ISCO-88 update and “tourism” occupations

A. Background

B. Conceptual framework

C. Tourism as a specific area for updating ISCO-88

D. Questionnaire on “tourism occupations”
A. Background

The International Standard Classification of Occupations is in the process of being updated to take into account occupational changes occurring in the last decade in the world of work. The updated version, which should be ready by the end of 2007, and will be known as ISCO-08, will maintain the basic principles and structure of the current classification (adopted in 1988) while adding new occupational groups or deleting or merging existing occupational groups, and improving some of the occupational descriptions. The updating process will be carried out taking into consideration the experience gained in applying ISCO-88 in countries as well as feedback from countries.

The International Labour Office (ILO) will use two mechanisms to get feedback from countries. The first is through questionnaires and the second is through a web forum. A first questionnaire was sent last year to all countries and they are currently analysing the replies. A second questionnaire will be sent at the beginning of 2006. Any proposal for tourism occupations could be incorporated into this second questionnaire. The web forum will be open to all and will be operational this year. We will also hold two Meetings of Experts. The first will be held in June of this year, and the second, which will be tripartite (including representatives from Governments, Employers and Workers) at the end of 2007. This Meeting will adopt ISCO-08. For more information on the updating process please browse the ISCO website at http://www.ilo.org/public/english/bureau/stat/isco/isco88/intro.htm.

The 17th International Conference of Labour Statisticians, which mandated the updating of ISCO-88, did not identify “tourism” occupations among those that required updating. However, the ILO welcomes any proposal coming from the World Tourism Organisation, member and non-members countries and tourism stakeholders for additions of new occupational groups or improvements of existing occupational descriptions in this area. Such proposals would need to be presented in a format which is similar to the one used in ISCO-88, including an occupational title, a short description of the activities involved and a list of tasks and duties. These proposals would then be presented to countries for comments and discussion.

B. Conceptual framework

ISCO-88 classifies jobs into occupational groups according to the similarity in the skills required to carry out the tasks and duties of a job (which is different that the educational level of workers). Thus,

- the classification units in ISCO-88 are the jobs;
- the classification variable is the kind of work done (that is, the tasks and duties of the job); and
- the classification criterion are the skills of a job, which have two dimensions: the skill level and the skill specialisation.

The skill level is determined by the range and complexity of the tasks carried out, where the complexity of tasks has priority over the range. The skill level is used to distinguish between occupational groups at the first level of the classification (that is, between Major groups). For practical reasons four skill levels are used, defined on the basis of the 1976
version of the *International Standard Classification of Education (ISCED)*. Using ISCED does not mean, however, that skills can only be obtained by formal education or training. Most skills may be, and often are, acquired through experience and through informal training, although formal training plays a larger role in some countries than in others and a larger role at the higher skill levels than at the lower. For the purpose of the ISCO-88 classification system, determining how a job should be classified is based on the nature of the skills that are required to carry out the tasks and duties of the job - not the way these skills are acquired. Nor is it relevant that the job incumbent may have skills not demanded by the job.

The other classification criterion is the *skill-specialisation*, which is related to subject matter areas, production processes, equipment used, materials worked with, products and services produced, etc. The skill specialisation was used to distinguish between occupational groups at the second, third and fourth level of the classification.

On the basis of these two classification criteria, ISCO-88 organizes occupations in a hierarchical structure which consists of 10 major groups at the top level of aggregation, subdivided into 28 sub-major groups, 116 minor groups and 390 unit groups as described in the table below.

**Table 1. ISCO-88 with number of subgroups and skill levels**

<table>
<thead>
<tr>
<th>Major groups</th>
<th>Sub-major groups</th>
<th>Sub-groups</th>
<th>Unit groups</th>
<th>ISCO Skill level</th>
<th>ISCED-76 level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Legislators, senior officials and managers</td>
<td>8</td>
<td>33</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2 Professionals</td>
<td>4</td>
<td>18</td>
<td>55</td>
<td>4th</td>
<td>6-7</td>
</tr>
<tr>
<td>3 Technicians and associate professionals</td>
<td>4</td>
<td>54</td>
<td>73</td>
<td>3rd</td>
<td>5</td>
</tr>
<tr>
<td>4 Clerks</td>
<td>2</td>
<td>7</td>
<td>23</td>
<td>2dd</td>
<td>2-3</td>
</tr>
<tr>
<td>5 Service workers and shop and market sales workers</td>
<td>2</td>
<td>9</td>
<td>23</td>
<td>2nd</td>
<td>2-3</td>
</tr>
<tr>
<td>6 Skilled agricultural and fishery workers</td>
<td>2</td>
<td>6</td>
<td>17</td>
<td>2nd</td>
<td>2-3</td>
</tr>
<tr>
<td>7 Craft and related trades workers</td>
<td>4</td>
<td>16</td>
<td>70</td>
<td>2nd</td>
<td>2-3</td>
</tr>
<tr>
<td>8 Plant and machine operators and assemblers</td>
<td>2</td>
<td>20</td>
<td>70</td>
<td>2nd</td>
<td>2-3</td>
</tr>
<tr>
<td>9 Elementary occupations</td>
<td>3</td>
<td>10</td>
<td>25</td>
<td>1st</td>
<td>1</td>
</tr>
<tr>
<td>0 Armed forces</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Totals</td>
<td>28</td>
<td>116</td>
<td>390</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>


**For the purpose of identifying “tourism” occupations in ISCO-88** it is important to be aware that ISCO-88 should not be confused with ISIC, the International Standard Industrial Classification of all economic activities. While some occupations may be specific to an industry, many others are cross-cutting. For example, miners generally work in mines and farmers in agriculture, but secretaries can work in any industry, and so can accountants.

Another issue is that that ISCO-88 uses the skill level to distinguish occupations at the first level of the classification and this causes occupations which are similar in nature to be scattered in different major groups. For example, Medical doctors are in Major group 2
(professionals) in group 2222, while Medical assistants are in Major group 3 (associate professionals) in group 3221 and Institution based personal care workers in Major group 5 (service workers) in group 5132. Similarly, and for the purposes of “tourism” statistics, Travel consultants and organisers are in Major group 3 (associate professionals) in group 3414 while Travel agency and related clerks are in Major group 4 (clerks) in group 4221.

It may also be useful to know that Major groups 1 (managers) and 0 (armed forces) are not defined on the basis of skill level because other aspects of the type of work are considered more important as similarity criteria for these groups, such as their policy making and management functions, and military duties, respectively. As a result there are significant skill level differences between the jobs classified to each of these two major groups. However, the sub-major and minor groups of the first major group have been designed to include occupations at similar skill levels.

In ISCO-88, all occupations where workers have mainly legislative, administrative or managerial tasks and duties are classified to Major group 1. Thus, working proprietors who have a shop, a hotel or a restaurant, whose main tasks are to manage or supervise, are classified here, even if they also do non-managerial tasks.

All jobs in the armed forces are classified in a separate major group 0 Armed forces, even if the jobs involve tasks and duties similar to those of civilian counterparts. Thus, for example, medical doctors, mechanics and cleaners in the armed forces will not be classified together with civilian counterparts, but in Major group 0.

C. Tourism as a specific area for updating ISCO-88

Possible areas for updating were identified in the discussions at the 17th CLS as well as in requests received to modify descriptions of some occupational groups (either because the occupation has changed or to simplify coding), as well as to include new occupational groups. As mentioned, “the ILO welcomes any proposal coming from the World Tourism Organisation or member countries for additions of new occupational groups or improvements of existing occupational descriptions in this area”.

In ISCO the notion of “tourism occupations” is not straightforward, as it describes the tasks and duties of a job, not the characteristics of the economic unit where the job is carried out. Secretarial or cleaning jobs in a hotel for example, will not be identified as tourism related occupations.

The only occupations which can be clearly linked to tourism are therefore those where the tasks and duties are principally related to tourism industries (these industries are identified in the Tourism Satellite Account official text and are defined as those activities that produce tourism characteristic products, that is, those products which, in the absence of visitors, in most countries would probably cease to exist in meaningful quantity or for which the level of consumption would be significantly reduced and for which it seems possible to obtain statistical information (TSA:RMF 3.17)).

The most significant occupations in the current version of ISCO (ISCO-88) related to tourism industries:
managerial occupations in hotels and restaurants (1225 and 1315),
travel consultants (3414),
travel agency clerks (4221),
travel guides (5113).
cooks (unit group 5122).
waiters (unit group 5123).
car, taxi and van drivers (8322).

The following references are the descriptions of these unit groups as viewed in the ISCO website at http://www.ilo.org/public/english/bureau/stat/isco/isco88/major.htm. (*)

1225 PRODUCTION AND OPERATIONS DEPARTMENT MANAGERS IN RESTAURANTS AND HOTELS
Production and operations department managers in restaurants and hotels plan, direct and coordinate those activities of the enterprise which are concerned with the provision of accommodation, catering and related services, under the broad guidance of the directors and chief executives, and in consultation with managers of other departments or sections.

Tasks include:

(a) planning, directing and coordinating activities concerning the provision of accommodation, catering and related services;
(b) ensuring the efficient use of resources and the fulfilment of schedules;
(c) planning and directing daily operations,
(d) controlling expenditure;
(e) establishing and directing operational and administrative procedures;
(f) overseeing the application of work safety and related procedures;
(g) overseeing the selection, training and performance of staff;
(h) representing the department in its dealings with other parts of the enterprise or with outside bodies;
(i) performing related tasks;
(j) supervising other workers.

Examples of the occupations classified here:

- Department manager, production and operations/hotel
- Department manager, production and operations/restaurant

Some related occupations classified elsewhere:

- General manager, restaurant - 1315
- Managing director, enterprise/hotel - 1210

(*) If interested, you can also find numbers of employed persons by occupations in a number of countries at http://laborsta.ilo.org/ (click on SEGREGAT DATA) A good country example to choose is Austria.
1315 GENERAL MANAGERS OF RESTAURANTS AND HOTELS

General managers of restaurants and hotels head small restaurant or hotel businesses and, on their own behalf or on behalf of the proprietor, plan, direct and coordinate the activities of the business, with the assistance of no more than one other manager and some non-managerial help.

Tasks include:

(a) planning and implementing policies;
(b) making budgetary estimates;
(c) negotiating with suppliers and customers and with other organisations;
(d) planning and controlling the use of resources and hiring workers;
(e) managing daily operations;
(f) reporting to owners, if any;
(g) performing related tasks;
(h) supervising other workers.

Examples of the occupations classified here:

- General manager, hotel
- General manager, restaurant

Some related occupations classified elsewhere:

- Department manager, production and operations/restaurant - 1225
- Managing director, enterprise/hotel - 1210

3414 TRAVEL CONSULTANTS AND ORGANISERS

Travel consultants and organisers plan itineraries and schedule travel accommodation for customers, and organise or sell complete group travel tours for business or vacation.

Tasks include:

(a) obtaining information about availability, cost and convenience of different types of transport and accommodation, ascertaining customers' requirements and advising them on travel arrangements;
(b) making and confirming travel and hotel reservations, giving customers tickets and vouchers and receiving payments;
(c) organising complete group tours for business or vacation travel and selling them to groups or individuals;
(d) helping customers in obtaining necessary certificates and travel documents;
(e) performing related tasks;
(f) supervising other workers.

Examples of the occupations classified here:

- Consultant, travel
- Organiser, travel

Some related occupations classified elsewhere:
4221 TRAVEL AGENCY AND RELATED CLERKS

Travel agency and related clerks supply information, arrange travel itineraries and obtain necessary reservations.

Tasks include:

(a) advising customer on itineraries and method of travel;
(b) preparing itineraries;
(c) making necessary reservations;
(d) issuing tickets, vouchers and other documents;
(e) obtaining visas, if necessary;
(f) preparing bills and receiving payments,
(g) performing related tasks;
(h) supervising other workers.

Examples of the occupations classified here:

- Clerk, ticket issuing/travel
- Clerk, travel/airlines
- Clerk, travel agency

Some related occupations classified elsewhere:

- Clerk, ticket issuing/except travel 4211
- Consultant, travel - 3414
- Department manager, production and operations/travel agency - 1229
- General manager, travel agency - 1319
- Organiser, travel - 3414

5113 TRAVEL GUIDES

Travel guides accompany individuals or groups on sightseeing tours or excursions, describe points of interest and provide other guide services.

Tasks include:

(a) escorting tourists and looking after their comfort;
(b) accompanying tourists on sightseeing tours and describing points of interest;
(c) accompanying tourists to museums and exhibitions and giving information on exhibits;
(d) guiding groups through factories and similar establishments and giving relevant information;
(e) conducting excursions such as mountain climbing, hunting or fishing;
(f) performing related tasks;
(g) supervising other workers.
Examples of the occupations classified here:

- Guide, art gallery
- Guide, travel
- Guide, travel/game park
- Guide, travel/safari
- Guide, travel/sightseeing

5122 COOKS

Cooks plan, organise, prepare and cook foodstuffs in hotels, restaurants and other public eating places, on board ships, on passenger trains and in private households.

Tasks include:

(a) planning meals, preparing and cooking foodstuffs;
(b) planning, supervising and coordinating work in the kitchen;
(c) performing related tasks;
(d) supervising other workers.

Examples of the occupations classified here:

- Cook
- Cook, head

5123 WAITERS, WAITRESSES AND BARTENDERS

Waiters, waitresses and bartenders serve food and beverages in commercially-operated dining and drinking places, clubs, institutions and canteens, on board ships and on passenger trains.

Tasks include –

(a) serving food and beverages;
(b) advising on the choice of wines and serving them;
(c) serving alcoholic and non-alcoholic drinks at a bar;
(d) performing related tasks;
(e) supervising other workers.

Examples of the occupations classified here:

- Bartender
- Waiter
- Waiter, head
- Waitress
- Waitress, wine
8322 CAR, TAXI AND VAN DRIVERS

Car, taxi and van drivers drive and tend motor cars and vans to transport passengers, mail or goods.
Tasks include:

(a) driving and tending passenger cars or taxis ;
(b) driving and tending cars, vans or small trucks to deliver mail or goods;
(c) performing related tasks;
(d) supervising other workers.

Examples of the occupations classified here:

- Driver, car
- Driver, taxi
- Driver, van

D. Questionnaire on “tourism occupations”

WTO Secretariat and WTO Business Council request your cooperation answering the following questionnaire. After minimal editing, we will send your response to the ILO for analysis and evaluation.

We would appreciate it if your suggestions could be sent to stat@world-tourism.org before 6 June 2005.
**Questionnaire on “tourism occupations” (May 2005)**

1. Would you propose improvements of the occupational description of these eight groups previously mentioned?

2. As a user of social/labour statistics, do you have any comments regarding ISCO that you would like to convey to the ILO?

3. At this time, and with regard to the eight (8) occupations directly related to tourism activity mentioned in the document, do you think that others should be included? If so, please briefly describe each one, mentioning tasks included and examples, as in the aforementioned list of eight occupations.

4. Looking forward 5 to 10 years from now, what other occupations do you think will probably have to be added to the current list of occupations? Please provide only a brief description of each one, indicating which tourism industry they would be placed in.

5. In your opinion, do the conditions exist to strengthen partnership among the different actors involved in occupational training in the tourism sector, especially between public and private operators in the areas of education, professional associations and labour unions?

6. What strategic actions do you think should be taken so that tourism professionals can respond in the future to existing challenges deriving from changes in the profile of the average tourist, the emergence of new products, modifications in the logistical base of the market, new information and communication technologies, and the increase in the number of smart facilities and equipment?

7. Do you think that it is important for there to be professional certification mechanisms in various disciplines in the area of training?

8. Lastly, does your country have legal stipulations mandating official occupational training actions in the field of tourism?