures
Meeting new people
Telling stories
Sharing knowledge and culture
Working with groups



STRENGTHS

Excellent communicator
Engaging presenter
Physical fitness (for eco tours)
Planning and coordinating
Keeping calm in emergencies



PREFER

An active role interacting with people



DEAL BREAKERS

Sitting at a desk all day

**THEN YOU'RE ON THE
RIGHT PATH...**



WHAT KIND OF JOBS WOULD SUIT ME?

TOUR OPERATOR OR TOUR BUSINESS OWNER

- Coordinate tour activities to ensure great visitor experiences
- Organise and prepare tours for holidaymakers and corporate clients
- Communicate with stakeholders, from airline and coach operators to hotels and travel agents

ART/CULTURE/HERITAGE TOUR GUIDE

- Interact with visitors and customers
- Brief, lead and guide adventures
- Deliver presentations/commentaries and answer questions
- Organise transport, hotels and ticketing services

ECO ADVENTURE TOUR GUIDE

- Guide and supervise groups on active outdoor adventures
- Encourage guests to care for our environment by sharing its beauty
- Ensure all visitors are fully briefed, instructed and equipped
- Maintain visitor safety and respond calmly in emergencies

HOW DO I GET STARTED?

KURTIS MCGLENNON JUST KEPT ASKING FOR SOMEONE TO GIVE HIM A BERTH. NOW THE SKIPPER IS LEADING TOURS IN NINGALOO, SEE PAGE 29.



CULTURAL CONNECTORS

WHERE COULD YOUR CULTURAL KNOWLEDGE TAKE YOU?

PASSIONATE ABOUT YOUR ABORIGINAL CULTURE? ENJOY SHARING STORIES AND TRADITIONS THAT OPEN AND INSPIRE MINDS? LOVE SPENDING TIME ON COUNTRY AND CONNECTING WITH NEW PEOPLE FROM ALL CULTURES?

A career in tourism is an opportunity to celebrate and protect Aboriginal culture, retain on-Country community, and inspire and educate visitors from here and around the world. You could find yourself hosting accommodation in ancient landscapes, guiding unique tours or facilitating journeys through storytelling, music and dance, arts and craft, or traditional bush tucker. Bring Aboriginal and non-Aboriginal people together, creating greater understanding and connection.

- Aboriginal tour operators and tourist attractions
- Aboriginal art galleries and cultural centres
- Aboriginal festivals and events
- Eco-retreats, resorts and campgrounds
- Restaurants and accommodation
- Visitor information centres

DOES THIS SOUND LIKE YOU?



LOVE

Sharing pride and passion in Aboriginal culture
Sharing knowledge and stories
Spending time on Country
Meeting new people
Bringing Aboriginal and non-Aboriginal cultures together



STRENGTHS

Proudly identify as Aboriginal
Deep connection with Country
Understanding of Aboriginal culture and traditions



PREFER

Flexible hours
Outdoor work



DEAL BREAKERS

Sitting at a desk all day

THEN YOU'RE ON THE RIGHT PATH...

WHAT KIND OF JOBS WOULD SUIT ME?

ABORIGINAL TOUR OPERATOR

- Take guided tours and share and protect cultural knowledge
- Share stories and interact with local and international visitors
- Showcase ancient natural landscapes

CULTURAL CENTRE MANAGER/ ABORIGINAL ART GALLERY MANAGER

- Enlighten visitors about Aboriginal art and culture
- Create innovative and informed displays and activities
- Connect and collaborate with artists and creatives across Western Australia

FESTIVAL AND EVENT MANAGER

- Plan festivals and events that educate, inspire and celebrate Aboriginal culture
- Manage budgets and timelines, coordinate catering, audio-visual and staging
- Show guests the meaning of Aboriginal hospitality

CHEF/HOSPITALITY

- Create unique, contemporary dishes with strong ties to the environment
- Showcase local ingredients of the traditional seasons
- Elevate flavours from WA's diverse regions
- Inspire and educate guests through the sharing of food

ACCOMMODATION/CAMPGROUND/ GLAMPING/ECO RETREAT MANAGER

- Work and live under the stars in ancient landscapes
- Manage accommodation in unique, remote places
- Welcome guests to enjoy and appreciate nature in Western Australia

NOT SURE YOU CAN DO IT?

TEENAGER TREMANE BAXTER-EDWARDS HAS ALREADY BEEN SHARING HIS CULTURAL KNOWLEDGE IN THE KIMBERLEY FOR TWO YEARS, SEE PAGE 26.



FLAVOUR CREATORS

WHERE COULD YOUR PASSION FOR FOOD AND DRINK TAKE YOU?

SHOW YOUR CULINARY SKILLS IN RESTAURANTS AND CAFÉS. GIVE PATRONS THE PERFECT START TO THE DAY WITH COFFEE THAT'S NEXT LEVEL.

Share the secrets of fabulous food and wine pairings and bring a little theatre to the bar at cocktail hour. There are so many doors open to you, from bakeries to breweries, not to mention clubs and hotels. How about cooking in a high-end resort or on a cruise ship? Learn from the best and maybe you'll be opening your own bar or restaurant one day.

- Restaurants, cafés and patisseries
- Bars, wineries, breweries and clubs
- Hotels, resorts and cruise ships
- Events catering (sports, music, arts, weddings, functions)
- Food artisans or entrepreneurs

DOES THIS SOUND LIKE YOU?

♥ LOVE

Food and cooking
Exploring cuisines and cultures
Working with your hands
Planning and organising
Teamwork and meeting people

👤 STRENGTHS

Creativity
Thinking/working on your feet
Keeping cool under pressure
Attention to detail

✓ PREFER

Flexible hours (part-time, full-time, shifts, late nights, early mornings)

🗨️ DEAL BREAKERS

The average 9-to-5 workday

THEN YOU'RE ON THE RIGHT PATH...

WHAT KIND OF JOBS WOULD SUIT ME?

COOK/CHEF

- Prepare food to the head chef's standards
- Wash, peel, chop and slice ingredients
- Cook, mix, blend, taste and plate up
- Maintain hygiene and organise fridge/pantry
- Work your way up to head chef

CATERER

- Design and create menus for events and functions
- Source ingredients, prepare and cook
- Transport food, tables and catering equipment
- Organise food serving and cleaning up

RESTAURANT OWNER/HEAD CHEF

- Run your own restaurant
- Design and plan menus
- Oversee budgets and staff training

BARTENDER

- Deliver friendly bar service with advice on local wines and spirits
- Add a touch of theatre with mixers and cocktails

SOMMELIER

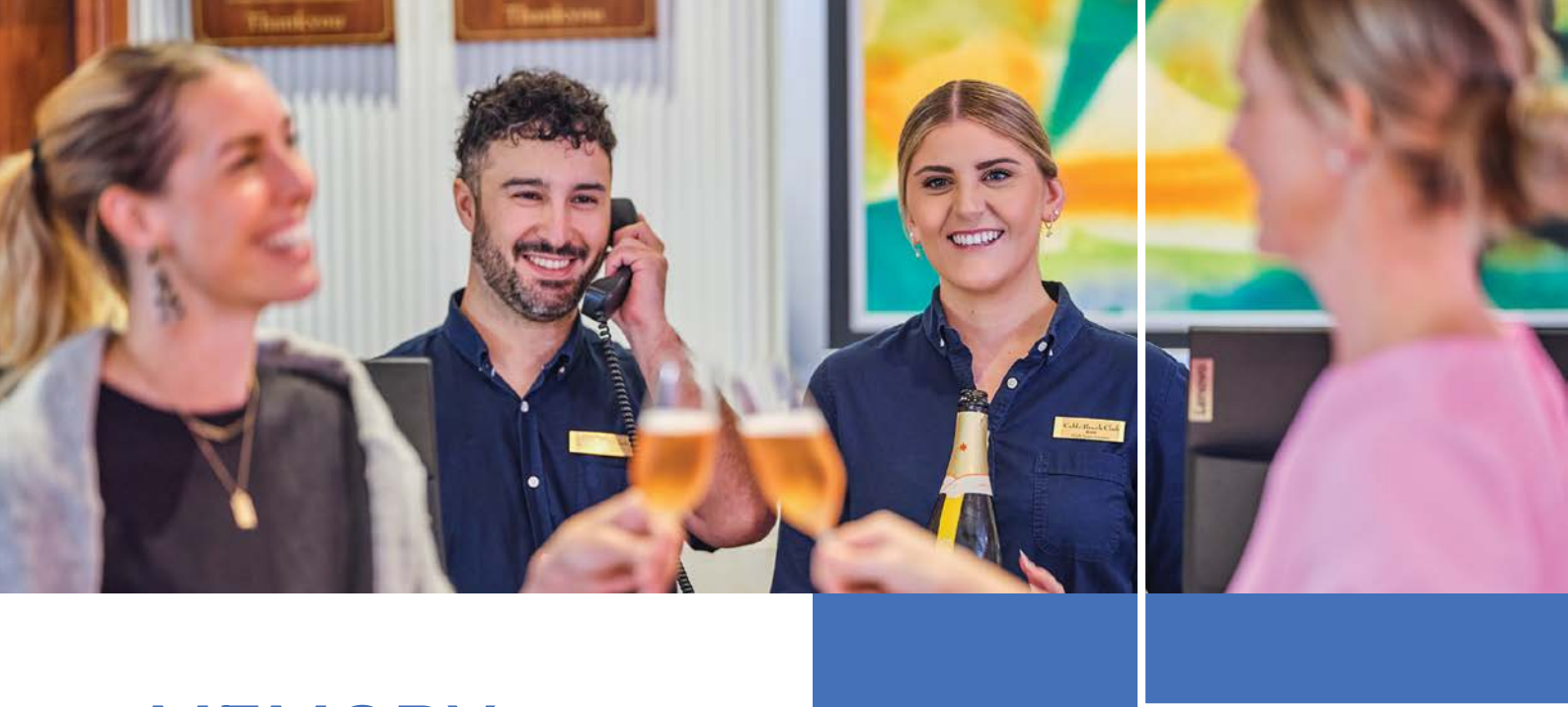
- Help guests order drinks, discover new flavours and pair food and wine
- Provide expert advice on wine

BARISTA

- Make and serve coffee and beverages that please everyone
- Keep everything clean and working like a dream

WANT TO BE YOUR OWN BOSS?

NADEEM TURKIA CAME TO AUSTRALIA AS A REFUGEE AND NOW HE RUNS HIS OWN RESTAURANT, SEE PAGE 38.



MEMORY MAKERS

WHERE COULD YOUR ABILITY TO MAKE OTHERS SMILE TAKE YOU?

**YOU HAVE THE WINNING ATTITUDE
TO MAKE GUESTS FEEL SPECIAL
FROM THE MOMENT THEY
ARRIVE AND SEND THEM ON
THEIR WAY WITH A SMILE THAT
LASTS ALL DAY.**

You have the local knowledge that turns a visit into an occasion and a rare attention to detail. With a mission to make great memories for guests, whether they are just at the theatre for the evening or staying at a resort for a week, your willingness to go the extra mile could see you one day running an exclusive getaway or luxury hotel.

- Hotels and resorts
- Conference centres
- Theatres and music venues
- Pubs and clubs
- Sporting venues
- Tourist attractions

DOES THIS SOUND LIKE YOU?

LOVE
Meeting and greeting people
Food, drink and hospitality
Putting smiles on faces
Helping others
Problem solver
Team player

STRENGTHS
Warm and welcoming
Attentive
Attention to detail

PREFER
Flexible hours (part-time, full-time, shifts, late nights, early mornings)

DEAL BREAKERS
Working alone

**THEN YOU'RE ON THE
RIGHT PATH...**

WHAT KIND OF JOBS WOULD SUIT ME?

CONCIERGE

- Help guests park their car, settle in and find all the facilities they need
- Share local knowledge
- Arrange transport and help guests make the most of their stay

RECEPTIONIST

- Make guests feel welcome from booking to departure
- Ensure a smooth response to guest reservations, enquiries and feedback

FRONT OFFICE MANAGER

- Coordinate the smooth running of hotel reception
- Oversee staff
- Make guests feel special

HOUSEKEEPING MANAGER

- Coordinate room cleaning and linen laundering
- Coordinate maintenance of furnishings and housekeeping equipment

FOOD AND BEVERAGE MANAGER

- Coordinate the smooth running of the hotel restaurant and bar
- Report and manage restaurant and bar costs
- Coordinate events and activities
- Work with kitchen, bar and other hotel staff

HOTEL GENERAL MANAGER / EXECUTIVE TEAM

- Lead team and make decisions
- Coordinate the smooth running of the hotel
- Maintain exceptional customer experience
- Oversee staff recruitment and training

LOOKING FOR ENDLESS OPPORTUNITIES?

**HOSPITALITY HAS TAKEN
ANGELA WONG ALL OVER THE
WORLD, FROM WORKING AS A
RECEPTIONIST TO HELPING OPEN
HOTELS, SEE PAGE 39.**



SMOOTH OPERATORS

WHERE COULD YOUR PASSION FOR FABULOUS PLACES TAKE YOU?

IF THE WORD VENUE CONJURES UP AN IMAGE OF A STAID BALLROOM OR TOWN HALL, THINK AGAIN. A CAREER IN VENUE MANAGEMENT CAN TAKE YOU TO SUPERB SPACES IN EQUALLY AMAZING PLACES.

Love being outdoors? Think Rottnest Island or the Valley of the Giants. Prefer the arts? Try WA Museum Boola Bardip or Fremantle Arts Centre. Science buffs? The Observatory or Scitech. Sport more your thing? Optus Stadium or the WACA. And then there are the animal attractions. The only limit is your imagination.

- Sports stadiums, arenas, halls and racing venues
- Art galleries, heritage sites and museums
- Adventure and theme parks
- Zoos and wildlife parks
- Aquariums and discovery centres
- National parks and natural attractions



DOES THIS SOUND LIKE YOU?

♥ LOVE

Creating memorable experiences
Planning and organising
Solving problems
Meeting people

💪 STRENGTHS

Excellent communicator
Lots of energy
Natural leader
Attention to detail

✓ PREFER

Hands-on roles

👎 DEAL BREAKERS

An average office workplace

THEN YOU'RE ON THE RIGHT PATH...

WHAT KIND OF JOBS WOULD SUIT ME?

CULTURAL AND ATTRACTION VENUE MANAGER

- Manage operations across all indoor and outdoor exhibits and spaces
- Plan, organise, lead, oversee bookings and deliver special events
- Maintain a safe and inspirational experience for all visitors and exhibitors

ZOO AND WILDLIFE PARK MANAGER

- Plan and coordinate operations and special events
- Oversee the safety of visitors, care of animals and training of staff
- Manage communications, sales, marketing, promotions and events

PARKS AND GARDEN MANAGER

- Delegate and oversee all operations and events
- Ensure the highest standards of presentation and safety

SPORTING VENUE MANAGER

- Manage operations across the entire sporting venue/stadium
- Plan, organise, lead and deliver sporting events
- Maintain a safe and enjoyable experience for all spectators and players
- Coordinate with media, broadcasters, sports clubs and event organisers

WORRIED YOU'LL GET BORED?

PEARL FARM TEAM LEADER RAHIM BIN HITAM SAYS EVERY DAY OFFERS NEW CHALLENGES AND OPPORTUNITIES, SEE PAGE 33.



CREATIVE THINKERS

WHERE COULD YOUR INNOVATIVE IDEAS TAKE YOU?

PASSIONATE ABOUT PERTH (BOORLOO)? WANT EVERYONE TO KNOW ABOUT OUR INCREDIBLE STATE?

You could be working on a dream, sharing stories that keep people coming back for more. Be bold and share your vision for the kind of experience everyone wants to be part of. Create that winning feeling for competitors, spectators and fans at major and regional sporting events. Give voice to marvellous music and arts festivals. Make weddings, parties, anything a special occasion. Light up faces with light shows, installations, projections, fireworks ... the works.

- State and regional tourism offices
- Perth precincts and attractions
- Food and wine regions
- World Heritage-listed sites
- Island and outback destinations
- Adventure and theme parks
- Industry conferences and expos
- Sporting and arts events
- Holiday celebrations/memorial events



DOES THIS SOUND LIKE YOU?

♥ LOVE

Imagining events and parties
Organising and coordinating
Solving problems
Meeting people

💪 STRENGTHS

Excellent communicator
Great time management
Keeping cool under pressure
Flexible and adaptable

✓ PREFER

Being hands-on and face-to-face
Working in a team

🗨️ DEAL BREAKERS

No outlet for creativity

THEN YOU'RE ON THE RIGHT PATH...

WHAT KIND OF JOBS WOULD SUIT ME?

DESTINATION MARKETING MANAGER

- Develop creative messaging that engages every target audience
- Design and package tours for travel agents and tour operators
- Create and manage media and marketing campaigns

VISITOR EXPERIENCE MANAGER

- Manage and reimagine attractions and outdoor spaces
- Oversee bookings and the smooth operation of the venue
- Exceed expectations and inspire visitors

EVENTS MANAGER/EVENT BUSINESS OWNER

- Design, plan, organise and run events; conduct post-event evaluation
- Liaise with stakeholders and work with creative designers and suppliers
- Manage event branding and promotions (audiovisual production/scriptwriting)
- Manage budgets, logistics, technical equipment and mitigate risk

EVENTS COORDINATOR

- Arrange, promote and run events
- Communicate with clients/event stakeholders
- Coordinate suppliers (florists, catering, lighting, tech, entertainment, etc)

WONDERING WHERE TO START?

BENI BLANKE DIDN'T KNOW WHAT SHE WANTED TO DO AFTER SCHOOL, BUT A MARINE TOURISM COURSE CHANGED EVERYTHING, SEE PAGE 37.



OUTDOOR EXPLORERS

WHERE COULD YOUR LOVE OF THE GREAT OUTDOORS TAKE YOU?

STEP OUTSIDE INTO YOUR OFFICE! AS A SUPERVISOR OR MANAGER OF A HOLIDAY OR CARAVAN PARK, GLAMPING RESORT OR ECO RETREAT, YOU COULD BE WORKING EVERY DAY IN ONE OF THE STATE'S MOST ICONIC LOCATIONS.

How about a backdrop of the whitest beaches of Rottnest (Wadjemup) or Esperance (Kepa Kurl)? Slip into marine wonders such as Ningaloo Reef and Shark Bay (Gutharraguda). Or venture into the Kimberley, and experience one of the world's last true wilderness areas. There are so many glorious backyards to share with visitors.

- Holiday parks and resorts
- Caravan parks and campgrounds
- Glamping resorts and retreats
- Eco coastal and bush retreats
- Remote wilderness lodges
- Outback stations and roadhouse stays

DOES THIS SOUND LIKE YOU?



LOVE

The outdoor lifestyle
Meeting new people
Being active and hands-on



STRENGTHS

Warmth and energy
Managing and motivating others
Savvy with software and social media



PREFER

A job where no two days are ever the same



DEAL BREAKERS

Average 9-to-5 job, stuck behind a desk in an office

THEN YOU'RE ON THE RIGHT PATH...



WHAT KIND OF JOBS WOULD SUIT ME?

HOLIDAY PARK MANAGER

- Manage bookings and maintain accommodation, facilities and grounds
- Oversee the smooth delivery of tours and activities, retail and food outlets
- Recruit, train and help staff
- Market to the right audiences with the right message at the right time
- Ensure compliance with health and safety laws and regulations
- Keep grounds and facilities looking great for guests
- Regularly work with gardeners, cleaners, cooks and reception staff

CAMPGROUND MANAGER / HOST

- Maintain grounds and facilities to deliver the best visitor experience
- Regularly work with staff to prepare food and cook for guests
- Oversee security and ensure compliance with health and safety regulations
- Keep grounds and facilities looking great for guests

ECO-RESORT OR WILDERNESS LODGE MANAGER

- Recruit, train and oversee staff
- Maintain quality and reputation of resort
- Make guests feel special in a special part of the world

HOW DO YOU BECOME A MANAGER?

FRANCES POLLOCK SAID YES TO EVERY OPPORTUNITY THAT CAME HER WAY IN HOSPITALITY. NOW SHE'S RUNNING WOOLEEN STATION, SEE PAGE 40.

CAREER SPOTLIGHTS



TREMANE BAXTER-EDWARDS

STUDENT AND CASUAL TOUR GUIDE,
EL QUESTRO WILDERNESS PARK

“I want to inspire young people to join the sector,
as it’s an amazing experience with a lot to offer.”



TREMANE IS A 16-YEAR-OLD AQUINAS COLLEGE STUDENT WITH BIG DREAMS. THE PROUD KIMBERLEY TEENAGER SPENDS HIS SCHOOL HOLIDAYS SHARING HIS CULTURAL KNOWLEDGE AT EL QUESTRO (ELQ) WILDERNESS PARK. HE PLANS TO STAY IN TOURISM UNTIL HE MOVES INTO POLITICS – HIS EYES ON THE TOP JOB.

WHAT MADE YOU WANT TO STUDY TOURISM?

I never thought I would find myself in the tourism sector, especially not at Tourism WA doing work experience. The CEO of the G’day Group (which owns El Questro resort) spent a week up at El Questro in July 2021. He saw that I had potential with the wealth of knowledge I have of my culture. He asked me to do work experience at the tourism hotspot and to this day I head home for school holidays and (in the dry season) work at ELQ.

I fell in love with tourism and I thought why not get a qualification so that when I finish school I’m all set and ready to go. I’m studying a Cert III in Tourism at TAFE and I do my Cert II in Workplace Learning at Tourism WA through INSTEP West. I’ve gained so much insight into the sector.

WHAT HAVE BEEN THE BEST EXPERIENCES SO FAR?

The best thing about guiding back home during the school holidays is that I meet so many different people and get to learn about what they do. I’m also working on Country, becoming spiritually connected to my land, which puts a smile on my face, especially when I hear guests say “you’ve made my trip worthwhile”.

The perks of tourism are that it’s everywhere! You can work in any part of the world and Australia and take that qualification with you.

WHAT’S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

Do it! Life is short, have fun. Tourism is a skill you master over time, and you always progress. One day you’ll find yourself sitting at the front desk, then in a blink of an eye you’re the general manager. As long as you have a strong will to work, a smile on your face and the knowledge, you’ll flourish. Always give it your best and remember people have paid for your service, so show that you care and you’ll reap the benefits in the long run.

After school I’m going to continue working in tourism and showing my beautiful country, ELQ, and maybe become general manager. After that I’m considering working for the council and the government, potentially running for State Parliament as well. My biggest dream is to be the first Indigenous Prime Minister of Australia.

STEPPING STONES



KATE GIBSON

FOUNDER AND DIRECTOR,
THE HIKE COLLECTIVE

“Tourism is the perfect industry to create your own career - there are no walls and boxes to fit in, and it’s such a diverse industry that you can make it suit your lifestyle.”



KATE STARTED LEADING GROUPS ALONG TRAILS IN THE PERTH HILLS TO HELP PEOPLE CONNECT WITH THEMSELVES AND EACH OTHER. WHERE BETTER TO DO THAT THAN IN NATURE? AS DEMAND FOR THE MICRO-ADVENTURES ROSE, THE PERSONAL TRAINER BECAME A TOURISM OPERATOR, TAKING VISITORS ON JOURNEYS OF DISCOVERY THROUGH PERTH (BOORLOO) AND ROTTO (WADJEMUP).

HOW DID YOU GET INTO YOUR JOB?

I never thought I was going to be in tourism. I travelled abroad, lived in Europe for four years, and studied a diploma in event management and then ran a personal training business.

I started the Hike Collective in 2016 as a mental health awareness initiative. Our main purpose was, and always will be, to create a safe space for movement and connection in nature. We did one hike a month as just a group bringing a friend and a gold coin, and we would raise money for mental health charities.

In 2019 I started doing more research; I thought I was in health and fitness and everyone’s like, “no, you’re in tourism”. I reached out to the Tourism Council of WA to start the accreditation process. I’d done a business management diploma but finding my feet in tourism was very much self-led. I now have a team of about 15 volunteers and six tour guides, and about 30 different tours.

WHAT’S THE BEST PART OF YOUR JOB?

My career is how I want to live my life first and foremost. I love being able to create something that can influence somebody else’s life in a positive way, whether that’s my team, by giving them employment and a purpose, or our guests by giving them an experience that they didn’t know they needed. And if I need a mental health day, I will lead a tour to give me that reset.

I’m not interested in the monotony of a nine-to five role; my days are whatever is needed to run the business. I love the flexibility to have connections with industry, as well as guests.

WHAT’S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

Reach out to businesses that you are curious about - the tourism and hospitality industry has the friendliest bunch of people. They’re people like you and I who are following a dream. If you have a purpose and a passion everyone around you will see it and feel it, and that is a key to success.

Everybody’s got their own story and if somebody’s in our volunteer team and really wants to make that transition into a tour guide, then we work with them to build self-confidence on the trail skillset. The youngest volunteer we have is 18 and our oldest would probably be around 65. There’s always space for guides. It is a role that can be shaped into whatever you want it to look like, so there’s no one size fits all.

STEPPING STONES



JAMIE VAN JONES

CO-OWNER AND OPERATOR,
SALT AND BUSH ECO TOURS

“Tour guiding is the best career in the world. I didn’t know it existed when I was in high school and even university. I wish more people knew it was a career choice.”



JAMIE LED EXPEDITIONS FROM THE ARCTIC TO THE KIMBERLEY WITH HUSBAND SEBASTIAN UNTIL COVID BROUGHT THEM BACK TO WA TO START THEIR ECO-TOURISM BUSINESS. THEY NOW SHARE THE SECRETS OF THE STUNNING PEEL REGION, INSPIRING VISITORS TO PROTECT THE PLANET. IN 2022, JAMIE WAS NAMED THE COUNTRY’S BEST TOUR GUIDE.

HOW DID YOU GET INTO YOUR JOB?

My background is environmental science, which I started in Canada and then completed my degree in WA in sustainable development. That really got me looking at how we can take better care of our planet. What I realised was if you bring in tourism and you get people to have an amazing experience in nature, then those conversations about how we can take care of it just naturally come. I can reach a more diverse and wider audience by embracing eco-tourism.

Sebastian and I have worked in tourism for the last 10 years. We were working around the world as expedition tour guides. Prior to that we ran a sailing school and sailing charter business in Fremantle (Walyalup). We now run Salt and Bush and we do everything; it’s just the two of us.

WHAT’S THE BEST PART OF YOUR JOB?

We operate from the waterways, taking people kayaking and sailing; and then in the bush, doing bushwalks and nocturnal walks, looking for wildlife, looking for amazing wildflowers during spring, and even things like stargazing. We love the diversity.

It’s the excitement of not knowing what to expect. Just the other week I was launching the kayaks and two bottlenose dolphins were popping up right in front of me - nothing beats starting off your day with an amazing wildlife encounter. If we do nocturnal tours, some nights we will see a critically endangered Western ringtail possum straight away. Other times we might see a boobook owl.

WHAT’S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

You need to be curious. You want to find amazing information to share with people. I absolutely love learning and constantly finding out new things and turning them into great stories. That is a great skill to have.

People need to have a passion for the natural world and for people. Another thing is getting used to talking in front of a group - doing things like speaking at school will give you really good experience and boost your confidence. It’s all about how you communicate; start feeling comfortable and confident in yourself to be able to tell stories in front of a group.

If you love nature, you could volunteer with other tour operators, even with wildlife care groups - anything that will give you an insight into the natural world, which will then fuel all the stories that you can tell guests.

STEPPING STONES



KURTIS MCGLENNON

SKIPPER,
LIVE NINGALOO

“This is my third season here and it still doesn’t feel like work - it still feels like I am living in a David Attenborough documentary.”



KURTIS DIDN'T KNOW WHAT HE WANTED TO DO WHEN HE LEFT SCHOOL IN ADELAIDE. NOW HE RECKONS HE'S FOUND THE BEST JOB IN THE WORLD - TAKING PEOPLE INTO THE UNSPOILT BEAUTY OF NINGALOO REEF (NYINGGULU) AND SHOWING THEM WHY THE MARINE WONDERLAND NEED TO BE PROTECTED.

HOW DID YOU GET INTO YOUR JOB?

I went to a trade school and thought I cannot do this for the rest of my life. I jumped in my car and went up to Port Douglas. I'd go to the marina every morning and afternoon and ask “hello, got any jobs going?” After four days, I got my first deckie (deckhand) role.

I started working on a diving boat and got my tickets and diving qualifications. I worked five days a week on the dive boat and worked on my days off on a sailboat. I totally immersed myself in it. After seeing people drive boats, that’s where I wanted to be.

My name was put forward to come to WA. I worked in the Abrolhos and then up to the Kimberley during the dry season. Then the tour guiding started to get incorporated into my role. I acquired my Master 5 ticket and Live Ningaloo gave me a massive opportunity to get behind the wheel and start driving boats.

WHAT’S THE BEST PART OF YOUR JOB?

It’s the smiles in the morning when you get all the crew together because we are like family here. And I enjoy meeting people; you get to interact with people from all walks of life. I’ve learned a lot of cool life lessons from them.

The wildlife is second to none out here. I don’t know if I’ll ever work in another place that would offer as much biodiversity as the Ningaloo Reef. You never know what you’re going to see when you set off. It could be anything from a blue whale to a massive school of fish inside the lagoon. We’re privileged enough to see them for a brief moment and they continue on, unaffected by humans.

WHAT’S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

I went old school - face-to-face persistence with a smile. There’s now plenty of pages on Facebook where you can find crew opportunities. There are also websites. But for me, I like face-to-face contact. And if you want to get into marine tourism, you are going to have to do your marine tickets.

It’s about attitude and being able to be knocked back and take what you’ve learned from the day before and do it better the next day. This is exactly the type of career where if I had seen it in high school, I might have saved a few years, but at least I get to sit here today. It’s absolutely awesome.

STEPPING STONES



JAIMEN HUDSON

OWNER,
ESPERANCE ISLAND CRUISES

“You get to be with your family or friends, and you get an influx of holiday makers every year who are vibing on your beautiful home - it really creates a buzz.”



THE ESPERANCE (KEPA KURL) LOCAL GREW UP IN THE TOURISM BUSINESS, THE OCEAN AS HIS PLAYGROUND. AT 17, JAIMEN BECAME A QUADRIPLÉGIC. UNABLE TO PURSUE HIS EARLIER PASSIONS, JAIMEN DISCOVERED AERIAL PHOTOGRAPHY. WHEN HE'S NOT TAKING TOURISTS OUT INTO HIS BEAUTIFUL BACKYARD, HE'S CAPTURING IT FOR THE WORLD TO SEE.

HOW DID YOU GET INTO YOUR JOB?

My parents started Esperance Diving Academy before I was born, so my earliest memories are of days out on the water. I got my dive licence when I was 10. I loved surfing, skateboarding, motorbike riding, anything outdoors.

Unfortunately, in July 2008, I went out motorbike riding with friends and broke my neck. Learning how to live with my disability was the biggest hurdle. After my injury I started back working in the shop, taking bookings, then doing the accounts and eventually became the business manager. I would give the credit to my parents; they taught me you have to work hard to get ahead.

You have to diversify in a remote place like Esperance to ensure you get through quieter periods like winter. We recently added 4WD tours and I also do aerial photography - we sell my prints here and I have an online store that sells them all around the world.

WHAT'S THE BEST PART OF YOUR JOB?

The biggest perk is getting to deal with happy customers who are in high spirits on holiday. We're able to give them a good time. There's also the perk of being able to go out on the boat. It is amazing here - we're so lucky to call it home and then to get to share it with people.

I got into droning by chance after my accident, as I searched for a new hobby that allowed me to connect with the ocean. I still remember the first time I filmed dolphins surfing and I have been in love with it ever since. I've been lucky to have success online with the videos and growing a following on Facebook and Instagram.

WHAT'S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

The best thing to do is to reach out to a local organisation; they may have casual roles or work experience for younger people. If you're a teenager keen to get out on a boat, put your hand up to do some work experience during the school holidays. It can be dangerous with all the ropes, so you need to do multiple trips with someone who's experienced.

You often hear that people who are semi-retired don't think anyone wants them, but I feel the opposite. Older people don't want to work as many hours and are good to call when you need someone to fill in, and it's a good way for them to share their local knowledge. It really is an industry where all ages can succeed.

STEPPING STONES



DR CAM O'BEIRNE

OWNER AND OPERATOR,
MARGARET RIVER ADVENTURE CO.

“Do something you love and you'll never work another day. Life is too short to be stuck doing something you don't like.”



THIS SELF-CONFESSED 'OCEAN BOY' LOVES LIFE ON THE WILD SIDE. CAM HOLDS SEVERAL DEGREES AND RAN A WINE MARKETING COMPANY BEFORE JOINING HELICOPTER RESCUE. NOW HE SHARES MARINE THRILLS WITH OTHERS, WHETHER COASTEERING - CLIMBING UP ROCKS AND JUMPING INTO THE SEA - OR INTRODUCING THEM TO GIANT STINGRAYS.

HOW DID YOU GET INTO YOUR JOB?

I did phys ed at university but I didn't want to be a phys ed teacher. I did my master's degree in sports science and worked in government policy for sport and recreation, at ministerial level. When we moved down to Margaret River, I started a wine marketing company while doing a PhD in e-commerce.

This was just as the rise of the internet was happening. I used the skills I learned in my PhD to help wineries sell wine using e-commerce. That was exciting in the first few years. And then I felt restless.

I became a helicopter rescue crewman - a very different left-field turn! I did all the training and patrolled the coast in Margaret River and Busselton for five years. I thought I'd get a bit too old to jump out of helicopters, so I decided to jump off rocks and show other people how to do that instead.

WHAT'S THE BEST PART OF YOUR JOB?

Working in adventure tourism one of the best experiences is to see people who may be scared or anxious doing something they thought they could never do. I've had people shaking putting a wet suit, helmet and life jacket on, and I've got to hold their hand and coax them into the water. By the end of it they don't want to leave.

We try to get people to reframe how they think about their lives. And for some people it's a cathartic moment. They think they're coming to jump off rocks, and they go home with a new perspective on life.

I love being outside. I think a lot of people these days are questioning the value of a 40-hour work week. COVID has really made people reassess their life values. And there's a lot of opportunity for people in tourism to work smart, not hard.

WHAT'S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

You have to be able to converse with a wide range of people. If you're working in the adventure area, you've got to be on the ball and be really engaged with your clients on a minute-to-minute basis, especially in some of the environments we take people into.

I would suggest they try working outside and see if they're resilient enough. It doesn't have to be tourism; it might be gardening or doing vineyard work - just get outside and be in the elements. And stop doom scrolling through your feed. Go and live your feed.

STEPPING STONES



FRANCIS SHOVELLER

OWNER AND CULTURAL GUIDE,
WARRWANY CULTURAL TOURS

“Tourism gave me more hope that I can share. I can actually give that knowledge back to my kids and my kids are going to carry that knowledge as well.”



A PROUD KARAJARRI MAN, FRANCIS SPENDS THE WEEK WORKING WITH YOUTH IN BIDYADANGA, SOUTH OF BROOME (RUBIBI). ON WEEKENDS, THE MUSICIAN AND FORMER WAFL PLAYER SHARES HIS KNOWLEDGE OF COUNTRY AND CULTURE WITH TOURISTS. HE'D LOVE TO INSPIRE ABORIGINAL YOUTH TO DO THE SAME.

HOW DID YOU GET INTO YOUR JOB?

My father was a music teacher and my mother was a health worker so I couldn't say that I was sick because my mother was at the clinic working and I couldn't skip school because my dad was the music teacher. I had to stay committed to school.

My music career started off at a really young age and our music (Family Shoveller Band) is now played everywhere around Australia and the world. I later played WAFL one season with Subiaco and they asked me to come back, but I wanted to come home.

I'm a youth worker in my local community. My father-in-law, who is a tour operator up in the Peninsula, said to me you should pick up tourism because you know your culture, your Country, the stories; your grandparents have told you everything you need to know.

I wrote down plans on a piece of paper; it gave me a bit of guidance, but the knowledge is in my head from what my old people taught me. I reached out to the nearest caravan parks and said I'm going to deliver a walking tour. I had six people attend my first tour and from that day onwards, I've been delivering tours on the weekend.

WHAT'S THE BEST PART OF YOUR JOB?

I have the best office in the world. Some people just see it as trees, landscapes, landmarks but as Indigenous people we see stories. We see the purpose of why it's there. The thing that I love the most is that I get to go out on Country, I get to bring my kids along and my wife.

There's a sense of connecting culture back with Country, that's the most important thing being an Aboriginal person. You know it's going to fail if we don't connect with it and the next generation won't understand and it will just slowly fade away.

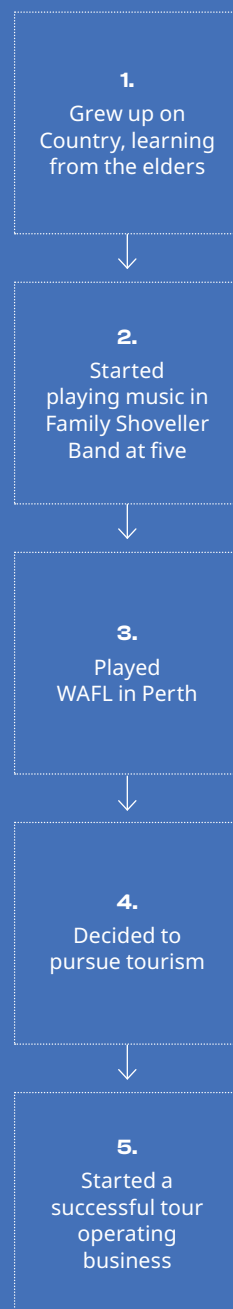
WHAT'S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

The number one step for me was understanding your culture and having a plan on how to deliver your tour. And making sure it's genuine.

I grew up basically busking, so when I started doing tourism, it was natural for me to entertain and to show people more about my culture. Playing sport made me fit to walk back on my Country. And it gave me more strength to talk about my Country.

Tourism gives you a sense of belonging to your people, to your Country, to your knowledge. There's also a lot of people on that journey who can help get you to where you need to be.

STEPPING STONES



RAHIM BIN HITAM

PEARL FARM TEAM LEADER,
WILLIE CREEK PEARLS

“If you had told me at 17 I'd be doing this when I'm 30 I would have had no idea – there was no plan at all. You don't have to force things in life, you're not in any rush.”



RAHIM WAS NOT LONG OUT OF SCHOOL WHEN HE STARTED WASHING DISHES AT WILLIE CREEK PEARLS IN BROOME (RUBIBI). ARMED WITH LITTLE MORE THAN CURIOSITY AND A DESIRE TO LEARN, HE HAS BECOME THEIR MOST EXPERIENCED TOUR GUIDE, SOMEONE WHO CAN TURN HIS HAND TO MOST THINGS ON THE PEARL FARM.

HOW DID YOU GET INTO YOUR JOB?

I was a part of the Clontarf Foundation in high school. I didn't have much of a plan afterwards. I got a call out of the blue to say they've possibly got a job for me at Willie Creek Pearls. I started off in the cafe as a dish pig - I was just doing dishes for four hours a day.

I had no real experience in other tourism jobs. I didn't want anything to do with tourism really, but I jumped at the opportunity to do something and that led to me going to TAFE a few days a week. I kept working my way through the company; it has so many facets. It honestly feels like I've got three or four totally different jobs - the off season gets a bit quieter, and I might work in maintenance. There are just lots of different things you can do.

WHAT'S THE BEST PART OF YOUR JOB?

It's the ever-changing nature of the business – it's exciting and presents new challenges every day. I personally love a bit of a challenge. I like working with customers and back of house but working directly with customers and seeing them leave happy and having enjoyed their experience, that's a nice feeling. I get satisfaction from making sure everything else runs smoothly as well.

If you are passionate and you are interested in the subject, talking about it makes being a tour guide so much easier. I've got family history in the pearling business and diving industry – it feels great to be a part of this industry, it helps me to feel connected with my family. I love bridging that gap between people and pearls.

WHAT'S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

Get as much experience as you can, jump on as many tours as possible, even if you think it might not be the industry for you. Tourism is one of those businesses we need to go out and experience. Learn how it works from books, but you need to learn how to deal and interact with people.

An easy-going friendly personality and a good sense of humour help. I try to make my tours not just a stock-standard science lesson.

There are so many different types of tour guides, especially for local Indigenous people like me, including cultural tours. It would be great to help inspire others to work in the tourism and hospitality industry, even it is just one person.

STEPPING STONES



SUE O'CONNOR

COACH GUIDE AND
WALKING TOUR GUIDE

"I just love seeing people have fun. What better way to spend the day than with people on holiday?"



WHEN SUE STARTED LEADING TOURS ON WEEKENDS, SHE WAS NERVOUS ABOUT LEAVING HER SECURE OFFICE JOB. FIFTEEN YEARS ON, THE CANADIAN-BORN GUIDE CAN'T IMAGINE BEING ANYWHERE OTHER THAN THE GREAT OUTDOORS SHARING THE WONDERS OF WESTERN AUSTRALIA - AND EVEN TEACHING THE LOCALS A THING OR TWO.

HOW DID YOU GET INTO YOUR JOB?

I was working in an office job but feeling unhappy. I thought if I could do anything, what would it be? Who was I before I was a mum? I remembered my passion for the outdoors and began kayaking the beautiful waterways around Perth, and hiking sections of the Bibbulmun Track with a friend. Then we walked the Camino del Norte in Spain and went glacier trekking and kayaking in Alaska.

A dear friend had just started Adventurous Women. Climbing Mt Kilimanjaro was next on my bucket list and she asked if I'd consider hosting a group tour. It was amazing - I was so proud when all six of us summited! That's how I got into tour guiding and I've never looked back. It's taken me all around Perth, WA, Australia and overseas.

I also started working with Australian Pinnacle Tours as a coach captain, providing tour commentary as well as driving. They have a range of coaches, but most are big, over 50 seats. I could talk the back leg off a horse, but I had no experience driving giant buses! The trainer was really patient and now I love doing tours in the big coaches.

WHAT'S THE BEST PART OF YOUR JOB?

When I found out I could get paid to do what I loved doing anyway, it was a no-brainer. My friends sometimes ask if I ever get bored going to the same places, like the Pinnacles. Absolutely not! I love sharing my guests' excitement when they experience them for the first time.

With Adventurous Women, I love helping people achieve things they never thought they could. For example, we often partner with companies to go abseiling. I've helped many women achieve their abseiling dream by patiently going down on another rope beside them. It's amazing when we all burst into happy tears at the bottom.

WHAT'S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

Think about what you want your life to look like once your family has grown, or whenever you feel you need a change. I've had a lot of women say, "I wish I could do what you do". You can, but nobody is going to make it happen for you. Make a plan!

If you're unsure about giving up that secure job and trying something new, perhaps this little piece of advice from my counsellor 15 years ago might help. He asked me: "In your entire working life, any time you've wanted a job, have you found one?" For me, the answer was yes. "So, what's holding you back now?" In other words, trust yourself, it will work out.

STEPPING STONES



HAYDEN LEGASSICK

SENIOR BASE PILOT,
AVIAIR KUNUNURRA

"Talk to any pilot and they will look back on their days flying around the Bungle Bungle Ranges and the like as the best days of their flying life."



HAYDEN HAS WANTED TO FLY EVER SINCE HE PICKED UP HIS FIRST TOY PLANE AND WAS PREPARED TO DO THE HARD YARDS TO EARN HIS WINGS. NOW, THE PILOT GETS PAID TO TAKE PEOPLE TO SOME OF THE STATE'S MOST JAW-DROPPING LOCATIONS.

HOW DID YOU GET INTO YOUR JOB?

My dad's an aircraft engineer, so I naturally wanted to one up Dad and be a pilot. I studied maths and physics, but you don't have to be a mathematician - it's just having the commitment.

I took a year off after school and worked in a coffee shop for about 18 months to save up to move to the Gold Coast (from NSW) to do my pilot's licence. After I got my licence, I worked at the Gold Coast Airport for a year, just doing baggage handling and saving up. I was going to transfer to Broome but we ended up stopping off at Kununurra and I scored my first job there. I haven't looked back.

I manage the pilot group, the roster and other things for Aviair in Kununurra, as well as flying. I started flying the six-seater aircraft, then the 13-seater aircraft and into our faster nine-seat aircraft. Now I'm flying a little private jet around as well, so I pretty much started from the bottom and worked my way up.

WHAT'S THE BEST PART OF YOUR JOB?

I would say getting paid to visit places that some people don't get to see in their lifetime. I always enjoy doing our Mitchell Falls tour, which is worth thousands of dollars, but I get paid to fly there, get a free lunch, swim at the top of the falls and then get a helicopter ride at the end of the day. I don't think there are much better jobs out there.

And seeing people's faces when they jump off the plane at the end of the tour and say "that's the most amazing thing that I've done in my life." It's on their bucket list and seeing them get that goal is really rewarding.

WHAT'S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

Don't be afraid to take a big leap and move out of the cities and into remote areas - these places have so much to offer. Don't be afraid to pack up that little Corolla and move (as he did). I've really enjoyed working in Kununurra; it's going through big growth with Nexus Airlines launching and possible pathways into flying the 76-seater airplanes.

You have to put in the work to get a pilot's licence. It's a very rewarding career and there is government assistance available. I think what helped me a lot was driving up to the places and not just sending an email from Perth or Brisbane. Being there and ready to go, that's definitely what got me my job.

STEPPING STONES



CARMEN FASOLO

TEAM COORDINATOR,
ALBANY VISITOR CENTRE

“I would never have thought in a million years that I would have really enjoyed this role, but I really love it.”



CARMEN STUDIED DANCE AT WAAPA, THEN WORKED IN RETAIL IN PERTH BEFORE MOVING HOME TO ALBANY (KINJARLING) TO RAISE HER FAMILY. PASSIONATE ABOUT THE PORT CITY, SHE APPLIED TO WORK AT THE ALBANY VISITOR CENTRE SO SHE COULD TELL EVERYONE ABOUT ITS CHARMS. NOW SHE'S HELPING OTHERS DO THE SAME.

HOW DID YOU GET INTO YOUR JOB?

I was wanting a change and thought what could be better than working at the visitor centre and telling people how amazing Albany is. I started working casually; I knew that if I got my foot in the door, I could show them what I was capable of.

I didn't have any tourism training. I grew up here through high school and went to Perth to study. I was a trained dancer and then got into retail and worked as state manager for different companies. When I first started here, I was on the floor and I said to the boss, "look, I'm a fantastic salesperson, I really want the opportunity to book accommodation, book tours". I wanted the opportunity to learn more.

I was put on as weekend supervisor. It was a big consideration to commit to weekend work again, but the opportunity was there to take on the role as a leader. And you just never know what's around the corner. Now, I oversee the team and the running of the centre and only work occasional weekends.

WHAT'S THE BEST PART OF YOUR JOB?

I'm a people person, so I enjoy supporting others in the industry, reaching out to local operators. We've got a great team, so making sure they're happy and feel supported and heard; they've got lots of fantastic ideas.

This role is so much more than dealing with clients. You've got the opportunity to network with people across tourism in WA. I'm involved with the cruise industry, and I'm on the cruise committee. I want to keep travelling because I'm fascinated by how others market their town, their city, what they're doing. This role has helped me gain a greater understanding of how the whole tourism industry works.

WHAT'S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

Try out all different aspects of tourism. Do any sort of training you can. Stay focused and try to work your way up. We have two students on a 14-week placement who are interested in tourism. I've encouraged them to apply for a casual job here, just like I did. It's a great little career opportunity for a foot in the door.

You need to like people if you're in tourism and be passionate about the area you're in. You've got to be interested in seeing what other towns and regions are doing, because we can always strive to do things better.

STEPPING STONES



BENI BLANKE

TOURISM EXPERIENCE COORDINATOR,
TOURISM WA

“In tourism every day feels like a holiday, even in an office. I learn something new about our State every day, which makes me want to explore even more.”



BENI ALWAYS HAD AN ADVENTUROUS SPIRIT BUT DIDN'T KNOW WHAT DIRECTION TO TAKE WHEN SHE LEFT SCHOOL. THOUGH SHE CHOSE HER FIRST TOURISM-RELATED COURSE FOR FUN, BENI WAS INSTANTLY HOOKED. THE FORMER STUDENT 'ECO RANGER' CAN HARDLY BELIEVE SHE GETS PAID TO SHOW PEOPLE OUR GLORIOUS BACKYARD.

HOW DID YOU GET INTO YOUR JOB?

Looking back, all signs pointed to tourism. I grew up in a small mining town in the Pilbara with many freedoms. My family often went adventuring off the beaten track, learning about the landscape and culture. I have also been an ambassador for our environment for as long as I remember, starting as the 'eco ranger' in early school days. Caring for the environment is simple when you love the outdoors, and I knew I wanted a job that was conscious of this.

I studied VET certificates in tourism, hospitality and cookery in high school before going to uni unsure of what I wanted to be. I began a gap year and decided to pick up a marine tourism and outdoor recreation course at TAFE while I worked and saved. Little did I realise this would lead me to an awesome job that kickstarted my career in tourism. In the space of a few years, I moved from hospitality roles to a deckhand, ticket sales agent, reservations manager and my role at Tourism WA.

WHAT'S THE BEST PART OF YOUR JOB?

This industry is so broad and full of exciting opportunities. I have friends who started out on the same path as me, and now they are skipping private yachts in Greece, managing unique coastal accommodation or guiding walking and bus tours in the outback.

The industry is so friendly. I love feeling like I make a difference in terms of destination and tourism experience offerings in WA and how these experiences impact the State socially, economically and environmentally. I feel lucky to have a job I am passionate about and work in an office where everyone is just as passionate.

WHAT'S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

Sometimes the pathway everyone around you is taking, or your parents have taken, is not the right pathway for you. It felt like everyone else around me had a plan, but I really wanted to study something I was excited about. I worked at IGA, Subway and a bar to save up for travel. These customer service roles were the building blocks of my career leading to tourism. I gained important people skills - and I still make a really good sandwich!

Leaving uni at this point was the best decision I ever made, though it didn't feel like it at the time. Jobs in tourism and hospitality can be misunderstood, but this industry is so versatile and there is so much opportunity. There's something for everyone in tourism.

STEPPING STONES



NADEEM TURKIA

OWNER AND HEAD CHEF,
LAIAN RESTAURANT

“Even if you can’t speak the language, a smile with a bit of food in your hand speaks all the languages.”



WHEN LIFE IN JORDAN BECAME UNBEARABLE FOR NADEEM’S FAMILY, HE THOUGHT HE WOULD NEVER FULFIL HIS CULINARY DREAM. WITHIN FIVE YEARS OF COMING TO AUSTRALIA AS A REFUGEE, THE CHEF IS CREATING DISHES EVERY DAY FOR HAPPY CUSTOMERS IN HIS OWN RESTAURANT.

HOW DID YOU GET INTO YOUR JOB?

I had my first job in hospitality when I was 10, and the first time I stepped into the restaurant, I was like “oh, one day I want my own”. I just felt in love with it. I got my bachelor’s degree in hospitality at a Jordanian university recognised in Britain and the United States and started to work in every cuisine known to man.

I’m Syrian and my father is Syrian, my mum is Jordanian. When the war was breaking in Syria, we lost all our rights in Jordan. We became refugees in our home town. There was no hope. We got to Australia in September 2016 and since then I felt “if this is a dream, I don’t want to wake up”. We landed in Darwin and within the first year I was working in big events like the Darwin Festival.

The guy who helped me start my business invited some people around and I made dinner for 50 people. Everyone said they would love to see this food in Geraldton but I said the bank would never give me the money. Next morning, they invited me over for a coffee and said we have raised an interest-free loan if you would like to open your dream restaurant.

WHAT’S THE BEST PART OF YOUR JOB?

I’m in the restaurant seven days a week, at least three nights. I don’t work, I’m just doing what I love, and living the dream. Every time I create a dish, I’m just looking at the people and see how happy they are; it makes my day.

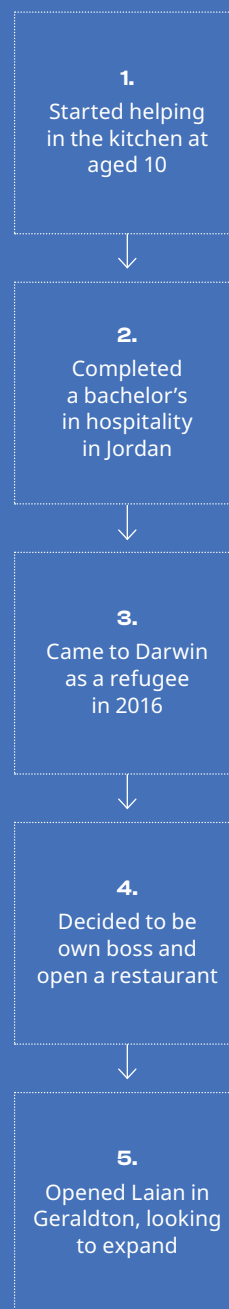
When I started my business, it was not just good for me, it was good for the whole family. I was proud to give my dad the job while he learned English. My dad has his own job, my mum has her own job. That’s why I love this industry. Wherever you go around the world, you don’t need to speak the language if you know how to cook.

WHAT’S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

Be creative. Don’t be afraid when you go to a restaurant. If you want to take it as a career, make your world your own. That’s the beauty of our job, that you can do something totally unique that people don’t think of, and that’s what is going to make you different from anyone else.

If somebody tells you something, don’t take it personally. Just think about it and fight for it. We have to be creative. That’s what’s going to pay off.

STEPPING STONES



ANGELA WONG

DIRECTOR OF HUMAN RESOURCES,
THE RITZ-CARLTON

“If you drop out of school at Year 10 but you’re passionate about food, about service, about people, our industry can benefit you.”



ANGELA GREW UP IN SINGAPORE AND, AFTER A FORAY INTO FINANCE, FOUND HER TRUE PASSION IN THE HOTELS SHE FIRST FELL IN LOVE WITH AS AN AWESTRUCK TEENAGER. IT’S A JOURNEY THAT HAS TAKEN HER AROUND THE WORLD AND OPENED A WORLD OF OPPORTUNITIES. NOW SHE DELIGHTS IN OPENING DOORS FOR OTHERS.

HOW DID YOU GET INTO YOUR JOB?

It all started in Las Vegas; I was 14. We walked into a grand hotel where a family friend was an executive chef and he brought us to the back of house. That opened my eyes. Whenever we have hotel tours for students, we try to take them behind the scenes – it’s where all the excitement lies.

I worked in a financial institution and found that’s not where my passion lies. That’s when I took a hotel management course in Adelaide. After I graduated, I worked at The Ritz-Carlton, Millenia Singapore for seven years; I was always learning. I got transferred to Bahrain to a full-time training role and started opening hotels, which is a dream of mine.

It was a natural progression into human resources. When The Ritz-Carlton was opening a new hotel in Perth, they reached out to me, and I have been here since. I also helped our new hotel in Melbourne with their opening countdown.

WHAT’S THE BEST PART OF YOUR JOB?

I enjoy seeing people grow in their career. That is what makes me happy, that I can open new hotels, train and inspire others with my story. You get to see a server become a team leader, then a supervisor and then manager. We can eventually transfer them to another hotel and that’s a great achievement.

I have kids, so I get to enjoy the stability of being within the city, but if I wanted to travel, I can pick a position that allows me to visit different cities. I’ve lost track of the number of positions I’ve had. What other industry gives you that?

WHAT’S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

You need to have the passion inside you to be of service to others and genuinely enjoy creating special, memorable experiences for our guests. Genuine care comes from the heart.

You don’t need a specific qualification. Schools and colleges give you a good foundation of the theory side but it’s really inside the individual. We just want you to have the passion to learn and grow.

When I went into banking and finance, I was told you do that specific job. In the hospitality industry, as long as you have the passion, you can work in any discipline. We have different people working on different paths. People just need to find what they love and be happy every day coming to work.

STEPPING STONES



FRANCES POLLOCK

MANAGING DIRECTOR,
WOOLEEN STATION

“We’re just in the most stunning location in the world.
I don’t know that there’s anything more special to me than
being out in the country as the sun is coming up.”



FRANCES WENT TO WOOLEEN STATION, 700KM FROM PERTH, FOR A FEW WEEKS OF WORK. INSTEAD, SHE FELL IN LOVE WITH THE BREATHTAKING LANDSCAPE AND WOOLEEN’S OWNER, DAVID POLLOCK. TOGETHER THEY HAVE TRANSFORMED THE STATION INTO AN ECOTOURISM DESTINATION, SHARING THEIR PASSION FOR THE ENVIRONMENT AND RESPECT FOR THE WADJARRI PEOPLE.

HOW DID YOU GET INTO YOUR JOB?

I felt that I needed to pursue a career that was environmental science or something that was going to make a difference. But I’d grown up with parents in retail (in Victoria); we used to help Mum and Dad on weekends. I knew that I loved helping people. It wasn’t until I stumbled into ecotourism that it was like, wow, I can do the thing that lights me up the most, making people happy, while talking passionately about the environment.

I wanted a gap year and was fortunate to land a job with someone working across 15 properties in WA. Every opportunity that was offered to me, I took it up. One of those was to do work experience at Wooleen. I’d never been to the outback but I was open to doing something different and one thing led to another. The last 15 years for (husband) Dave and I have been amazing.

WHAT’S THE BEST PART OF YOUR JOB?

Every day’s so different, I’m up pretty early. We go around the clock in peak season and I love it – my business lights me up. Tourism gives me the opportunity to talk passionately about the things that concern me; I feel really good when someone leaves Wooleen saying, “I learned so much”.

When you really make that connection with someone, you can guide them to do something that they just so enjoy, that brings me so much pleasure – to know that they can really feel the country the way that I feel it.

Another passion is getting First Nations knowledge and involvement. Sometimes in tourism we put an Indigenous person on a pedestal and expect them to give an experience when they don’t have the training. We just want you to feel comfortable with the team and as you grow in confidence, if you want to start to share knowledge, go for it.

WHAT’S YOUR ADVICE FOR ANYONE CONSIDERING A CAREER IN TOURISM OR HOSPITALITY?

It’s so easy to say as you get older but just believe in yourself and that you can do anything - you really can! There’s so much pressure put on you in Year 12, but outside of that the world has endless opportunities.

I have studied in a few different areas, but they’re mostly little diplomas here and there where I know I can do it remotely. But that’s the beauty with technology these days – you can do it wherever you are. No matter what you do, you’re always going to be OK.

STEPPING STONES

1.
Worked in a bakery
during high school
in Victoria



2.
Moved to WA
for gap year



3.
Gained hotel
and hospitality
experience



4.
Started work
experience at
Wooleen Station



5.
Became Managing
Director at
Wooleen Station

WHERE TO FROM HERE? EXPLORE YOUR PATHWAYS



ADVENTURE SEEKERS (TOUR GUIDE)

VOCATIONAL TRAINING

• Certificate I in Tourism (Australian Indigenous Culture)	(Course Code: SIT10122)
• Certificate II in Tourism	(Course Code: SIT20122)
• Certificate III in Tourism	(Course Code:SIT30622)
• Certificate IV in Travel and Tourism	(Course Code: SIT40122)
• Certificate IV in Guiding	(Course Code: SIT40222)
• Diploma of Travel and Tourism Management	(Course Code: SIT50122)
• Advanced Diploma of Travel and Tourism Management	(Course Code: SIT60122)

TRAINEESHIPS

Giving you the opportunity to combine practical experience at work with structured training, you enter a formal training contract with an employer that leads to a nationally recognised qualification. And you spend most of your time in paid employment.

• Tourism (Attraction and Theme parks) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Guiding) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Sales and Office Operations) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Guiding) - Certificate III in Guiding	(Course Code: SIT30322)
• Tourism (Visitor Information Services) - Certificate III in Tourism	(Course Code: SIT30122)
• Travel and Tourism Officer - Certificate IV in Travel and Tourism	(Course Code: SIT40122)
• Travel and Tourism Manager - Diploma of Travel and Tourism	(Course Code: SIT50122)

UNIVERSITY COURSES

• Bachelor of Commerce, Tourism and Hospitality Major	Curtin University
• Bachelor of Innovation, Tourism and Hospitality Major	Curtin University
• Bachelor of Hospitality and Tourism Management	Edith Cowan University
• Bachelor of Business, Tourism and Hospitality Major	Murdoch University
• Bachelor of Arts, Tourism and Events Major	Murdoch University

ADVENTURE SEEKERS (TOURISM)

VOCATIONAL TRAINING

• Certificate I in Tourism Australian Indigenous Culture	(Code: SIT10122)
• Certificate II in Tourism	(Code: SIT20122)
• Certificate III in Tourism	(Code: SIT30122)
• Certificate IV in Travel and Tourism	(Code: SIT40122)
• Certificate IV in Guiding	(Code: SIT40222)
• Diploma of Travel and Tourism Management	(Code: SIT50122)

TRAINEESHIPS

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• Tourism (Guiding) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Sales and Office Operations) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Guiding) - Certificate III in Guiding	(Course Code: SIT30322)
• Tourism (Visitor Information Services) - Certificate III in Tourism	(Course Code: SIT30122)
• Travel and Tourism Officer - Certificate IV in Travel and Tourism	(Course Code: SIT40122)
• Travel and Tourism Manager - Diploma of Travel and Tourism	(Course Code: SIT50122)

UNIVERSITY COURSES

• Bachelor of Commerce, Tourism and Hospitality Major	Curtin University
• Bachelor of Innovation, Tourism and Hospitality Major	Curtin University
• Bachelor of Hospitality and Tourism Management	Edith Cowan University
• Bachelor of Business, Tourism and Hospitality Major	Murdoch University
• Bachelor of Arts, Tourism and Events Major	Murdoch University



CULTURAL CONNECTORS (ABORIGINAL TOURISM)

VOCATIONAL TRAINING

• Certificate I in Tourism - Australian Indigenous Culture	(Code: SIT10122)
• Certificate III in Tourism	(Code: SIT30122)
• Certificate III in Guiding	(Code: SIT30322)
• Certificate IV in Travel and Tourism	(Code: SIT SIT40122)
• Certificate IV in Guiding	(Code: SIT40222)
• Certificate II in Aboriginal/Torres Strait Islander Cultural Arts Industry Work	(Code: CUA20320)
• Certificate II in Information and Cultural Services	(Code: CUA20520)
• Certificate III in Commercial Cookery	(Code: SIT30821)

TRAINEESHIPS AND APPRENTICESHIPS

Giving you the opportunity to combine practical experience at work with structured training, you enter a formal training contract with an employer that leads to a nationally recognised qualification. And you spend most of your time in paid employment.

• Tourism (Guiding) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Sales and Office Operations) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Guiding) - Certificate III in Guiding	(Course Code: SIT30322)
• Tourism (Visitor Information Services) - Certificate III in Tourism	(Course Code: SIT30122)
• Chef apprenticeship - Certificate III in Commercial Cookery	(Course Code: SIT30821)

UNIVERSITY COURSES

• Bachelor of Commerce, Tourism and Hospitality Major	Curtin University
• Bachelor of Innovation, Tourism and Hospitality Major	Curtin University
• Bachelor of Hospitality and Tourism Management	Edith Cowan University
• Bachelor of Business, Tourism and Hospitality Major	Murdoch University
• Bachelor of Arts, Tourism and Events Major	Murdoch University

FLAVOUR CREATORS (CHEF)

VOCATIONAL TRAINING

• Certificate II in Kitchen Operations	(Code SIT20421)
• Certificate III in Commercial Cookery	(Code SIT30821)
• Certificate IV in Commercial Cookery	(Code SIT40521)
• Certificate III in Asian Cookery	(Code SIT31121)
• Certificate III in Catering Operations	(Code SIT30921)
• Certificate IV in Management	(Code SIT40621)
• Certificate III in Patisserie	(Code SIT31021)
• Certificate IV in Patisserie	(Code SIT40721)

APPRENTICESHIPS AND TRAINEESHIPS

Giving you the opportunity to combine practical experience at work with structured training. You enter a formal training contract with an employer that leads to a nationally recognised qualification. And you spend most of your time in paid employment.

APPRENTICESHIPS

• Pâtissier - Certificate III in Patisserie	(Code FBP30321)
• Chef - Certificate III in Commercial Cookery	(Code SIT30821)
• Chef-Asian - Certificate III in Asian Cookery	(Code SIT31121)

TRAINEESHIPS

• Commercial Cookery - Certificate II in Commercial Cookery	(Code SIT20421)
• Chef De Partie - Certificate IV in Kitchen Management	(Code SIT40521)
• Hospitality (Catering Operations) - Certificate II in Kitchen Operations	(Code SIT20421)
• Hospitality (Catering Operations) - Certificate III in Catering Operations	(Code SIT30921)
• Hospitality (Patisserie) - Certificate II in Cookery	(Code SIT20421)

MEMORY MAKERS (HOTELS)

VOCATIONAL TRAINING

• Certificate II in Hospitality	(Course Code: SIT20322)
• Certificate III in Hospitality	(Course Code: SIT30622)
• Certificate III in Hospitality - (Restaurant Front of House)	(Course Code: SIT30722)
• Certificate IV in Hospitality	(Course Code: SIT40422)
• Diploma in Hospitality Management	(Course Code: SIT50422)
• Advanced Diploma in Hospitality Management	(Course Code: SIT60122)

TRAINEESHIPS

Giving you the opportunity to combine practical experience at work with structured training, you enter a formal training contract with an employer that leads to a nationally recognised qualification. And you spend most of your time in paid employment.

• Hospitality (Accommodation Services) - Certificate III in Hospitality	(Course Code: SIT30622)
• Hospitality (Food and Beverage) - Certificate III in Hospitality	(Course Code: SIT30622)
• General Front of House - Certificate III in Hospitality (Restaurant Front of House)	(Course Code: SIT30722)
• Hospitality Operations - Certificate II in Hospitality	(Course Code: SIT20322)
• Hospitality Operations - Certificate III in Hospitality	(Course Code: SIT30622)
• Hospitality (Supervision) - Certificate IV in Hospitality	(Course Code: SIT40422)

UNIVERSITY COURSES

• Bachelor of Commerce, International Hotel and Resort Management Major	Edith Cowan University
• Bachelor of Commerce, Tourism and Hospitality Major	Curtin University
• Bachelor of Business, Tourism and Hospitality Major	Murdoch University
• Bachelor of Arts, Tourism and Major	Murdoch University
• Masters of International Hospitality Management	Edith Cowan University

MEMORY MAKERS (FRONT OF HOUSE)

VOCATIONAL TRAINING

• Certificate II in Hospitality	(Course Code: SIT20322)
• Certificate III in Hospitality	(Course Code: SIT30622)
• Certificate III in Hospitality (Restaurant Front of House)	(Course Code: SIT30722)
• Certificate IV in Hospitality	(Course Code: SIT40422)
• Diploma in Hospitality Management	(Course Code: SIT50422)
• Advanced Diploma in Hospitality Management	(Course Code: SIT60122)

TRAINEESHIPS

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• Hospitality (Accommodation Services) Certificate III in Hospitality	(Course Code: SIT30622)
• Hospitality (Food and Beverage) - Certificate III in Hospitality	(Course Code: SIT30622)
• General Front of House - Certificate III in Hospitality (Restaurant Front of House)	(Course Code: SIT30722)
• Hospitality Operations - Certificate II in Hospitality	(Course Code: SIT20322)
• Hospitality Operations - Certificate III in Hospitality	(Course Code: SIT30622)
• Hospitality (Supervision) - Certificate IV in Hospitality	(Course Code: SIT40422)

UNIVERSITY COURSES

• Bachelor of Commerce, International Hotel and Resort Management Major	Edith Cowan University
• Bachelor of Commerce, Tourism and Hospitality Major	Curtin University
• Bachelor of Innovation, Tourism and Hospitality Major	Curtin University
• Bachelor of Business, Tourism and Hospitality Major	Murdoch University
• Bachelor of Arts, Tourism and Events Major	Murdoch University



SMOOTH OPERATORS (DESTINATION MANAGEMENT)

VOCATIONAL TRAINING

• Certificate I in Tourism - (Australian Indigenous Culture)	(Course Code: SIT10122)
• Certificate II in Tourism	(Course Code: SIT20122)
• Certificate III in Tourism	(Course Code: SIT30622)
• Certificate IV in Travel and Tourism	(Course Code: SIT40122)
• Certificate IV in Guiding	(Course Code: SIT40222)
• Diploma of Travel and Tourism Management	(Course Code: SIT50122)

TRAINEESHIPS

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• Tourism (Attraction and Theme parks) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Guiding) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Sales and Office Operations) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Guiding) - Certificate III in Guiding	(Course Code: SIT30322)
• Tourism (Visitor Information Services) - Certificate III in Tourism	(Course Code: SIT30122)
• Travel and Tourism Officer - Certificate IV in Travel and Tourism	(Course Code: SIT40122)
• Travel and Tourism Manager - Diploma of Travel and Tourism	(Course Code: SIT50122)

UNIVERSITY COURSES

• Bachelor of Commerce, Tourism and Hospitality Major	Curtin University
• Bachelor of Innovation, Tourism and Hospitality Major	Curtin University
• Bachelor of Hospitality and Tourism Management	Edith Cowan University
• Bachelor of Business, Tourism and Hospitality Major	Murdoch University
• Bachelor of Arts, Tourism and Events Major	Murdoch University

SMOOTH OPERATORS (VENUES)

VOCATIONAL TRAINING

• Certificate I in Tourism (Australian Indigenous Culture)	(Course Code: SIT10122)
• Certificate II in Tourism	(Course Code: SIT20122)
• Certificate III in Tourism	(Course Code: SIT30622)
• Certificate IV in Travel and Tourism	(Course Code: SIT40122)
• Certificate IV in Guiding	(Course Code: SIT40222)
• Diploma of Travel and Tourism Management	(Course Code: SIT50122)
• Advanced Diploma of Travel and Tourism Management	(Course Code: SIT60122)

TRAINEESHIPS

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• Tourism (Guiding) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Sales and Office Operations) - Certificate II in Tourism	(Course Code: SIT20122)
• Tourism (Guiding) - Certificate III in Guiding	(Course Code: SIT30322)
• Tourism (Visitor Information Services) - Certificate III in Tourism	(Course Code: SIT30122)
• Travel and Tourism Officer - Certificate IV in Travel and Tourism	(Course Code: SIT40122)
• Travel and Tourism Manager - Diploma of Travel and Tourism	(Course Code: SIT50122)

UNIVERSITY COURSES

• Bachelor of Commerce, Tourism and Hospitality Major	Curtin University
• Bachelor of Innovation, Tourism and Hospitality Major	Curtin University
• Bachelor of Hospitality and Tourism Management	Edith Cowan University
• Bachelor of Business, Tourism and Hospitality Major	Murdoch University
• Bachelor of Arts, Tourism and Events Major	Murdoch University

CREATIVE THINKERS (EVENTS)

VOCATIONAL TRAINING

- Certificate III in Events (Course Code: SIT30522)
- Diploma in Events Management (Course Code: SIT50322)
- Advanced Diploma of Event Management (Course Code: SIT60222)

TRAINEESHIPS

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- Events - Certificate III in Events (Course Code: SIT30522)
- Live Production, Theatre &Events – Certificate II in Creative Industries (Course Code: CUA20220)
- Venues and Events (Customer Service) - Certificate III, Live Production & Services (Course Code: CUA30420)

UNIVERSITY COURSES

- Bachelor of Commerce, Event Management Major Edith Cowan University
- Bachelor of Commerce, Events Management Specialisation Curtin University
- Bachelor of Innovation, Event Management Specialisation Curtin University
- Bachelor of Business, Tourism and Hospitality Major Murdoch University
- Bachelor of Arts, Tourism and Events Major Murdoch University

OUTDOOR EXPLORERS (HOLIDAY PARKS)

VOCATIONAL TRAINING

- Certificate I in Tourism - (Australian Indigenous Culture) (Course Code: SIT10122)
- Certificate II in Tourism (Course Code: SIT20122)
- Certificate III in Tourism (Course Code: SIT30622)
- Certificate IV in Travel and Tourism (Course Code: SIT 40422)
- Certificate IV in Guiding (Course Code: SIT40222)
- Diploma of Travel and Tourism Management (Course Code: SIT50122)
- Advanced Diploma of Travel and Tourism Management (Course Code: SIT60122)

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- Tourism (Guiding) - Certificate III in Guiding (Course Code: SIT30322)
- Tourism (Visitor Information Services) - Certificate III in Tourism (Course Code: SIT30122)
- Travel and Tourism Officer - Certificate IV in Travel and Tourism (Course Code: SIT40122)
- Travel and Tourism Manager - Diploma of Travel and Tourism (Course Code: SIT50122)

UNIVERSITY COURSES

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- Bachelor of Innovation, Tourism and Hospitality Major Curtin University
- Bachelor of Hospitality and Tourism Management Edith Cowan University
- Bachelor of Business, Tourism and Hospitality Major Murdoch University
- Bachelor of Arts, Tourism and Events Major Murdoch University



A photograph of a mangrove landscape with trees and their reflection in the water. A vertical orange line runs down the right side of the image. The text is overlaid on the lower half of the image.

TOURISM & HOSPITALITY

WHERE ADVENTURE & OPPORTUNITY MEET

WESTERN AUSTRALIA



Tourism
WESTERN AUSTRALIA

FutureNow.

WESTERNAUSTRALIA.JOBS