



**Victorian  
Skills Authority**

## **Victorian Skills Plan**

# **Rental, Hiring and Real Estate Services Industry Insight**

October 2022



Education  
and Training

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## Introduction

This report on the Rental, Hiring and Real Estate Services industry forms part of the 2022 Victorian Skills Plan and outlines demand for occupations, education and training directed to meeting the demand and current workforce issues facing the industry.

This report has been prepared by the Victorian Skills Authority (VSA). The VSA was formed in July 2021 in response to the review *Future Skills for Victoria: Driving collaboration and innovation in post-secondary education and training* (known as the Macklin Review). The VSA is charged with preparing an annual Victorian Skills Plan (the Skills Plan) to guide decision-making on skills and training, by the Government, education and training providers, industry and communities.

### The Victorian Skills Plan

The annual Skills Plan sets out Victoria's skills needs for 2022 to 2025 by drawing on data, evidence and insights from a range of system-wide and local sources.

The Government in conjunction with industry, communities and education and training partners brings collaborative action through the Skills Plan which:

- **defines skill needs** with clear statements of required skills and capabilities (current and emerging)
- **sets priorities** for post-school education and training in Victoria
- **communicates to the community** the opportunities education and training can provide to offer careers for individuals that also meet the workforce needs of industry
- **aligns action** across industry and government to support improved outcomes for all Victorians.

The Skills Plan consists of:

- a summary report – the Victorian Skills Plan
- the industry needs of the Victorian economy segmented into 13 insight reports, each comprising like industries – of which this report is one
- profiles of industry and occupations in the regional areas of Victoria which outline priorities for skills development – either as snapshots or Regional Skills Demand Profiles
- current employment and forecast demand to 2025 across Victoria – a user-driven dashboard.

### About Industry Insight Reports

Each industry insight is based on robust research, qualitative and quantitative data collection and analysis and extensive consultation with the Government's Industry Advisory Groups, partners and stakeholders over a period of six months. Each report sets out to:

- profile the **industry outlook**, taking into account sector trends and key drivers of demand
- detail the **workforce and skilling implications** of the industry based on forecasting
- set **industry priorities** in responding to current and future workforce challenges
- provide initial guidance for an **education and training response** to these challenges.

The industries reflected in each report are defined according to their classification within 1292.0 - *Australian and New Zealand Standard Industrial Classification (ANZSIC) 2006*, prepared by the Australian Bureau of Statistics. Occupations within industries have been defined using the *Australian and New Zealand Standard Classification of Occupations (ANZSCO)*.

Each industry insight contributes to the conclusions and recommendations of the Skills Plan, focusing on actions for implementation over a three-year period.

The VSA acknowledges and extends sincere thanks to the individuals and organisations that participated in the consultations and contributed to these materials.

**Using this report**

This is a point-in-time report on the rental, hiring and real estate Services industry in Victoria and the associated skills and workforce issues.

This report, along with the Skills Plan, has been prepared for industry and provider partners as a summary of demand for occupations and workforce issues. In addition to being used by the Victorian Government to consider responses, as a public document it is available to industry and education and training partners to form actions and responses.

The report does not represent the full picture of workforce issues in the industry. Opportunities associated with skills and workforce are longstanding. The information in the report, however, provides the basis for ongoing work on skills demand and responses, including by the VSA and through the Industry Advisory Groups.

**Feedback**

Feedback on this report, and others, is welcome and can be provided to [SkillsPlan@education.vic.gov.au](mailto:SkillsPlan@education.vic.gov.au). Feedback will contribute to developing insights and actions.

## Report coverage

This industry insight focuses on the rental, hiring and real estate services industry as defined under ANZSIC and the occupations relevant to the industry, classified according to ANZSCO. It covers the selling, renting, managing and buying of real estate. It also includes the rent and hiring of tangible and intangible property such as bloodstock, cars and patents.

Statistics about an industry and its sub-sectors are collated by the Australian Bureau of Statistics (ABS) from the activity of businesses. Each business is classified to an industry based on their primary activities. Where an individual works for multiple businesses, their main job is used.

Industry classifications rarely encompass the full nature of the work (and therefore skills) associated with a given industry. ABS definitions of industries or sectors may not align with the definitions used by an industry association, while the allocation of businesses on primary activity can result in businesses that perform similar services but with a different emphasis being classified across different industries.

Coverage in this report is limited to employment in the industry and sectors as defined by ABS, noting some occupations are almost exclusively associated with an industry, such as real estate agents in the rental, hiring and real estate services, while others, such as accountants and electricians, are associated with many industries. Note, however, that occupational demand for Victoria as reflected in the dashboard is the total of occupational demand for all industries.

Table 1 sets out related activities that may occur within the rental, hiring and real estate services industry but are reported formally under other industries. The relevant Industry Insight report is listed.

**Table 1 | Scope of related industry activities and insights related industries**

Activities	Industry insight
Automotive sales	Services
Streaming services	Professional, Financial and Information Services
Farming of cattle and livestock	Agriculture, Forestry and Fishing

## Executive summary

### Industry outlook

The rental, hiring and real estate services industry impacts the livelihoods of most Victorians through the buying, selling or hiring of property and equipment for personal and commercial purposes. Over 52,700 workers are employed in Victoria across real estate and other rental and leasing services.<sup>1</sup>

Significant growth in the real estate market has occurred over the last few years, particularly for residential properties. Despite COVID-19 impacting business operations, the industry is expected to experience continued growth, albeit subject to market volatility. Key drivers include ongoing demand for residential property underpinned by anticipated return to population growth, particularly in regional areas.

### Workforce and skilling implications

On average, across all industries total employment is expected to grow by an additional 211,900 workers to 2025, from 3,538,900 workers in 2022, an annual growth rate of 1.97 per cent<sup>a,2,3</sup> In comparison between 2017 and 2020 employment grew by 2.68 per cent<sup>b</sup> annually.<sup>4</sup>

In the rental, hiring and real estate services industry, employment is expected to grow by an additional 3,700 workers to 2025, from 52,700 workers in 2022, an annual growth rate of 2.43 per cent<sup>c</sup> which is higher than the overall Victorian average across all industries.<sup>5,6</sup> In comparison between 2017 and 2020 employment across this industry experienced a decline of 0.31 per cent<sup>d,7</sup>

Moderate workforce growth will be required to meet expected demand. By 2025, an estimated 5,600 new workers are needed.<sup>8</sup> This includes approximately 3,700 employment growth and replacement of 1,900 retirees.<sup>9,10</sup>

Table 2 identifies the top ten occupations in demand across the industry by 2025.<sup>11</sup> Of these, seven occupations (highlighted in table) are expected to experience employment growth at a rate above the overall Victorian average between 2022 and 2025.

**Table 2 | Occupations in demand in the rental, hiring and real estate services industry by 2025<sup>e,12,13</sup>**

Occupation	Current employment	Employment growth (2022–25)		Retirements (2022–25)	New workers needed (2022–25)
		Number	Per cent		
Real estate sales agents	17,850	1,800	2.6%	600	2,350
General clerks	3,200	200	3.4%	100	300
Land economists and valuers	2,100	150	3.2%	50	200
Other sales assistants and salespersons	450	100	2.4%	50	150
Advertising and sales managers	2,300	50	1.9%	50	100
Office managers	2,350	50	1.8%	50	100

<sup>a</sup> 3-year compound annual growth rate

<sup>b</sup> Computed for 2017 to 2020 employment growth for pre-COVID comparison

<sup>c</sup> 3-year compound annual growth rate

<sup>d</sup> Computed for 2017 to 2020 employment growth for pre-COVID comparison

<sup>e</sup> Due to rounding, some totals may not correspond with the sum of the separate figures

Receptionists	2,900	Less than 50	0.5%	50	100
Contract, program and project administrators	650	50	3.0%	Less than 50	50
Finance managers	1,200	50	3.3%	Less than 50	50
Financial investment advisers and managers	650	50	3.7%	Less than 50	50

#### Legend

	Above Victorian employment growth average between 2022 and 2025
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Technological advancements that enable online inspections are driving demand for new jobs, including online buyer's advocates, data analysts and pricing analysts. In addition, regulatory reforms across the industry drive a need for regulatory affairs specialists and regulatory compliance officers.

Industry has also identified changing skill needs. Workers will increasingly need to demonstrate an understanding of ethics, compliance, and digital literacy. Property managers who work with vulnerable clients will also need skills in empathy and engagement.

Meeting this demand will be challenging. Industry reports the need to upskill a large proportion of its workforce to keep pace with regulatory reform, difficulty attracting workers to the industry and challenges with retaining existing staff as all contributing to this challenge.

### Workforce priorities

Two priorities are identified to address workforce and skilling needs for the rental hiring and real estate services industry:

1. Adapt employment and education practices to align with the new minimum qualification for real estate agents – to ensure workers are appropriately trained in emerging issues (such as changes to rental laws) with sufficient practical experience.
2. Provide career advancement opportunities by developing specialised skills in the real estate sector, such as auctioneering or valuation through further study – focus is required to upskill workers to meet current and future demand in technical and leadership roles.

### Education and training pipeline and workforce response

Pathways to employment in the rental, hiring and real estate services industry are split across higher education and VET with 30.6 per cent of workers holding a degree or above as their highest level of education and 36.3 per cent holding a VET level qualification as their highest level of education.<sup>14</sup> There were approximately 4,070 enrolments in relevant VET qualifications in 2020<sup>f</sup> and close to 1,150 equivalent full-time study load (EFSTL) in higher education in 2019.<sup>15,16</sup>

The key entry point to the industry is the Certificate IV in Real Estate Practice, accounting for over 4,050 enrolments.<sup>17</sup> Graduates from VET courses provide an important source of workers to the industry. While activity is high for the Certificate IV in Real Estate Practice, there is opportunity to better respond to the identified priorities across the education pipeline.

Some industry representative indicated that the time taken to obtain the necessary qualifications is challenging when real estate workers are needed quickly. New regulation requires students to have

<sup>f</sup> VET enrolments related to the Rental, hiring and real estate services industry include only courses that are deemed as primary pathways into this sector. Many of these courses serve multiple industries and the total enrolment numbers are reflective of this broader pipeline. VET enrolments in courses that primarily feeds into other sectors but also support the Rental, hiring and real estate services industry are included in the industry in which the course primarily supports.

completed a prescribed number of units, before shadowing licensed operators. Removing barriers to practical experience in line with policy and regulation is a key focus. Increased industry exposure can ensure students learn from experienced practitioners with an up-to-date understanding of regulatory requirements.

As the workforce builds, maintaining ethical and quality standards is vital. Qualifications focused on auctioneering and valuing can cultivate the skills needed to meet industry demand. Further upskilling workers through micro-credentials and short courses on their legislative and ethical obligations can help maintain agent conduct.

Without consideration of policy, job design and the employee value proposition, the real estate industry will continue to face recruitment and retention challenges. Flexible work arrangements, funding and study leave can drive change.

Table 3 highlights actions that could be adopted by education, industry, and government to meet workforce demand.

**Table 3 | Actions for consideration for education, industry, and government**

- Increase practical experience opportunities for students seeking to become real estate agents.
- Facilitate specialisation with targeted education and training opportunities in areas such as auctioneering and valuation.
- Ensure existing workforce practices and recruitment policies respond effectively to fluctuations in demand across the industry and the time taken to train new agents.



## Industry outlook

### The rental, hiring and real estate services industry is likely to fluctuate in proportion to predicted volatility in the real estate market

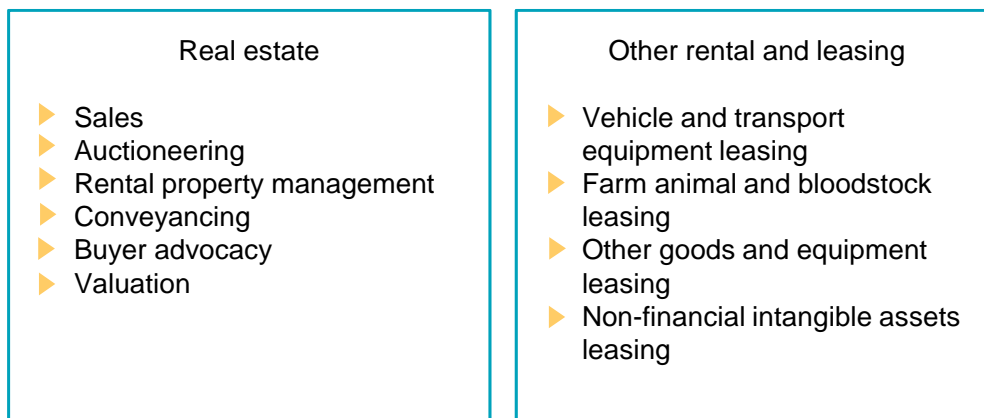
The rental, hiring and real estate services industry, consisting of real estate and other rental and leasing, plays a vital role in Victoria’s economy despite the relatively small size of its workforce.

The rental, hiring and real estate services industry employs 1.5 per cent of the total Victorian workforce (52,700 workers).<sup>18</sup> Across the industry, approximately 47.8 per cent of workers are female, similar to the Victorian average of 47.2 per cent.<sup>19</sup> Approximately 28.1 per cent of workers in the sector are aged over 50, similar to the Victorian average across all sectors of 29 per cent.<sup>20</sup>

The impacts of COVID-19 on the industry have been significant, varying by sector within the industry. Demand and opportunity for digital delivery has increased in response to COVID-19 and was crucial in facilitating online inspections and auctions when restrictions prevented gatherings at private residences in 2020 and 2021.<sup>21</sup> Employment opportunities during this period were significantly reduced but have rebounded in proportion to market fluctuations.

The rental, hiring and real estate services industry provides a wide range of sales and rental services in the real estate sector, as well as hiring services for goods, equipment and other intangible assets in the other rental and leasing sector. The key sectors within the rental, hiring and real estate services industry are shown in Figure 1.

**Figure 1 | Key sectors within the rental, hiring and real estate services industry<sup>22</sup>**



#### Real estate

The real estate sector makes up the majority of the industry workforce (89.6 per cent).<sup>23</sup> The real estate sector engages in property marketing and sales, auctioneering, insurance, financing, settlements and conveyancing, maintenance and rental property management, business broking, owner’s corporation management, valuation, and buyer advocacy.<sup>24</sup> The largest occupation in the sector is real estate agents (28 per cent of the workforce). Real estate agents must be licensed and are supported by property managers (who service the rental market), clerks and other administrative staff. The sector does not include landlords who own and lease property without a third party.

Despite strong growth in recent years, the real estate activity declined when remote inspections and auctions were required during COVID-19 and remains volatile.

The real estate sector, although a proportionately small part of the overall workforce, services a market which is estimated to be worth \$2.56 trillion in Victoria.<sup>25</sup> Victorian home values increased by

15.9 per cent in 2020-21, making up more than a quarter of the total value of the nation's residential real estate.<sup>26</sup> This growth occurred against the backdrop of approximately 24 per cent workforce growth in the real estate sector over the past five years. Despite strong growth in this market in recent years, it remains volatile, and the industry suffered significantly during the COVID-19 pandemic as inspections and auctions were conducted remotely.<sup>27</sup> More recently, increases in interest rates, uncertainty about inflation, decreasing affordability and heavy media coverage has dampened buyer enthusiasm and the overall downtrend in property markets and dwelling values is now becoming apparent.<sup>28</sup>

The real estate sector is concentrated in highly populated areas. For example, the Melbourne local government area accounts for 17.8 per cent of the real estate workforce alone. Coastal areas in southeast and southwest Melbourne also share a large proportion of the workforce.<sup>29</sup> Strong population growth is projected for Greater Melbourne (5 million in 2018 to 9 million in 2056 – growth of approximately 80 per cent),<sup>30</sup> however COVID-19 appears to be having an impact on this trend. There was a net loss of ~22,600 people from Melbourne to the rest of Victoria from January 2020 to March 2021, the highest on record.<sup>31</sup> Victoria also lost ~18,100 people to other states and countries in this period, a likely consequence of extended lockdowns. It is anticipated that Victoria's population will rebound, but concern over housing affordability and greater acceptance of remote working are likely to drive growth in regional areas. Regional Victorian house prices grew at the fastest rate in 20 years through 2021, with the median house price increasing 27 per cent to reach \$565,000.<sup>32</sup>

Separately, it may take time for the commercial real estate sub-sector to rebound from the impacts of lockdowns, remote working arrangements and business closures caused by COVID-19.

Residential property management may recover more slowly than sales, given that some of the worst impacts of COVID-19 have been on young people and low-middle income earners, who make up a large proportion of the rental market.<sup>33</sup> However, recent evidence suggests that the market is rebounding faster than anticipated. For example, vacancies in inner city Melbourne dwellings, the region hardest hit by COVID-19, are half what they were in August 2021.<sup>34</sup> However, it is likely that demand will continue to fluctuate with broader market conditions, as referenced above.<sup>35</sup>

### Other rental and leasing

This sector makes up a small proportion of the overall industry workforce (10.4 per cent).<sup>36</sup> The 'other rental and leasing' sector comprises a range of smaller sub-sectors whereby businesses and consumers hire out goods, stock, and other non-financial intangible property. This sector is diverse and connects closely to sectors in other industries including agriculture, construction, and manufacturing (i.e., those with a greater focus on sales). Industry shifts in the rental and leasing sub-sector to date map to these adjacent industries.

The sector includes car rentals and other transport and equipment leasing (such as farming equipment and vehicles), along with farm animal and bloodstock leasing (such as work horses and dairy cattle for sharemilking). These sub-sectors are most closely connected to the agriculture industry.

The other rental and leasing sub-sector also includes the hiring of scaffolding, which is most frequently used in the construction and manufacturing industries as new infrastructure is built and plants and other facilities are shut down for maintenance.













Video and other media leasing has substantially contracted in the last decade due to the rising popularity of online media and streaming services. As a result, there are very few video rental stores remaining across Victoria.

Finally, the non-financial intangible assets sub-sector includes the leasing of brand names for franchising, patents, and taxi licences, primarily used in the course of carrying out businesses in other industries.

## The rental, hiring and real estate services industry will grow between now and 2025

The rental, hiring and real estate service industry is expected to grow, driven by continuing growth in the real estate market, particularly for residential properties, underpinned by population growth. The industry outlook is broadly driven by a range of factors,<sup>37</sup> set out in Table 4.

**Table 4 | Drivers of demand in the rental, hiring and real estate services industry**

	Driver	Real estate	Other rental and leasing
<b>Policy</b>	Changes in the regulatory environment, professional standards and public scrutiny is providing greater protection for buyers and renters.	 High	 Low
<b>Economic</b>	Increasing house prices continue to outstrip wage growth. This may change with projected increases in interest rates in 2022 <sup>38</sup> that contribute to market volatility and place pressure on individuals' capacity to repay mortgages.	 High	 Low
<b>Social</b>	Population growth in regional areas is increasing amid continuing strong growth in greater Melbourne, whereas populations in some rural areas are decreasing.	 High	 Low
	Consumers are increasingly willing to share property, rather than own it, which in the case of real estate reflects affordability issues.	 Medium	 Medium
<b>Technological</b>	Significant advancements in technology and digitisation, including Artificial Intelligence (AI), Augmented Reality (AR) and Virtual Reality (VR) improve products and processes for renting and selling.	 Low	 Low
<b>Environmental</b>	Climate change is likely to increase demand for property that is environmentally sustainable and/or (in the case of real estate) located in lower risk areas for natural disasters and other adverse environmental concerns (e.g., rising sea levels).	 Medium	 Low

Drivers are impacting sectors differently across the industry over the next three to five years.

## Real estate

New rental laws from 2021 expand the rights and responsibilities of renters and rental providers, making renting fairer and safer. This is likely to increase work demands for property managers as a contact point between renters and landlords.<sup>39</sup> Similarly, new licensing requirements came into effect for real estate agents in October 2020, introducing the Certificate IV in Real Estate Practice as the minimum qualification.<sup>40</sup> Regulatory reform is likely to continue to affect the real estate sector. In February 2022, the Victorian Government announced a review into underquoting laws, off-the-plan sales and real estate agent conduct following complaints to Consumer Affairs Victoria.<sup>41</sup>

Demand in the real estate sector will be driven by population growth, house prices relative to wage growth and changes to the level of protection afforded to buyers and renters.

On an economic level, house prices have consistently outstripped wage growth over the past 30 years.<sup>42</sup> House prices and rent in regional areas have increased in response to recent demand,<sup>43</sup> and while they remain lower than in capital cities, they still threaten home affordability. However, interest rates are now starting to rise and place downward pressure on prices.<sup>44</sup>

The banking sector deferred repayments on home loans throughout COVID-19, reaching a peak in June 2020 at 900,000 deferrals across Australia. However, this has shifted pressure to 2022 and beyond for consumers to either repay or sell.<sup>45</sup>

There was a surge in home auctions as lockdowns eased, with a 144 per cent increase in 2021 compared with 2020. December 2021 was the strongest performance for both auction volume and sales in any quarter (a possible consequence of backlog from earlier in the year).<sup>46</sup>

Population growth continues in regions of high amenity (tree- and sea-changer communities in Victoria were growing 1.5 times faster than average population growth pre-COVID-19).<sup>47</sup> Growth is underpinned by strategic housing projects in Armstrong Creek (Geelong),<sup>48</sup> Lucas (Ballarat),<sup>49</sup> and Bendigo<sup>50</sup> – the largest housing developments in Victoria outside Melbourne. These three areas are expected to account for half of Victoria's regional growth to 2036.<sup>51</sup> A recovery in international migration from COVID-19 will likely increase commercial and residential demand for real estate across the State.

A greater acceptance of remote working driven by the COVID-19 pandemic is supporting more permanent regional migration.<sup>52</sup> Flexibility in work models driven in part by the 'sharing economy' continues to grow, with Victorians engaging new ways of renting and swapping from rooms in private homes and entire residences (Airbnb) to co-working spaces (WeWork).<sup>53</sup>

New technologies that were introduced in the COVID-19 pandemic will continue to permit online inspections, vendor advocacy, auctions and paperless transactions.<sup>54</sup>

With effect from February 2021, the Victorian Minister for Planning has declared that certain high risk external wall cladding products are prohibited for use in carrying out any building work in Victoria.<sup>55</sup> This may require construction work to be undertaken to remove the cladding for some property owners and renters.<sup>56</sup>

## Other rental and leasing

Most significantly for other rental and leasing sectors, the 'sharing economy' continues to grow. Victorians are engaging in new ways of renting and swapping including cars (e.g., Care Next Door, FlexiCar) and equipment (OpenShed).<sup>57</sup>

A global shortage of cars has more than doubled rental prices since 2019.<sup>58</sup> Rental companies will continue to rectify the shortfall despite a severe global shortage of parts. For example, companies in the vehicle and transport leasing sub-sector across Australia have bought more than 890,000 cars in the past year.<sup>59</sup>

An increasing number of Australians are travelling within the country, which has increased demand for rental cars and is driven by greater household savings built during COVID-19 (and in lieu of overseas holidays). On a local level, some consumer concern about surge prices on rideshare apps is driving greater demand for taxi operators. In March 2022, 13cabs revealed that it was recruiting 4,000 drivers to meet demand across Australia.

In November 2021, cattle prices hit an all-time high in Victoria after a year of strong growth consistent with forecasts,<sup>60,61</sup> which may increase demand for bloodstock leasing (e.g., for sharemilking) in the future.<sup>62</sup>

Technological advancements in streaming platforms and online hosting continue to reshape how consumers rent video and other media for entertainment and other purposes. This is likely to accelerate a decline in the video and other media leasing sub-sector.

## Workforce and skilling implications

### An estimated 5,600 new workers are required to meet projected demand over the next 3 years

On average, across all industries total employment is expected to grow by an additional 211,900 workers to 2025, from 3,538,900 workers in 2022, an annual growth rate of 1.97 per cent<sup>g</sup>.<sup>63,64</sup> In comparison between 2017 and 2020 employment grew by 2.68 per cent<sup>h</sup> annually.<sup>65</sup>

In the rental, hiring and real estate services industry, employment is expected to grow by an additional 3,700 workers to 2025, from 52,700 workers in 2022, an annual growth rate of 2.43 per cent<sup>i</sup> which is higher than the overall Victorian average across all industries.<sup>66,67</sup> In comparison between 2017 and 2020 employment across this industry experienced a decline of 0.31 per cent<sup>j</sup>.<sup>68</sup>

The 5,600 new workers expected between 2022 and 2025.<sup>69</sup> comprises 3,700 in employment growth and replacement of 1,900 retirees.<sup>70,71</sup> Growth will be concentrated in the real estate sector. Initially, demand will focus on sales roles (e.g., real estate agents) but this is anticipated to shift towards operations and management in later years as the workforce pipeline builds. However, workforce numbers in the sector tend to be volatile, with large numbers of Agent's Representatives recruited to meet demand at critical points in the year.

Table 5 identifies the top ten occupations in demand to 2025 based on employment growth and replacing retirees.<sup>72</sup> Of these, seven occupations (highlighted in table) are expected to experience employment growth at a rate above the overall Victorian average between 2022 and 2025. These figures are estimates but it is important to note that they may be under-estimated as they do not account for existing vacancies nor take account of changes in the rate of workers leaving the industry, which stakeholders indicated appears to be higher than usual.

**Table 5 | Occupations in demand for the rental, hiring and real estate industry to 2025<sup>k,l73,74</sup>**

Occupation	Current employment	Employment growth (2022–25)		Retirements (2022–25)	New workers needed (2022–25)
		Number	Per cent		
Real estate sales agents	17,850	1,800	2.6%	600	2,350
General clerks	3,200	200	3.4%	100	300
Land economists and valuers	2,100	150	3.2%	50	200
Other sales assistants and salespersons	450	100	2.4%	50	150
Advertising and sales managers	2,300	50	1.9%	50	100
Office managers	2,350	50	1.8%	50	100
Receptionists	2,900	Less than 50	0.5%	50	100

<sup>g</sup> 3-year compound annual growth rate

<sup>h</sup> Computed for 2017 to 2020 employment growth for pre-COVID comparison

<sup>i</sup> 3-year compound annual growth rate

<sup>j</sup> Computed for 2017 to 2020 employment growth for pre-COVID comparison

<sup>k</sup> Due to rounding, some totals may not correspond with the sum of the separate figures

<sup>l</sup> Supporting roles such as accountants have been excluded, as they are included in the Professional, Financial and Information Services insight report.

Contract, program and project administrators	650	50	3.0%	Less than 50	50
Finance managers	1,200	50	3.3%	Less than 50	50
Financial investment advisers and managers	650	50	3.7%	Less than 50	50

Legend

	Above Victorian employment growth average between 2022 and 2025
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Technological advancements that enable online inspections and auctions along with regulatory reform are driving demand for the new and emerging jobs detailed in Table 6. The emphasis on regulatory roles corresponds with ongoing concern about ethical compliance in the real estate sector. It will become increasingly valuable for agencies to employ workers skilled in legal compliance. Emerging occupations are defined as new, frequently advertised jobs which are substantially different to occupations already defined in ANZSCO.<sup>75</sup>

**Table 6 | Emerging occupations in the rental, hiring and real estate services industry<sup>76</sup>**

Emerging occupations	
• Data analysts	• Online buyer’s advocates
• Owner’s corporation managers	• Pricing analysts
• Regulatory affairs specialists	• Regulatory compliance officers

### Skills shortages in the rental, hiring and real estate services industry require more immediate rectification than occupational shortages

The rental, hiring and real estate industry has few occupations currently in shortage. A shortage exists when employers are unable to fill or have considerable difficulty filling vacancies for an occupation at current levels of remuneration and conditions of employment, and in reasonably accessible locations. Where an occupation specialisation is in shortage, the occupation will be treated as in shortage.

The National Skills Commission’s Skills Priority List identifies no current occupational shortages in rental, hiring and real estate services for Victoria.<sup>77</sup> However, consultation with industry as part of the development of the Skills Plan indicated that shortages may exist in specific regions or occupations such as general clerks and receptionists. Industry also highlighted demand for real estate agents may drive shortages in the future (Table 7). This is underpinned by a requirement that real estate agents need to have completed a Certificate IV in Real Estate Practice to perform full duties (e.g., conduct inspections), which requires the existing workforce to provide supervision until employees are fully qualified. Real estate agents that wish to open their own business are required to hold a Diploma of Property (Agency Management) and have operated for at least one year.

**Table 7 | Occupational shortages facing the rental, hiring and real estate services industry<sup>78</sup>**

Occupational shortages	
• Clerks	• Real estate agents (possible in the future)

Regulatory reform and technological advancements are driving skills shortages among the existing workforce. As described above, there is a growing emphasis on ethics, compliance and digital literacy. Property managers who work with vulnerable renters who now receive more robust legal protection before eviction will need skills in engagement and negotiation.<sup>79</sup> General skills that enable greater career progression and enhance management of agencies are also in shortage.

A list of specific skills shortages across the rental, hiring and real estate services workforce is shown in Table 8.

**Table 8 | Skills shortages facing the rental, hiring and real estate services industry<sup>80</sup>**

Skills shortages	
• Business management	• Digital capability
• Empathy and engagement (for vulnerable cohorts)	• Entrepreneurship
• Ethics and compliance	• Planning and organising
• Regulatory and legislative literacy	• Teamwork



## Education and training pipeline

There were around 4,070 enrolments in rental, hiring and real estate services related VET qualifications in 2020<sup>m</sup> and close to 1,150 relevant enrolments in Higher Education in 2019.<sup>81,82</sup> This should translate to more than 4,200<sup>n</sup> graduating students entering the workforce each year with relevant qualifications, suggesting a strong likelihood of meeting projected demand, although some will seek employment in other industries. For further detail, see the collaborative response toward the end of this report.

### VET remains a vital pathway into the real estate sector

VET will continue as a significant channel of education supply to the rental, hiring and real estate services workforce, with 36 per cent of workers holding a VET level qualification as their highest level of education.<sup>83</sup> VET is likely to become a more vital pathway for workers in this industry amid recent regulatory reforms to the real estate sector, requiring real estate agents (a top employing occupation) to hold a Certificate IV in Real Estate Practice and accounts for almost all VET activity for the industry. By contrast, VET is not a significant pathway for the other rental and leasing sector.

In 2020, there were approximately 4,050 enrolments in Victoria in the Certificate IV in Real Estate Practice, with the majority enrolled prior to commencing employment.

### VET Activity

People enrol in VET courses for one of three main reasons:

- to prepare for employment
- to support current employment
- to progress their careers within the industry.

This equates to training categorised as prior to employment; with employment (as an apprenticeship or traineeship) and upskilling once qualified as shown in Table 9. The table shows the enrolments in 2020 VET courses on the Victorian Funded Course List (FCL) and the Victorian Funded Skill Set List (FSSL)<sup>84,85</sup> related to this industry and against each category. The enrolment numbers are drawn from Total VET Activity (TVA) which comprises enrolments supported by public funding or private contribution.

As part of preparing this report, industry representatives have provided their perspectives on the purpose of these qualifications, which is summarised in Figure 2 and helps to read Table 9.

<sup>m</sup> VET enrolments related to the Rental, hiring and real estate services industry include only courses that are deemed as primary pathways into this sector. Many of these courses serve multiple industries and the total enrolment numbers are reflective of this broader pipeline. VET enrolments in courses that primarily feeds into other sectors but also support the Rental, hiring and real estate services industry are included in the industry in which the course primarily supports.

<sup>n</sup> This number is determined by taking the total number of VET enrolments in courses undertaken prior to employment, combined with 1/3 of the total number of HE enrolments in AQF 5-8 courses (as these courses are traditionally undertaken prior to employment and the average Bachelor degree is three years, so only those in their final year of study will enter the workforce the following year).

**Figure 2 | VET pipeline key**

1. 'AT' indicates a classroom-based course is also available as an apprenticeship or traineeship option
2. 'Q' indicates industry values the course as a qualification
3. 'SS' indicates industry values the course as a skill set
4. 'EIR' indicates it is an Endorsed Industry Requirement as noted by industry
5. 'OL' indicates the course leads to an Occupational License as noted by industry

Note: Industry has not provided feedback on all qualifications and where indicated; each value assignment can be reviewed in the future.

**Table 9 | Victorian VET pipeline for rental, hiring and real estate services<sup>o</sup>**

<b>Prior to employment</b>	
Qualifications (3,930 TVA enrolments 2020)	
<b>Certificate IV</b>	<b>3,930</b>
Certificate IV in Real Estate Practice (Q,AT,EIR)	3,930
<b>With employment (apprenticeship and traineeship)</b>	
Qualifications (121 TVA enrolments 2020)	
<b>Certificate IV</b>	<b>121</b>
Certificate IV in Real Estate Practice (Q,EIR)	121
<b>Upskilling once qualified</b>	
Qualifications (17 TVA enrolments 2020)	
<b>Diploma</b>	<b>17</b>
Diploma of Property (Agency Management) (Q,EIR)	17
Note: Enrolment figures in the table above are as reported by NCVET, Total VET student and courses 2020: program enrolment. There may be instances where program enrolments are not reported by providers to NCVET and therefore not included in the enrolment figures in the total VET training activity data. Total VET activity for 2021 is expected to be released in August 2022.	

## Higher education is not a significant pathway into the industry but offers targeted qualifications

Higher education also provides a pathway into the rental, hiring and real estate services industry, with 31 per cent of workers holding a degree or above as their highest level of education.<sup>86</sup> Activity is concentrated in a small number of targeted qualifications that support the real estate sector. The other rental and leasing sub-sectors do not rely significantly on these qualifications.

Occupations in the industry that are relevant to higher education qualifications are projected to grow over the next five years.<sup>87</sup> These qualifications provide workers with opportunities to deepen their

<sup>o</sup> VET courses can support a range of occupations across a range of industries, and occupations can also support a range of industries. To present the likely VET trained employment pipeline by industry, enrolments for a course have been assigned to the most common industry in which people seek employment.

understanding of the real estate sector and equip students with skills relevant to operating their own agencies.

In 2019, there were close to 1,150 equivalent full-time study load (EFTSL)<sup>p</sup> enrolments across real estate related courses delivered by Victorian universities.<sup>88</sup> The rental, hiring and real estate services industry pipeline in the higher education system is shown in Table 10. Only courses with more than 100 EFTSL are included. Noting many of these courses serve multiple industries, the total EFTSL numbers are reflective of this broader pipeline.

**Table 10 | Higher education pipeline for rental, hiring and real estate services in Victoria, high enrolment courses with EFTSL over 100<sup>89q</sup>**

<b>Other Management and Commerce (1,146 EFTSL, Victoria, 2019)</b>	
<b>Australian Qualification Framework 9+ (e.g., Master and above) (337 EFTSL)</b>	<b>AQF 5-8 (e.g., Diploma, Bachelor, Hons) (809 EFTSL)</b>
<ul style="list-style-type: none"> <li>• Master of Property (337)</li> </ul>	<ul style="list-style-type: none"> <li>• Bachelor of Property and Real Estate (347)</li> <li>• Bachelor of Applied Science (Property and Valuation) (Hons) (246)</li> <li>• Bachelor of Property and Real Estate/Bachelor of Commerce (216)</li> </ul>

<sup>p</sup> Equivalent full-time student load (EFTSL) is the measure used to determine a student's study-load. The University sets a unit value for each of its courses. One EFTSL is the amount of student load determined by the University to be equal to a full-time load at 100 percent intensity for one student for one year.

<sup>q</sup> A course may be allocated to different narrow field of educations by different higher education providers based on the primary purpose of the course. Higher education enrolments reported against a course under a specified narrow field of education reflect only the portion of enrolment allocated to the narrow field of education and are not reflective of the total enrolment for the course.

## Workforce priorities

### Key workforce priorities centre on improving quality pathways to employment and increasing specialised micro-credentials

The rental, hiring and real estate services industry needs to ensure that its workforce has the skills it requires to meet industry needs. The workforce needs to keep pace with regulatory reform. The number of public complaints that are being made against workers in the real estate sector for non-compliance with new and existing laws (e.g., underquoting) suggests this is a concern.

Key challenges exist to address the supply and skill of workers. Some challenges extend beyond the remit of the Skills Plan, such as industry awards and remuneration. Other challenges focus on fewer than required individuals choosing to enter the industry and difficulty retaining existing workers.

Two key priorities for the industry are identified. Responsibility for delivering on these priorities lies with many stakeholders, however education and training has a key role to play.

### Adapt employment and education practices to align with the new minimum qualification for real estate agents

The Certificate IV in Real Estate Practice is the new minimum qualification for real estate agents. Agents' representatives are also required to complete 18 units of competency before becoming licensed. As required by Victoria's Business Licensing Authority, an employee of a real estate agency cannot attend an auction or open house inspection in an active capacity without either a real estate agent or agent's representative licence. This creates a barrier to obtaining practical experience and employment through a traineeship pathway – previously, fewer units were required for completion to become licensed as an agent's representative and attend on-site inspections and auctions.

Strategic workforce planning will be required to ensure that the workforce pipeline matches demand and keeps pace with market fluctuations. The industry can also explore opportunities to align learner experience with employment practices within the remit of the new regulations. Practical work experience is essential to ensure that learners are job ready. The industry is challenged to provide this to learners that may increasingly opt for a classroom-based pathway that is less time-consuming.

The industry can also focus on cultivating a robust understanding of regulatory requirements and compliance with professional development opportunities, informed by recent changes to rental laws and an increasing number of complaints regarding agent conduct and underquoting in Victoria.

#### Table 11 | Issues to address to align with new regulations

- Regulatory changes that pose new barriers to obtaining practical experience and employment for new employees that have not yet achieved the Certificate IV in Real Estate Practice.
- Responding to changing regulatory requirements that lift expectations for agent conduct.

### Provide career advancement opportunities by developing specialised skills in the real estate sector, such as auctioneering or valuation through further study

Workers encounter a diverse range of roles once they complete entry-level training. Some of these roles require specialised skills, such as auctioneering and valuation. Senior roles require business management and human resources skills across the industry. The industry therefore needs to build specialised skills for workers in the real estate sector to meet current and future role demands. Advice provided through industry engagement with the Victorian Skills Authority can help identify where existing courses and units may be of value to do this. Career advancement opportunities will also increase retention, address skills shortages, and meet future demand.

**Table 12 | Issues to address to provide career advancement opportunities**

- High level of churn in entry-level workforce.
- Growing demand for specialised roles in the real estate sector.

## Collaborative response

### The education and training response can better align with industry needs and regulatory reform

The education and training response has a key role to play in helping to address the two key workforce issues for the industry:

1. Adapt employment and education practices to align with the new minimum qualification for real estate agents
2. Provide career advancement opportunities by developing specialised skills in the real estate sector, such as auctioneering or valuation through further study.

The education and training system has a key role to play in addressing these workforce priorities.

The education and training response will be critical to ensure regulatory reform is upheld whilst ensuring industry continues to have the skilled workforce it needs to meet demand. As described above, recent changes to regulation prevent students from shadowing fully licensed operators until they have completed a prescribed number of units. Consultation highlighted that this compromises job-readiness and encourages students to obtain a classroom-based qualification as soon as possible. A possible area of focus is to improve practical experience for current and future workers, in line with new regulations.

The education and training response can also support qualified workers to advance their skill set through micro-credentials, short courses and full qualifications to keep pace with market fluctuations and changing skill demands. For example, the system could explore introducing a sector-specific short course or promote existing small business qualifications, such as a Certificate IV in Entrepreneurship and New Business.<sup>90</sup> Similarly, specific training or qualifications for auctioneering and valuing could assist in cultivating the right skills to match industry demands.<sup>91</sup> Industry partnerships can assist in ensuring content is practical and relevant. These opportunities also give workers avenues for career advancement, increasing attraction and retention.

The regulatory context of the real estate sector and ongoing concern regarding agent conduct highlights the importance of workers having the skills and knowledge required to uphold their legislative and ethical obligations. The education and training response can focus on continuing professional development opportunities that actively engender ethical practices. This can benefit from increased industry exposure for students.

### There are opportunities to improve how industry develops capability and meets workforce demand

The education and training response alone cannot deliver on the two workforce priorities to improve how the rental, hiring and real estate services industry attracts and manages talent. It is critical that the system works together with government and industry to support the training and skilling requirements necessary to meet future demand and deliver a coordinated response.

Consultation revealed that some providers are now offering the course over four to six weeks with students able to obtain a licence to operate as an agent's representative or real estate agent with no practical experience. This is inconsistent with the intent of regulatory reform and risks unethical practice. Industry can consider offering or simulating practical experience for students to learn from experienced practitioners and ensure they are job-ready within the scope of the new regulations.

The rental, hiring and real estate services industry can focus on adapting to new regulations and developing specialised skills to meet workforce demand.

Industry can also maximise the new entry pathway for real estate agents and focus on both protecting the quality of the pathway and removing barriers to practical experience where possible. Both industry and the education and training response can be alert to the risk that private providers will offer courses inconsistent with the intent of regulatory reforms. Industry also has a role in ensuring that any practical experience is facilitated by supervisors with an up-to-date understanding of regulatory requirements.

Given the barriers and time to entry for new real estate agents, industry will also need to revisit job design and existing recruitment and retention policies and practices to ensure that its workforce can meet fluctuating demand. Industry plays a significant role in giving the existing workforce the space, time, and opportunity to cultivate specialised skills and to ensure that employees are supported to grow their careers. Flexible work arrangements, funding and study leave will assist to achieve this objective.

#### **Actions for consideration for education, industry, and government**

- Increase practical experience opportunities for students seeking to become real estate agents.
- Facilitate specialisation with targeted education and training opportunities in areas such as auctioneering and valuation.
- Ensure existing workforce practices and recruitment policies respond effectively to fluctuations in demand across the industry and the time taken to train new agents.

## Appendix A: Data methodology

### VSA Employment Model overview

The VSA Employment Model produces estimates of:

- projected employment growth between 2022 and 2025
- projected retirements between 2022 and 2025
- projected total new workers needed between 2022 and 2025.

Table 13 further defines the model outputs and identifies the primary source for each output.

**Table 13 | Employment model outputs**

	Employment growth 2022-25	Retirements 2022-25	New workers needed 2022-25
<b>Definition</b>	Change in the number of workers employed from 2022 to 2025	Workers expected to permanently leave the workforce from 2022 to 2025	Workers needed from 2022 to 2025 to meet demand from growing employment and to replace retirees
<b>Primary source</b>	Benchmarked to the NSC Employment Projections	Derived from retirement rates from Australian Census Longitudinal Dataset	The sum of employment growth and retirements

All outputs are modelled at the occupation, industry and region level:

- occupations are defined by 4-digit occupation unit groups in the Australian and New Zealand Standard Classification of Occupations (ANZSCO)
- industries are defined by 1-digit industry divisions in the Australian and New Zealand Standard Industrial Classification (ANZSIC)
- regions are defined by the nine Regional Partnerships of Victoria as outlined by the Victorian Department of Jobs, Precincts and Regions.

Benchmark data from the NSC give estimates of projected employment growth. Using an approach called iterative proportional fitting, the detailed occupation, industry and region breakdowns are generated by applying the distribution of employment in ABS Census and other data to the benchmark projections.

The model was developed by the VSA with the support of Nous and Deloitte Access Economics (DAE). The sections further below describe how the key outputs were modelled.

The VSA Employment Model gives a best estimate of employment by industry, occupation and region. It provides an indication but does not, and cannot, tell the full story of the region's economy.

### Employment growth, 2022-25

**Source:** VSA and Nous (2022), *modelling of NSC (2022) Employment Projections*

This modelling takes the NSC Employment Projections as the benchmark data for 2022-25 and breaks it down into occupation by industry by region tables.



The benchmark data sources provide 'control totals' for occupation, industry and region breakdowns independently. However, they do not provide the interaction between each of the variables. For example, they do not give the breakdown of occupations within industries.

Iterative proportion fitting uses a detailed 'seed' data table with the necessary breakdowns from a representative dataset and scales that distribution to control totals in the new dataset. Over many iterations, the seed data is transformed to sum up to the occupation, industry and region control totals.

The seed data comes from the ABS Census 2016. The control totals for occupation and industry come from the NSC's Employment Projections, and the control totals for region come from the NSC's Small Area Labour Markets data. Table 14 describes the inputs in detail.

The modelling results in:

- industry and occupation projections that align with the NSC Employment Projections
- regional data that matches the distribution across NSC Small Area Labour Markets
- industry by occupation by region data tables that approximate the distribution within the ABS Census 2016.

**Table 14 | Data sources used to model employment growth from 2022 to 2025**

Type	Data	Source
Seed	Employment x 3-digit industry (ANZSIC3) x 4-digit occupation (ANZSCO4) x Statistical Area Level 2 (SA2)	ABS, <i>Census of Population and Housing</i> , place of usual residence data
Control total	Employment x SA2	NSC, <i>Small Area Labour Markets</i> , 'SALM smoothed SA2 Datafiles (ASGS 2016) - March quarter 2022'.
Control total	Employment x ANZSIC1	NSC, <i>Employment Projections, 2020-25</i>
Control total	Employment x ANZSCO4	NSC, <i>Employment Projections, 2021-26</i>

Notes:

1. Following the modelling, SA2 data is aggregated up to Regional Partnership region. Where an SA2 spans multiple regions, the estimates have been apportioned based on geographic area.
2. The NSC industry projection is often not available until some months after the occupation projections. As at May 2022, there were no 2021 to 2026 ANZSIC1 by state forecasts available. The previous release of 2020 to 2025 ANZSIC1 by state forecasts were used and scaled up to match the Australian total employment numbers in the ANZSCO4 forecasts.

## Retirements, 2022-25

**Source:** VSA, *Deloitte Access Economics (DAE) and Nous (2022), Retirement projections 2022-2025*

Retirements are estimated by applying occupation-specific retirement rates to the employment projections.

Using the Australian Census Longitudinal Dataset, an estimate of the size of the labour force aged 50 and over in 2016 was taken and compared to the size of the labour force aged 45 and over in 2011. After adjusting for migration, the gap is an estimate of retirements between 2011 and 2016. The relative age structures of occupations in the Census 2011 were then used to estimate retirements at the detailed occupation level (ANZSCO4).

The outputs were used to estimate an occupation-specific retirement rate, calculated as:

$$\text{Retirement rate} = \text{retirements between periods } t \text{ and } t+1 / \text{employment at } t$$

The retirement rates were applied to the employment projections to estimate the number of retirements between 2022 and 2025 at the region (Regional Partnerships), industry (ANZSIC1) and occupation (ANZSCO4) level.

## **New workers needed, 2022-25**

New workers needed is the simple sum of employment growth and retirements. It is calculated at the region (Regional Partnerships), industry (ANZSIC1) and occupation (ANZSCO4) level.

**New workers needed is an estimate of demand for workers to join an industry, occupation or region.** In this model, demand comes from growth in employment (as business, government and other employers expand their operations) and the need to replace retirees who leave the workforce.<sup>†</sup>

**New workers needed is not an estimate of skills shortage.** In the VSA Employment Model, demand is always met by supply of new workers who enter the work force from study, unemployment, migration, a change in industry or occupation, or other avenues.

This means that the VSA Employment Model is not suitable for identifying current or future skill shortages. The Victorian Skills Plan draws on the National Skills Commission's Skills Priority List and stakeholder feedback to identify skills shortages within industries and across Victoria.

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<sup>†</sup> This will generally underestimate demand as it does not account for the need to replace workers who leave a job for other reasons, such as switching occupations or migrating out of Victoria.

## Appendix B: Victorian VET pipeline methodology

### Enrolment numbers

#### Sources:

National Centre for Vocational Education Research (NCVER) (2021), Total VET students and courses 2020, available [here](#).

Victorian Department of Education and Training (2022), Funded Course List, available [here](#).

Victorian Department of Education and Training (2022), Funded Skill Set List, available [here](#).

The Victorian VET pipeline table estimates the number of enrolments in each qualification and skill set for the 2020 academic year in Victoria. The NCVER total VET students and courses is used as the dataset. Only courses on the Victorian Funded Course List (FCL) and the Victorian Funded Skill Set List (FSSL) are included.

The following steps were taken to develop the table:

- Each course was reviewed by IAG members and allocated to **only one** of three main reasons for studying: to prepare for employment; to support current employment (apprenticeship or traineeship); and to progress their career. Each course is then listed under their respective allocation.
- The numbers of students who enrolled in that course in 2020 is then noted in the VET pipeline table.
- For courses that provide **an apprenticeship and traineeship option and a classroom-based option**, these courses are duplicated twice in the table, with enrolment numbers split across the other two options: the number of apprentice and trainee enrolments are reported under the header 'with employment (apprenticeship and traineeship)'; the number of classroom-based enrolments is shown under the purpose for completing the classroom-based option (either to prepare for enrolment or to progress their career). An ('<sup>AT</sup>') is noted next to these duplicated classroom-based courses to indicate they are also delivered as an apprenticeship or traineeship.
- Where industry has provided feedback on the value of qualification or skill set, a ('<sup>Q</sup>') indicates it is valued as a qualification, while a ('<sup>SS</sup>') indicates it is valued as a skill set. A ('<sup>EIR</sup>') indicates it is an Endorsed Industry Requirement and ('<sup>OL</sup>') indicates it is an Occupational License. Industry has not provided feedback on all qualifications and where indicated; and each value assignment can be reviewed in the future.
- Numbers are then totalled in their respective headers above. For the purpose of the Skills Plan, the number of enrolments 'prior to employment' is a key focus for industry as it indicates how many students are being trained but are not yet employed.

The 2020 enrolment figures are a best estimate of the pipeline of workers for industry to draw on. The 2020 figures were the latest dataset available from the NCVER at the time of developing the Skills Plan and will be updated in future iterations of this document. They intend to provide an indication of the pipeline but do not and cannot tell the full story of workforce supply. Factors such as completion rates and the COVID-19 pandemic during 2020 are also likely to impact the availability of the future workforce.

## Appendix C: Stakeholder engagement process

Stakeholder engagements allowed VSA to test, update and validate the content of the rental, hiring and real estate services industry insight report. Stakeholders from organisations in government, education and industry were engaged to provide input to the report and the Skills Plan more broadly. Specifically, stakeholders provided insight on economic outlook, workforce and skilling challenges and an education and training response across three rounds of consultations. Engagements guided initial thinking and research, as well as opportunities to test and revise the insights. We would like to thank the following organisations for their participation in the stakeholder engagement process. Table 15 lists the organisations involved.

**Table 15 | Consultation participants**

Organisation
Australasian Security Industry Association Ltd
Australian Digital and Telecommunications Industry Association
Australian Education Union - Victoria
Australian Industry Group
Australian Services Union
Bendigo Kangan Institute
Box Hill Institute
Building Designers Association Victoria
Business Services Industry Advisory Group
Communications and Information Technology Industry Training Co (CITT)
Facility Management Association (FMA)
Print and Visual Communication Association - Victoria
Real Estate Institute of Victoria
Victorian Chamber of Commerce and Industry

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