



Rialtas na hÉireann  
Government of Ireland

# Review of the Occupations Lists for Employment Permits

July 2021

Public Consultation Submission Form

Prepared by the Department of Enterprise, Trade and Employment

[gov.ie](https://www.gov.ie)

# 1. Review of the Critical Skills Occupations List and the Ineligible Occupations List, July 2021

The Economic Migration Policy Unit of the Department of Enterprise, Trade and Employment now invite submissions from representative bodies, Government Departments, Agencies, and other interested parties to a public consultation to review the eligibility of occupations appearing on the Critical Skills List and the Ineligible Occupations List for employment permits.

Submissions will only be accepted on the attached form and must be submitted by email to [empu@enterprise.gov.ie](mailto:empu@enterprise.gov.ie) by **5pm, Thursday 12<sup>th</sup> August 2021**.

You are invited to make a submission with your observations if you feel that there is a skills deficit or surplus of individuals holding such skills, or a shortage of labour or surplus of individuals available to fill those labour needs, in relation to occupations in your sector and the impact of which is adversely affecting your industry. We are interested in any factors that you consider are appropriate in order to have an occupation considered for adjustment on the lists, for example, data on skills or labour shortages, recruitment efforts undertaken, retention difficulties, relevant training incentives, impact on business, expansion plans etc., or other evidence or data such as industry surveys or reports and views within your sector.

The submission process is an opportunity for stakeholders to provide information and experiences and different perspectives on the nature and extent of skill and/or labour shortages. Stakeholder submissions are a vital source of information and views, helping inform the Department's final assessment of the status of occupations.

## 1.1 Observations of other Government Departments

Respondents are advised that copies of submissions received will be forwarded to the relevant lead Government Departments for their sector and their observations and input sought in respect of those submissions. This is to promote an integrated approach to addressing skills and labour shortages in the State. Economic Migration Policy Unit will also undertake any necessary follow up with submitters and consultation with Government Departments/State Bodies and industry groups. This review process will involve consultation with an Interdepartmental Group (IDG) on Economic Migration Policy chaired by the Department of Enterprise, Trade and Employment with membership drawn from senior officials of key Government Departments and offices. At the end of the consultation process the Department will make recommendations to the Minister for Enterprise, Trade and Employment. Changes to the lists approved by the Minister will then be given legal effect by way of a statutory instrument.

## 1.2 Publication of Submissions and Freedom of Information

Any personal information, which you volunteer to this Department, will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts 1988 and 2003. However, please note the following:

- The information provided in the submission form will be shared with relevant Government Departments and State organisations during the review process.
- The Department will publish the outcome of the reviews and the submissions received under this consultation on its website, and

- as information received by the Department is subject to the Freedom of Information Act, such information may be considered for possible release under the FOI Act. The Department will consult with you regarding such information before making a decision should it be required to disclose it.
- If you wish to submit information that you consider commercially sensitive, please identify that information in your submission and give reasons for considering it commercially sensitive.

## 2. Economic Migration Policy

Ireland operates a managed employment permits system maximising the benefits of economic migration and minimising the risk of disrupting Ireland's labour market. The employment permits regime is designed to facilitate the entry of appropriately skilled non-EEA nationals to fill skills and/or labour shortages in the State, required to develop and support enterprise for the benefit of our economy. However, this objective must be balanced by the need to ensure that there are no suitably qualified Irish/EEA nationals available to undertake the work and that the shortage is a genuine one.

The system is, by design, vacancy led and driven by the changing needs of the labour market, expanding and contracting in tandem with its inherent fluctuations.

Under the Employment Permits Acts, in order to work in the State, all non-EEA nationals require a valid employment permit or relevant immigration permission from the Minister for Justice which allows them to reside and work in the State without the requirement for an employment permit. The legislation also sets out various criteria that must be met when considering an application for each of the permit types including establishing there is evidence of a lack of suitable labour within the domestic labour market, eligibility, minimum annual remuneration and duration of proposed employment.

The State's general policy is to promote the sourcing of labour and skills needs from within the workforce of Ireland, the European Union and other EEA states. Employment opportunities which arise in Ireland should, in the main, be offered to suitably skilled Irish and other EEA nationals, and should only be offered to non-EEA nationals who possess those skills and where no suitable candidate emerges from within the EEA to fill the vacancy. This policy also fulfils our obligations under the Community Preference principles of membership of the EU.

To implement this policy, Ireland currently operates an employment permits regime that:

- focuses on key sectors and skills shortages, especially in economically strategic enterprises with potential for jobs growth;
- adheres to the principle of community preference and avoids disrupting the labour market or reducing the employment opportunities for the resident population;
- ensures that employment permit holders are making a positive net contribution to the Irish economy;
- minimises the potential for abusing the employment rights of migrants, is clear and consistent and therefore attractive to migrants and employers;
- is administratively effective and efficient, has a clear legislative basis, and is sufficiently flexible to react quickly to changes in the labour market.

### 2.1 The Occupational Lists for Employment Permits

The system is managed through the operation of the Critical Skills Occupations List and the Ineligible Occupations List which determine employments that are either in high demand or are ineligible for consideration for an employment permit.

- Occupations included on the **Critical Skills Occupations List** are highly skilled occupations which are experiencing labour or skill shortages in respect of qualifications, experience or skills and which are required for the proper functioning of the Irish economy.
- Every other job in the labour market, where an employer cannot find a worker, may be eligible for an employment permit. The employer must do a Labour Market Needs Test to see if there is anyone in the State/EEA who could fill the vacancy. If no-one suitable applies for the job, the employer is free to apply for an employment permit.
- Occupations included on the **Ineligible Occupations List** are occupations in respect of which there is evidence that there are more than enough Irish/EEA workers available to fill such vacancies, and therefore an employment permit shall not be granted in Ireland.

For your information, a copy of the current Occupations Lists are attached at the Appendix below and can also be found on the following website page link [enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility/Highly-Skilled-Eligible-Occupations-List/](https://enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility/Highly-Skilled-Eligible-Occupations-List/)

### 2.1.1 The Standard Occupational Classification system (SOC 2010)

The Lists are *guided by* the Standard Occupational Classification system (SOC 2010), a system devised to classify roles into occupational categories. SOC2010 is structured in nine major groups and 25 sub-major groups followed by minor groups and unit groups. Within the structure of the classification, occupations fall broadly into four skill levels.

The Lists operate at Levels 3 and 4 of SOC-2010. When processing employment permits, the Department evaluates the occupation based on its own criteria and salary, title, qualifications, and specifications etc., are indicative of those criteria used by the Department in determining the relevant SOC code to be applied.

**A copy of the latest Occupations Lists can be found at page 11 below. Submitters are advised to review the SOC2010 listing and where possible identify the most appropriate SOC code for the occupation referred to in order to provide clarity to the specific role. Link to information on the SOC system is also available on the following webpage under 'Eligibility and Requirements'** [enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility/Classification-of-Employments/](https://enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Eligibility/Classification-of-Employments/)

## 2.2 The Review Process

In order to maintain the relevance of these lists of occupations to the needs of the economy and to ensure the employment permits system is aligned with current labour market intelligence, the lists are subject to twice-yearly evidence-based review which is guided by the research and labour market intelligence undertaken by the Expert Group of Future Skills Needs (EGFSN) and the Skills and Labour Market Research Unit in SOLAS. Account is taken of education outputs, sectoral upskilling and training initiatives and any known contextual factors (e.g., planned expansions in sectors, if known; Brexit; impact of Covid-19). The observations and input of relevant Government Departments are also incorporated in addition to the public consultation process. Submissions to the review process are also considered by the Interdepartmental Group on Economic Migration Policy chaired by the Department of Enterprise, Trade and Employment with membership drawn from senior officials of key Government Departments and Solas.

The Report on the Review of Economic Migration Policy, published in September 2018, included the recommendation that in order to make changes to the occupations lists, there would need to be a clear

demonstration that recruitment difficulties are solely due to shortages across the EEA and not to other factors such as salary and/or employment conditions.

An occupation may be considered for inclusion on the Critical Skills Occupations List or removal from the Ineligible Occupations List provided that:

- There are no suitable Irish/EEA nationals available to undertake the work;
- Development opportunities for Irish/EEA nationals are not undermined;
- Genuine skills shortage exists and that it is not a recruitment or retention problem;
- The Government's education, training, employment, and economic development policies are supported;
- The skill shortage exists across the occupation, despite attempts by industry to train and attract Irish/EEA nationals to available jobs.

Employment permit policy is part of the response to addressing skills deficits which exist and are likely to continue into the medium term, but it is not intended over the longer term to act as a substitute for meeting the challenge of up-skilling the State's resident workforce, with an emphasis on the process of lifelong learning, and on maximising the potential of EEA nationals to fill our skills deficits.

### **2.3 Applications for Employment Permits**

Parties considering making submissions to the review process should be aware that a range of criteria in addition to the eligibility of an occupation apply to the grant of employment permits. The criteria vary according to the type of employment permit application which is submitted. An elaboration of the policy underpinnings of the employment permits system is set out at: [enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Policy/](https://enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/Employment-Permit-Policy/)

## A. Submitter Details

**1. Name of firm/organisation and contact details:  
(Please ensure you include a contact email address for queries)**

Restaurants Association of Ireland  
 11 Bridge Court,  
 Citygate,  
 Saint Augustine St  
 Dublin 8  
 (01)6779901  
[amy@rai.ie](mailto:amy@rai.ie) – Amy Sweetman Membership Services & Public Affairs Manager

**2. Please describe the main activity, sector and characteristics of the organisation making the submission [not required for Government Department/State Bodies]**

The Restaurants Association of Ireland (RAI) is a membership organisation with 2,500 members consisting of Restaurants, Hotels, Gastro Pubs, Coffee Shops, cookery schools, caterers and industry suppliers. The primary function of the Association which has remained the same since it was established in 1970, is to promote and defend the interests of its members. The Restaurants Association of Ireland is officially recognised by Government and State Agencies as representing the industry and serves as the voice for restaurants at both local and national government level. We represent the Irish Restaurant Industry on a European level as a member of HOTREC, the representative body for Hotels, Restaurants and Cafés in Europe. We promote improvements in laws and regulations that affect the Irish Restaurant Industry. We also assist members in achieving higher standards of excellence.

**3. Please provide an overview of your sector, including importance to the economy; recent and projected growth of the sector; national or sectoral strategies/actions; employment numbers/types of occupations in the sector**

“The restaurant sector is a key component of the Accommodation and Food Services sector. It is estimated that the sector contributes over €3 billion per annum to the Irish economy in terms of wages and purchases of inputs. There are over 3,500 restaurants in Ireland, employing over 70,000 people. The sector is also a significant employer of part-time workers, particularly students. For many young people, experience in the restaurant sector is their first exposure to customer service and as such provides a very solid education and training for young people who want to move on to other careers. It also supports local businesses through the purchasing of produce and services.”

“Restaurants are a key component of the Accommodation and Food Services sector. At the end of 2019, 125,800 workers were employed in Food and Beverage activities. There are over 6,500 such

businesses, which have a broad regional and rural footprint. Restaurants and food service businesses employ workers in almost every city, town, and village in the country. They are a vital component of rural and regional economic activity, and serious economic and social damage will be done to those cities, towns, and villages if those businesses do not survive the current unprecedented shock. It is estimated that the restaurant sector contributes over €3 billion per annum to the Irish economy in terms of wages and purchases of inputs. It is a key customer of Irish agri-food producers and has a very high value-added economic impact. As well as the direct contribution that restaurants make to the overall economy, they are a crucial component of the tourism product. Tourism is vital to the well-being of the Irish economy. In 2019, 10.8 million overseas visitors came to Ireland and the tourism sector is estimated to have been worth €9.3 billion to the economy. It employs in total around 260,000 workers, which is equivalent to 11% of total employment in the economy.

The restaurant sector is a crucial element of Ireland’s tourism offering. Having a high quality and affordable restaurant offering is of vital importance to the success of tourism in Ireland. Restaurants will have to play a key role in re-building tourism in the aftermath of COVID-19.”

– Economist Jim Power

**4. If you are not a representative body, please provide the name and contact details of your representative body for your sector if there is one.**

N/A

## B. The Occupation

**5. Please state the Occupation title**

1221 Hotel and accommodation managers

1223 Restaurant and catering establishment managers (Food & Beverage Manager & Restaurant Supervisor Applicable)

1224 Publicans and managers of licensed premises

5436 Catering and Bar Managers (Food & Beverage Manager & Restaurant Supervisor Applicable)

**6. The Standard Occupational Classification Code most appropriate to this role (link) (see 2.1.1 above )**

1221 Hotel and accommodation managers

1223 Restaurant and catering establishment managers

1224 Publicans and managers of licensed premises

5436 Catering and Bar Managers

**7. What status do you propose for this occupation?**

For inclusion on the Critical Skills List \_\_\_\_\_

For removal from the Critical Skills List \_\_\_\_\_

For inclusion on the Ineligible Occupations List \_\_\_\_\_

For removal from the Ineligible Occupations List \_\_\_\_\_ X \_\_\_\_\_

**8. Please provide details of the occupation to include the following:****a. Brief overview of the role / job profile and tasks or responsibilities that may be of relevance:****Hotel Accommodation Manager**

Manages the day-to-day operations of a hotel, including reservations, food services, housekeeping and conventions. In a small hotel, one manager usually makes all the important daily decisions, whereas in a large establishment, a general manager hires a number of managers to be in charge of individual departments.

Effective management involves maintaining health and safety standards, supervising and training staff and dealing with budgetary matters. Accommodation managers also play an integral role in ensuring the financial success of the establishment that they are managing, so you may be responsible for budgeting, accounting and financial reporting too

**Bar Manager**

Prepare weekly schedules for bartender, barback and server staff to adequately cover all shifts.

Provide for coverage in case of employee absence and adjust staffing as necessary to meet business demands.

Monitor inventory of beverages to ensure adequate stock is maintained and to prevent excess pours or abuse by staff. Requisition purchases as needed.

Oversee cleanliness of staff and physical bar area, paying special attention to possible health hazards and code violations.

Review sales and beverage costs and reconcile any discrepancies in accounting. Ensure proper cash management.

Resolve customer complaints promptly and according to company guidelines.

Oversee the preparation of beverages and ensure quality of product served.

**Customer Service Managers & Supervisors****Restaurant Manager**

Responsibilities include maintaining the restaurant's revenue, profitability and quality goals. You will ensure efficient restaurant operation, as well as maintain high production, productivity, quality, and customer-service standards.

To be successful in this role, you'll need management skills and experience in both front and back of the house. We want you to know how to oversee the dining room, check-in with customers and balance seating capacity. Back of the house management experience is also essential, as you'll hire qualified Cooks and Wait Staff, set work schedules, oversee food prep and make sure we comply with health and safety restaurant regulations



**b. Current average remuneration this role attracts (basic salary not including bonuses, allowances etc.)**

<b>Bar Manager Salary</b>			
<b>Website</b>	<b>Annual Salary</b>	<b>Data Source</b>	<b>Valid as of</b>
Payscale	€30,411	231	13th July 2021
Glassdoor	€31,342	17	1st August 2021
Indeed	€33,889	63	28th July 2021
Excel Recruitment	€45,000	Hotel & Catering Salary Guide 2021	2021

<b>Restaurant Manager Salary</b>			
<b>Website</b>	<b>Annual Salary</b>	<b>Data Source</b>	<b>Valid as of</b>
Payscale	€30,242	220	15th July 2021
Glassdoor	€33,094	39	1st August 2021
Indeed	€32,963	150	28th July 2021
Excel Recruitment	€42,000	Hotel & Catering Salary Guide 2021	2021

**c. Qualifications and/or level of experience required to fulfil the role**

**Bar Managers / Bartenders**

WSET training is available in Ireland with four separate levels. It provides best-in-class education and qualifications to inspire and empower the world's wine and spirits professionals and enthusiasts. We offer a comprehensive suite of qualifications covering wines, spirits and sake. WSET qualifications are globally recognised as the international standard in wine and spirit knowledge. They are designed for those who are just starting out in their careers, as well as established professionals, and the many enthusiasts who have a passion for wines and spirits.

Also, Bar Managers, depending on a hotel or restaurants requirements may also have qualifications in the business and/ finance area. Often Bars budgets within a hotel or restaurant are standalone from the rest of the hotel, requiring keen financial planning, by way of stocks purchased, supplier relationship, stock control, staff management and special or seasonal offers.

**Hotel Accommodation Managers**

Level 6 – Hospitality Studies, Level 7 Hospitality and Tourism, Level 8 – Hospitality Manager are all courses currently live and available throughout the country – however graduates of the courses would begin at entry level upon leaving college, experienced

**Restaurant Supervisors**

Upskilling Certificates and Diplomas available in TUD and IOTs

**d. The number of employees in your organisation currently working in this role**

N/A

**e. What progression opportunities does the role allow**

Bar Managers, Food and Beverage Managers, Restaurant Supervisors often progress to General Manager roles within restaurants and gastropubs and Hotel Management positions. Upskilling opportunities are in place through both the Restaurant & Hospitality Skillnet and IOTs and ETBs for this progression.

## C.Reasons for adjustment:

The Department must be satisfied that industry is committed to meeting its labour needs from the resident and EEA labour market, and that recourse to the recruitment of foreign nationals is only undertaken where a genuine skills shortage exists, rather than other factors relating to the conditions of the employment which should be addressed through means other than economic migration.

9. **Please provide an overview of the challenges faced by your business/sector**, i.e., extent of labour and/or skills shortages; the impact and consequences for your business/sector if labour demands are not achieved

### Pre-COVID 2019

An independent survey of RAI members conducted by BDO in 2019 saw 82% of respondents indicate that they were finding it difficult to recruit staff, for all roles within the sector. A number of businesses were taking the steps of opening for fewer days during the week, so that the few members of staff that they do have, can cover the days which they will remain open for.

### December 2020

As of December 2020, a short survey of RAI members in advance of the reopening of restaurants and hospitality on 4<sup>th</sup> December indicated that 70% of members were recruiting for both Kitchen and Front of House staff to furnish their businesses who had a reduced trading capacity but could still not make full staffing.

### Currently

Restaurants Association of Ireland members contributed to a recent Fáilte Ireland Tourism & Hospitality Careers Oversight Group Recruitment Survey with the below results made available in August 2021:

“Fáilte Ireland has been receiving feedback from various industry sectors that recruitment is a significant issue. A short survey was executed in July 2021 with, 599 responses, to measure the extent of the problem.

While we are currently analyzing the data by sector, initial *overall findings* highlight that the main barriers to recruitment called out by industry are linked to COVID and/or have been exacerbated by the pandemic

Can't get the staff:

- 88% of businesses trying to recruit new staff are experiencing difficulties in doing so
- 68% of businesses trying to rehire pre-existing staff are experiencing difficulties

*For those businesses experiencing difficulties, 57% describe the loss of international workers as significant.”*

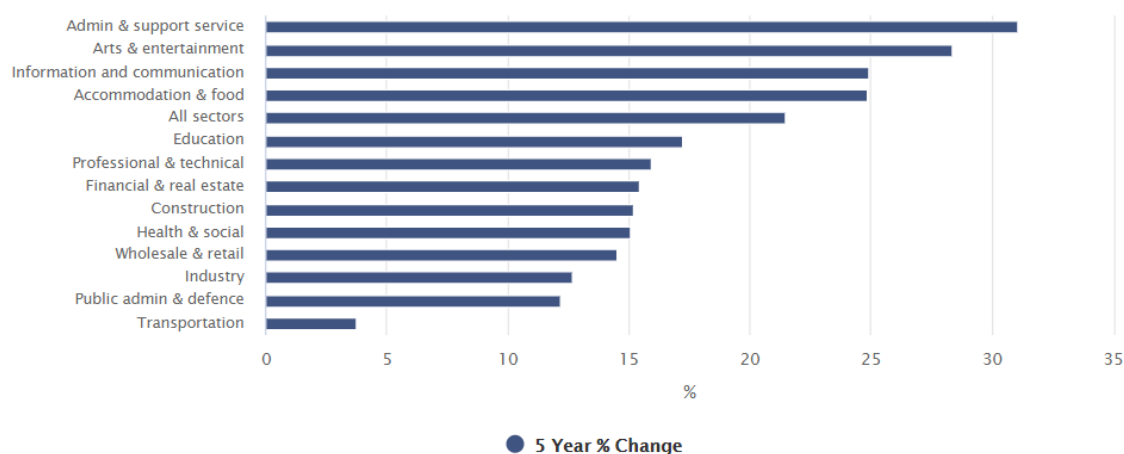
10. **Please provide any general information that you feel is pertinent in relation to your industry**, e.g. wage ranges for occupations where shortages occur, whether the perceived

shortage is general to the occupation or only occurs at specific levels of experience, or for very specific expertise.

It is worth noting that the Accommodation and Food Services Sector is one of the largest employers of employees within the 18 – 24 age range. So whilst observations could be made about the entire sector being low paid, entry level workers making up a large percentage will always result in the sectoral average being comparatively low to other sectors.

The Recent CSO Release in June 2020 of the Earnings and Labour Costs Quarterly Q4 2020 (Final) Q1 2021 (Preliminary Estimates) demonstrates that over a 5 year period accommodation and food services sectors saw a 24.8% increase in average weekly earnings as per the figure below. It could be concluded that given the establishment of the Restaurant & Hospitality Skillnet within that time frame, this increase is indicative of the sectors upskilling of existing staff and the reflection of an increase in remuneration with an increase in skills and experience.

Figure 2: Percentage change in average weekly earnings by sector from Q1 2016 to Q1 2021



Source: CSO Ireland

Similarly the same CSO release demonstrates (Figure 4) an almost 17% increase or €2.28 in a one year period on the average hourly earnings within the accommodation and food sector. This increase occurring during a 12 month period in which unlike the majority of other sector reviewed, accommodation and food remained in a closed or partially closed state for approximately 9 months of that 12 month period.

Source: <https://www.cso.ie/en/releasesandpublications/er/elcq/earningsandlabourcostsq42020finalq12021preliminaryestimates/>

Given that the situation regarding transit and travel between EU member states and other countries and the phased reopening is still in progress we request that there be an opportunity to provide supplementary data should it become available in the coming weeks. Including the full results of the Failte Ireland Recruitment Survey in advance of the inter-Departmental working groups final recommendations likely to be made in October.

#### 11. Do you have any plans for expansion or development envisaged?

N/A – applies to individual businesses rather than the Restaurants Association of Ireland.

**12. Wider economic factors may have an influence on such occupational shortages. For example, are the labour/skills shortage or surplus impacting productivity, innovation or competitiveness? Please provide evidence.**

Yes, businesses are now restricting the number of days a week that they open, so as to have staff to cover the shifts. We have also heard from members that menus are being simplified and stripped back so that less qualified chefs can run service when the main chef has time off. Options for consumers are being limited and skillsets and quality are suffering, this in turn can have a negative impact upon tourism if overseas visitors are experiencing a drop in the level of standards of food and service.

With some owner operators having to get back into the kitchens themselves it means they are not in a position to free up current staff for upskilling and training offsite and are too time poor to engage with traineeships and apprenticeships that require on the job mentors. This skills shortage is not just stunting the growth for individual businesses but is having a detrimental impact on the future tourism offering of Ireland.

This was happening pre-COVID and is now being compounded by the loss of skilled staff to other sectors when restaurants and hospitality were locked down. Issues such as banks being hesitant to grant loans or approve drawn down of mortgages has also impacted employees and has led to a belief that a career in the sector is unstable with the possibility of future lockdowns.

## D. Training, innovation and industry initiatives

The Department must be satisfied that the industry is committed to fully utilising the domestic/EEA labour market before industry considers employing non-EEA nationals.

**13. Please provide information on any demonstrated industry commitment to training and industry initiatives to enhance domestic/EEA recruitment that you are aware of, specifically:**

**a. What steps are being taken by industry and employers in the short term and long term to address this shortage?**

As an Association and a Sector, we acknowledge that Work Permits are one avenue of many to alleviate the current skills shortage in the restaurant and hospitality sector as a whole. As such we are involved with and have co-developed a number of initiatives for recruitment, retention, and education within the sector. As detailed below:

- We co-developed several chef apprenticeships; Commis Chef, Chef de Partie, Sous Chef and Head Chef, all of which offer degree qualifications as well as on the job training, through an earn and learn model.
- We operate the Restaurant & Hospitality Skillnet which aims to upskill existing employees. Established in 2017 it has trained 1192 employees to date.

- We are also part of the Tourism & Hospitality Careers Oversight Group, Chaired by Failte Ireland, the objective of which is to support sustainable employment in the tourism and hospitality sector.
- Apprentice Chef Initiative – aims to create a positive and pro-active approach and introduction to culinary arts profession for second level students
- Tourism Insights – online portal for transition year students to promote careers in tourism and hospitality. Over 240 schools have participated to date.
- We included skills in our submission to the Tourism Recover Taskforce
- We are members of the Tourism & Hospitality Forum
- We have called for the establishment of a Recovery Oversight Group for Hospitality to focus on the hospitality sectors issues, including addressing the skills shortage that existed before COVID 19 and has seen in an increase following.

**b. Describe global labour-saving innovations in your industry and how your company or sector is planning to adopt these**

Labour savings initiatives do not apply in the context of the roles we are requesting these work permits for. The Restaurant and Hospitality industry is a tourism led and service-based industry and the in-person interaction is an integral part of the Irish offering, particularly for international tourists. To introduce labour saving innovations, be they in the form of automated service etc, would be to change the offering and cause a negative impact upon the industry.

By its very definition within the National Framework for Qualifications and awarding scheme, (from the perspective of chefs) qualifications are gained within the Culinary Arts field, the work performed by chefs is both dynamic and creative. Yes, it is a skill set and one that can be thought but it also requires an element of creativity and artistry that technological innovations simply cannot mimic.

**c. Are you aware of initiatives by the sector to upskill the resident population or plans by industry representatives to engage with education and training providers in ensuring that the sector's skills needs are met?**

Through our Restaurant and Hospitality Skillnet we received grant approval at the end of 2018 to run an Employment Activation Programme for Food and Beverage in 2019 which we devised, through our Restaurant and Hospitality Skillnet. Through this we engage with local INTREO Offices, and Regional Skills and City Partnerships throughout the country. To date 50 people have completed this training. In 2019 the Skillnet Grant was:

- €79,260 for Training Network Programme
- €33,700 for Employment Activation Programme: up skilling those on the live register so that they can gain employment in hospitality sector
- €4,560 for Future Skills Programme

Through the Restaurant and Hospitality Skillnet In 2020 YTD 5,718 employees were upskilled with a view to retraining and retaining them in the sector whilst it was locked down. 1,868 unemployed people were trained with a view to upskilling and entering into the sector.

**In 2021 YTD through the Restaurant & Hospitality Skillnet:**

- 420 Companies engaged with training of their employees

- 2761 employees were trained
- 90 unemployed people were trained

**d. Are there education and training initiatives and programmes? If yes, why is the graduate output not sufficient to meet your sector's needs, e.g., quality of graduates? quantity? geographic mobility?**

Educational training initiatives and programmes as stated above do not currently meet quantities required, also uptake for the apprenticeship in particular can be cost prohibitive for an employer, such an employer who is successful in filling a vacancy for a chef on their premises will in turn be in a position to engage with apprenticeships from both a time and money standpoint. On a Friday in June, one recruitment company had 64 chefs working as requested through their temp desk and were not in a position to fulfil all requests made. This is a costly and last resort option for employers.

In early 2020 as in previous years we have worked with various IOTs countrywide helping to develop and support applications for Springboard that would help alleviate the front of house skills shortage. This year's applications we helped to devise as an industry stakeholder of the "National consortium for Hospitality and Culinary Arts", comprising AIT, CIT, DkIT, GMIT, LIT, LYIT, WIT, IT Tralee, led by Dr Ciarán Ó hAnnracháin of LYIT included programmes:

- Certificate in Food and Beverage Operations
- Diploma in Restaurant Operations Management
- BA (Hons) in Hotel Management
- Certificate in Professional Pastry Techniques
- Certificate in Culinary Skills

**e. Does your business have an agreed skills plan? E.g., a plan for upskilling the current workforce and or potential workforce?**

**If yes**, describe the expected outcomes of the plan. **If no**, what plans are in place to develop one and within what timeframe?

N/A as RAI is a Trade Representative – upskilling initiatives outlined in Skillnet, and course detailed above. Promotional activity of the sector taking place through the Tourism & Hospitality Careers Oversight Group (which RAI are active members of) since 2018 and will continue.

## E.Irish/EEA labour market resources

The State is committed to supporting Irish and EEA job seekers and the economic migration system is managed to contribute to this support. The Department of Social Protection can provide a range of supports to employers seeking to fill vacancies, and applicants for employment permits to fill general labour needs should avail of this support in the first instance. Changes to the eligibility of particular occupations in the context of the employment permits system will only be made where there is clear evidence of extensive engagement of sectoral actors in the Irish and European labour markets and where it is clear that the response to this engagement has proved inadequate to meet the relevant labour or skills requirement.

**14. Please provide information on the efforts made by your business/sector to recruit qualified Irish/EEA job seekers, i.e., campaign reach, duration, outcomes etc.**

### **Irish Jobseekers**

Members of the Restaurants Association of Ireland reported having positions on Jobs Ireland and paid recruitment websites for front of house and back of house hospitality roles listed for over 6 months with limited applications and applications received having no hospitality experience at all.

A Dublin based Recruitment Company with a specialist Hospitality Recruitment Division stated in August 2021: “75% of all vacancies are going unfilled due to the lack of applicants”

### **EEA Jobseekers**

The RAI National council takes a yearly study trip within Europe to gain knowledge and experience of other successful tourism and hospitality destinations. They also link up with the local tourism and recruitment authority. In 2019 they visited Lisbon in Portugal and local contacts in Visit Lisboa indicated they were experiencing similar difficulties in recruiting for the restaurant and hospitality sector. With historical links between Eastern European countries that saw an influx of staff during peak seasons in years gone by no longer being an option due to lack of staff in those countries also.

Plans have been postponed until 2021 for any EEA recruitment drive using third party recruiters due to COVID travel restrictions however as previously outlined through our membership of HOTREC we are aware of a similar acute skills shortage within Hospitality within the 34 European Country Members.

**15. Please provide information on the actions taken by your business/sector to avail of the Department of Social Protection’s Employer Engagement Team services to source qualified job seekers**

The Restaurants Association of Ireland attend the yearly INTREO Careers Fair in the Printworks Dublin Castle. At the most recent Careers Fair we engaged directly with Minister Regina Doherty who spent time at our stand. We regularly communicate INTREO events to all of our members and attend ourselves in the last year alone:

- INTREO Careers Fair Dublin Castle 28th March 2019
- INTREO Spring Into Action in Cork 30th April 2019
- INTREO Training and Employment Event in Cork on the 26th of June 2019
- INTREO National Employer Roadshow in Blanchardstown 2nd September 2019
- The upcoming INTREO Work Matters Seminar happening in Cork on the 16th of October 2019
- INTREO Careers Fair Dublin Castle 2nd March 2020

Our Training Manager has met with various INTREO Offices over the last number of months in Cork, Limerick and Dublin as part of the Employment Activation Program and works closely with the Cork office and Marie Harte - Employer Liaison Officer in particular.



**Through the Restaurant & Hospitality Skillnet** we operate the “Food and Beverage Employment Activation Program” This is a 20 Day training program.

KPIs to Date

- 54 unemployed people trained
- 84% job retention rate upon completion of the course

Currently seeking funding for the Irish Food and Drink Academy Professional Cookery Course – targeted at the unemployed in conjunction with INTREO.

We also work closely with DSP on the Hospitality Careers Oversight Group, hosted by Failte Ireland, which meets 4 times a year. At our recent COG meetings, we expressed that in advance of reopening 75% of our members indicated that they were actively recruiting for both Back of House (Chefs of all grades and kitchen porters) and Front of House staff (Bar tenders, mixologists, supervisors, senior servers). DSP were seeing persons on the live register with experience in our sector seeking to move to alternative sectors as they viewed them as more reliable due to recent lockdowns of hospitality. The sector has lost a cohort of talented hospitality professionals to other sectors who may never return to hospitality.

We have engaged with DSP over the last 9-month period regarding the reluctance of employees claiming PUP to return to employment when their employer is permitted to reopen with the easing of Government restrictions. We have sent 5 communications to our member base from DSP in the last 6 months regarding the employer reporting email system for Non-Returning PUP Workers.

Over the last 3 months with the easing of restrictions for restaurants and cafes beginning with outdoor dining on 7<sup>th</sup> June we have sent several communications to our member base of restaurants, cafes and gastropubs regarding the supports available through INTREO for Employers and also registering roles for free on EURES, giving greater access to candidates within the EEA.

On Monday 9<sup>th</sup> August 2021 we held an RAI Members Webinar hosted by the Department of Social Protection Employer Support Services Unit which outlined Intreo Support for Employer, including:

- JobsIreland.ie
- Work Placement Programme
- JobsPlus
- EURES
- Wage Subsidy Scheme for People with a Disability

Both the webinar (which was recorded) and the presentation was subsequently distributed by email to the RAI member base which is made up of over 3,000 member businesses / employers.

**16. Also please explain efforts made to recruit qualified EEA job seekers using for example Eures, Jobs Fairs, industry associations abroad, Jobs Ireland, etc.**

The Department of Social Protection is also holding a recruitment fair (online) in Spain in October which has been communicated to our member base and which members will be engaging with. This will be a cross sector recruitment drive and whilst we will engage it is not without the knowledge that the Iberian peninsula in particular is reliant upon Tourism & Hospitality as a significant economic contributor and a large sector of the economies and as such availability of staff to come to Ireland from such areas is likely to be limited.

This observation is consistent with the feedback we have received as part of our membership of HOTREC\* which in the last number of months (with the majority of members from other EU member states reopening in advance of Ireland for indoor dining in particular) have experienced an acute staff shortage for both front and back of hour positions with hospitality.

The Restaurants Association of Ireland also engaged through the Tourism & Hospitality Careers Oversight Group with the Recruitment for Reopening webinar hosted by Failte Ireland on 30<sup>th</sup> April 2021. The webinar invitation was circulated to all members of the RAI in advance and attendance and participation was high.

\*HOTREC is the umbrella Association of Hotels, Restaurants, Pubs and Cafes and similar establishments in Europe bringing together 45 member associations from 34 European countries.

**17. Have you used methods other than Jobs Ireland, Jobs Fairs, e.g., industry associations abroad, etc?**

N/A – Restaurants Association of Ireland is a representative body

As part of our membership of HOTREC which has membership in 34 European countries we are aware that currently all 34 countries are experiencing acute skills shortages within Hospitality.

## F. Consultation

**18. If not a representative body, have you consulted with any industry representative body on this issue? If yes, please provide some information on the aims and progress of the consultation?**

N/A

**19. Has your business/sector had any engagement with the lead policy Government Department for your sector on this issue? If yes, please provide some details of the aim, progress, context of engagement and/or current status of such engagement and contact details for the Department official if possible**

We engage frequently with Failte Ireland and the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media regarding the work permit process specifically the need for skillsets within the restaurant and hospitality sector that cannot be found within the EEA.

We also engage with the Department of Educational and Skills and various other stakeholders as they too are members of the Tourism and Hospitality Careers Oversight Group which was established to coordinate the relevant bodies to agree and implement a work programme to address current and future labour supply and skills requirements in the tourism and hospitality sector.

It is recognised that the best approach to support sustainable employment in the Tourism and Hospitality sector requires a coordinated and collaborative approach by industry, education, training providers, and other relevant stakeholders.

Members of the Tourism and Hospitality Career's Oversight Group have developed a two-year work plan for 2019/20 that focuses on delivery of five targeted objectives. Initially chaired by Fáilte Ireland, the group will oversee the implementation of key activities to deliver on agreed KPIs.

Key Objectives: Career Promotion, Employment Connections, Recruitment and Retention, Curriculum Alignment and Mapping Existing Provisions.

We contributed to the Tourism Recovery Taskforce and are members of the Hospitality and Tourism forum co-chaired by Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media and the Department of Enterprise, Trade and Employment. There has been 2 meetings year to date.

Thank you for your participation.

**Please ensure any commercially sensitive information included in this submission has been indicated.**

## Appendix

### Schedule 3

*Employments in respect of which there is a shortage in respect of qualifications, experience or skills which are required for the proper functioning of the economy*

SOC-3	Employment category	SOC-4	Employments
112	Production Managers and Directors	1122	Site Manager
113	ICT Professionals	1136	Information technology and telecommunications directors
118	Health and Social Services Managers and Directors	1181	Senior health services and public health managers and directors
211	Natural and Social Science Professionals	2111	Chemical scientists in manufacturing (including food & beverages, medical devices), product development, analytical development, clinical co-vigilance, or biotechnology or related and relevant specialist skills, qualifications or experience
		2112	<ul style="list-style-type: none"> <li>• Medical laboratory scientists</li> <li>• Biological scientists and biochemists in manufacturing (including food &amp; beverages, medical devices), product development, analytical development, clinical co-vigilance, or biotechnology or related and relevant specialist skills, qualifications or experience</li> </ul>
		2113	Physical scientists in manufacturing (including food & beverages, medical devices), product development, analytical development, clinical co-vigilance, or biotechnology or related and relevant specialist skills, qualifications or experience
212	Engineering Professionals	2121	<ul style="list-style-type: none"> <li>• Civil Engineers</li> <li>• Structural Engineers and Site Engineers</li> </ul>
		2122	Mechanical engineers
		2123	Electrical engineers
		2124	Electronics engineers specialising in: <ul style="list-style-type: none"> <li>○ Chip design, test engineering, or application engineering, or</li> <li>○ Process automation engineering, or</li> <li>○ Power generation, transmission and distribution, or</li> <li>○ Related and relevant specialist skills, qualifications or experience</li> </ul>
		2126	Design and development engineers specialising in: <ul style="list-style-type: none"> <li>○ Quality control, or validation and regulation engineering (high tech industry; food and beverages), or</li> <li>○ Chip design, test engineering, or application engineering, or</li> <li>○ Process automation engineering, or</li> <li>○ Power generation, transmission and distribution, or</li> <li>○ Related and relevant specialist skills, qualifications or experience</li> </ul>
		2127	Production and process engineers specialising in: <ul style="list-style-type: none"> <li>○ Quality control, or validation and regulation engineering (high tech industry; food and beverages), or</li> <li>○ Chemical process engineering, or</li> <li>○ Process automation engineering, or</li> <li>○ Power generation, transmission and distribution, or</li> <li>○ Related and relevant specialist skills, qualifications or experience</li> </ul>
		2129	<ul style="list-style-type: none"> <li>• Material scientists</li> <li>• Setting Out Engineer</li> <li>• Façade Designer</li> </ul>
213	Information Technology and Telecommunications Professionals	2133	IT specialist managers
		2134	IT project and programme managers
		2135	IT business analysts, architects and systems designers
		2136	Programmers and software development professionals
		2137	Web design and development professionals

		2139	All other ICT professionals not elsewhere classified
221	Health Professionals	2211	Medical practitioners
		2213	Industrial Pharmacists
		2217	<ul style="list-style-type: none"> <li>• Radiographers</li> <li>• Radiation therapists</li> <li>• Vascular technologists/physiologists</li> <li>• Gastro Intestinal technologists/physiologists</li> </ul>
		2219	<ul style="list-style-type: none"> <li>• Audiologists</li> <li>• Perfusionists</li> <li>• Dietician</li> </ul>
222	Therapy Professionals	2229	Orthoptists
223	Nursing and Midwifery Professionals	2231	Registered Nurses
		2232	Registered Midwives
231	Teaching and Educational Professionals	2311	<p>Academics who hold a qualification equivalent to Level 10 of the National Framework of Qualification in a given discipline awarded no less than two calendar years prior to the date of application for an employment permit, with a minimum of one academic year of relevant teaching experience, and the employment concerned</p> <ul style="list-style-type: none"> <li>○ is in a third level institution governed by the Irish Universities Act 1997 (No. 24 of 1997), the Institutes of Technology Act 2006 (No. 25 of 2006) and the Technological Universities Act 2018 (No. 3 of 2018); or</li> <li>○ involves delivering a programme largely or wholly concerned with information and communications technology, which leads to a major award at QQI level 8 and/or level 9 as validated by Quality and Qualifications Ireland.</li> </ul>
242	Business, Research and Administrative Professionals	2421	<ul style="list-style-type: none"> <li>• Chartered and certified accountants, and taxation experts specialising in tax, compliance, regulation, solvency or financial management or related and relevant specialist skills, qualifications or experience.</li> <li>• Qualified accountants with at least three years' auditing experience, who are full members of the American Institute of Certified Public Accountants (AICPA), Philippine Institute of Certified Public Accountants (PICPA) and the Institute of Chartered Accountants of Pakistan (ICAP) and whom have relevant work experience in the areas of US GAAP reporting and Global Audit and Advisory Services, and the employment concerned is in MNC Global Audit Services.</li> <li>• Tax consultant specialising in non-EEA tax consultancy and compliance with a professional tax qualification or legal qualification with tax specialist and has a minimum of three years' experience of tax consultancy requirements and regulations in the relevant non-EEA market.</li> </ul>
		2423	Management consultants and business analysts specialising in big data analytics with skills in IT, data mining, modelling, and advanced maths or related and relevant specialist skills, qualifications or experience
		2424	Business and financial project management professionals specialising in finance & investment analytics, risk analytics, credit, fraud analytics or related and relevant specialist skills, qualifications or experience
		2425	Actuaries, economists and statisticians specialising in big data analytics with skills in IT, data mining, modelling, and advanced maths or related and relevant specialist skills, qualifications or experience
243	Architects, Town Planners and Surveyors	2431	Architect
		2433	Quantity surveyors
		2435	Architectural Technologist
		2436	Construction project managers
246	Quality and Regulatory Professionals	2461	Quality control and planning engineers
		2462	Quality assurance and regulatory professionals
		2463	Environmental health professionals

247	Media Professionals	2473	Art Director in 2D or 3D animation, with at least one year's experience in the role
321	Health Associate Professionals	3213	<ul style="list-style-type: none"> <li>• PHECC registered Paramedics</li> <li>• PHECC registered Advanced Paramedic Practitioners</li> </ul>
		3218	<ul style="list-style-type: none"> <li>• Prosthetists</li> <li>• Orthotists</li> <li>• Respiratory physiologist</li> </ul>
341	Artistic, Literary and Media Occupations	3411	Animation Background and Design Artist in 2D or 3D animation, with at least one year's experience in the role
342	Design Occupations	3421	<ul style="list-style-type: none"> <li>• Location Designer in 2D or 3D animation, with at least one year's experience in the role</li> <li>• Character Designer in 2D or 3D animation, with at least one year's experience in the role</li> <li>• Prop Designer in 2D or 3D animation, with at least one year's experience in the role</li> <li>• Animation Layout Artist in 2D or 3D animation, with at least one year's experience in the role</li> </ul>
344	Sports and Fitness Occupations	3442	High performance coaches and directors employed by <ul style="list-style-type: none"> <li>○ National sports organisations, or</li> <li>○ High profile sports organisations engaging in international competition</li> </ul>
354	Sales, Marketing and Related Associate Professionals	3542	Business sales executives specialising in International Sales Roles or ITB2B sales roles and with fluency in the official language, apart from English, of a state which is not a Member State of the EEA
		3543	International marketing experts with required domain knowledge specialising in product strategy development and management with technical and product/service knowledge (pharmaceutical, medical devices, Software B2B, SaaS products)

Note: 'SOC-3' and 'SOC-4' refer to applicable levels in the Standard Occupational Classification system (SOC 2010)."

## Schedule 4

*Employments in respect of which an employment permit shall not be granted*

<b>SOC-3</b>	<b>Categories of employment</b>	<b>SOC-4</b>	<b>Employment</b>
122	Managers in Hospitality and Leisure Services	1221	Hotel and accommodation managers
		1223	Restaurant and catering establishment managers
		1224	Publicans and managers of licensed premises
		1225	Leisure and sports facilities managers
		1226	Travel agency managers
124	Managers in Health and Care Services	1242	Residential, day and domiciliary care managers
125	Managers in Other Services	1251	Property, housing and estate managers
		1252	Garage managers
		1253	Hairdressing and beauty salon managers
		1254	Shopkeepers – wholesale and retail
		1255	Waste disposal and environmental services managers
		1259	Other managers in other services not elsewhere classified (includes Betting shop manager, Graphic design manager, Library manager, Plant hire manager, Production manager) (with the exception of Safety Manager)
222	Therapy Professionals	2229	Other therapy professionals not elsewhere classified (with the exception of orthoptists, and chiropractors who are members of the Chiropractic Association of Ireland)
244	Welfare Professionals	2443	Probation officers
		2449	Other welfare professionals not elsewhere classified
312	Draughtspersons and Related Architectural Technicians	3121	Town planning technicians
321	Health Associate Professionals	3216	Dispensing opticians
		3217	Pharmaceutical technicians
		3218	Dental technicians only
		3219	Other health associate professionals not elsewhere classified (includes Acupuncturists, Homeopaths, Hypnotherapists, Massage therapists, Reflexologists, Sports therapists)
323	Welfare and Housing Associate Professionals	3231	Youth and community workers
		3233	Child and early years officers
		3234	Housing officers
		3235	Counsellors
		3239	Other welfare and housing associate professionals not elsewhere classified
331	Protective Service Occupations	3311	NCOs and other ranks
		3312	Police officers (sergeant and below)



		3313	Fire service officers (watch manager and below)
		3314	Prison service officers (below principal officer)
		3315	Police community support officers
		3319	Other protective service associate professionals not elsewhere classified
344	Sports and Fitness Occupations	3443	Fitness instructors
352	Legal Associate Professionals	3520	Legal associate professionals (with the exception of employment of a person fluent in the official language, apart from English, of a State which is not a member of the EEA and who has market knowledge of that non-EEA state)
354	Sales, Marketing and Related Associate Professionals	3544	Estate agents and auctioneers
		3546	Conference and exhibition managers and organisers
356	Public Services and Other Associate Professionals	3561	Public services associate professionals
		3563	Vocational and industrial trainers and instructors (with the exception of mobility instructors for the visually impaired)
		3564	Careers advisers and vocational guidance specialists (with the exception of career guidance teachers in secondary schools)
		3565	Inspectors of standards and regulations
		3567	Health and safety officers (with the exception of Construction Safety Officers)
411	Administrative Occupations: Government and Related Organisations	4112	National government administrative occupations
		4113	Local government administrative occupations
412	Administrative Occupations: Finance	4121	Credit controllers (with the exception of employment of a person fluent in the official language, apart from English, of a state which is not a Member State of the EEA, in a role in credit control where the employment is supported by an enterprise development agency)
		4122	Book-keepers, payroll managers and wages clerks (with the exception of employment of a person fluent in the official language, apart from English, of a state which is not a Member State of the EEA in a role in accounts payable where the employment is supported by an enterprise development agency)
		4123	Bank and post office clerks
		4124	Finance officers
		4129	Other financial administrative occupations not elsewhere classified
413	Administrative Occupations: Records	4131	Records clerks and assistants
		4132	Pensions and insurance clerks and assistants
		4133	Stock control clerks and assistants
		4135	Library clerks and assistants
		4138	Human resources administrative occupations
415		4151	Sales administrators

	Other Administrative Occupations	4159	Other administrative occupations not elsewhere classified
416	Administrative Occupations: Office Managers and Supervisors	4161	Office managers
		4162	Office supervisors
421	Secretarial and Related Occupations	4211	Medical secretaries
		4212	Legal secretaries
		4213	School secretaries
		4214	Company secretaries
		4215	Personal assistants and other secretaries
		4216	Receptionists
		4217	Typists and related keyboard occupations
511	Agricultural and Related Trades	5111	Farmers
		5112	Horticultural trades
		5113	Gardeners and landscape gardeners
		5114	Groundsmen and greenkeepers
		5119	Other agricultural and fishing trades not elsewhere classified
521	Metal Forming, Welding and Related Trades	5211	Smiths and forge workers
		5212	Moulders, core makers and die casters
		5214	Metal plate workers, and riveters
523	Vehicle Trades	5231	Vehicle technicians, mechanics and electricians (with the exception of vehicle technicians and mechanics affiliated to a particular sporting organisation applying for a Sport and Cultural Employment Permit)
		5232	Vehicle body builders and repairers
		5234	Vehicle paint technicians
		5236	Boat and ship builders and repairers
		5237	Rail and rolling stock builders and repairers
524	Electrical and Electronic Trades	5241	Electricians and electrical fitters
		5244	TV, video and audio engineers
		5249	Other electrical and electronic trades not elsewhere classified
525	Skilled Metal, Electrical and Electronic Trades Supervisors	5250	Skilled metal, electrical and electronic trades supervisors
531	Construction and building trades	5312	Masons
		5313	Roofers, roof tilers and slaters
		5314	Plumbers and heating and ventilating engineers
		5315	Carpenters and joiners (with the exception of shuttering carpenters)
		5319	Other construction and building trades not elsewhere classified
532	Building Finishing Trades	5322	Floorers and wall tilers

		5323	Painters and decorators
533	Construction and Building Trades Supervisors	5330	Construction and building trades supervisors (with the exception of Foreman)
541	Textiles and Garments Trades	5411	Weavers and knitters
		5412	Upholsterers
		5413	Footwear and leather working trades
		5414	Tailors and dressmakers
		5419	Other textiles, garments and related trades not elsewhere classified
542	Printing Trades	5421	Pre-press technicians
		5422	Printers
		5423	Print finishing and binding workers
543	Food Preparation and Hospitality Trades	5431	Butchers (with the exception of boners (meat))
		5432	Bakers and flour confectioners
		5433	Fishmongers and poultry dressers
		5434	Chefs (with the exception of – <ul style="list-style-type: none"> <li>o Executive Chef with minimum of 5 years' experience</li> <li>o Head Chef with minimum of 5 years' experience</li> <li>o Sous Chef with minimum of 5 years' experience</li> <li>o Chef de Partie with minimum of 2 years' experience</li> <li>o Commis Chef with minimum of 2 years' experience</li> </ul> who will be employed in establishments other than fast food outlets)
		5435	Cooks
		5436	Catering and bar managers
544	Other Skilled Trades	5441	Glass and ceramics makers, decorators and finishers
		5442	Furniture makers and other craft woodworkers
		5443	Florists
		5449	All other skilled trades not elsewhere classified
612	Childcare and Related Personal Services	6121	Nursery nurses and assistants
		6122	Childminders and related occupations
		6125	Teaching assistants
		6126	Educational support assistants
613	Animal Care and Control Services	6131	Veterinary nurses
		6132	Pest control officers
		6139	Other animal care services occupations not elsewhere classified (includes work riders)
614	Caring Personal Services	6142	Ambulance staff (with the exception of paramedics)

		6143	Dental nurses
		6144	Houseparents and residential wardens
		6145	Care workers and home carers (with the exception of a carer in a private home)
		6146	Senior care workers
		6147	Care escorts
		6148	Undertakers, mortuary and crematorium assistants
621	Leisure and Travel Services	6211	Sports and leisure assistants
		6212	Travel agents
		6214	Air travel assistants
		6215	Rail travel assistants
		6219	Other leisure and travel service occupations not elsewhere classified (with the exception of tourist guides fluent in the official language, apart from English, of a state which is not a Member State of the EEA)
622	Hairdressers and Related Services	6221	Hairdressers, barbers, and related occupations
		6222	Beauticians and related occupations
623	Housekeeping and Related Services	6231	Housekeepers and related occupations
		6232	Caretakers
624	Cleaning and Housekeeping Managers and Supervisors	6240	Cleaning and housekeeping managers and supervisors
711	Sales Assistants and Retail Cashiers	7111	Sales and retail assistants
		7112	Retail cashiers and check-out operators
		7113	Telephone salespersons
		7114	Pharmacy and other dispensing assistants
		7115	Vehicle and parts salespersons and advisers
712	Sales Related Occupations	7121	Collector salespersons and credit agents
		7122	Debt, rent and other cash collectors
		7123	Roundspersons and van salespersons
		7124	Market and street traders and assistants
		7125	Merchandisers and window dressers
		7129	Other sales related occupations not elsewhere classified
713	Sales Supervisors	7130	Sales supervisors
721	Customer Service Occupations	7211	Call and contact centre occupations  (with the exception of employment of a person fluent in the official language, apart from English, of a state which is not a Member State of the EEA, where the employment is supported by an enterprise development agency and is in— <ul style="list-style-type: none"> <li>○ a customer service and sales role with relevant product knowledge,</li> <li>○ a specialist online digital marketing and sales role, or</li> <li>○ a specialist language support and technical sales support role)</li> </ul>

		7213	Telephonists
		7214	Communication operators
		7215	Market research interviewers
		7219	Other customer service occupations not elsewhere classified
722	Customer Service Managers and Supervisors	7220	Customer service managers and supervisors
811	Process Operatives	8111	Food, drink and tobacco process operatives (with the exception of Computer Numerical Control Operative and Meat processor operative)
		8112	Glass and ceramics process operatives (with the exception of Computer Numerical Control Operative)
		8113	Textile process operatives (with the exception of Computer Numerical Control Operative)
		8114	Chemical and related process operatives (with the exception of Computer Numerical Control Operative)
		8115	Rubber process operatives (with the exception of Computer Numerical Control Operative)
		8116	Plastics process operatives (with the exception of Computer Numerical Control Operative)
		8117	Metal making and treating process operatives (with the exception of Computer Numerical Control Operative)
		8118	Electroplaters (with the exception of Computer Numerical Control Operative)
		8119	Other process operatives not elsewhere classified (with the exception of Computer Numerical Control Operative)
812	Plant and Machine Operatives	8121	Paper and wood machine operatives (with the exception of Computer Numerical Control Operative)
		8122	Coal mine operatives (with the exception of Computer Numerical Control Operative)
		8123	Quarry workers and related operatives (with the exception of Computer Numerical Control Operative)
		8124	Energy plant operatives (with the exception of Computer Numerical Control Operative)
		8125	Metal working machine operatives (with the exception of Computer Numerical Control Operative)
		8126	Water and sewerage plant operatives (with the exception of Computer Numerical Control Operative)
		8127	Printing machine assistants (with the exception of Computer Numerical Control Operative)
		8129	Other plant and machine operatives not elsewhere classified

			(with the exception of Computer Numerical Control Operative)
813	Assemblers and Routine Operatives	8131	Assemblers (electrical and electronic products)
		8132	Assemblers (vehicles and metal goods)
		8133	Routine inspectors and testers
		8134	Weighers, graders and sorters
		8135	Tyre, exhaust and windscreen fitters
		8137	Sewing machinists
		8139	Other assemblers and routine operatives not elsewhere classified
814	Construction Operatives	8142	Road construction operatives
		8143	Rail construction and maintenance operatives
		8149	Other construction operatives not elsewhere classified
821	Road Transport Drivers	8211	Large goods vehicle drivers (with the exception of heavy goods vehicle drivers who have- <ul style="list-style-type: none"> <li>○ a category CE or C1E driving licence, or</li> <li>○ an equivalent category to a category CE or C1E driving licence identified through a mutual recognition agreement between the Road Safety Authority and the appropriate regulatory authority in another jurisdiction).</li> </ul>
		8212	Van drivers
		8213	Bus and coach drivers
		8214	Taxi and cab drivers and chauffeurs
		8215	Driving instructors
822	Mobile Machine Drivers and Operatives	8222	Fork-lift truck drivers
		8223	Agricultural machinery drivers
		8229	Other mobile machine drivers and operatives not elsewhere classified
823	Other Drivers and Transport Operatives	8231	Train and tram drivers
		8232	Marine and waterways transport operatives
		8233	Air transport operatives
		8234	Rail transport operatives
		8239	Other drivers and transport operatives not elsewhere classified
911	Elementary Agricultural Occupations	9111	Farm workers (with the exception of dairy farm assistants)
		9112	Forestry workers
		9119	Other fishing and other general agriculture occupations not elsewhere classified (with the exception of horticulture worker)
912	Elementary Construction Occupations	9120	Elementary construction occupations
913	Elementary Process Plant Occupations	9132	Industrial cleaning process occupations
		9134	Packers, bottlers, canners and fillers
		9139	Other elementary process plant occupations not elsewhere classified

921	Elementary Administration Occupations	9211	Postal workers, mail sorters, messengers and couriers
		9219	Other elementary administration occupations not elsewhere classified
923	Elementary Cleaning Occupations	9231	Window cleaners
		9232	Street cleaners
		9233	Cleaners and domestics
		9234	Launderers, dry cleaners and pressers
		9235	Refuse and salvage occupations
		9236	Vehicle valeters and cleaners
		9239	Other elementary cleaning occupations not elsewhere classified
924	Elementary Security Occupations	9241	Security guards and related occupations
		9242	Parking and civil enforcement occupations
		9244	School midday and crossing patrol occupations
		9249	Other elementary security occupations not elsewhere classified
925	Elementary Sales Occupations	9251	Shelf fillers
		9259	Other elementary sales occupations not elsewhere classified
926	Elementary Storage Occupations	9260	Elementary storage occupations
927	Other Elementary Services Occupations	9271	Hospital porters
		9272	Kitchen and catering assistants
		9273	Waiters and waitresses
		9274	Bar staff
		9275	Leisure and theme park attendants
		9279	Other elementary services occupations not elsewhere classified
All	Work in the private home	All	Domestic operatives

Note: ‘SOC-3’ and ‘SOC-4’ refer to applicable levels in the Standard Occupational Classification system (SOC 2010).”

*Economic Migration Policy Unit*

**An Roinn Fiontar, Trádála agus Fostaíochta**  
Department of Enterprise, Trade and Employment

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