

**Service and Creative Skills Australia (SaCSA)  
Feedback on the OSCA 2027 Update  
Consultation**

**April 2026**



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## OVERVIEW

### PURPOSE OF SUBMISSION

Service and Creative Skills Australia (SaCSA) is an industry-owned, industry-led Jobs & Skills Council (JSC), funded by the Department of Employment & Workplace Relations (DEWR). We offer workforce planning, guidance and advocacy for the following industries:

- Arts
- Personal Services
- Retail
- Tourism
- Hospitality

Working within a tripartite approach, SaCSA is the critical link between industry stakeholders, government and unions. We aim to provide a stronger, more strategic voice in ensuring Australia's Vocational Education and Training sector delivers stronger outcomes for employers, workers, learners, trainers and educators.

The purpose of this feedback submission is to assist the ABS in ensuring that the occupations presented in the Occupation Standard Classification for Australia (OSCA) reflect the contemporary labour market and accurately represent the roles within SaCSA's industry sectors.

SaCSA acknowledges and welcomes the developments to date, such as the inclusion of new occupations and revised descriptions of occupations with the release of OSCA in December 2024, reflecting existing feedback received. This submission builds on these improvements by highlighting additional occupational changes, based on both qualitative and quantitative evidence including Workforce Planning and related stakeholder consultations, for consideration by the OSCA review team.

### KEY POINTS

**SaCSA recommends the inclusion of proposed additional occupations across our five industry sectors as part of the OSCA 2027 update (see Table 1).**

- The proposed occupations are outlined in this report, detailing their characteristics, the impact of their absence from the OSCA framework on the industry including distinctions in training, wages and regulations as well as estimated workforce size, proposed concordances, tasks and skill levels. The criteria for identifying additional occupations are based on the following:
  - The occupations were not adopted or not fully adopted by the ABS during consultation Round 4 of the ANZSCO Comprehensive Review or in the planned OSCA 2027 update.
  - They were highlighted through SaCSA's Workforce Planning and related consultations.
- Not including these occupations may lead to misrepresentation of current occupations under SaCSA's remit, with implications for the Census and key occupations lists relevant for incentives for apprenticeship funding, skilled migration and training program development, all of which now utilise OSCA, including:
  - Jobs and Skills Australia (JSA) Occupation Shortage List (OSL)
  - Australian Apprenticeship Priority List (AAPL)
  - Home Affairs Core Skills Occupation List (CSOL).

**Supporting evidence** for each of the occupations is based on qualitative and quantitative evidence, including indicating at least 300 workers for a new occupation within an existing occupation.

Sources include:

- Research and industry feedback gathered through SaCSA Workforce Planning and related stakeholder consultations with employers, industry associations, peak bodies, and unions. References to “stakeholders” throughout this submission refer to these groups within their corresponding sectors.
- Stakeholder surveys providing responses that detail occupation characteristics and recruitment information, including workforce numbers and job advertisement volumes.
- Publicly available data from business registries and job platforms such as SEEK or Yellow Pages.
- Comparative analysis of occupation lists of other jurisdictions is included, including from:
  - United States – Standard Occupational Classification (SOC)<sup>1</sup>
  - United Kingdom – extended Standard Occupational Classification (SOC)<sup>2</sup>
  - Canada – National Occupational Classification (NOC)<sup>3</sup>
  - South Africa – Organising Framework for Occupations (OFO)<sup>4</sup>
  - New Zealand – National Occupation List (NOL)<sup>5</sup>
  - European Union – European Skills, Competences, Qualifications and Occupations (ESCO)<sup>6</sup>

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<sup>1</sup> US Bureau of Labor Statistics, List of SOC Occupations, May 2023: [https://www.bls.gov/oes/current/oes\\_stru.htm](https://www.bls.gov/oes/current/oes_stru.htm).

<sup>2</sup> Office for National Statistics UK, Extended SOC 2020, May 2024:

<https://www.ons.gov.uk/methodology/classificationsandstandards/standardoccupationalclassificationsoc/standardoccupationalclassificationsoextensionproject>.

<sup>3</sup> Government of Canada, National Occupational Classification (NOC) Hierarchy and structure, 2021:

<https://noc.esdc.gc.ca/Structure/Hierarchy>.

<sup>4</sup> Health and Welfare Sector Education and Training Authority South Africa, OFO Codes, April 2021:

<https://www.hwseta.org.za/employers/fo-codes/>.

<sup>5</sup> Stats NZ, About the National Occupation List, November 2024: <https://www.stats.govt.nz/methods/about-the-national-occupation-list/>.

<sup>6</sup> European Commission, What is ESCO?, December 2025: <https://esco.ec.europa.eu/en/about-esco/what-esco>.

**Table 1: SaCSA newly proposed occupations for the OSCA 2027 Update**

Change Type	Occupations	Sector
New proposed occupation	Aboriginal and Torres Strait Islander Artist	Arts
	Aboriginal and Torres Strait Islander Arts Worker	Arts
	Artist Manager	Arts
	Costume Technician	Arts
	Fundraiser	Arts/Cross-sector
	Grip or Stagehand	Arts
	Script Writer or Script Editor	Arts
	Crematorium Operator	Personal Services
	Embalmer	Personal Services
	Hair Removal Technician	Personal Services
	Laser and Intense Pulsed Light Technician	Personal Services
	Nail Technician	Personal Services
	Spa Therapist	Personal Services
	Tattoo Artist	Personal Services
	E-Commerce Sales Assistant	Retail
	Quick Service Restaurant Manager	Retail
	Cocktail Bar Attendant	Hospitality
	Concierge	Hospitality
	Gaming and Casino Manager	Hospitality
	Pastry Chef	Hospitality
	Senior Waiter	Hospitality
	Conference or Exhibition Centre Manager	Tourism
	Conference or Business Event Manager	Tourism
	Event Coordinator	Tourism
	Functions Venue or Banquet Manager	Tourism
	Production Manager (Events)	Tourism
	Wedding Planner	Tourism

**DRAFT OSCA 2027 OCCUPATIONS**

Please see the Table 2 below summarising SaCSA’s position on the published OSCA 2027 Provisional Changes.

**Table 2: Occupations planned for changes in OSCA 2027 Update**

OSCA occupation - code	Sector	Summary of change	SaCSA Response
Fundraising Manager - TBD	Cross-sector	New proposed occupation	SaCSA supports this change and proposes including the lower-skilled occupation Fundraiser, aligning with international classifications. Further detail is outlined in this submission.
Audiovisual Technician - TBD	Arts	New proposed occupation	SaCSA supports this change
Journalist - 231332	Arts	Wording change to tasks	SaCSA supports this change
Audio or Live Performance Director - 231432	Arts	Wording change to tasks	SaCSA supports this change
Digital Game Developer - 273131	Arts	Wording change to tasks	SaCSA supports this change
Performing Arts Technicians nec - 391299	Arts	Change to example occupations	SaCSA supports this change
Musical Instrument Maker or Repairer - 391933	Arts	Change to specialisations and tasks	SaCSA supports this change
Beautician - TBD	Personal Services	New proposed occupation	SaCSA has received industry feedback indicating that this field is becoming increasingly specialised and warrants being split into multiple occupations, as outlined in this submission, with the remainder of the occupation being placed into Skill Level 3. See page 7 for details about Skill Level.
Barbers and Hairdressers - 3921	Personal Services	Wording change to lead statement	SaCSA supports this change
Beauty Therapist - 461131	Personal Services	Wording changes to lead statement, exclusion statement, alternative titles, specialisations and tasks.	SaCSA strongly suggests this occupation should be changed to Skill Level 2. See page 7 for details.
Dermal Therapist - 461132	Personal Services	Changes to exclusion statement and tasks	
E-Commerce Manager - TBD	Retail	New proposed occupation	SaCSA supports this change
E-Commerce Specialist - TBD	Retail	New proposed occupation	SaCSA supports this change
E-Commerce Coordinator - TBD	Retail	New proposed occupation	SaCSA supports this change
Sales Representative (Building and Plumbing Supplies) - 621231	Retail	Update to lead statement and tasks	SaCSA supports this change
Senior Chef - 161631	Hospitality	Increase to Skill Level from 2 to 1 and update to tasks	Based on industry feedback, SaCSA would support this change if the Sous Chef specialisation were reinstated under Chef. If this is not feasible, SaCSA’s preference is for the Skill Level to remain at 2.
Domestic Housekeeper - 811432	Hospitality	Update to tasks	SaCSA supports this change

## OCCUPATIONS REQUIRING A CHANGE IN DESCRIPTION

### *Beauty Therapist*

#### **Skill Level change**

SaCSA proposes a change from Skill Level 3 to Skill Level 2 for Beauty Therapist. This reflects the typical qualification and skill requirements for the occupation, with industry consultation indicating that most Beauty Therapists hold a Diploma-level qualification, aligning with Skill Level 2 under the classification framework.

This has been further supported by NCVER data, which indicates that a significant proportion of the workforce undertakes Diploma-level qualifications in beauty therapy, reinforcing the alignment with Skill Level 2. In 2024, almost 5,300 students took the Diploma of Beauty Therapy, compared to only around 1,200 taking the Certificate IV in Beauty Therapy.<sup>7</sup>

The role also involves a broad range of specialised treatments, including advanced skin therapies and the use of technical equipment, requiring a higher level of knowledge and competency consistent with Skill Level 2.

**Misalignment in skill level classification may also impact education and training pathways, including misalignment between qualifications and occupational expectations for learners and employers.**

### *Beautician*

#### **Skill Level change**

SaCSA proposes a change from Skill Level 4 to Skill Level 3 for Beautician. This reflects the typical skill requirements for the occupation, with industry consultation indicating that Beauticians deliver a broad range of services that require technical judgement, client assessment and the ability to tailor treatments to individual needs.

The role involves the application of established techniques across multiple treatment types, with responsibility for selecting appropriate products, managing client outcomes and maintaining service quality, consistent with the competencies expected at Skill Level 3.

**Misalignment in skill level classification may also impact education and training pathways, including disconnects between qualifications and occupational expectations for learners and employers.**

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<sup>7</sup> National Centre for Vocational Education Research, Total VET Activity Program Enrolments, 2024: Extracted from Databuilder <https://www.ncver.edu.au/research-and-statistics/data/databuilder#>.

## OCCUPATIONS REQUIRING A DISTINCT OSCA CODE

### ARTS

The key feedback SaCSA has received from stakeholders is that there are many roles related to the screen and live performance sectors which are not yet captured in the OSCA framework. This makes it difficult to assess the state of the workforce and related needs, including for training and migration. As such, SaCSA is recommending the addition of new roles within the sector to address this issue, supported by evidence including engagement with industry stakeholders.

### *Aboriginal and Torres Strait Islander Artist*

#### ***Distinct characteristics***

Stakeholders have indicated that First Nations people, particularly the role of Aboriginal and Torres Strait Islander Artists, are critical to preserving, promoting and interpreting Indigenous culture through visual art, music and dance. This role requires deep cultural knowledge and a strong commitment to protecting Indigenous Cultural and Intellectual Property (ICIP).

Unlike general arts roles, Aboriginal and Torres Strait Islander Artists focus on creating, curating and sharing work that reflects and respects their cultural heritage. This distinguishes the occupation, given its cultural significance and the specialised knowledge needed to represent and safeguard Indigenous art forms.

Since SaCSA's previous submission, stakeholder consultation has reinforced that Indigenous identity is a requirement for recognition as an Indigenous artist.<sup>8</sup> These capabilities are developed through connection to a specific Aboriginal or Torres Strait Islander community.

While Indigenous status is a key identifier, authentic and non-authentic Indigenous art may also be distinguished by the use of traditional materials, techniques and designs. For data collection purposes, if a respondent identifies as an Indigenous artist, they should be coded accordingly.

Similar occupations exist in:

- New Zealand – 211414 Kaiwhakairo Māori - Māori Carver

#### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Aboriginal and Torres Strait Islander Artists limits the ability to accurately assess workforce needs and support the cultural sector. Recognising this occupation within OSCA would align with Pillar 1 of the REVIVE National Cultural Policy, First Nations First, which highlights the central role of First Nations arts and culture in Australia's cultural landscape.<sup>9</sup>

The Creative Workforce Scoping Study (CWSS), published by SaCSA in partnership with Creative Australia, noted that shortages are particularly acute in the First Nations Arts sector, as there is increasing demand for First Nations representation across organisations including galleries and museums. First Nations

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<sup>8</sup> Koori Curriculum, Can non-Indigenous people do Aboriginal art?, July 2021: <https://kooricurriculum.com/blogs/news/can-non-indigenous-people-do-aboriginal-art>.

<sup>9</sup> Office for the Arts, REVIVE A Place for Every Story A Story for Every Place, February 2023: <https://www.arts.gov.au/sites/default/files/documents/national-culturalpolicy-8february2023.pdf>.

cultural knowledge is now a recognised skill needed for some roles across sectors, above formal qualifications or experience.<sup>10</sup>

First Nations artists also face persistent challenges, including the misuse of their arts and culture. This includes inauthentic Aboriginal and Torres Strait Islander arts and crafts produced by non-Indigenous people, the unauthorised use of Indigenous Cultural and Intellectual Property (ICIP), copyright infringement, and the growing use of artificial intelligence to replicate First Nations artistic styles without consent.<sup>11</sup>

Recognising this occupation within OSCA would support stronger workforce planning and cultural preservation. It would also enable the development of training programs tailored to this workforce and support the establishment of appropriate wage benchmarks that reflect the specialised skills and cultural knowledge required. Improved wage data would help organisations offer competitive remuneration, supporting the attraction and retention of First Nations artists and arts workers.

### ***Estimate of workforce size***

Various estimates indicate that the number of First Nations Artists exceeds 300 in the workforce include:

- The Arnhem, Northern and Kimberley Artists (ANKA) Aboriginal Corporation estimates that it supports over 5,000 First Nations Artists across northern Australia.<sup>12</sup>
- The Productivity Commission estimated that in financial year 2019-20, 7,300 First Nations artists sold at least one artwork. It is also estimated that total sales by art centres have more than doubled since 2012 (to 2022 when this report was published).<sup>13</sup>
- Desart (the Association of Central Australian Aboriginal Arts and Crafts Centres) estimates that they represent over 8,000 First Nations artists.<sup>14</sup>

### ***Proposed OSCA description and details***

#### ***Proposed OSCA details for Aboriginal and Torres Strait Islander Artist***

**Code and Title:** 231734 Aboriginal and Torres Strait Islander Artist

**Alternative Title:** First Nations Artist or Indigenous Artist<sup>15</sup>

**Description:** Conceives and creates art forms, such as pictures, abstract designs, rock art, decorative objects, music and dance, to communicate impressions and ideas in the styles of First Nations culture.

This occupation requires high levels of creative talent or personal commitment and interest as well as, or in place of, formal qualifications or experience.

**Concordance:** SaCSA recommends partial mapping from the following for the creation of Aboriginal and Torres Strait Islander Artist:

<sup>10</sup> SaCSA and Creative Australia, Creative Workforce Scoping Study Report, 2025: <https://sacsa.org.au/projects/creative-workforce-scoping-study>.

<sup>11</sup> Productivity Commission, Aboriginal and Torres Strait Islander visual arts and crafts study report, November 2022: <https://www.pc.gov.au/inquiries/completed/indigenous-arts/report/indigenous-arts.pdf>.

<sup>12</sup> Arnhem, Northern and Kimberley Artists (ANKA), Who We Are: <https://www.anka.org.au/about/who-we-are/>.

<sup>13</sup> Productivity Commission, Aboriginal and Torres Strait Islander visual arts and crafts study report, November 2022: <https://www.pc.gov.au/inquiries/completed/indigenous-arts/report/indigenous-arts.pdf>.

<sup>14</sup> Desart, Who We Are, 2024: <https://desart.com.au/who-we-are/>.

<sup>15</sup> The ABS may use 'Aboriginal Artist' as well to search for this occupation in the Census data, but Reconciliation Australia recommends using 'First Nations' or 'Aboriginal and Torres Strait Islander' as inclusive language. As such, official titles should use either of the aforementioned two phrases.

- Painter (Visual Arts)
- Visual Arts and Crafts Professionals nec
- Community Arts Worker
- Musician (Instrumental)
- Dancer or Choreographer
- Singer.

**Indicative Skill Level: 1**

Stakeholders have noted challenges in assigning a Skill Level to First Nations artists since they tend to acquire their skills through intergenerational cultural transmission as opposed to formal training.<sup>16</sup> However, SaCSA recommends that they be given Skill Level 1 similar to that of the occupations in the concordance.

**Main Tasks:**<sup>17,18,19,20,21,22</sup>

- Produces art in styles such as ochre, dot painting, Wandjinas, bush medicine, cross hatching and colour fields
- Depicts scenes from Dreamtime storytelling or significant moments in First Nations history
- Generates ideas, develops concepts, and considers the desired composition, style, and colour palette for their visual art forms
- Selects the appropriate mediums such as oil or acrylic paints, inks, pencils, charcoal, ochre, pastels or watercolours
- Prepares the materials, such as choosing brushes, priming canvases, walls, wood or other surfaces, and setting up the workspace
- Applies the selected mediums to the canvas or other surfaces using different techniques and implements to achieve the desired visual expression
- Exhibits their visual artwork in art galleries, museums, or other exhibition spaces
- Sells their visual art forms directly to collectors, art enthusiasts, or through online platforms or art markets
- Performs music using various instruments such as boomerangs, clubs, sticks, hollow logs, drums, seed rattles and the didgeridoo

<sup>16</sup> Creative Australia, ANZSCO comprehensive review, Round 3, December 2023: [https://creative.gov.au/wp-content/uploads/2023/12/Creative-Australia-Submission\\_ANZSCO-Round-3.pdf](https://creative.gov.au/wp-content/uploads/2023/12/Creative-Australia-Submission_ANZSCO-Round-3.pdf).

<sup>17</sup> Australian Bureau of Statistics, Consultation Draft: Australian and New Zealand Standard Classification of Occupations, July 2024, parts drawn from description for Painter (Visual Arts) applied to this occupation: <https://www.abs.gov.au/statistics/classifications/consultation-draft-australian-and-new-zealand-standard-classification-occupations-anzsc/jul-2024/browse-classification/2/23/231/2316/231631>.

<sup>18</sup> Artlandish Aboriginal Art Gallery, Styles of Aboriginal Art, 2024: <https://www.aboriginal-art-australia.com/aboriginal-art-library/aboriginal-art-styles/>.

<sup>19</sup> Watarrka Foundation, The Tradition of Aboriginal Music, 2024: <https://www.watarrkafoundation.org.au/blog/the-tradition-of-aboriginal-music>.

<sup>20</sup> Watarrka Foundation, The Tradition of Aboriginal Dance, 2024: <https://www.watarrkafoundation.org.au/blog/the-tradition-of-aboriginal-dance>.

<sup>21</sup> Australian Bureau of Statistics, Consultation Draft: Australian and New Zealand Standard Classification of Occupations, July 2024, parts drawn from description for Musician (Instrumental) applied to this occupation: <https://www.abs.gov.au/statistics/classifications/consultation-draft-australian-and-new-zealand-standard-classification-occupations-anzsc/jul-2024/browse-classification/2/23/231/2313/231333>.

<sup>22</sup> Australian Bureau of Statistics, Consultation Draft: Australian and New Zealand Standard Classification of Occupations, July 2024, parts drawn from description for Dancer or Choreographer applied to this occupation: <https://www.abs.gov.au/statistics/classifications/consultation-draft-australian-and-new-zealand-standard-classification-occupations-anzsc/jul-2024/browse-classification/2/23/231/2311/231134>.

- Uses music to provide a means of navigating and connecting to the land via songlines or dreaming tracks
- Practices and rehearses songs to ensure accuracy and quality of performance
- Performs live music for audiences in a variety of venues, such as concert halls, clubs, festivals and corporate meetings
- Uses dance to imitate native animals and for celebrating milestones in First Nations culture, such as coming of age
- Creates and performs dance routines for entertainment purposes
- Develops and rehearses dance movements and sequences.

### ***Aboriginal and Torres Strait Islander Arts Worker***

#### ***Distinct characteristics***

Stakeholders have indicated that Aboriginal and Torres Strait Islander Arts Workers play a key role in the administration, coordination and logistical support of artistic projects that reflect Indigenous cultural heritage. They also contribute to broader sector support and development activities.

Unlike general administrative roles, this occupation requires deep cultural knowledge and a strong commitment to ensuring that all processes are undertaken with cultural sensitivity and respect. The role is distinct due to its cultural significance, specialised expertise, and responsibility to support and accurately represent Indigenous art forms.

#### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Aboriginal and Torres Strait Islander Arts Workers limits the ability to accurately assess workforce needs and support the cultural sector. Recognising this occupation within OSCA would align with Pillar 1 of the REVIVE National Cultural Policy, “First Nations First”, which emphasises the importance of First Nations arts and culture in Australia’s cultural landscape.<sup>23</sup>

The Creative Workforce Scoping Study (CWSS), published by SaCSA in partnership with Creative Australia, noted there are shortages of First Nations Arts Workers, with employers struggling to find workers with the right skillset, and existing First Nations Arts Workers are experiencing turnover due to cultural load and experiences of feeling culturally unsafe.<sup>24</sup> These roles are critical to the effective administration and management of artistic projects, ensuring that cultural knowledge is applied appropriately and respectfully.

Recognition of this occupation within OSCA would support stronger workforce planning and enable the development of training programs tailored to this workforce. It would also support the establishment of appropriate wage benchmarks that reflect the specialised administrative and cultural skills required.

Improved wage data would help organisations offer competitive remuneration, supporting the attraction and retention of skilled First Nations arts workers.

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<sup>23</sup> Office for the Arts, REVIVE A Place for Every Story A Story for Every Place, February 2023:

<https://www.arts.gov.au/sites/default/files/documents/national-culturalpolicy-8february2023.pdf>.

<sup>24</sup> SaCSA and Creative Australia, Creative Workforce Scoping Study Report, 2025: <https://sacsa.org.au/projects/creative-workforce-scoping-study>.

### ***Estimate of workforce size***

More than 85 First Nations-owned arts centres are supported through grant funding by OFTA.<sup>25</sup> These would all have more than one First Nations Arts Worker from the local community at each establishment.

The Arnhem, Northern and Kimberley Artists (ANKA) Aboriginal Corporation estimates that it supports over 6,000 First Nations Artists and Arts Workers across northern Australia.<sup>26</sup> Given that 5,000 of these members are Artists,<sup>27</sup> this suggests around 1,000 Aboriginal and Torres Strait Arts Workers, with over 100 recently graduating from the Arts Worker Extension Program (AWEP).<sup>28</sup>

Yellow Pages shows that there are over 200 Local First Nations Art centres in Australia.<sup>29</sup> Industry has advised that there are several First Nations Arts Workers supporting the Artists in each of these centres.

The Indigenous Art Code has 219 First Nations artists among its membership, indicating a need for corresponding arts workers to manage and support these artists.<sup>30</sup>

### ***Proposed OSCA description and details***

#### ***Proposed OSCA details for Aboriginal and Torres Strait Islander Arts Worker***

**Code and Title:** 231933 Aboriginal and Torres Strait Islander Arts Worker

**Alternative Title:** First Nations Arts Worker<sup>31</sup>

**Description:** Provides administrative, logistical, and support services for the creation, management, and dissemination of art forms reflecting Aboriginal and Torres Strait Islander culture. This occupation requires a deep understanding of Indigenous cultural practices, along with strong organisational and communication skills.

**Concordance:** SaCSA recommends partial mapping from the following for the creation of Aboriginal and Torres Strait Islander Arts Worker:

- Community Arts Worker
- Community Development Officer
- Arts Administrator or Manager.

**Indicative Skill Level: 2**

Stakeholders have noted that while formal qualifications may be less common in this role, the skills required to manage and support Indigenous arts projects are highly specialised. Therefore, SaCSA recommends Skill Level 2, reflecting the combination of cultural knowledge and administrative expertise required.

<sup>25</sup> Office for the Arts, Indigenous Visual Arts Industry Support program, 2024: <https://www.arts.gov.au/funding-and-support/indigenous-visual-arts-industry-support-program>.

<sup>26</sup> Arnhem, Northern and Kimberley Artists (ANKA), Arts Worker Extension Program Foundation, 2025: <https://anka.org.au/assets/Archive/Project-Publications/Arts-Worker-Extension-Program2025-Final-V8-digital-low-res-d2.pdf>.

<sup>27</sup> Arnhem, Northern and Kimberley Artists (ANKA), Who We Are: <https://www.anka.org.au/about/who-we-are/>.

<sup>28</sup> Arnhem, Northern and Kimberley Artists (ANKA), Arts Worker Extension Program Foundation, 2025: <https://anka.org.au/assets/Archive/Project-Publications/Arts-Worker-Extension-Program2025-Final-V8-digital-low-res-d2.pdf>.

<sup>29</sup> Yellow Pages, Local Aboriginal Art in Australia, accessed 3 September 2024: <https://www.yellowpages.com.au/search/listings?clue=aboriginal+art&locationClue=All+States>.

<sup>30</sup> Indigenous Art Code, Search IartC, accessed April 2026: <https://indigenousartcode.org/search? token=qIF2vA84ee4KQ5TpERzvCpQLGkrkGiZCkQBI9pZu&category=artist&location=all&viewMode=map&>.

<sup>31</sup> The ABS may use 'Aboriginal Arts Worker' as well to search for this occupation in the Census data, but Reconciliation Australia recommends using 'First Nations' or 'Aboriginal and Torres Strait Islander' as inclusive language. As such, official titles should use either of the aforementioned two phrases.

**Main Tasks:**<sup>32</sup>

- Coordinates and manages the logistical aspects of artistic projects, including scheduling, budgeting, and resource allocation
- Liaises with artists, galleries, and cultural organisations to ensure operation of art-related activities
- Provides administrative support, including documentation, communication, and reporting, for arts projects and programs
- Assists in organising exhibitions, workshops, and events that promote Aboriginal and Torres Strait Islander art
- Facilitates the sale and distribution of art, working with artists and potential buyers to manage transactions
- Ensures that all aspects of the project adhere to cultural protocols and respect Indigenous traditions.

### *Artist or Talent Manager*

#### ***Distinct characteristics***

Stakeholders have indicated that Artist or Talent Managers represent and manage the careers of artists, performers and other creative professionals, as well as clients in sectors such as sport. They work closely with clients to build long-term careers and coordinate business strategy, including negotiating contracts, sponsorships and commercial partnerships, managing legal and financial matters (such as licensing and copyright), overseeing marketing, scheduling engagements and securing opportunities aligned with career goals.<sup>33</sup>

Stakeholders note a distinction between Artist Managers and Booking Agents. Artist Managers focus on long-term career development and commercial strategy, while Booking Agents are typically engaged to secure and negotiate individual performances or engagements. This distinction is most relevant within the music industry, in other sectors, these roles are often used interchangeably.

This occupation can be found in:

- European Union – 3339.7 Talent Agent
- United Kingdom – 1255/05 Sport and Talent Agents
- United States – 13-1011 Agents and Business Managers of Artists, Performers, and Athletes

#### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Artist or Talent Managers limits the ability to accurately assess workforce needs and plan targeted recruitment and training across the creative and related industries. This limited data availability was noted in the Bass Line Report on Australia’s music industry.<sup>34</sup>

<sup>32</sup> Based on Desart, Job Description Studio Art Worker, 2021: <https://desart.com.au/wp-content/uploads/sites/40/2021-Studio-Art-Worker-Job-Description.pdf>.

<sup>33</sup> Association of Artist Managers, Submission to NSW Government Review of the Entertainment Industry Act 2013, July 2025: <https://www.aam.org.au/aams-submission-to-the-nsw-entertainment-industry-act-review>.

<sup>34</sup> Creative Australia, The Bass Line Charting the economic contribution of Australia’s music industry, June 2025: [https://creative.gov.au/sites/creative-australia/files/documents/2025-06/ACA\\_303439\\_The%20Bass%20Line%20Report%20%28Music%20Australia%29\\_FA%20Web.pdf](https://creative.gov.au/sites/creative-australia/files/documents/2025-06/ACA_303439_The%20Bass%20Line%20Report%20%28Music%20Australia%29_FA%20Web.pdf).

Artist or Talent Managers play a critical role in supporting their clients to navigate complex career pathways, access opportunities and secure fair compensation. Recognising this occupation within OSCA would support stronger workforce planning, help address skill shortages, and enable the development of specialised training programs.

Formal classification in OSCA would also support more consistent wage benchmarks and professional standards, providing clearer pathways for career progression. This would contribute to the growth and sustainability of the creative sector, as effective career management supports stronger artistic and cultural outcomes.

**Estimate of workforce size**

A review of agent listings across all Australian states and territories on the Media, Entertainment and Arts Alliance (MEAA) website identified 262 unique agencies and 284 individual contacts (based on distinct phone numbers, email addresses or locations) as at May 2025.<sup>35</sup>

A data exercise from the Association of Artist Managers indicated that there are 377 Artist Managers currently operating in Australia.<sup>36</sup>

Additionally, in terms of athlete managers, there are currently around 150 player agents for rugby league,<sup>37</sup> about 80 agents for AFL,<sup>38</sup> 50 agents for cricket<sup>39</sup> and about 20 for netball.<sup>40</sup> The total for player agents is likely to be higher once other sports are included.

Combined, this suggests there are more than 600 Artist or Talent Managers operating across Australia.

**Proposed OSCA description and details**

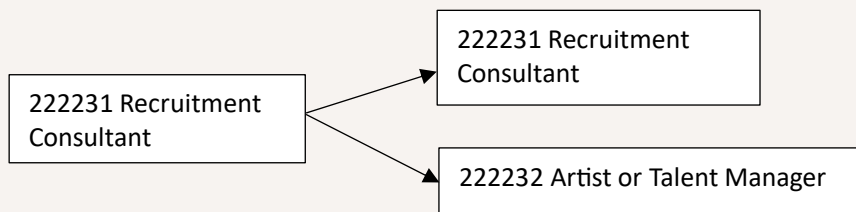
**Proposed OSCA details for Artist or Talent Manager**

**Code and Title:** 222232 Artist or Talent Manager

**Alternative Titles:** Artist Agent and Talent Agent

Represents artists, authors, athletes and performers. Responsible for coordinating performances and appearances, contract negotiations, talent scouting and identifying potential venues/gigs.

**Concordance:**



<sup>35</sup> Media, Entertainment and Arts Alliance (MEAA), Agents List, May 2025: <https://www.mea.org/page/1/?s=agents+list>.  
<sup>36</sup> Consultation with the Association of Artist Managers. Figure was calculated by matching each manager to an artist to show they are still working and also to an Australian postcode to show they are in Australia.  
<sup>37</sup> Rugby League Players Association (RLPA), Player Agents List, 2026: <https://www.rlpa.com.au/player-agents/player-agents-list/>.  
<sup>38</sup> AFL Players, Accredited Agents List, 2024-25: <https://www.aflplayers.com.au/industry-home/accredited-agents#accredited-agents-list>.  
<sup>39</sup> Australian Cricketers Association, Agents & Players, March 2026: <https://auscricket.com.au/agents/agents-and-players/>.  
<sup>40</sup> Netball.com.au, Agents Accreditation Scheme, 2026: <https://netball.com.au/agents-accreditation-scheme>.

**Specialisations:**

- Casting Agent
- Literary Agent
- Publishing Agent
- Music Agent
- Talent Scout
- Player Agent

**Indicative Skill Level: 1**

It is recommended that a Bachelor Degree or Diploma is needed for this occupation, placing this occupation in Skill Level 1.<sup>41</sup>

**Main Tasks:<sup>42</sup>**

- Schedules concerts, tours, book launches, in-person appearances, gigs and acting jobs
- Reads scripts and books and analysing the text
- Organises and holding auditions or tryouts
- Negotiates contracts
- Collaborates with directors, producers, publishers and promoters
- Maintains a database of clients and their abilities
- Reviews resumes and portfolios of clients
- Arranges additional training for clients such as voice lessons.

## **Costume Technician**

### **Distinct characteristics**

Stakeholders have indicated that Costume Technicians manage, maintain and support costumes for theatrical productions, film, television and other performances.

Unlike Dressmakers or Tailors, who primarily focus on creating and altering garments, Costume Technicians are responsible for the overall care, organisation and fitting of costumes for performers. This includes preparing costumes for performances, assisting with quick changes, and ensuring costumes are cleaned, maintained and stored appropriately.

This occupation can be found in:

- European Union – 3435.7 Dresser
- South Africa – 343904 Theatrical Dresser
- United Kingdom – 5413/01 Costume Makers
- United States – 39-3092 Costume Attendants

<sup>41</sup> Indeed, How To Become a Music Manager (With Job Duties and Salary), June 2024: <https://www.indeed.com/career-advice/finding-a-job/how-to-become-music-manager>.

<sup>42</sup> Jobs and Skills WA, Talent Agent, October 2022: <https://www.jobsandskills.wa.gov.au/jobs-and-careers/occupations/talent-agent>.

### ***Impact on industry, training and research***

The Creative Workforce Scoping Study (CWSS), published by SaCSA in partnership with Creative Australia, noted that the absence of a dedicated OSCA code for Costume Technicians contributes to broader challenges in defining and measuring the Arts workforce.<sup>43</sup>

Lack of formal recognition limits the ability to assess workforce needs and develop targeted training pathways for this occupation. Recognising Costume Technicians within OSCA would support improved workforce data, enable more tailored training programs, and help establish clearer wage and professional standards, supporting fair compensation for this specialised work.

### ***Estimate of workforce size***

Census data for Dressmaker or Tailor indicates that approximately 272 people are employed in the ANZSIC subdivisions 55 Motion Picture and Sound Recording Activities, 56 Broadcasting (except Internet) and 90 Creative and Performing Arts Activities.<sup>44</sup> This number will increase once Theatrical Dressers from Performing Arts Technicians nec is added.

It is also important to note that the screen and live performance sectors were significantly impacted by COVID-19 restrictions. Since the 2021 Census, the 2024 Live Performance Attendance and Revenue Report shows a strong recovery, with live performance revenue increasing by 394% and attendance by 189%. This suggests that demand for Costume Technicians has likely grown since 2021.<sup>45</sup>

### ***Proposed OSCA description and details***

#### ***Proposed OSCA details for Costume Technician***

**Code and Title:** 391235 Costume Technician

**Description:** Creates, selects, fits, and maintains costumes for cast members and aid entertainers in live performances, television and film. May assist with multiple costume changes during performances.

**Concordance:** SaCSA recommends partial mapping from the following for the creation of Costume Technician:

- Dressmaker or Tailor (Costume Maker specialisation)
- Performing Arts Technicians nec (Theatrical Dresser specialisation).

**Specialisations:**

- Costume Maker
- Theatrical Dresser
- Wardrobe Assistant

**Indicative Skill Level: 3**

<sup>43</sup> SaCSA and Creative Australia, Creative Workforce Scoping Study Report, 2025: <https://sacsa.org.au/projects/creative-workforce-scoping-study>.

<sup>44</sup> ABS, Employment by Occupation and Industry, Census of Population and Housing 2021, 2022: Extracted from Tablebuilder.

<sup>45</sup> Live Performance Australia, 2024 Live Performance Attendance and Revenue Report, September 2025: [https://reports.liveperformance.com.au/ticket-survey-2024/pdf/2024/2024%20Live%20Performance%20Australia\\_Attendance%20and%20Revenue%20Report.pdf](https://reports.liveperformance.com.au/ticket-survey-2024/pdf/2024/2024%20Live%20Performance%20Australia_Attendance%20and%20Revenue%20Report.pdf).

Courses Australia recommends a Certificate III in Live Production and Technical Services (Costume) to be a Wardrobe Assistant.<sup>46</sup> However, some other specialisations such as Costume Maker require a Bachelor Degree.<sup>47</sup> Therefore, SaCSA recommends Skill Level 3 as a compromise for this occupation.

**Main Tasks:**<sup>48</sup>

- Makes, alters and repairs costumes
- Maintains costumes, including cleaning and mending
- Assists actors with quick costume changes
- Checks in and reviews costumes prior to each dress rehearsal and performance
- Checks out and retrieves costumes after each dress rehearsal and performance
- Maintains assigned dressing rooms.

**Fundraiser**

**Distinct characteristics**

Stakeholders have indicated that Fundraisers undertake frontline fundraising activities, including face-to-face engagement, door-to-door outreach and phone-based campaigns. They may also design and produce promotional materials and raise awareness of an organisation’s work, goals and funding needs, particularly within the non-profit and arts sectors.

While a Fundraising Manager occupation is proposed for introduction in the OSCA 2027 update, this reflects a senior managerial role. There is currently no dedicated occupation classification for frontline fundraising activities.

This occupation can be found in:

- European Union – 3343.1.3 Fundraising Assistant
- United Kingdom – 3553/02 Fundraisers
- United States – 13-1131 Fundraisers

**Impact on industry, training and research**

The absence of a dedicated OSCA code for Fundraisers limits the ability to accurately assess workforce needs and plan targeted recruitment and training, particularly in the non-profit sector.

Recognising this occupation within OSCA would support stronger workforce planning, help address skill shortages and enable the development of specialised training programs. It would also support the establishment of appropriate wage benchmarks, reflecting the skills and value Fundraisers bring to their organisations.

Formal recognition would further promote the profession, encouraging more individuals to pursue careers in fundraising and contributing to a more skilled and sustainable workforce.

<sup>46</sup> Courses, Wardrobe Assistant Courses, 2024: <https://www.courses.com.au/career/wardrobe-assistant>.

<sup>47</sup> Universities Admissions Centre, Bachelor of Fine Arts (Costume), 2024: <https://www.uac.edu.au/undergraduate/courses/apply-direct/nida/NIDA02.shtml>.

<sup>48</sup> Australian Production Design Guild, Costume Design, November 2023: [https://apdg.org.au/wp-content/uploads/2023/12/APDG-CD\\_Nov23-1-1.pdf](https://apdg.org.au/wp-content/uploads/2023/12/APDG-CD_Nov23-1-1.pdf).

### ***Estimate of workforce size***

An Australian Competition and Consumer Commission (ACCC) report in 2017 estimated that there were around 3,000 people engaged in face-to-face fundraising activities.<sup>49</sup>

Census data across the two ANZSCO occupations Call or Contact Centre Operator and Door-to-door salesperson indicates that nearly 900 people are employed in ANZSIC class 9559 Other Interest Group Services nec, which includes activities such as welfare fundraising, youth groups, political parties and human rights associations. Additionally, about 800 people are employed in ANZSIC class 8790 Other Social Assistance Services, including activities such as soup kitchens and youth welfare.<sup>50</sup>

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<sup>49</sup> Australian Competition and Consumer Commission (ACCC), Research into the Commission-based Charity Fundraising Industry in Australia, November 2017: <https://www.accc.gov.au/system/files/Research%20into%20the%20Commission-based%20Charity%20Fundraising%20Industry%20in%20Australia.pdf>.

<sup>50</sup> ABS, Employment by Occupation and Industry, Census of Population and Housing 2021, 2022: Extracted from Tablebuilder.

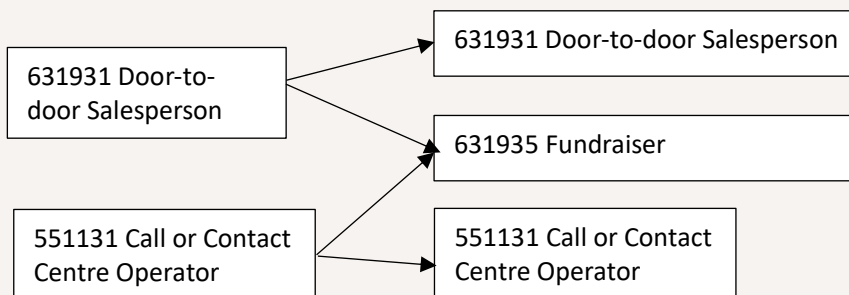
**Proposed OSCA description and details**

**Proposed OSCA details for Fundraiser**

**Code and Title:** 631935 Fundraiser

**Description:** Organises activities to raise funds and gather monetary donations or other gifts for an organisation.

**Concordance:** SaCSA recommends that this occupation be split from Door-to-door Salesperson and also Call or Contact Centre Operator.



**Indicative Skill Level: 4**

Skills England says this occupation corresponds to Level 3,<sup>51</sup> which is equivalent to a Certificate III qualification.<sup>52</sup> This is equivalent to Skill Level 4 in Australia.

**Main Tasks:**<sup>53</sup>

- Identify and build relationships with potential donors
- Secure commitments of participation or donation from individuals or corporate donors.
- Write and send letters of thanks to donors
- Solicit cash or in-kind donations or sponsorships from individual, business, or government donors
- Create or update donor databases
- Develop strategies to encourage new or increased contributions
- Develop or implement fundraising activities
- Monitor progress of fundraising drives
- Conduct research related to potential donors, potential investors, or general donor markets
- Contact corporate representatives, government officials, or community leaders to increase awareness of organisational causes, activities, or needs
- Design or produce materials such as posters, Websites, or newsletters to promote, market, or advertise fundraising events
- Write speeches, press releases, reports, presentations or other promotional materials to increase awareness of the causes, missions, goals or progress of the organisation
- Monitor budgets, expense reports, or other financial data for fundraising organisations
- Secure speakers for charitable events, community meetings, or conferences

<sup>51</sup> Skills England, Fundraiser, July 2020: <https://skillsengland.education.gov.uk/apprenticeships/st0887-v1-0>.

<sup>52</sup> GOV.UK, What qualification levels mean, November 2024: <https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels>.

<sup>53</sup> ONet Online, Fundraisers, February 2026: <https://www.onetonline.org/link/summary/13-1131.00>.

- Coordinate transportation or delivery of materials, supplies, or donations for fundraising events
- Prepare materials such as fundraising envelopes, bid sheets, or gift bags for charitable events.

### ***Grip or Stagehand***

#### ***Distinct characteristics***

Stakeholders have indicated that Grips and Stagehands play a critical role in setting up, operating and dismantling equipment and sets for film, television and live productions. Their work includes rigging cameras, supporting lighting setups, constructing sets and providing backstage support during performances.

Unlike technical roles, Grips and Stagehands focus on the practical setup, operation and maintenance of production environments. Stakeholders have emphasised that this role is essential to the safe execution of creative productions, including maintaining safe working conditions for cast and crew.

This occupation is currently classified under Labourers nec, alongside unrelated roles such as Marina Attendants and Florist Assistants, limiting its visibility within the Arts sector.

This occupation can be found in:

- South Africa – 862924 Stage or Studio Hand
- United Kingdom – 9269/03 Stagehands

#### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Grips and Stagehands limits the ability to accurately measure the Arts workforce. As a result, alternative methodologies are required, such as those used in the Bureau of Communications, Arts and Regional Research's Cultural and Creative Activity Satellite Accounts and Creative Australia's Creative Economy analysis. This lack of classification has downstream impacts on workforce planning, including the ability to design targeted training pathways and recruitment strategies.

#### ***Estimate of workforce size***

Screen Australia conducted a data analysis of cast, crew and production staff across 144 drama productions from the 2023–24 and 2024–25 financial years, based on IMDb data.<sup>54</sup> This exercise identified 436 individuals working as Grips.<sup>55</sup>

Census data for Labourers nec indicates that approximately 235 workers are employed within relevant industries, including 55 Motion Picture, 56 Sound Recording Activities, Broadcasting and Creative and 90 Performing Arts Activities.<sup>56</sup> Given the limited relevance of other Labourers (nec) roles to these industries, it is likely that the majority of these workers are Grips and Stagehands.

It is also important to note that the screen and live performance sectors were significantly impacted by COVID-19 restrictions. Since the 2021 Census, the 2024 Live Performance Attendance and Revenue Report

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<sup>54</sup> Screen Australia were unable to independently verify the cast, staff and crew from each production but IMDb credits are verified by an internal team of editors who review submissions for accuracy before they appear on the webpage, using on-screen credits and other documentation as evidence

<sup>55</sup> The true number of Grips in Australia is likely to be higher as this dataset does not include international titles filming in Australia, co-productions, Australian general streaming and other online drama, or other productions such as Australian documentaries, light entertainment, news and other formats.

<sup>56</sup> ABS, Employment by Occupation and Industry, Census of Population and Housing 2021, 2022: Extracted from Tablebuilder.

shows strong recovery, with revenue increasing by 394% and attendance by 189%.<sup>57</sup> This suggests that demand for Stagehands in particular has likely grown since 2021.

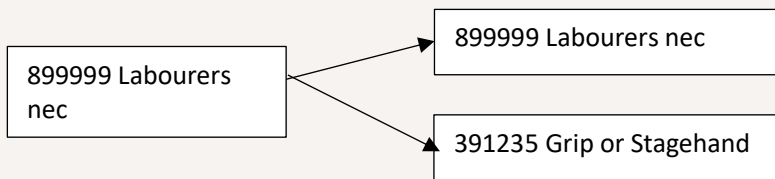
**Proposed OSCA description and details**

**Proposed OSCA details for Grip or Stagehand**

**Code and Title:** 391235 Grip or Stagehand

**Description:** Assists with physical setup and maintenance of operational equipment and sets for screen or stage productions.

**Concordance:** SaCSA recommends that this occupation be split from Labourers nec.



**Specialisations:**

- Chief Assistant Grip
- Assistant Grip
- Best Boy/Girl Grip
- Dolly Grip
- Key Grip
- Rigging Grip

**Indicative Skill Level:** 5

**Main Tasks:**<sup>58</sup>

- Hires relevant equipment for the production
- Sets up and operates equipment used for camera movement and shots
- Ensures the shoot or production remains safe
- Packs down equipment at end of production
- Supports the production team, director and cinematographer
- Maintains and repairs camera and lighting equipment.

<sup>57</sup> Live Performance Australia, 2024 Live Performance Attendance and Revenue Report, September 2025: [https://reports.liveperformance.com.au/ticket-survey-2024/pdf/2024/2024%20Live%20Performance%20Australia\\_Attendance%20and%20Revenue%20Report.pdf](https://reports.liveperformance.com.au/ticket-survey-2024/pdf/2024/2024%20Live%20Performance%20Australia_Attendance%20and%20Revenue%20Report.pdf).

<sup>58</sup> Based on consultation with Screen Australia and other stakeholders.

## **Script Writer or Script Editor**

### ***Distinct characteristics***

Stakeholders have indicated that Script Writers and Script Editors develop scripts for film, television and other visual media. This includes crafting dialogue, shaping character development and structuring narratives for screen-based storytelling.

Unlike general authors, these roles require a focus on visual storytelling and ongoing collaboration with directors, producers and other creative professionals. While Script Editors are currently classified under “Book or Script Editor” and Screenwriters and Script Writers are treated as specialisations within “Author” in OSCA, stakeholders note that these roles are closely linked in practice.

Consultation with the Australian Writers’ Guild (AWG), Creative Australia and Screen Australia indicates that many practitioners move between writing and editing scripts for screen and stage. As such, there is a strong case for consolidating these functions into a single, clearly defined OSCA occupation.

This occupation can be found in:

- European Union – 2641.4.2 Script Writer
- United Kingdom – 3412/06 Script Writers

### ***Impact on industry, training and research***

Separating Screenwriters and Script Writers from the broader “Author” category and combining it with Script Editors would improve the quality of workforce data, as the current OSCA classification does not capture specialisations below the occupation level. Clearer classification would also support more accurate tracking of employment trends and better inform workforce planning and training development for this occupation.

### ***Estimate of workforce size***

Screen Australia conducted a data analysis of cast, crew and production staff across 144 drama productions from the 2023–24 and 2024–25 financial years, based on IMDb data.<sup>59</sup> This exercise identified 436 individuals working as Screenwriters and Script Editors.<sup>60</sup>

The 2025 Screen Australia Industry Survey found that 33% of 965 respondents identified as working primarily as writers, equating to approximately 315 to 320 individuals. As this survey represents only part of the industry, the total number of writers is likely to be higher.<sup>61</sup>

The Australian Writers’ Guild (AWG) represents performance writers across multiple formats, including screen, stage and digital media, and reports approximately 2,500 members nationally. The Australian Writers’ Guild Authorship Collecting Society (AWGACS) similarly represents more than 2,000 screenplay authors.<sup>62</sup>

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<sup>59</sup> Screen Australia were unable to independently verify the cast, staff and crew from each production but IMDb credits are verified by an internal team of editors who review submissions for accuracy before they appear on the webpage, using on-screen credits and other documentation as evidence

<sup>60</sup> The true number of Script Writers and Script Editors in Australia is likely to be higher as this dataset does not include international titles filming in Australia, co-productions, Australian general streaming and other online drama, or other productions such as Australian documentaries, light entertainment, news and other formats.

<sup>61</sup> Screen Australia, Screen Australia Industry Survey 2025, March 2025: <https://www.screenaustralia.gov.au/getmedia/44398826-357b-4cce-9ad8-f00bc14349e8/Screen-Australia-Industry-Survey-2025.pdf>.

<sup>62</sup> Australian Writers’ Guild and Australian Writers’ Guild Authorship Collection Society, Senate Select Committee on Adopting Artificial Intelligence Supplementary Submission, July 2024: <https://awg.com.au/content/uploads/AWG-and-AWGACS-Supplementary-Submission-to-Select-Committee-on-Adopting-AI.pdf>.

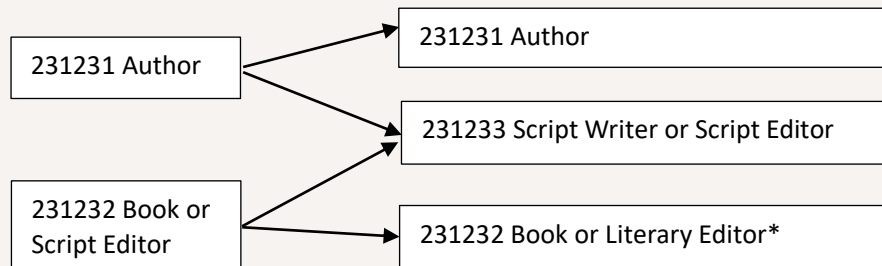
**Proposed OSCA description and details**

**Proposed OSCA details for Script Writer or Script Editor**

**Code and Title:** 231233 Script Writer or Script Editor

**Description:** Researches and develops story concepts and scripts, and evaluates, edits and supervises script material to determine its suitability for film, television, audio and live performance productions.

**Concordance:**



**Specialisations:**

- Dramatist
- Dramaturge
- Playwright
- Script Coordinator
- Script Supervisor
- Script Producer

**Indicative Skill Level: 1**

The Australian Film Television and Radio School states that the two most popular screenwriting courses are a Master of Arts Screen: Screenwriting and a Bachelor of Arts Screen: Production.<sup>63</sup> This should place this occupation in Skill Level 1.

**Main Tasks:<sup>64</sup>**

- Researches subject matter, themes and formats for screen and stage productions
- Conceptualises, writes, adapts and revises scripts for film, television, audio and live performances
- Assesses scripts to determine creative, technical and production suitability
- Edits and restructures script material in consultation with writers, producers and directors
- Supervises script development to ensure consistency with production, editorial and audience requirements.

\* Book or Literary Editor is the suggested occupation for what remains of Book or Script Editor after the Script Editor portion of the occupation has been moved. This is consistent with the EU occupation 2641.1 Book Editor.

<sup>63</sup> Australian Film Television and Radio School, Screenwriting, June 2018: <https://www.aftrs.edu.au/disciplines/screenwriting/>.

<sup>64</sup> Based on consultation with Screen Australia and other stakeholders.

## PERSONAL SERVICES

The key feedback SaCSA has received from stakeholders is that there are many roles related in the Personal Services sector which are becoming increasingly specialised and are not yet captured in the OSCA framework. This makes it difficult to assess the state of the workforce and related needs, including for training and migration. As such, SaCSA is recommending the addition of new roles within the sector to address this issue, supported by evidence including engagement with stakeholders.

### *Crematorium Operator*

#### ***Distinct characteristics***

Stakeholders have indicated that Crematorium Operators are responsible for coordinating the operation of crematoria, including managing facilities and specialised equipment. This role involves handling deceased persons with care and respect and may also include interacting with and supporting bereaved families.

There is currently no occupation within OSCA that directly reflects this role, despite cremation accounting for two thirds of funerals in Australia,<sup>65</sup> with some estimates as high as 75%.<sup>66</sup> While Crematorium Operators are captured under Stationary Plant Operators nec, this classification does not reflect the unique nature of the role. Unlike other plant operator roles, Crematorium Operators require a combination of technical skills, strong communication abilities and sensitivity in working with grieving families.

This occupation can be found in:

- New Zealand – 451313 Crematorium Technician
- South Africa – 516306 Crematorium Operator
- United States – 39-4012 Crematory Operators

#### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Crematorium Operators limits the ability to accurately assess workforce needs within the funeral services sector.

It also restricts access to reliable wage data, making it more difficult to assess remuneration against relevant industrial instruments, such as the Cemetery Award.<sup>67</sup> Recognising this occupation within OSCA would support improved workforce data, provide clearer insights into wage trends, and help ensure remuneration reflects the specialised technical and interpersonal skills required for the role.

#### ***Estimate of workforce size***

Research on funeral preferences in Australia indicates that approximately two thirds of funerals involve cremation. While only 8% of services are held at crematoria, the majority of funerals still rely on cremation services.<sup>68</sup>

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<sup>65</sup> Australian Competition and Consumer Commission, Funeral Services Sector, December 2021: <https://www.accc.gov.au/system/files/Funeral%20services%20sector%20report.pdf>

<sup>66</sup> Bare, Cremations: The Complete Guide to Planning a Cremation, June 2025: <https://bare.com.au/blog/how-does-cremation-work-complete-guide-to-cremations-faq-questions-answered>.

<sup>67</sup> Fair Work Australian Government, Cemetery Award [MA000070], accessed April 2026: <https://www.fairwork.gov.au/employment-conditions/awards/awards-summary/ma000070-summary>.

<sup>68</sup> Australian Funeral Directors Association, Funeral Industry Trends Report, December 2022: [https://funeralsaustralia.org.au/wp-content/uploads/2025/08/AFDA-McCrindle\\_Funeral-Industry-Trends-Report-3\\_Dec2022-compressed-1.pdf](https://funeralsaustralia.org.au/wp-content/uploads/2025/08/AFDA-McCrindle_Funeral-Industry-Trends-Report-3_Dec2022-compressed-1.pdf).

Yellow Pages identified 200 cremation businesses.<sup>69</sup> Using a conservative estimate of 1.5 workers per business focused on crematorium operations, this suggests over 300 workers nationally.

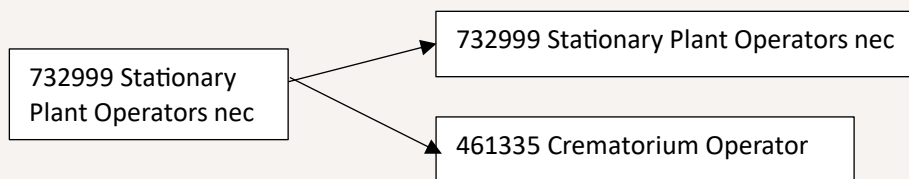
**Proposed OSCA description and details**

**Proposed OSCA details for Crematorium Operator**

**Code and Title:** 461335 Crematorium Operator

**Description:** Operate crematory equipment to reduce human or animal remains to bone fragments in accordance with state and local regulations. Duties may include preparing the body for cremation and performing general maintenance on crematory equipment.

**Concordance:** SaCSA recommends that this occupation be split from Stationary Plant Operators nec.



**Indicative Skill Level:** 4

**Main Tasks:**<sup>70</sup>

- Operates crematory equipment safely and efficiently
- Prepares remains for the cremation process according to established procedures
- Ensures compliance with all regulations regarding cremation
- Maintains accurate records of cremations and related documentation
- Conducts routine maintenance and cleaning of crematory equipment
- Communicates effectively with families regarding the cremation process
- Assists in the identification and handling of remains
- Ensures the secure and respectful handling of ashes after cremation
- Follows safety protocols to maintain a hazard-free environment
- Provides compassionate support to families during their time of loss.

<sup>69</sup> Yellow Pages, Cremate Crematory in Australia, April 2026:

[https://www.yellowpages.com.au/search?search\\_terms=cremate+crematory&geo\\_location\\_terms=Australia](https://www.yellowpages.com.au/search?search_terms=cremate+crematory&geo_location_terms=Australia).

<sup>70</sup> Cremation Association of North America, Crematory Operator Job Description, 2022:

<https://jobs.cremationassociation.org/career/crematory-operator/job-descriptions>.

## **Embalmer**

### ***Distinct characteristics***

Stakeholders have indicated that Embalming is a specialised occupation within the funeral sector focused on the preservation of human remains using chemical processes, such as formaldehyde. This prepares the body for viewing, funeral services or transport.

This role requires a higher level of technical skill and specialised training than the broader OSCA classification of Funeral Worker. It involves both scientific knowledge and adherence to strict health, safety and regulatory standards.

This occupation can be found in:

- European Union – 5163.2 Embalmer
- New Zealand – 451312 Embalmer
- South Africa – 516303 Embalmer
- United States – 39-4011 Embalmers

### ***Impact on industry, training and research***

In terms of regulations, embalming is legally required in certain circumstances, including when a body is repatriated internationally<sup>71</sup> or placed in an above-ground mausoleum.<sup>72</sup>

The absence of a dedicated OSCA code for Embalmers limits the ability to accurately assess workforce capacity for these regulated activities. Recognising this occupation within OSCA would support more effective workforce planning and ensure that sufficient skilled workers are available to meet legal and industry requirements.

Given the time-sensitive nature of embalming services, maintaining a domestic workforce is critical. Reliance on overseas practitioners is not practical in many cases due to logistical constraints.

### ***Estimate of workforce size***

Embalmers represent an essential workforce with ongoing demand in the funeral sector. An environmental scan conducted in 2010 identified 173 registered embalmers in Australia.<sup>73</sup> Stakeholders have indicated that this number may have declined since that time, although there are many more unregistered Embalmers who may be in operation.<sup>74</sup>

SaCSA recommends that consideration be given to recognising this occupation within OSCA given its essential role in the funeral sector. A declining workforce may otherwise require reliance on skilled migration to meet demand.

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<sup>71</sup> NSW Health, Agreed Procedure to Issue a Transit Certificate for Transportation of a Body Overseas, November 2006: <https://www.health.nsw.gov.au/environment/dotd/Documents/transit-body-overseas.pdf>.

<sup>72</sup> Australian Museum, Body disposal - legal procedures, October 2020: <https://australian.museum/about/history/exhibitions/death-the-last-taboo/body-disposal-legal-procedures/>.

<sup>73</sup> The West Australian, Has embalming become a dying profession?, March 2010: <https://thewest.com.au/news/health/has-embalming-become-a-dying-profession-ng-ya-218045>.

<sup>74</sup> Canberra Times, Australia's funeral industry is crying out for change, April 2023: <https://www.canberratimes.com.au/story/8151908/australias-funeral-industry-is-crying-out-for-change/>.

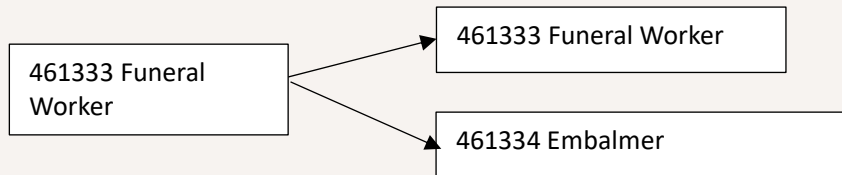
**Proposed OSCA description and details**

**Proposed OSCA details for Embalmer**

**Code and Title:** 461334 Embalmer

**Description:** Prepares a dead human body by embalming or use of other care procedures for funeral services, burials and cremations.

**Concordance:** SaCSA recommends that this occupation be split from Funeral Worker.



**Indicative Skill Level: 3**

The qualification for this occupation of Certificate IV in Embalming places this occupation in Skill Level 3.<sup>75</sup>

**Main Tasks:<sup>76</sup>**

- Confirming the identity of the deceased
- Determining the embalming requirements for the remains
- Communicating with the family about their wishes for the deceased
- Washing and disinfecting the body
- Draining the body of fluids and replacing these with embalming chemicals
- Working with specialised tools and instruments to restore the appearance of the body
- Applying reconstructive techniques to the face, hands or other parts of the deceased's body
- Applying makeup or styling hair to prepare the body for viewing
- Conforming to health and sanitation and ensuring that legal requirements concerning embalming are met
- Adhering to confidentiality protocols
- Cleaning and disinfecting the work area and tools and equipment such as the embalming machine, cosmetic applicators and bed or trolley
- Keeping records of procedures carried out
- Dressing the deceased in clothing chosen by the family
- Placing the body of the deceased in its casket or coffin.

<sup>75</sup> Training.gov.au, SIF40213 Certificate IV in Embalming, August 2025: <https://training.gov.au/training/details/SIF40213/qualdetails>.

<sup>76</sup> Indeed, What does an embalmer do? (Duties and responsibilities), November 2025: <https://uk.indeed.com/career-advice/finding-a-job/what-does-embalmer-do>.

**Hair Removal Technician**

**Distinct characteristics**

Stakeholders have indicated that Hair Removal Technicians are specialised roles within beauty salons focused solely on hair removal services, such as waxing and the application of depilatory creams. This role is distinct from practitioners delivering advanced hair removal treatments such as IPL (intense pulsed light) and electrolysis, which typically require additional technical training.

Unlike broader occupations such as Beauty Technician or Beautician, this role is limited to hair removal treatments and requires specific technical skills and hygiene practices associated with these services.

This occupation can be found in:

- European Union – 5142.3 Hair Removal Technician
- South Africa – 514203 Hair Removal Technician

**Impact on industry, training and research**

The absence of a dedicated OSCA code for Hair Removal Technicians limits the ability to accurately assess workforce needs within the beauty sector.

It also restricts access to reliable wage data, making it more difficult for employers to benchmark remuneration and set competitive salary levels. Recognising this occupation within OSCA would support improved workforce data, enable more targeted training pathways, and provide clearer insights into wage trends aligned with the specialised nature of the role.

**Estimate of workforce size**

Yellow Pages identified approximately 570 waxing businesses across Australia.<sup>77</sup> Assuming at least one Hair Removal Technician per business, this suggests a workforce exceeding 300 workers nationally

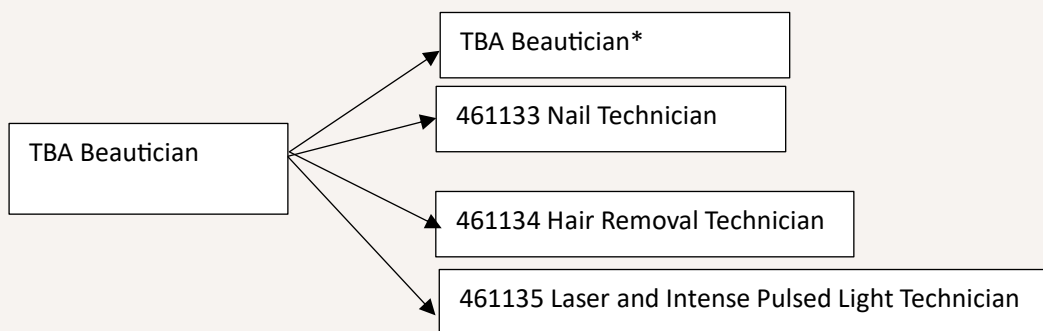
**Proposed OSCA description and details**

**Proposed OSCA details for Hair Removal Technician**

**Code and Title:** 461134 Hair Removal Technician

**Description:** Provides cosmetic services to clients by removing unwanted hair on various body parts. Techniques include temporary hair removal, such as epilation and depilation techniques.

**Concordance:** SaCSA recommends that this occupation be split from Beautician.



<sup>77</sup> Yellow Pages, Manicurist in Australia, March 2026: [https://www.yellowpages.com.au/search?search\\_terms=manicurist&geo\\_location\\_terms=Australia](https://www.yellowpages.com.au/search?search_terms=manicurist&geo_location_terms=Australia).

**Specialisations:**

- Waxing Technician
- Epilation Technician
- Depilation Technician

**Indicative Skill Level: 3**

Similar to Beautician, the qualification of the Certificate IV in Beauty Therapy places this occupation in Skill Level 3.

**Main Tasks:<sup>78</sup>**

- Conducting consultations with clients to discuss their waxing needs and preferences
- Waxing body parts, including the face, back, legs and arms
- Performing different hair removal techniques, including sugaring, tweezing, threading and applying depilatories
- Educating clients about waxing preparation and procedures
- Addressing clients' needs by using numbing creams or relaxation techniques
- Providing additional skincare and beauty services as needed
- Following relevant health and safety regulations
- Maintaining clean and sanitary work environments and tools
- Advising clients about proper after-care practices following appointments.

\*Beautician in this case would be limited to such activities as eyelashes, eyebrows and spray tanning.

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<sup>78</sup> Indeed, How To Become a Wax Technician, March 2026: <https://www.indeed.com/career-advice/finding-a-job/how-to-become-wax-technician>.

## *Laser and Intense Pulsed Light Technician*

### ***Distinct characteristics***

Stakeholders have indicated that Laser and Intense Pulsed Light Technicians are specialised roles within salons focused on hair removal using laser and pulsed light technologies. This excludes electrolysis, which removes hair by heat or chemical energy via a needle probe.

Unlike broader occupations such as Beauty Technician or Beautician, this role requires specific technical expertise in the safe use of laser and light-based equipment.

This occupation can be found in:

- South Africa – 514209 Aesthetic Laser Therapist

### ***Impact on industry, training and research***

Laser and pulsed light treatments are subject to specific regulatory requirements in some states and territories, including licensing or certification to operate laser or radiation-based equipment. This distinguishes the role from other occupations within the beauty sector.<sup>79</sup>

The absence of a dedicated OSCA code for Laser and Intense Pulsed Light Technicians limits the ability to accurately assess workforce needs and training requirements for this specialised occupation.

In terms of wages, these technicians are likely to command higher remuneration than other beauty roles at a similar level, reflecting the additional skills, training and regulatory requirements. However, the lack of a dedicated OSCA classification restricts access to reliable wage data, making it more difficult for employers to benchmark salaries and offer competitive remuneration.

Recognising this occupation within OSCA would support improved workforce data, enable more targeted training pathways, and provide clearer insights into wage trends aligned with the expertise and responsibilities required.

### ***Estimate of workforce size***

Yellow Pages identified approximately 600 laser clinics across Australia.<sup>80</sup> Assuming at least one Laser and Intense Pulsed Light Technician per business, this exceeds 300 workers nationally.

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<sup>79</sup> Queensland Health, Cosmetic Laser Use Licence—commercial cosmetic laser practice, March 2026: <https://www.health.qld.gov.au/system-governance/licences/radiation-licensing/apply/licences/cosmetic/use>.

<sup>80</sup> Yellow Pages, Laser Clinic in Australia, March 2026: [https://www.yellowpages.com.au/search?search\\_terms=laser+clinic&geo\\_location\\_terms=australia](https://www.yellowpages.com.au/search?search_terms=laser+clinic&geo_location_terms=australia).

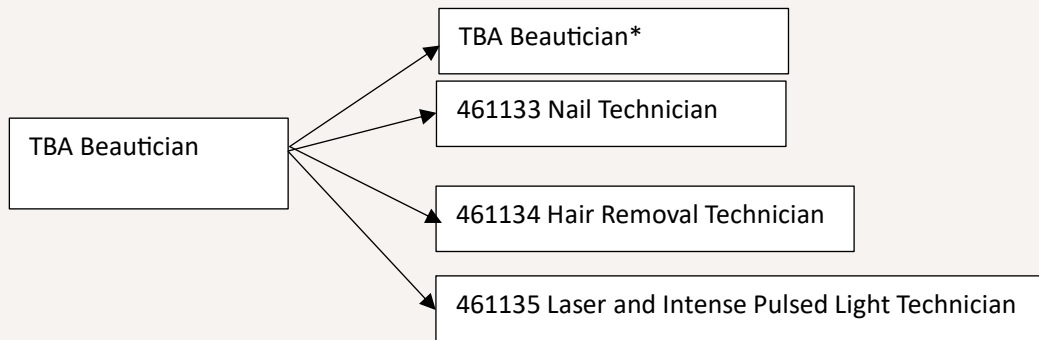
**Proposed OSCA description and details**

**Proposed OSCA details for Laser and Intense Pulsed Light Technician**

**Code and Title:** 461135 Laser and Intense Pulsed Light Technician

**Description:** Provides treatments using laser and light therapies to improve the condition of the skin.

**Concordance:** SaCSA recommends that this occupation be split from Beautician.



**Indicative Skill Level: 2**

The qualification of the Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction places this occupation in Skill Level 2.<sup>81</sup>

**Main Tasks:**<sup>82</sup>

- Conducting laser hair reduction
- Liaising with skincare specialists
- Performing supervised procedures
- Assisting health specialists
- Implementing client treatment plans
- Communicating with clients
- Documenting client records and medication procedures
- Complying with laser safety regulation.

\*Beautician in this case would be limited to such activities as eyelashes, eyebrows and spray tanning.

**Nail Technician**

**Distinct characteristics**

Stakeholders have indicated that Nail Technicians are specialised roles within beauty salons focused exclusively on the care and treatment of fingernails and toenails.

Their tasks include cleaning, cutting and shaping nails, removing cuticles, providing footbaths and exfoliation treatments, applying polish, and attaching artificial nails and decorative elements.

Unlike broader occupations such as Beauty Technician or Beautician, this role is dedicated solely to nail services and requires specific technical skills.

<sup>81</sup> Training.gov.au, SHB60125 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction, August 2025: <https://training.gov.au/training/details/SHB60125/qualdetails>.

<sup>82</sup> Indeed, How to Become a Laser Technician (With Skills and Salary), November 2025: <https://au.indeed.com/career-advice/finding-a-job/how-to-become-laser-technician>. Stakeholders have advised that activities such as skin rejuvenation require a Dermal qualification and are performed by a Dermal Therapist in Australia.

This occupation can be found in:

- European Union – 5142.6 Manicurist
- New Zealand – 451112 Nail Technician
- South Africa – 514204 Nail Technician
- United Kingdom – 6222/03 Nail Technicians
- United States – 39-5092 Manicurists and Pedicurists

### ***Impact on industry, training and research***

Nail Technicians typically complete a Certificate III in Nail Technology. The absence of a dedicated OSCA occupation limits the ability to map this qualification clearly, creating ambiguity in career pathways for learners.

In some jurisdictions such as New South Wales, Nail Technicians are also subject to specific regulatory requirements, further distinguishing the role within the beauty sector.<sup>83</sup>

In terms of wages, Nail Technicians may receive lower remuneration than other beauty roles. However, the lack of a dedicated OSCA code restricts access to reliable wage data, making it difficult to benchmark salaries and ensure appropriate compensation.

Recognising this occupation within OSCA would support clearer career pathways, improved workforce data and more accurate wage benchmarking, ensuring remuneration reflects the skills and responsibilities of the role.

### ***Estimate of workforce size***

According to IBISWorld, there are approximately 6,600 nail and waxing salons with 15,000 employed, at around 2.5 workers per business.<sup>84</sup> This estimate also includes waxing, but the likelihood that 300 or more of these businesses are nail salons is very high.

Yellow Pages identified approximately 227 manicurist businesses.<sup>85</sup> Using the 2.5 workers per business figure calculated above, this suggests approximately 567 workers.

### ***Proposed OSCA description and details***

#### ***Proposed OSCA details for Nail Technician***

**Code and Title:** 461133 Nail Technician

**Alternative Title:** Manicurist

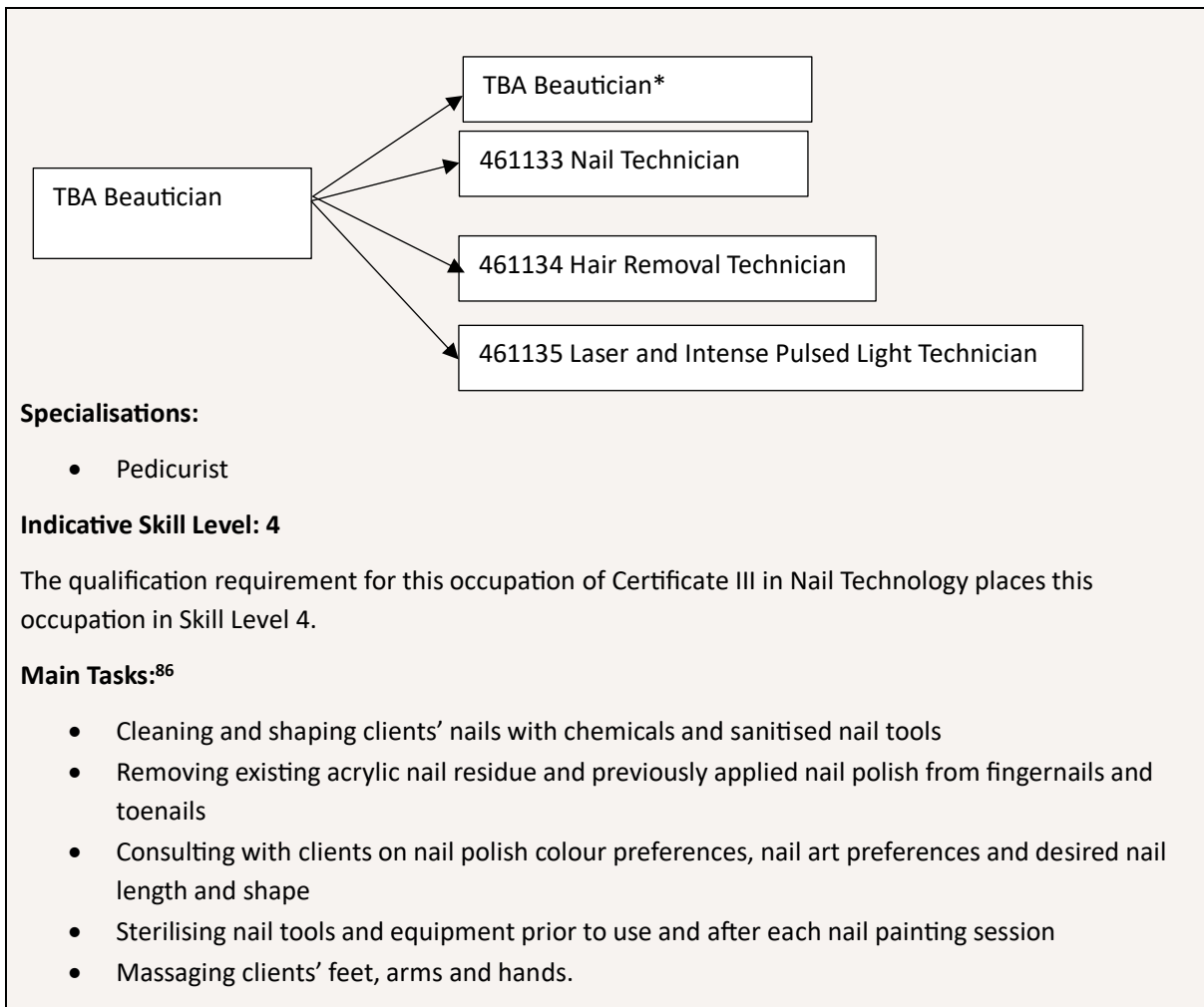
**Description:** Provides cleaning, shaping, polishing and decorating services to client’s fingernails and toenails.

**Concordance:** SaCSA recommends that this occupation be split from Beautician.

<sup>83</sup> NSW Health, Nail treatment businesses, November 2025: <https://www.health.nsw.gov.au/environment/factsheets/Factsheets/nail-treatment.pdf>.

<sup>84</sup> IBISWorld, Personal Waxing and Nail Salons in Australia - Employment (2008–2032), November 2025: <https://www.ibisworld.com/australia/employment/personal-waxing-and-nail-salons/5126/>.

<sup>85</sup> Yellow Pages, Manicurist in Australia, March 2026: [https://www.yellowpages.com.au/search?search\\_terms=manicurist&geo\\_location\\_terms=Australia](https://www.yellowpages.com.au/search?search_terms=manicurist&geo_location_terms=Australia).



\*Beautician in this case would be limited to such activities as eyelashes, eyebrows and spray tanning.

<sup>86</sup> Indeed, Nail Technician Job Description: Top Duties and Qualifications, March 2026: <https://www.indeed.com/hire/job-description/nail-technician-job-description>.

## Spa Therapist

### **Distinct characteristics**

Stakeholders have indicated that Spa Therapists are specialised roles focused on delivering services within a spa environment. These services include body scrubs, massage treatments and therapeutic bathing.

Unlike broader occupations such as Beauty Technician or Beautician, Spa Therapists focus on holistic and wellness-based treatments delivered in a dedicated spa setting, requiring specific technical skills and client care approaches.

This occupation can be found in:

- South Africa – 514208 Spa Therapist

### **Impact on industry, training and research**

The absence of a dedicated OSCA code for Spa Therapists limits the ability to accurately assess workforce needs and identify skill shortages within the beauty and wellness sector.

This lack of recognition also restricts the ability to address workforce shortages through mechanisms such as skilled migration, particularly in regional areas where demand for spa services may be growing.

Recognising this occupation within OSCA would support improved workforce data, enable more targeted training pathways, and strengthen workforce planning across the sector.

### **Estimate of workforce size**

Yellow Pages identified approximately 550 day spa businesses.<sup>87</sup> Assuming at least one Spa Therapist per business, this suggests approximately 550 workers.

SEEK indicates there are almost 400 vacancies listed under Spa Therapist across Australia.<sup>88</sup>

### **Proposed OSCA description and details**

#### **Proposed OSCA details for Spa Therapist**

**Code and Title:** 461136 Spa Therapist

**Description:** Performs massages, beauty treatments, and wellness therapies to clients in a spa setting.

**Concordance:** SaCSA recommends that this occupation be partially split from both Beautician and Beauty Therapist.

**Indicative Skill Level: 2**

Similar to a Beauty Therapist, a Spa Therapist would undertake a Diploma of Beauty Therapy, aligning this occupation with Skill Level 2.

**Main Tasks:**<sup>89</sup>

- Administering therapies, such as massages and facials
- Consulting with clients on preferences and identifies any medical concerns or allergies

<sup>87</sup> Yellow Pages, Day Spa in Australia, accessed April 2026:

[https://www.yellowpages.com.au/search?search\\_terms=day+spas&geo\\_location\\_terms=australia](https://www.yellowpages.com.au/search?search_terms=day+spas&geo_location_terms=australia).

<sup>88</sup> SEEK, Spa Therapist, accessed April 2026: <https://www.seek.com.au/spa-therapist-jobs>.

<sup>89</sup> Indeed, Spa Therapist Job Description: Top Duties and Qualifications, March 2026: <https://www.indeed.com/hire/job-description/spa-therapist>.

- Explaining the steps of therapies and answering questions before, during and after service
- Notating client records with services performed and reminders for future services
- Cleaning equipment and changing sheets before each appointment
- Updating inventory when removing supplies from storage
- Handling client complaints and reporting injuries or illnesses to management
- Recommending additional products and services to the client.

## **Tattoo Artist**

### ***Distinct characteristics***

Stakeholders have indicated that Tattoo Artists are a specialised occupation distinct from related services such as body piercing. While both services may be offered within the same establishment, they are typically performed by different practitioners with separate skill sets.

Tattooing involves the application of permanent designs to the skin using specialised equipment and requires a high level of technical skill, hygiene practices and artistic ability.

In some jurisdictions, tattooing is subject to specific regulatory requirements. For example, in New South Wales, tattooists must hold a licence under the Tattoo Industry Act 2012 (NSW). In contrast, body piercing is generally regulated under broader skin penetration public health frameworks rather than a dedicated licensing regime.<sup>90</sup>

This occupation can be found in:<sup>91</sup>

- United Kingdom – 3411/08 Tattoo and Henna Artists

### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Tattoo Artists limits the ability to accurately assess workforce needs and training requirements within this specialised field.

Given the regulatory requirements and health risks associated with tattooing, the industry requires practitioners who are appropriately trained and compliant with relevant standards. Recognising this occupation within OSCA would support more effective workforce planning and enable the development of targeted training pathways.

Formal recognition would also support more consistent standards across the industry, helping to ensure Tattoo Artists are equipped with the technical, artistic and regulatory knowledge required for safe and professional practice.

### ***Estimate of workforce size***

Yellow Pages indicates there are over 600 tattoo parlours across Australia.<sup>92</sup> Assuming that since they offer the service there must be at least one Tattoo Artist at each establishment, that suggests over 600 Tattoo Artists.

<sup>90</sup> NSW Government, Tattoo Industry Act 2012 No 32, September 2025: <https://legislation.nsw.gov.au/view/html/inforce/current/act-2012-032>.

<sup>91</sup> New Zealand also has an occupation called Tattoo Artist but when the definition is examined it also includes body piercing, functionally making it similar to the existing OSCA occupation Body Artist.

<sup>92</sup> Yellow pages, Tattoo, accessed April 2026:

[https://www.yellowpages.com.au/search?search\\_terms=tattoo&geo\\_location\\_terms=Australia](https://www.yellowpages.com.au/search?search_terms=tattoo&geo_location_terms=Australia).

**Proposed OSCA description and details**

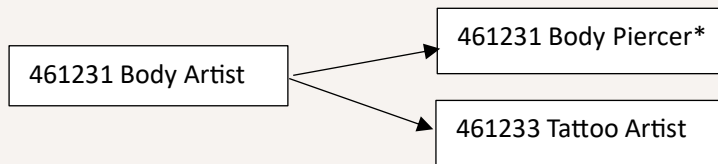
**Proposed OSCA details for Tattoo Artist**

**Code and Title:** 461233 Tattoo Artist

**Description:** Creates permanent images or words into clients' skin by injecting ink and other pigments underneath the skin with a sanitised needle.

**Alternative Title:** Tattooist

**Concordance:** SaCSA recommends that this occupation be split from Body Artist.



**Specialisation:** Henna Artist

**Indicative Skill Level:** 4

**Main Tasks:**<sup>93</sup>

- Consulting with clients to create designs and establish pricing
- Sketching tattoo designs for approval
- Preparing the skin by cleaning and shaving the area
- Applying a stencil where the tattoo will go
- Using tattoo needles and ink to create the design on the skin
- Maintaining a clean and sterile workspace and equipment
- Protecting new tattoos and educating clients on tattoo care
- Covering old tattoos with new designs.

\* Body Piercer is the suggested occupation for what remains of Body Artist after the Tattoo Artist portion of the occupation has been moved. This is consistent with the UK occupation 6222/01 Body Piercers.

<sup>93</sup> Indeed, Tattoo Artist Job Description: Top Duties and Qualifications, January 2026: <https://www.indeed.com/hire/job-description/tattoo-artist>.

## RETAIL

Stakeholders have indicated that while the proposed OSCA 2027 update includes significant improvements in the classification of E-Commerce roles, at least one key occupation remains unrepresented.

In parallel, the fast food (quick service restaurant) sector has experienced sustained growth in recent years. Despite this, there are limited specialised occupations recognised within OSCA beyond Fast Food Cook. This constrains the ability to accurately assess workforce size, skill needs and training requirements within the sector, including considerations related to migration

As such, SaCSA is recommending the addition of two new roles within the sector to address these issues, supported by evidence including engagement with stakeholders.

### *E-Commerce Sales Assistant*

#### ***Distinct characteristics***

Stakeholders have indicated that while the proposed OSCA 2027 update includes three new e-commerce occupations, an additional role that remains unrepresented: E-Commerce Sales Assistant.

This role focuses on processing and fulfilling online orders and undertaking associated administrative tasks. It differs from other e-commerce roles, which are more focused on management, data analysis and website maintenance.

It is also distinct from the existing Sales Assistant occupation, as it involves minimal direct customer interaction and is primarily focused on back-end online retail operations.

#### ***Impact on industry, training and research***

As the most entry-level role within the e-commerce workforce, the absence of an E-Commerce Sales Assistant occupation may lead to gaps in representing career pathways within this growing sector.

This limits the ability to accurately analyse workforce composition and progression, and may hinder workforce planning, training development and pathway design for emerging e-commerce roles.

#### ***Estimate of workforce size***

SEEK indicates that there are over 1,000 vacancies for E-Commerce Sales Assistants nationally.<sup>94</sup>

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<sup>94</sup> SEEK, E-Commerce Sales Assistant, accessed April 2026: <https://www.seek.com.au/e-commerce-sales-assistant-jobs/in-All-Australia>.

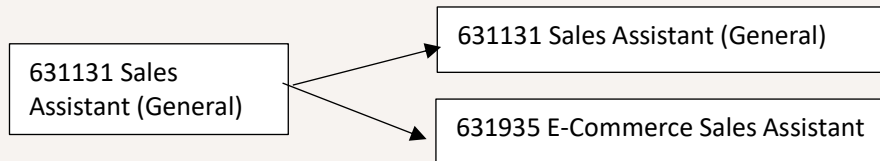
**Proposed OSCA description and details**

**Proposed OSCA details for E-Commerce Sales Assistant**

**Code and Title:** 631935 E-Commerce Sales Assistant

**Description:** Examines online products, orders, and content to support sales and enhance user experience of an e-commerce business.

**Concordance:** SaCSA recommends that this occupation be split from Sales Assistant (General).



**Indicative Skill Level:** 5

**Main Tasks:**<sup>95</sup>

- Responding to inquiries, resolving issues, and answering questions about products or services
- Processing online orders promptly and ensuring that customers receive their purchases on time
- Keeping track of inventory levels, restocking products, and ensuring they are available for purchase
- Creating accurate and appealing product listings to highlight product features and benefits and attract customers
- Ensuring that the e-commerce website is up-to-date, easy to navigate, and functional
- Coordinating with shipping partners to ensure destinations are correct and deliveries are on time
- Managing returns and exchanges in a timely and customer-friendly manner
- Ensuring payment transactions are accurate and secure
- Working with other members of the e-commerce team to ensure the store performs efficiently
- Helping customers resolve technical issues they may encounter when using the e-commerce website or app
- Developing promotional campaigns to encourage customers to make purchases and increase sales
- Managing social media accounts to promote the store, engage with customers, and respond to inquiries
- Writing product descriptions that are informative, accurate, and engaging to help customers make informed purchase decisions
- Responding to customer feedback and reviews, both positive and negative, to maintain a good relationship with clients
- Organising the checkout process to make it as easy and user-friendly as possible for customers
- Collaborating with vendors and suppliers to ensure that clients receive their orders on time and that their purchases meet the required quality standards.

<sup>95</sup> Indeed, What Is an E-Commerce Store Associate? (With Skills), February 2026: <https://ca.indeed.com/career-advice/finding-a-job/what-is-ecommerce-store-associate>.

## **Quick Service Restaurant Manager**

### ***Distinct characteristics***

Stakeholders have indicated that a Quick Service Restaurant Manager is responsible for overseeing the operations of a fast food or quick service restaurant.

Quick service restaurants differ from full-service restaurants in their focus on speed of service, standardised menus and streamlined customer interactions. As a result, Quick Service Restaurant Managers typically have less autonomy in areas such as menu design and stock selection, and instead focus on operational efficiency, staff supervision and service delivery within established systems.

This occupation can be found in:

- European Union – 5246.2 Quick Service Restaurant Team Leader
- United Kingdom – 1222/03 Takeaway Managers and Proprietors and 1222/04 Sandwich Shop Managers and Proprietors

### ***Impact on industry, training and research***

Stakeholders have indicated that the fast food workforce is often considered part of, or adjacent to, the Retail sector. For example, the Shop, Distributive and Allied Employees Association (SDA) reports on workforce issues across both retail and fast food.<sup>96</sup>

Fast food and full-service restaurants are also covered by different industrial awards, resulting in distinct wages and working conditions. Without a dedicated OSCA classification, it is difficult to accurately analyse workforce data and benchmark wages against the relevant award for Quick Service Restaurant Managers.<sup>97</sup>

Recognising this occupation within OSCA would support more accurate workforce analysis, including training needs, employment trends and remuneration.

### ***Estimate of workforce size***

The 2023 Fast Food and Quick Service Restaurant Annual Network Report identified more than 7,000 fast food and quick service restaurant locations across Australia. Assuming one manager per location, this suggests a workforce of over 7,000 Quick Service Restaurant Managers.<sup>98</sup>

SEEK indicates that there are approximately 850 vacancies for Fast Food Managers (an alternative title for Quick Service Restaurant Managers) nationally.<sup>99</sup>

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<sup>96</sup> SDA, SDA Member Research Customer Abuse and Violence, December 2025: <https://www.sda.au/wp-content/uploads/2026/01/2025-12-24-SDA-Research-2025-NODAS-Final-Report.pdf>.

<sup>97</sup> Australian Government Fair Work, Fast Food Award [MA000003], accessed April 2026: <https://www.fairwork.gov.au/employment-conditions/awards/awards-summary/ma000003-summary>.

<sup>98</sup> GapMaps, Fast Food and QSR Annual Network Report, 2023: <https://www.gapmaps.com/wp-content/uploads/2024/03/Australia-Annual-Fast-Food-QSR-Report-2023.pdf>.

<sup>99</sup> SEEK, Fast Food Manager, searched April 2026: <https://www.seek.com.au/fast-food-manager-jobs/in-All-Australia>.

**Proposed OSCA description and details**

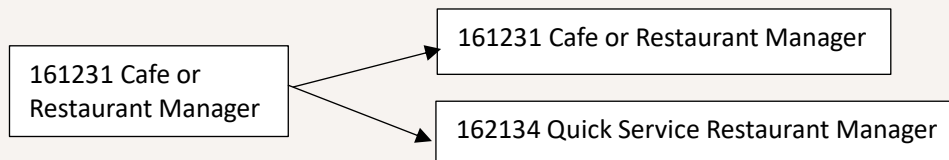
**Proposed OSCA details for Quick Service Restaurant Manager**

**Code and Title:** 162134 Quick Service Restaurant Manager

**Description:** Organises and controls the operations of a fast food or quick service restaurant.

**Alternative Title:** Fast Food Manager

**Concordance:** SaCSA recommends that this occupation be split from Café or Restaurant Manager.



**Indicative Skill Level: 2**

Given its similarity in level to Café or Restaurant Manager, SaCSA believes this occupation should be Skill Level 2.

**Main Tasks:<sup>100</sup>**

- Organises stock and equipment, order supplies and oversee building maintenance, cleanliness and security
- Plans and work to budgets, maximise profits and achieve sales targets set by head office
- Monitors and controls takings in the restaurant and administer payrolls
- Recruits new staff, and trains and develop existing staff
- Coordinates staff scheduling and rotas, and motivates and encourages staff to achieve targets, including maximising sales
- Ensures standards of hygiene are maintained and that the restaurant complies with health and safety regulations
- Ensures high standards of customer service are maintained
- Implements and instils in your team company policies, procedures and ethics
- Handles customer complaints and queries
- Carries out marketing activities in line with company policy, including implementing branded promotional campaigns from head office
- Prepares reports and other performance analysis documentation
- Reports to, and attends regular meetings with area managers or head office representatives
- Establishes relationships with the local community and undertakes activities that comply with the company's corporate social responsibility programs.

<sup>100</sup> Prospects UK, Fast food restaurant manager, 2026: <https://www.prospects.ac.uk/job-profiles/fast-food-restaurant-manager/>.

## HOSPITALITY

The key feedback SaCSA has received from stakeholders is that while many roles were added when OSCA was created in 2024, there are still some roles in this sector which are not yet captured in the OSCA framework. This makes it difficult to assess the state of the workforce and related needs, including for training and migration. As such, SaCSA is recommending the addition of new roles within the sector to address this issue, supported by evidence including engagement with stakeholders.

### *Cocktail Bar Attendant*

#### ***Distinct characteristics***

Stakeholders from the industry have indicated that the role of Cocktail Bar Attendants involves preparing, mixing, and serving a wide variety of alcoholic and non-alcoholic drinks in high-class or upscale bars.

Unlike general Bar Attendants, who may serve basic drinks, Cocktail Bar Attendants require advanced skills in mixology, the creation of bespoke cocktails, menu setting and the use of specialised ingredients to deliver a refined customer experience in a sophisticated setting.

This occupation can be found in:

- European Union – 5132.1.2 Cocktail Bartender

#### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Cocktail Bar Attendants makes it difficult to accurately assess and address workforce needs in upscale hospitality environments. The higher skill requirements for this role mean that the general Bar Attendant occupation does not fully capture the expertise needed.

Recognising Cocktail Bar Attendants as a distinct occupation within OSCA would enable more effective workforce planning, targeted training, and skilled migration efforts.

As the demand for high-end cocktail experiences continues to grow, particularly in metropolitan areas and luxury hotels, the need for skilled Cocktail Bar Attendants has become more pronounced.

The sophisticated techniques and creativity required for this role go beyond the basic skill set of a general Bar Attendant, making it crucial for the industry to have access to specialised training programs. However, without a distinct classification, formal training opportunities are limited, often resulting in on-the-job training that may vary in quality and consistency.

Wages for Cocktail Bar Attendants typically exceed those of general Bar Attendants due to the higher expertise required. However, the absence of a specific OSCA code makes accurate wage data difficult to obtain, leading to potential disparities. Recognising Cocktail Bar Attendants as a distinct occupation in OSCA would help align wages with their skills and experience, helping in talent retention and recruitment.

#### ***Estimate of workforce size***

A survey undertaken in 2024 by industry including Accommodation Australia targeted major employers to estimate the scale of the occupation. It showed that 13 employers responded having the Cocktail Bar Attendant role, collectively reporting 364 Cocktail Bar Attendants. As the survey did not cover the entire Hospitality sector, the actual number of workers in this occupation is likely higher.

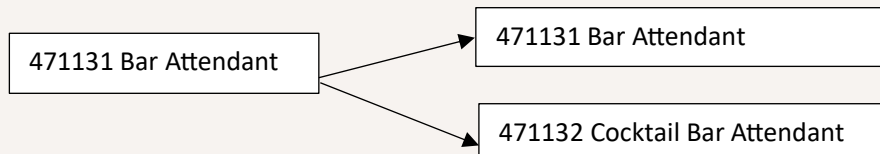
**Proposed OSCA description and details**

**Proposed OSCA details for Cocktail Bar Attendant**

**Code and Title:** 471132 Cocktail Bar Attendant

**Description:** Creates, mixes, presents and serves alcoholic and non-alcoholic mixed drinks according to a specialised cocktail menu.

**Concordance:**



**Specialisation:**

- Mixologist

**Indicative Skill Level: 3**

The top course available for Mixologist (a specialisation of Cocktail Bar Attendant) is the Certificate IV in Hospitality,<sup>101</sup> which should place this occupation in Skill Level 3.

**Main Tasks:<sup>102</sup>**

- Administers purchasing and receiving procedures
- Analyses alcoholic beverage business
- Analyses service quality and customer satisfaction
- Contributes to innovation process within own scope of work in the business unit
- Implements loss/risk prevention
- Manages compliance with food and beverage hygiene policies and procedures
- Manages cost and quality controls
- Manages crisis situations
- Manages customer service
- Manages food and beverage operations
- Conducts site/outlet and equipment maintenance
- Prepares and serve cocktails and mocktails
- Prepares molecular mixology beverages
- Understands and analyse spirits
- Understands and masters cocktail components
- Monitor stock and fruit levels
- Prepares the bar, glassware, garnishes, mixers, special items and cool room for service
- Monitors all beverage inventory levels, stock holding value and reports any out of stock items
- Trains Food and Beverage Attendants in the mixing of cocktails.

<sup>101</sup> Training.gov.au, Mixologist or Bartending Courses, April 2023: <https://www.training.com.au/ed/how-to-become-bartender-melbourne/>.

<sup>102</sup> Based on My Future Skills Singapore, Head Bartender (Mixologist), August 2024:

[https://www.myskillsfuture.gov.sg/content/student/en/preu/world-of-work/occupation/occupation-detail.Head%20Bartender%20\(Mixologist\)-](https://www.myskillsfuture.gov.sg/content/student/en/preu/world-of-work/occupation/occupation-detail.Head%20Bartender%20(Mixologist)-)

<87631.html#:~:text=He%2FShe%20ensures%20the%20smooth,Administer%20purchasing%20and%20receiving%20procedures.>

## Concierge

### ***Distinct characteristics***

Stakeholders have indicated that the role of Concierges involves providing personalised services to guests in hotels, apartments, or office buildings, assisting with various tasks such as arranging transportation, making reservations, and providing information on local attractions. Unlike general receptionists or guest service staff, who handle routine administrative tasks, Concierges require a deep knowledge of local services, events, and amenities, as well as the ability to manage special requests and deliver high-quality customer service in a fast-paced environment.

This occupation can be found in:

- European Union – 4229.2 Hotel Concierge
- United States – 39-6012 Concierges.

### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Concierges makes it challenging to accurately assess and address workforce needs in the hospitality and tourism sectors. As the role requires a unique blend of administrative skills, local knowledge, and customer service expertise, recognising Concierges within OSCA would support targeted recruitment, training, and workforce planning efforts. This is particularly important as the demand for personalised guest services continues to grow, especially in luxury and high-end accommodation settings.

Training programs tailored to the needs of Concierges would focus on developing a deep understanding of local culture, services, and events, as well as honing customer service skills to manage diverse and complex requests from guests. By formalising training pathways for Concierges, the industry could ensure a consistent level of expertise and service quality, which is critical for maintaining guest satisfaction and loyalty in competitive hospitality markets.

In terms of wages, Concierges typically earn more than general receptionists due to the specialised nature of their work and the higher level of expertise required. However, the lack of specific data related to this role makes it challenging to establish industry-wide wage standards. A dedicated OSCA code would provide clearer insights into wage trends, helping employers offer competitive compensation packages that reflect the value and complexity of the Concierge role. This would also aid in attracting and retaining skilled workers, particularly in regions with high demand for luxury and personalised guest services.

### ***Estimate of workforce size***

A survey undertaken in 2024 by industry including Accommodation Australia targeting employers to estimate the scale of the occupation showed 13 employers who reported having 438 Concierges among their staff. As the survey did not cover the entire Hospitality sector, the actual number of workers in this role is likely higher.

The Accommodation industry has also grown since the previous Census was taken in 2021. Labour Force Survey data shows that the Accommodation ANZSIC industry group has grown by approximately 16.8% from August 2021 to February 2026.<sup>103</sup>

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<sup>103</sup> Australian Bureau of Statistics, Labour Force Survey Detailed, February 2026: <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>. Table EQ06, four quarter average.

**Proposed OSCA description and details**

**Proposed OSCA details for Concierge**

**Code and Title:** 471933 Concierge

**Alternative Title:** Front Desk Agent or Guest Service Agent

**Description:** Assist patrons at hotel, apartment, or office building with personal requests. May take messages; arrange or give advice on transportation, business services, entertainment; or monitor guest requests for housekeeping and maintenance.

**Concordance:** Given the similarities among these occupations, SaCSA recommends partial mapping from the following for the creation of Concierge:

- Hotel Service Manager (Chief Concierge specialisation)
- Hotel or Motel Receptionist
- Hospitality Workers nec (Concierge (Hospitality) specialisation).

**Specialisation:** Executive Lounge Attendant

**Indicative Skill Level:** 3

SEEK recommends a Certificate III or IV in Hospitality and some experience is required to be a Concierge, which should put this occupation into Skill Level 3.<sup>104</sup>

**Main Tasks:**<sup>105</sup>

- Greets guests/customers
- Manages guest/customer complaints
- Performs basic administrative/secretarial/reception duties
- Provides information and recommendations on local features, attractions, shopping, restaurants, dining, entertainment, nightlife, and recreation
- Arranges tours and activities
- Purchases tickets for events, shows, concerts and excursions
- Provides or arranging for general business services for guests
- Manages customer/guest requests for housekeeping and/or maintenance
- Assists guests with travel arrangements such as recommending and making dinner reservations or changing flights
- Runs errands like picking up and delivering items, mail, luggage and messages
- Provides directions and arranging transportation such as booking taxis, arranging car hire or helping guests with public transport systems
- Assists with specialised shopping tours or helping customers to find specific brands or items
- Makes arrangements for special occasions
- Provides advice and assistance for medical, dental and veterinary services.

<sup>104</sup> SEEK, Concierge, accessed 6 August 2024: <https://www.seek.com.au/career-advice/role/concierge>.

<sup>105</sup> SEEK, Concierge, accessed 6 August 2024: <https://www.seek.com.au/career-advice/role/concierge>.

## *Gaming and Casino Manager*

### ***Distinct characteristics***

Stakeholders have indicated that the role of Gaming and Casino Managers involves overseeing gaming operations in casinos, clubs, and hotels, ensuring compliance with regulations, supervising gaming staff, and promoting responsible gambling practices.

Unlike Licensed Club Managers, Gaming and Casino Managers are focused solely on the gaming aspect of the club and oversees overall gaming operations, including staff supervision, customer service, and regulatory compliance.<sup>106</sup> They also typically report to the Club Manager. In some jurisdictions, a Gaming Manager must be on duty whenever gaming machines are operating.<sup>107</sup>

This occupation can be found in:

- European Union – 4212.4 Casino Gaming Manager
- South Africa – 143102 Gaming Manager
- United Kingdom – 1256/03 Casino Managers
- United States – 11-9071 Gambling Managers

The United Kingdom also has a few other similar occupations, namely 1256/02 Bingo Hall Managers and 1256/99 Betting Shop and Gambling Establishment Managers nec.

It is also important to note that in many of these other countries there are limitations on gambling outside of casinos, so this is why some occupation descriptions in other countries can be more restrictive.<sup>108</sup>

### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Gaming and Casino Managers limits the ability to assess workforce needs and address skill shortages in the gaming sector. Given the significant role that gaming plays in the hospitality industry, especially in regions where casinos and gaming clubs are prevalent, recognising this occupation within OSCA is crucial. Proper classification would support targeted recruitment, training, and skilled migration, helping to ensure that gaming operations are conducted responsibly and efficiently.

Proper classification of Gaming and Casino Managers within the OSCA framework would support more effective workforce planning and the development of targeted training programs. Given the regulatory complexity and high financial stakes involved in gaming operations, the industry requires managers who are not only skilled in hospitality management but also possess a deep understanding of gaming laws, financial risk management, and responsible gambling practices. Formal recognition would help standardise training and qualifications, ensuring that Gaming and Casino Managers are adequately prepared to meet the demands of their role.

In terms of wages, Gaming and Casino Managers are likely to command higher salaries than their counterparts in general hospitality management due to the specialised knowledge and skills required.

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<sup>106</sup> Eger, Gaming Manager, 2025: <https://eeger.com.au/profile-details/2/1789/gaming-manager>.

<sup>107</sup> South Australia Government, Gaming managers and employees, October 2025: <https://www.sa.gov.au/topics/business-and-trade/gambling/running-a-gaming-venue/gaming-managers-and-employees#:~:text=Gaming%20managers%20vs%20responsible%20person,gaming%20operations%20of%20the%20business>.

<sup>108</sup> Dover District Council UK, Gaming in Public Houses, accessed 9 August 2024: <https://www.dover.gov.uk/Business/Licensing/Gambling/General-Guidance/Gaming-in-Public-House.aspx#:~:text=Section%2079%20of%20the%20Gambling,the%20limits%20prescribed%20in%20regulations>.

However, the lack of a dedicated OSCA code makes it difficult to gather accurate wage data for this occupation, complicating efforts to offer competitive compensation packages. Recognising Gaming and Casino Managers as a distinct occupation would enable better wage benchmarking, ensuring that salaries reflect the level of expertise and responsibility associated with this role.

### ***Estimate of workforce size***

There are currently 14 casinos in Australia. However, most gaming takes place in clubs and hotels where there are gaming products such as poker machines, Keno and horse and dog races. Liquor & Gaming NSW data shows that there are over 1,100 hotels and 1,000 clubs with gaming machines in NSW as of late 2023.<sup>109</sup> Similarly, there are nearly 500 hotels and clubs in Victoria with gaming machines as of June 2024<sup>110</sup> and about 1,000 in Queensland.<sup>111</sup> This brings the total to over 3,600 gaming venues in the three most populated states. If only 10 per cent (a conservative assumption) of these venues employed a Gaming Manager (as many of these roles may be performed by the Licensed Club Manager), it would indicate approximately 360 Gaming Managers in the workforce.

SEEK indicates that there are approximately 450 vacancies for Gaming Managers nationally.<sup>112</sup>

### ***Proposed OSCA description and details***

#### ***Proposed OSCA details for Gaming and Casino Manager***

**Code and Titles:** 161336 Gaming and Casino Manager

**Description:** Plan, organise, direct, control and coordinate gaming operations. Formulate gaming policies for their area of responsibility.

**Concordance:** SaCSA recommends partial mapping from the following for the creation of Gaming and Casino Manager:

- Licensed Club Manager (Gaming Manager specialisation)
- Entertainment, Fitness and Sports Venue Managers nec (Casino Shift Manager specialisation).

**Specialisation:**

- Responsible Gaming Manager.

**Indicative Skill Level: 2**

Five of the top six courses available for Gaming Manager are at the Diploma level, which should place this occupation in Skill Level 2.

**Main Tasks:** <sup>113</sup>

- Monitors the gaming floor to spot improper gameplay
- Interviews and hire dealers, hosts, floor runners and clerks
- Supervises and trains staff, performing evaluations and negotiating raises
- Communicates and enforce club rules with customers
- Resolves customer questions and complaints

<sup>109</sup> NSW Government Liquor and Gaming, Six-Monthly Gaming Machine Data, April 2024: <https://www.liquorandgaming.nsw.gov.au/resources/gaming-machine-data>.

<sup>110</sup> Victorian Gambling and Casino Control Commission (VGCCC), Expenditure data, June 2024: <https://www.vgccc.vic.gov.au/resources/information-and-data/expenditure-data>.

<sup>111</sup> Queensland Office of Liquor and Gaming Regulation (OLGR), Gaming Statistics, July 2024, <https://secure.olgr.qld.gov.au/dcm/Gaming>.

<sup>112</sup> SEEK, Gaming Manager, accessed April 2026: <https://www.seek.com.au/gaming-manager-jobs>.

<sup>113</sup> Courses Australia, Gaming Manager Courses, 2024: <https://www.courses.com.au/career/gaming-manager>.

- Ensures employees act ethically when handling money
- Implements loss prevention strategies to minimise financial risk
- Schedules employee shifts strategically to ensure coverage
- Verifies the accuracy of customer payouts
- Communicates threats to security professionals
- Reviews facilities to ensure cleanliness
- Stays informed about company policies and legal regulations
- Offer complementary services to repeat patrons.

## *Pastry Chef*

### ***Distinct characteristics***

Stakeholders have indicated that Pastry Chef is a distinct occupation within the hospitality sector, representing a higher level of skill relative to the existing OSCA occupation of Pastrycook. This is comparable to the distinction between Chef and Cook within OSCA.

A Pastry Chef typically leads and manages a team of Bakers, Pastrycooks and Decorators, and is responsible for overseeing the pastry section within a kitchen. The role involves specialised expertise in the preparation of pastries, baked goods and desserts, as well as supervisory and quality control responsibilities.<sup>114</sup>

This occupation can be found in:

- European Union – 3434.1.2 Pastry Chef

### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Pastry Chefs limits the ability to accurately assess workforce needs and skill levels within the hospitality sector.

The higher skill and leadership requirements of this role are not fully captured under the Pastrycook classification. Recognising Pastry Chefs as a distinct occupation within OSCA would support more effective workforce planning, enable the development of targeted training pathways, and assist in addressing skill shortages, including through skilled migration.

### ***Estimate of workforce size***

SEEK indicates that there are over 900 vacancies for Pastry Chefs nationally.<sup>115</sup>

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<sup>114</sup> Chef Works Australia, The Perks of Becoming a Pastry Chef, July 2024: <https://chefworks.com.au/blogs/blog/the-perks-of-becoming-a-pastry-chef>.

<sup>115</sup> SEEK, Pastry Chef, searched April 2026: <https://www.seek.com.au/pastry-chef-jobs/in-All-Australia>.

### *Proposed OSCA description and details*

#### *Proposed OSCA details for Pastry Chef*

**Code and Title:** 322432 Pastry Chef

**Description:** Assist in the development, coordination or organisation of services for events such as weddings, festivals, conventions, conferences, exhibitions, concerts and trade shows.

**Alternative Title:** Pâtissier

**Concordance:** SaCSA believes that components of this occupation may be found in:

- Pastrycook
- Baker
- Chef

**Indicative Skill Level: 2**

Given the supervisory role and its similarity in level to Chef, SaCSA believes this occupation should be Skill Level 2.

**Main Tasks:**<sup>116</sup>

- Creates recipes for cakes, pastries, chocolates, and plated desserts that are both delicious and visually appealing
- Uses techniques like piping, glazing, and chocolate work to elevate presentation
- Mixes and shapes dough for cakes, pastries, and cookies with careful attention to accurate measurements
- Oversees the pastry section, ensuring that preparation, timing, and presentation align with service demands
- Sources and selects ingredients to enhance flavours, textures, and overall dessert quality
- Collaborates with the head chef and kitchen staff to ensure desserts complement main courses and align with the restaurant's overall concept
- Teaches and mentors junior chefs and apprentices
- Upholds strict food safety and hygiene regulations to maintain a clean and compliant kitchen environment.

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<sup>116</sup> Culinary Arts Academy Switzerland, Pastry Chef: Job Description, Skills, and Career Steps, 2026: <https://www.culinaryartsswitzerland.com/en/news/pastry-chef/>.

## **Senior Waiter**

### ***Distinct characteristics***

Stakeholders have indicated that the role of Senior Waiters involves serving food and beverages in high-class or upscale restaurants, where a higher level of skill and knowledge is required compared to Waiters, in a similar way that Senior Chefs are a higher skill level to Chefs currently in OSCA. Senior Waiters must be well-versed in-service etiquette, have extensive knowledge of menu items and beverage pairings, and deliver a highly personalised dining experience. This role is distinct from general waitstaff due to the specialised training and expertise required.

This occupation can be found in:

- European Union - 5131.2.1 Head Waiter/Head Waitress

### ***Impact on industry, training and research***

The absence of a dedicated OSCA code for Senior Waiters creates challenges in accurately assessing workforce shortages and addressing skill gaps in the hospitality sector. Since Waiter is currently classified as a Skill Level 4 occupation, it limits the potential for addressing shortages through skilled migration, particularly in regional areas where these roles are often in high demand. Creating a specific code for Senior Waiters would allow for better workforce planning and the targeting of training initiatives.

In terms of training, Senior Waiters require more than just basic food service skills. They need formal training, advanced customer service techniques, and a deep understanding of gastronomy. However, the absence of a formal recognition within the OSCA framework means that there is limited access to specialised training programs designed to meet the specific needs of fine dining establishments. As a result, much of the training for this role is conducted informally or on-the-job, which can lead to inconsistencies in service quality and challenges in maintaining the high standards expected in fine dining environments.

In terms of wages, Senior Waiters generally earn more than general waitstaff, reflecting the specialised skills and expertise required for the role. However, without a dedicated OSCA code, it is challenging to gather accurate wage data, which can lead to disparities and make it difficult for employers to set competitive salary standards. Recognising Senior Waiters as a distinct occupation within the OSCA framework would provide a clearer understanding of wage trends, helping to ensure that salaries remain competitive and aligned with the demands of the role.

### ***Estimate of workforce size***

A survey undertaken in 2024 by industry including Accommodation Australia targeting employers to estimate the scale of the occupation showed 11 employers who reported having 460 Fine Dining Waiters among their staff. Similarly, 11 employers reported having 185 Maitre D's, and 8 employers reported having 167 Executive Lounge Attendants. These figures support their inclusion as specialisations or alternative titles, totalling 812 Senior Waiters across these roles. As the survey did not cover the entire Hospitality sector, the actual number of workers in these roles is likely higher.

**Proposed OSCA description and details**

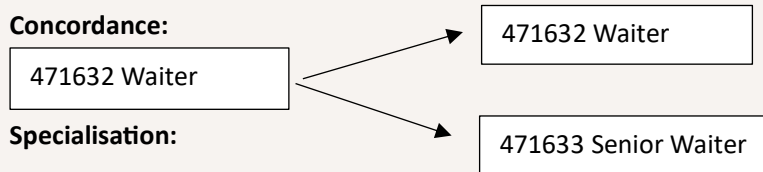
**Proposed OSCA details for Senior Waiter**

**Code and Title:** 471633 Senior Waiter

**Alternative Titles:** Fine Dining Waiter, Maitre D' and Host

**Description:** Serves food and beverages in a fine dining establishment. May also train junior service staff such as Waiters.

**Concordance:**



**Specialisation:**

- Head Waiter
- Executive Lounge Attendant

**Indicative Skill Level: 3**

Career Bullseyes from the Department of Education display Maitre D' (an alternative title of Senior Waiter) in both levels 2 and 3, corresponding to Skill Levels 3 and 2 respectively.<sup>117</sup> Industry feedback has indicated that Skill Level 3 is appropriate.

**Main Tasks:**<sup>118</sup>

- Sets up tables and arranges seating for customers
- Takes orders from customers for food and beverage
- Ensures quality control of dishes being served
- Maintains complete knowledge of food and beverage options, including specials, pairings, ingredients and preparation methods, and provides recommendations and suggestions to customers
- Manages tables and ensures each customer receives personalised attention
- Conducts Gueridon style service where appropriate
- Clears tables and ensures the dining area is clean and presentable
- Monitors customer satisfaction and handles enquiries and resolves issues or complaints
- Handles special and personalised service for customers if required
- Collects payments for sales and operating point of sales machines and cash registers
- Follows health and safety regulations and maintains a clean and hygienic work environment.
- Clears tables and returns dishes and cutlery to kitchen
- Conducts training for junior wait staff
- Ensures readiness and compliance from junior wait staff
- Monitors junior staff assignments and workflow
- Removes empty bottles and used glasses from tables, and refills and replaces glasses
- Ensures maintenance of tableware, glassware, silverware and porcelain for service.

<sup>117</sup> Department of Education, Do you enjoy or are you good at HOSPITALITY?, February 2020:

<https://www.education.gov.au/download/931/do-you-enjoy-or-are-you-good-hospitality-a3/626/document/pdf>.

<sup>118</sup> Based on Wintec NZ, Maitre d'Hotel, accessed 27 August 2024: <https://www.wintec.ac.nz/future-you/explore/jobs/hospitality/maitre-d%E2%80%99hotel>.

## **TOURISM**

The key feedback SaCSA has received from stakeholders is that there are many roles related to the events sector which are not yet captured in the OSCA framework, as currently there is only one dedicated occupation to this field, Event Manager. This is both in terms of event type and skill level. This makes it difficult to assess the state of the workforce and related needs, including for training and migration. As such, SaCSA is recommending the addition of new roles within the sector to address this issue, supported by evidence including engagement with stakeholders.

### ***Conference and Exhibition Centre Manager***

#### ***Distinct characteristics***

Stakeholders have indicated that Conference and Exhibition Centre Managers are responsible for operating large-scale venues for hosting conferences, conventions, exhibitions, meetings, gala functions and entertainment.

This role is distinct from others in that it is linked to a specific place such as a convention centre and will often liaise with the Conference and Business Event Manager to plan and execute events.

#### ***Impact on industry, training and research***

Stakeholders have noted the lack of occupations in OSCA with respect to Conference and Exhibition Centres.

The absence of a dedicated OSCA code for Conference and Exhibition Centre Managers limits the ability to accurately assess workforce needs and plan targeted recruitment and training.

These roles are critical to the effective operation of business events. Recognising this occupation within OSCA would support improved workforce data, enable more targeted training pathways, and help address skill shortages across the event sectors.

### ***Estimate of workforce size***

IBISWorld estimates there are around 2,190 Exhibition and Conference Centre businesses in Australia.<sup>119</sup>

Assuming each as around one Centre Manager, that suggests there are over 2,000 Conference and Exhibition Centre Managers in Australia.

### ***Proposed OSCA description and details***

#### ***Proposed OSCA details for Conference or Exhibition Centre Manager***

**Code and Title:** 161934 Conference or Exhibition Centre Manager

**Description:** Organises and controls the running of all aspects and departments of a conference or exhibition centre.

**Concordance:** SaCSA believes that components of this occupation may be found in:

- Event Manager
- Hospitality, Tourism and Venue Managers nec

**Indicative Skill Level:** 2

**Main Tasks:**<sup>120</sup>

- Planning work schedules
- Checking client requirements
- Providing customer service to conference or exhibition guests
- Managing budgets, costs and financial plans
- Recruiting, training and developing teams
- Supervising maintenance, supplies and equipment
- Managing the sales and marketing of the conference or exhibition centre, including pricing, image, brand, promotions and promotional materials
- Researching markets to identify new business
- Negotiating with external service providers and suppliers as required
- Purchasing equipment necessary for the conference centre to operate
- Ensuring compliance with health and safety, licensing laws and other legal regulations
- Carrying out day-to-day troubleshooting and address problems as they arise.

<sup>119</sup> IBISWorld, Exhibition and Conference Centres in Australia - Number of Businesses (2008–2032), December 2025: <https://www.ibisworld.com/australia/number-of-businesses/exhibition-and-conference-centres/1935/#>.

<sup>120</sup> Prospects UK, Conference centre manager, accessed April 2026: <https://www.prospects.ac.uk/job-profiles/conference-centre-manager/>.

## Conference or Business Event Manager

### **Distinct characteristics**

Stakeholders have indicated that Conference and Business Event Managers are responsible for planning and delivering conferences and business events for corporate, academic and professional audiences.

While closely related to Event Managers, this role has a distinct focus on conferences and business events. It places greater emphasis on the coordination and delivery of conference-specific activities, whereas Event Managers typically focus more broadly on project management and stakeholder engagement across a wider range of events. Unlike the proposed Conference and Exhibition Centre Manager occupation above, this role is not necessarily confined to a single venue and often will work with the Centre Managers in information gathering before selecting a venue.

This occupation can be found in:

- United Kingdom – 3557/01 Conference Managers and Organisers

### **Impact on industry, training and research**

Stakeholders have identified a gap in current OSCA and ANZSIC frameworks, with no distinct occupation or industry classification for business events.

This limits the ability to accurately analyse workforce needs in a sector that represents significant economic activity. For example, business events expenditure in Australia reached approximately \$19.6 billion in 2024.<sup>121</sup>

Recognising this occupation within OSCA would support improved workforce data, enabling more targeted training, workforce planning and policy development for the business events sector.

### **Estimate of workforce size**

Analysis of 2021 Census data shows the breakdown of employment in the ANZSCO occupation Conference and Event Organisers by industry. As can be seen, employment in industries most closely aligned to business events, such as Financial and Insurance Services and Professional, Scientific and Technical Services, exceeds 300 workers.

**Table 3: Employment by Industry Division for Conference and Event Organisers, 2021 Census**

Industry	Employment
Agriculture, Forestry and Fishing	54
Mining	37
Manufacturing	233
Electricity, Gas, Water and Waste Services	37
Construction	122
Wholesale Trade	134
Retail Trade	312
Accommodation and Food Services	3,284

<sup>121</sup> Tourism Research Australia, Business Events Data, 2024: <https://www.tra.gov.au/en/economic-analysis/business-events-data>.

Transport, Postal and Warehousing	106
Information Media and Telecommunications	313
Financial and Insurance Services	447
Rental, Hiring and Real Estate Services	631
Professional, Scientific and Technical Services	840
Administrative and Support Services	5,004
Public Administration and Safety	1,889
Education and Training	1,818
Health Care and Social Assistance	786
Arts and Recreation Services	2,218
Other Services	940

Source: ABS, Census of Population and Housing 2021, Occupation by Industry

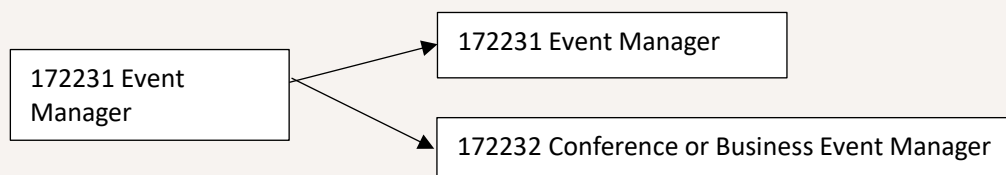
### **Proposed OSCA description and details**

#### **Proposed OSCA details for Conference or Business Event Manager**

**Code and Title:** 172232 Conference or Business Event Manager

**Description:** Coordinates and organises services for events such as conventions, conferences, meetings and trade shows.

**Concordance:** SaCSA recommends that this occupation be split from Event Manager.



**Indicative Skill Level:** 2

**Main Tasks:**<sup>122</sup>

- Designing comprehensive event strategies
- Coordinating technical and audiovisual requirements
- Managing budgetary constraints
- Ensuring robust stakeholder communication
- Implementing safety and compliance protocols.

<sup>122</sup> International College of Management Sydney, 7 Types of Event Management Careers for Your Future, October 2025: <https://www.icms.edu.au/degree-discovery/types-of-event-management-careers-7/#corporate-event-manager-organising-business-gatherings>.

## **Event Coordinator**

### ***Distinct characteristics***

Stakeholders have indicated that Event Coordinators are primarily responsible for administrative and logistical tasks associated with event planning, as well as engaging with vendors and clients throughout the process.

Event Coordinators typically work closely with clients to plan and deliver events in line with their objectives, performing operational support tasks such as registrations, enquiries, sponsorship administration and logistics, and are commonly positioned as entry-level or development roles. An Event Manager would be more focused on stakeholder management, project planning, accountability, budgeting and resolving issues as they arise.<sup>123</sup>

While Event Manager is currently recognised within OSCA, it reflects a higher-level, managerial role. There is no existing occupation that captures positions with a lower level of responsibility within the events workforce.

This occupation can be found in:

- European Union – 3332.1 Event Assistant
- South Africa – 862913 Event Assistant

### ***Impact on industry, training and research***

The absence of a dedicated occupation for Event Coordinators limits the ability to clearly define career pathways within the events sector.

This is particularly evident in relation to qualifications such as the Certificate III in Events, which has previously been mapped to occupations such as Conference and Event Organiser or General Clerk. This lack of alignment creates ambiguity for learners and employers.<sup>124</sup>

Recognising this occupation within OSCA would support clearer career pathways, improve workforce data, and enable more targeted training and workforce planning.

### ***Estimate of workforce size***

SEEK indicates that there are over 1,600 vacancies for Event Coordinators nationally.<sup>125</sup>

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<sup>123</sup> SEEK, Events Coordinator, accessed April 2026: <https://www.seek.com.au/career-advice/role/events-coordinator>.

<sup>124</sup> Training.gov.au, SIT30522 Certificate III in Events, June 2022: <https://training.gov.au/training/details/SIT30522/summary>.

<sup>125</sup> SEEK, Event Coordinator, searched April 2026: <https://www.seek.com.au/event-coordinator-jobs/in-All-Australia>.

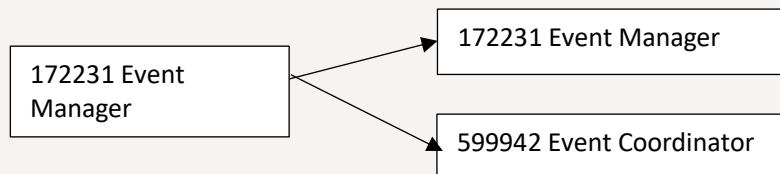
**Proposed OSCA description and details**

**Proposed OSCA details for Event Coordinator**

**Code and Title:** 599942 Event Coordinator

**Description:** Assist in the development, coordination or organisation of services for events such as weddings, festivals, conventions, conferences, exhibitions, concerts and trade shows.

**Concordance:** SaCSA recommends that this occupation be split from Event Manager.



**Specialisations:**

- Conference Event Coordinator
- Exhibition Event Coordinator
- Wedding Coordinator

**Indicative Skill Level: 3**

**Main Tasks:<sup>126</sup>**

- Liaising with clients to understand their needs and establishing the aims and agenda of the event
- Researching elements related to events, such as lighting, styling, food and venues
- Ensuring that staff for the event are hired, supervised and briefed
- Monitoring the event as it is taking place and resolving issues if they arise.

**Functions Venue or Banquet Manager**

**Distinct characteristics**

Stakeholders have indicated that Functions Venue or Banquet Managers are responsible for overseeing the operations of function and event venues.

This includes managing vendors, coordinating room layouts, overseeing catering requirements, and handling financial and operational management. The role also involves staff supervision, event coordination within the venue, and maintaining high service standards.

Functions Venue or Banquet Managers focus on the specific operational needs of the venue, distinguishing them from broader Event Managers who typically focus on planning and delivering events across multiple locations. This occupation is also broader and encompasses other venue types than conferences and exhibitions, where the space itself can be multi-purpose and thus a broader range of responsibilities. The current OSCA framework does not clearly recognise this role, leaving a gap in capturing the specialised skills required.

<sup>126</sup> SEEK, Events Coordinator, accessed April 2026: <https://www.seek.com.au/career-advice/role/events-coordinator>.

This occupation can be found in:

- European Union – 3332.2.1 Venue Director

***Impact on industry, training and research***

The absence of a dedicated OSCA code for Functions Venue or Banquet Managers limits the ability to accurately assess workforce needs and plan targeted recruitment and training.

These roles are critical to the effective operation of hospitality and event venues, particularly in regions where tourism and events are key economic drivers. Recognising this occupation within OSCA would support improved workforce data, enable more targeted training pathways, and help address skill shortages across the events and hospitality sectors.

Formal recognition would also support greater consistency in training and professional standards. Currently, many Functions Venue or Banquet Managers develop their skills through informal or on-the-job training, which can lead to variability in capability. Establishing a clear occupation would help standardise training approaches, supporting more consistent service delivery and operational performance.

***Estimate of workforce size***

A survey undertaken in 2024 by industry including Accommodation Australia targeting employers to estimate the scale of the occupation showed 9 employers who reported having 695 workers with the title ‘Venue Manager’ among their staff. As the survey did not cover the entire Hospitality or events sector, the actual number of workers in this role is likely to be higher.

SEEK indicates there are around 3,000 vacancies currently listed for Venue Managers.<sup>127</sup>

***Proposed OSCA description and details***

***Proposed OSCA details for Functions Venue or Banquet Manager***

**Code and Title:** 161935 Functions Venue or Banquet Manager

**Alternative Title:** Venue Manager (Hospitality)

**Description:** Coordinates and organises the operations of a venue, including vendors, room layouts, catering needs and financial management.

**Concordance:** Given the similarities among these occupations, SaCSA recommends partial mapping from the following for the creation of Functions Venue or Banquet Manager:

- Hotel or Motel Manager
- Hospitality and Tourism Managers nec
- Event Manager
- Facilities Manager
- Catering Manager.

**Specialisations:**

- Wedding Venue Manager

**Indicative Skill Level: 2**

<sup>127</sup> SEEK, Venue Manager, accessed April 2026: <https://www.seek.com.au/venue-manager-jobs>.

Courses Australia recommend a range of qualifications including Diploma, Advanced Diploma and a Bachelor Degree to become a Venue Manager.<sup>128</sup> The minimum of these is a Diploma, corresponding to Skill Level 2.

**Main Tasks:**<sup>129</sup>

- Manages all maintenance and repairs of the venue grounds, property, equipment, and facilities
- Ensures that the venue and facilities are clean and organised
- Manages all bookings for events and liaising with the clients to determine event requirements
- Prepares venue hire packages and pricing options and negotiating with clients
- Supervises all staff including groundsmen, event staff, and maintenance personnel
- Schedules and coordinating the rental of sound equipment, furniture, and other venue equipment
- Liaises with catering services and supervising their requirements and logistics
- Promotes the location and events through a variety of marketing channels such as social media
- Supervises the operations of events and tending to any incidents or queries
- Manages all administrative tasks such as insurance, booking schedules, and invoicing
- Communicates and enforcing all security regulations and protocols.

***Production Manager (Events)***

***Distinct characteristics***

Stakeholders indicated that Production Manager (Events) is an operational delivery role focused on the technical and logistical execution of live events, including coordination of audiovisual, staging and on-site production elements in the lead-up to and during delivery. It is distinct from Event Managers, who are generally responsible for broader project planning, stakeholder engagement and issue resolution, and from Arts Production Managers, where the role is typically connected to broader creative production processes rather than discrete event delivery.

***Impact on industry, training and research***

The absence of a dedicated occupation for Production Managers (Events) limits the ability to clearly define career pathways within the events sector.

Recognising this occupation within OSCA would support clearer career pathways, improve workforce data, and enable more targeted training and workforce planning.

***Estimate of workforce size***

Consultation with industry indicates that the size of this occupation exceeds a workforce of 300.

<sup>128</sup> Courses, Venue Manager Courses, 2024: <https://www.courses.com.au/career/venue-manager>.

<sup>129</sup> Based on Betterteam, Venue Manager Job Description, April 2021: <https://www.betterteam.com/venue-manager-job-description>.

**Proposed OSCA description and details**

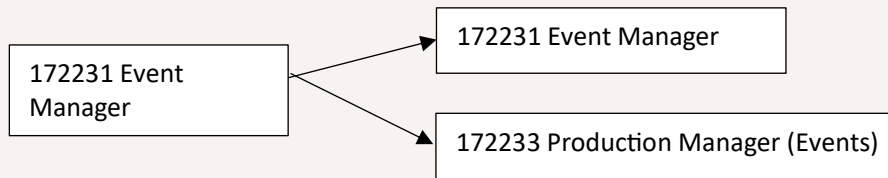
**Proposed OSCA details for Production Manager (Events)**

**Code and Title:** 172233 Production Manager (Events)

**Description:** Manage supplier relationships, coordinate technical specifications, oversee equipment sourcing and installation, and manage on-site production teams for the purposes of the delivery of events.

**Alternative Title:** Site Manager (Events)

**Concordance:** SaCSA recommends that this occupation be split from Event Manager.



**Indicative Skill Level:** 2

**Main Tasks:**<sup>130</sup>

- Manages the technical and physical production aspects of events and experiential activations
- Develops detailed production schedules, technical riders, and equipment lists
- Sources, negotiates with, and manages a network of production suppliers, including AV, staging, lighting, sound, fabrication, and temporary structures
- Oversees the budgeting and cost control for all production elements
- Coordinates on-site setup, technical checks, rehearsals, and dismantle processes
- Manages and supervise on-site production crews and technicians
- Ensures all production aspects comply with safety regulations and site requirements
- Collaborates with creative teams to understand technical requirements and feasibility of designs
- Troubleshoots technical issues and provide solutions during pre-production and on-site
- Conducts post-production debriefs and manage equipment returns/storage.

<sup>130</sup> Wow Recruitment, Production Manager Job Description, April 2026: <https://www.wowrecruitment.com.au/production-manager>.

## Wedding Planner

### **Distinct characteristics**

Stakeholders have indicated that Wedding Planners are responsible for the planning and delivery of weddings. They may also provide advisory and coordination support to couples managing their own weddings, as well as related events such as engagements and rehearsal functions.

While related to Event Managers, this role specialises on weddings. In contrast, Event Managers typically focus more broadly on project management and stakeholder engagement across a range of events. Wedding Planners require strong communication skills to manage the needs of couples, families, celebrants, guests and suppliers, as well as a sound understanding of wedding traditions and ceremonies.<sup>131</sup>

This occupation can be found in:

- European Union – 3332.2.2 Wedding Planner
- United Kingdom – 3557/05 Wedding Planners and Organisers

### **Impact on industry, training and research**

The absence of a dedicated occupation for Wedding Planners limits the ability to clearly define career pathways within the events sector.

Recognising this occupation within OSCA would support clearer career pathways, improve workforce data, and enable more targeted training and workforce planning.

### **Estimate of workforce size**

There were approximately 120,000 marriages in 2024.<sup>132</sup> Global data suggests around 27% of couples use the services of a Wedding Planner.<sup>133</sup> Assuming a conservative 15% in Australia, this amounts to 18,000 weddings using a Wedding Planner. With Wedding Planners typically managing around 10 weddings per year,<sup>134</sup> this suggests a workforce of around 1,800 Wedding Planners in Australia.

### **Proposed OSCA description and details**

#### **Proposed OSCA details for Wedding Planner**

**Code and Title:** 172234 Wedding Planner

**Description:** Coordinates and organises services for events before, after and during weddings.

**Alternative Title:** Wedding Coordinator

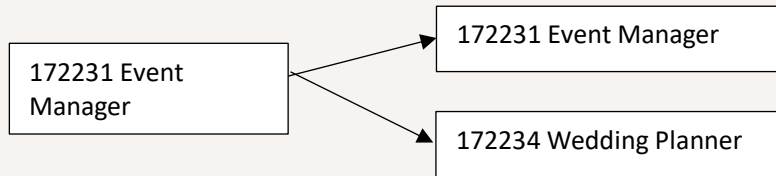
**Concordance:** SaCSA recommends that this occupation be split from Event Manager.

<sup>131</sup> Wedding Planning Institute, Wedding Planner vs Event Planner: Key Differences Explained, 2026: <https://www.weddingplanninginstitute.com/blog/wedding-planner-vs-event-planner-differences>.

<sup>132</sup> Australian Bureau of Statistics, Marriages and Divorces, 2024: <https://www.abs.gov.au/statistics/people/people-and-communities/marriages-and-divorces-australia/latest-release>.

<sup>133</sup> Wedding Planning Institute, Top Statistics for Wedding Planners in 2025, 2025: <https://weddingplannerinstitute.com/37-statistics-for-wedding-planners-in-2021/>.

<sup>134</sup> Strings and Champagne, Just how many weddings does a planner manage?, March 2025: <https://www.strings-champagne.com/blog/just-how-many-weddings-does-a-planner-manage>.



**Indicative Skill Level: 2**

**Main Tasks:<sup>135</sup>**

- Meets with couples to discuss their requirements and budget
- Brainstorms creative ideas and themes
- Advises on wedding customs and etiquette
- Negotiate prices with suppliers like florists, photographers, caterers and venues
- Monitors costs to stay within budget
- Attends the venue on the day of the wedding to make sure everything goes to plan
- Researches new products, services and suppliers
- Markets wedding planning services online.

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<sup>135</sup> National Careers Service UK, Wedding Planner, accessed April 2026: <https://nationalcareers.service.gov.uk/job-profiles/wedding-planner>.