

Environmental Scan 2011-12



CONSTRUCTION & PROPERTY SERVICES INDUSTRY SKILLS COUNCIL

FOREWORD FROM THE CHAIRPERSON

Mr Lindsay Fraser



On behalf of the Board of the Construction and Property Services Industry Skills Council (CPSISC) I would like to present CPSISC's 2011 Environmental Scan.

The CPSISC E-Scan 2011 provides an overview of all the major sectors and occupations of the construction and property services industries. The E-Scan was compiled between July 2010 and January 2011 using wide ranging and robust sources of information.

CPSISC's E-Scan provides the Department of Education, Employment and Workplace Relations (DEEWR), the National Quality Council (NQC) and the Skills Australia Board with vital insights into the industry sectors, their skilling needs and future directions.

In 2011 CPSISC will continue our close relationship with Skills Australia on moving forward the proposed VET reforms in 2011 and into the future.

CPSISC will continue our work in the development and implementation of upgrades of training packages and where possible meet National Quality Council (NQC) requests.

Throughout 2011, we will carefully manage the highly successful Enterprise Based Productivity Places Program (EBPPP) and will assist the government and industry with the new Critical Skills Investment Fund (CSIF). Both of these programs are focussed on Workforce Development which is a key part of our work. CPSISC will continue to develop and promote skill development tools for enterprises.

We will also continue our work on the CPSISC website. The success of the initial launch of the CPSISC Resource Centre in 2009 has been built upon with considerable additional facilities and resources being added to the website. It has been welcomed by learners and job seekers, employers and RTO stakeholders and is being utilised extensively.

CPSISC has been assisting countries with Vocational Education and Training initiatives and has benchmarked best practice service delivery. These networks will be expanded and strengthened.

2011 is shaping up to be a very busy year for CPSISC, and we look forward to the challenges that it will bring.

Lindsay Fraser

Mr Lindsay Fraser
CPSISC Chairperson.

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SECTION 1

LATEST INTELLIGENCE

Macro-environment

As the thirteenth largest economy in the world Australia has managed continuous, across the board growth since 1992. Even as the financial crisis worked through world economies, Australia managed 0.732 per cent growth in 2010 thanks largely to commodity and agricultural exports. Forecasts suggest our economic outlook remains stronger than the world's advanced economies as a whole with a predicted 3.5 per cent growth in 2011 (average for all economies: 2.4 per cent)¹.

This demonstrates that Australia has proven very resilient through a continuing period of international economic turmoil but there are nonetheless concerning local trends that impact negatively on the Construction and Property Services industries. For example growth trends in Australia's population underpin long term demand for housing construction with demographic factors indicating the required minimum stock of housing. The Global Real Estate Trends Report indicated that Australia was the "clear frontrunner for 2010" with housing demand supported by "low unemployment and tight supply .. adding to upward pressure on prices."²

Other factors play a part, however, as net overseas immigration accounts for approximately half of Australia's population growth and incoming migration immediately generates increased demand for housing construction (rental and home purchase). In this regard the potential for reduction in net migration will have a negative impact. This affects all CPSISC industries to some degree as well as other national economic, social and environmental factors. The flood crisis and its aftermath in Queensland, Northern NSW and Victoria is an example of a tragic event that

will influence the construction industry for several years simply in meeting re-building and repair demands. Sourcing skilled tradespersons to work in regional areas in responding to situations of this nature will be challenging.

CPSISC industries are not as sensitive to market forces such as globalisation as other sections of the economy but feel the effect of rising commodity prices due to overseas demand and the high value of the Australian dollar. Government policies also have strong influences on the Construction and Property Services industries in terms of legislative regulation, Commonwealth, State and Territory taxation and interest rates. Industry deals with these factors in various ways, not least by becoming more competitive, adaptable and better skilled.

Overall the Australian economy moves into the second decade of the 21st century with more positives than negatives for industry and employment.

Industry and the Market

Construction

Despite a building slowdown in 2009-10 residential construction revenue should have solid growth while commercial and industrial construction is forecast to decline in real terms in 2011-12 until investment confidence returns to the market. A Master Builders Australia survey suggests that builders are cautiously optimistic about their own business circumstances and the health of the Australian building and construction industry in 2011, indicating that builders believe their own business activity will improve over the first six months of 2011.³

1. International Monetary Fund (IMF), Australia - Public Information Notice (PIN) No. 10/144, 28 October, 2010.
2. Global Real Estate Trends Report, Scotiabank, reported in The Australian, 29 December 2010.
3. MBA, National Survey of Building and Construction, December Quarter 2010.



Overall the construction industry derives two-thirds of its revenue from new building construction activity, and the rest from alterations, additions, refurbishment and maintenance work on existing premises. Residential renovation has fortunately maintained demand and the Building the Education Revolution school building program is another significant factor in maintaining commercial construction activity.

Residential building is an important part of the construction industry and Master Builders Australia (MBA) note mixed signals for 2011:

A second leg to the residential building recovery is by no means guaranteed as finance for the construction of, and purchase of, new dwellings struggles to overcome the hangover from the end of Government stimulus programs, the lingering effects of the credit squeeze and tighter monetary policy.

MBA Chief Economist Peter Jones ⁴

The level of housing affordability is also a key determinant for new housing demand and rising mortgage interest rates hold back demand even when employment is stable and incomes growing. These factors, outside of normal consumer demand for housing and commercial building, remain a problem with ".... on-going tight credit restraints and interest rate hikes {leading to} ...accelerated decline in new orders

for both detached houses and apartment building in November {2011}⁵

An index measuring the weighted average of prices for established houses in eight major cities climbed 0.1 per cent from the previous three months in October 2010. That is the smallest advance since the first quarter of 2009. Prices gained 11.5 per cent from a year earlier, the smallest annual rise in a year. This was uneven however, as 2010 data for housing prices show marginal rises in NSW and Victoria but prices being relatively static in other States and Territories, even dropping 2.4 per cent in Queensland.

Figure 1 shows the Housing Industry Association (HIA) also expects a sluggish demand for new houses and units in the coming year although nothing like the slump experienced in 2008/09.⁷

New Housing Forecast by type, AusDwelling Starts

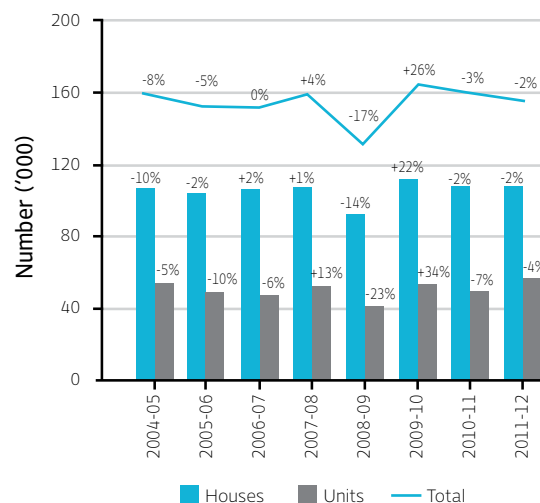


FIGURE 1 – HIA NEW HOUSING DEMAND FORECAST

4. MBA, press release, 19 October, 2010.

5. HIA chief economist, Harley Dale, ABC News 7 December, 2010.

6. Bloomberg, Michael Heath - 1 November, 2010.

7. HIA, June Outlook 2010, p. 23

The other CPSISC construction field is commercial and office building. Demand reflects the size and growth in the private and government white collar workforce and is affected by levels of domestic and global economic growth and business profitability. While Europe and the USA have seen significant job losses in white collar employment and governments have, or plan to reduce their bureaucracies, Australia maintains a growth pattern. This is reflected in predicted revenue increase for the CPSISC sector, office property operators, of 2.2 per cent in 2011.

Construction employs approximately one million people with relatively low direct employment due to use of subcontracted labour. The industry comprises approximately 37,425 enterprises, mainly small to medium businesses and relies on a ready supply of skilled tradespeople. As well as those leaving the industry through retirement the mining sector attracts skilled personnel away from construction so more training is required.

The general pattern of supply of qualified tradespeople is less than replacement level for the construction industry based on current demand and does not account for business growth and pull factors from other industries as noted by Glenn Thompson, AMWU⁸ "... skills associated with traditional trades are in short supply and pressures from industries such as mining and also Defence are exacerbating the problem".

Moreover, demand is not consistent across the country as State and Territory economies react to different factors:

There is currently a strong demand for jobs in the construction industry in Perth and ACT {but} ... we won't see demand increasing in the eastern seaboard for 18 to 24 months when some of the new

residential projects and shopping centre projects break some ground.

*Clive Brown, Capstone Recruitment*⁹

While the global financial downturn caused a short-term reduction in construction training this has been less than might have been expected. However, the Skills Council is heavily promoting increased training effort to meet future skill demand and avoid reverting to the previous chronic skill shortages in some sectors. In particular up-skilling existing workers in emerging technology and work practices is as important in many areas as the training of new entrants. CPSISC strongly advocates flexible learning pathways and more planning of strategic training if industry is to remain globally competitive.

Plumbing and Services

The plumbing and services workforce is approximately 60,000 in 23,150 enterprises with employment anticipated to rise to 62,500 persons over the next two years. Even in the much reduced Critical Skills List (CSL) identified by the Australian Immigration Department and supported by Department of Education, Employment and Workplace Relations (DEEWR) data, plumbers and gas fitters continue to feature in 2010.¹⁰ The industry, which includes air-conditioning and fire protection system services is typically small contractors with only 4 per cent of the industry's establishments exceeding 20 people. Larger firms are multi-disciplined, able to access the latest technology and materials in sanitary and mechanical plumbing jobs. They typically work primarily on commercial projects and industrial sites but also service the domestic residential sector.

A significant proportion of plumbing and services revenue is for maintenance and repair work. The industry is predicted to have good demand from the non-residential building

8. Glenn Thompson, Assistant National Secretary, Australian Manufacturing Workers Union (AMWU), interview 28 November 2010.

9. Primespace, *The Australian*, 13 December 2010.

10. *Critical Skills List (CSL)*, Australian Department of Immigration, March 2010 & *Skills Shortages Australia Jun, 2010*, DEEWR



market with revenue forecast to grow to \$8.18 billion in 2011-12.

Plumbers and plumbing equipment and material suppliers have adapted to increased demand for services by using flexible substitute materials that are less expensive, easier to transport and install, and reduce the workload. Sophisticated equipment also reduces labour input for less skilled areas of work. Nonetheless the predicted rise in demand for plumbing and services workers means more effort training highly skilled tradespeople is required in the future.

Real Estate

There are an estimated 67,716 real estate agents in Australia and over 90 per cent of real estate operations are small business with the four largest operators accounting for only 4 per cent of market share. Real estate agents use sophisticated marketing and promotional activity to provide high quality client services while maintaining strong relationships with institutional and private investors, banks and international real estate agencies.

Real estate agents and property developers have a well-established business model and are an essential service so continue to grow their economic niche as the population increases. However, while new residential construction remains stagnant the model has had to adapt to sustain revenue. This is likely to be through other sources of real estate revenue such as the rental market predicted to return to the historic average of 6 to 8 per cent annual growth.¹¹

The Australian real estate industry is experiencing relatively static property sales and leasing in some parts of the country and drops in others such as Queensland, but industry revenue is still expected to grow by an average rate of 5.5 per cent per annum until 2015.¹² For the last three years real estate agencies have experienced volatile demand, over supply of inner-city apartments and a poor housing affordability index. There has also been a

decline in the number of first home buyers and investors due to the series of interest rate rises and changes to the First Home Owners' Grant scheme.

The office market is predicted to experience higher tenant demand in future with industry revenue expected to grow by around 3.6 per cent annually to 2015. Demand and subsequent growth varies considerably across the country as illustrated by the Victorian property market doing well but South East Queensland struggling with dropping inter-State migration. However, overall strong population growth matched with years of weak building activity has left Australia with too few homes for the size of the population.¹³

Surveying and Spatial Information Services

Twelve thousand surveying personnel work in approximately 1,975 surveying businesses but workforce numbers could drop by 400 to 500 by the end of 2012. The sector has mainly small establishments with the industry's four largest players accounting for only 5 per cent of annual industry revenue. Surveying firms and consultants provide surveying services such as cadastral surveys, construction surveying, mapping services (including geophysical), and the provision of geospatial image acquisition (from aircraft and satellites), processing, and sales and also expert witness services.

Surveying industry revenue is anticipated to grow by an average of 3 per cent annually to 2015¹⁴ due to expansion in building construction. Surveying work and skills required are impacted by new technologies with increased accuracy of surveys and data analysis such as Global Positioning Systems (GPS) for surveying and map making.¹⁵ GPS and Total Station systems mean the traditional technical skills of the surveying industry are changing rapidly and this has to be reflected in the professional training.

11. *The Great Property Halt*, Tim Lawless, SmartCompany, 20 December 2010

12. *L7720 Real Estate Agents in Australia*, IBISWorld, November 2010

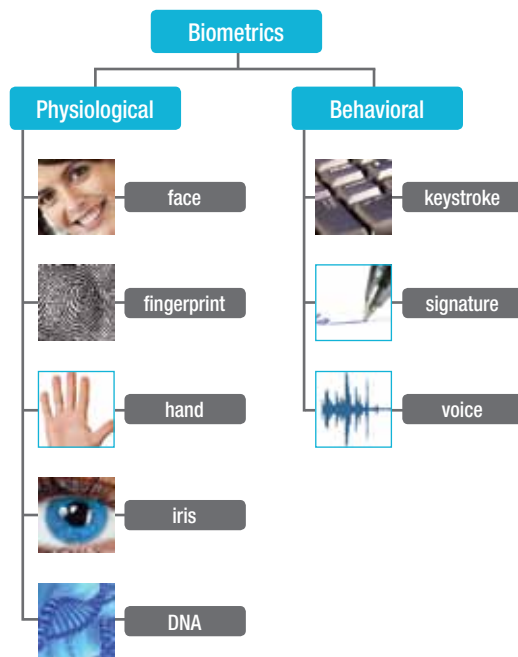
13. Chris Richardson, Access Economics, BRW September 9-15 2010

14. *L7822 Surveying Services in Australia*, IBISWorld, October 2010

15. Noel Hamey, A/Director, Building & Environment Centre, Spatial Education Advisory Committee (SEAC), Surveying and Spatial Sciences Institute (SSI), interview 13 October 2010.

Security

The Security industry has approximately 1,850 enterprises operating 2,353 establishments. ABS figures, for individual's primary occupation indicates there are approximately 55,000 security personnel. However, a sizable contingent of guards work part-time not included in the ABS figures and CPSISC is aware of previous estimates of 105,000 licensed guards in Australia although many may not be regularly employed. The industry association ASIAL estimates a total of 150,000 working in the industry.



Security experienced a slight revenue drop in 2010 but growth is anticipated in 2012 and the continues positively with revenue predicted to increase by 3.7 per cent per annum over the next five year as residential, business, government and major infrastructure and workplace security services and systems are

upgraded and new clients brought on line. The security industry could experience globalisation impact through continuing expansion of foreign operators in Australia.

The security industry covers physical security such as airport screening and crowd control, monitored security systems, intruder alarms, access control, ATM services/cash transit, security transport plus computer security and industrial counter espionage and consulting services. New technology includes sophisticated biometrics and systems for electronic monitoring of homes and businesses. This means recruiting, retaining and up-skilling reliable staff, particularly in technical security installation and operation in order to provide the expected high level of service.¹⁶ The industry is highly regulated and consistent national licensing will benefit the industry overall by providing a benchmark for personnel skills and business services.

Cleaning Services

The Cleaning Services industry employs approximately 117,000 workers in 7,580 enterprises and the workforce is expected to increase at an annual rate of 2.5 per cent, mainly with casual and part-time personnel. The annual turnover of casual staff in Australia is 17-35% which can be extrapolated as approximately the annual turnover of cleaners each year.¹⁷ Industry revenue growth of 3.5 per cent annually is predicted to 2015.¹⁸

Demand for cleaning services is driven to a large extent by trends in commercial construction activity and outsourcing of cleaning services by governments and businesses focussing on their core activities and looking for operational cost-efficiencies. In addition there is a rise in demand for domestic cleaning from high and dual income households and older people with disposable income seeking these services.

The movement from government employed cleaners to private sector employed cleaners

16. Tom Roche, CEO, SNP Security, interview 22 October 2010

17. *Labour Mobility* – ABS, 2010 (cat. no. 6209.00)

18. L7866 *Cleaning Services in Australia*, IBISWorld, October 2010



benefits the industry, particularly in the healthcare and education areas. Also the shift towards multi-building services, incorporating catering, cleaning, security, pest management and maintenance within a single supply contract will increasingly favour larger enterprises but also encourages medium sized employers to expand their range of services.

Facilities Management

The primary function of Facility Management is to manage, maintain and ensure efficient operation of the built environment. This includes facility management of commercial and office buildings, government buildings, public entertainment venues, schools, hospitals, transport centres and retail complexes as well as high-rise residential buildings. The Facilities Management Association Australia (FMA) estimates the facilities managers and staff workforce is approximately 200,000¹⁹ although this includes personnel covered elsewhere such as cleaning and tradespersons.

The industry had a small revenue drop due to the GFC but recovered well and the impact of slower building construction in the facilities management area is not great as all the country's stock of existing commercial and office buildings still have to be maintained and serviced. More stringent environmental codes mean professional facilities management continues to be sought as the industry is increasingly challenged to manage 'green' buildings and facilities. The future workforce will need higher skill levels to manage these sophisticated building services.

Fire Protection System Services

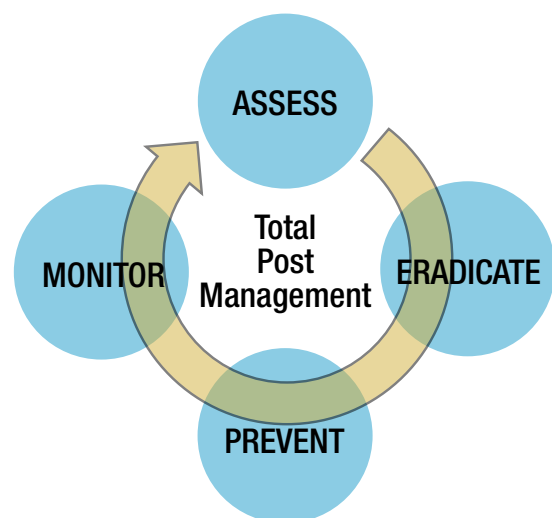
The Fire System Services industry employs approximately 13,000 people in 1,330 enterprises and the workforce is predicted to increase by between 1300 and 1400 workers by 2015.²⁰ There are several large and many small contracting firms operating locally. Fire systems installation will be in positive territory

throughout 2011 and on as new technology is introduced and building codes require more sophisticated protection systems. The technical nature of the work requires skilled personnel often coming into the industry from trade backgrounds such as engineering and construction. Attraction and retention of suitably skilled workers is a focus for most employers.

Pest Management Services

The pest management industry 7,500 workforce is employed in 1,194 enterprises, most small businesses but with some major companies. Industry revenue is expected to increase at an average annual rate of 3.5 per cent to 2015 from residential and commercial/industrial construction growth. The pest management market is stable and benefits from continuing outsourcing of these essential services by industry and government.

This industry is increasingly providing sophisticated services and the key to effective pest management is expert assessment of the problem to develop and implement a range of holistic long-term eradication and control strategies for clients:



19. Matthew Trigg, National Policy Advisor, FMA, interview 18 October 2010.

20. E4234 Fire and Security System Services in Australia, IBISWorld, September 2010.

Higher standards demanded by clients will, however, involve introduction of more environmentally friendly control methods requiring enhanced business practices and higher skilled personnel. Environmental concerns lead to increasingly less toxic pesticides being used in the industry although this means more frequent treatments are required. There is an expanding demand for specialised pest management in the food industry and for bird management services.

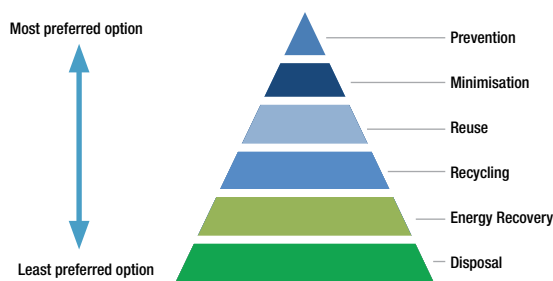
Attraction of new entrants to the industry, which is not always on the employment 'radar', and retaining qualified technicians is an ongoing issue²¹ plus the changing nature of pest management treatments and materials means regular up-skilling of the workforce is a priority.

Waste Management

Industry employment is approximately 34,000 in 1,760, mainly small to medium businesses although the top four companies generate nearly 40 per cent of total industry revenue.²² Industry revenue is expected to grow at an average rate of 6 per cent annually to 2015. This is a very competitive industry where closely controlled costs are vital to profitability.

The waste management industry could experience slower growth in 2011 than previously as the amount of waste generated by industry and the construction sector declines. There are also lower recyclable commodity prices which impact negatively on this sector. But investment in new recycling and alternate waste treatment facilities that convert waste gases to energy should generate new demand as reducing, recycling and recovering waste are major government and industry policies.

Attention to the best practice options for waste management includes much more than just disposal:



The industry provides management advice, collection, disposal and recycling of waste including municipal solid waste, commercial and industrial waste, and construction and demolition waste. Demand for recycling and recovery of waste continues to grow with State and local government expansion of waste diversion targets. Possible introduction of a carbon trading scheme in 2013 will have an impact on the industry.

Other sectors

The CPSISC coverage includes professional access consultants and sustainability assessors. While a small workforce there is an increasing demand for access consultants, design professions, medical experts and building certifiers/surveyors to ensure access to services and facilities for people with disabilities. There is entry level training at certificate IV level but professionals in the field require formal training and recognition through a national graduate vocational diploma not yet developed. This would assist meeting State and Territory licensing regimes.²³

The Association of Building Sustainability Assessors (ABSA) has accredited members who deliver home sustainability assessments. As with the access consultants the current certificate IV requires supplementing with a graduate vocational qualification to recognise growing professionalism of the assessors and their important role in building sustainably measurement, design and advice.²⁴ This is particularly important as States and Territories are negotiating agreements on a common national framework for sustainability reporting requirements and legislation.

21. Steve Endor, Compliance and Public Relations Manager, Amalgamated Pest Control, interview 11 October 2010.

22. Q9634 *Waste Disposal Services in Australia*, IBISWorld, October 2010

23. Max Murray, President, Association of Consultants in Access in Australia Inc., interview 13 October 2010.

24. Alison Carmichael, CEO, & Steve Morrow, Training Manager, Association of Building Sustainability Assessors (ABSA), meeting 19 October 2010.



How are CPSISC Products and Services Responding?

There have been short-term reductions in overall training take up for CPSISC industries due to the global financial crisis hangover but fortunately less than might have been anticipated. Mining industry demand for skilled tradespersons and semi-skilled workers has impacted negatively on construction employers. The Skills Council is therefore forging greater links with industry and the training system to promote increased training effort that will meet future skill demands. CPSISC has two high level Industry Advisory Councils (IACs) to provide strategic advice and skill development direction for the Construction and Property Services industries.

The IACs and the Construction and Property Services (CAPS) network of State and Territory industry advisory bodies confirm that Industry is focussed on avoiding the previous chronic skill shortages experienced in some sectors and up-skilling existing workers in emerging technology and new work practices is another high priority. In particular the Australian Government Productivity Places Program (PPP) worked well for construction and new Enterprise Based Productivity Places Program (EBPPP) funding for 1400 additional training places was enthusiastically taken up. Initiatives on up-skilling the existing workforce must naturally supplement and not in any way detract from training of new entrants.

The Construction and Property Services industries are in favour of nationally consistent regulatory and licensing regimes as noted by CPSISC chair Lindsay Fraser²⁵ “... licensing of {construction} occupations would help with retention” so CPSISC works closely with licensing authorities directly and through Council of Australian Governments (COAG) working groups to ensure CPSISC qualifications fully support nationally harmonised licensing arrangements.

The CPSISC Resource Centre is regularly updated and added to as it is a major industry training support initiative and includes Training Package User Guides, implementation advice and links to relevant information for better matching of competencies with job roles and tasks, and customising qualification packaging and units of competency. The most recent additions to the Resource Centre are 20 bundled Assessment and Delivery Guides to assist implementation of the CPC08 Construction, Plumbing and Services Integrated Framework Training Package and 15 bundled Guides for the CPP07 Property Services Training Package. These are already experiencing strong demand.

CPSISC has established and provides ongoing support to RTO networks providing valuable advice on training and implementation issues. There are RTO network groups for:

Plumbing and Services	Roof Tiling	Waste Management
Construction	Brick/Blocklaying	Fire Protection
Painting & Decorating	Pest Management	Property Development, Sales and Management
Wall & Ceiling Lining	Security	
Carpentry & Joinery	Cleaning	

Overall CPSISC has kept abreast of industry skill demands and provided timely, targeted and highly valued products and services.

25. Lindsay Fraser, Assistant Secretary, Construction, Forestry, Mining and Energy Union (CFMEU), interview, 21 November 2010.

SECTION 2

WORKFORCE DEVELOPMENT NEEDS

Overarching factors

Key industry drivers for CPSISC industry's workforce development fall into five categories:

Legislation & Codes of Practice	It is vital that new entrants and existing workers remain current with relevant legislated workplace requirements. These include complying with areas such as licensing, OHS, Australian Standards, Building Codes and environmental, industrial and consumer protection laws among others.
Economy	<p>Construction and Property Services industry enterprises operate within the broader Australian economy and are subject to impact from government policies and other sectors. An example is housing affordability which is adversely affected by tight lending, higher interest rates and State and Territory taxation regimes that flow through to industry despite pent up consumer demand.</p> <p>Subsequent softening of business growth means retaining skilled workers is harder and training of new entrants an increased cost burden for smaller organisations.</p>
Social & Service	<p>As organisations devolve service responsibility to front-line workers, being able to provide good customer service is paramount for the whole workforce. In addition well developed language, literacy and numeracy skills are fundamental to all job roles.</p> <p>Effective and adaptable supervision and management skills also require attention in workplaces as any form of a 'command and control' paradigm is outmoded.</p>
Technology	Technology affects all workplaces and must be used effectively and safely. While manufacturer training assists introduction of new materials and equipment, employers have the ongoing responsibility to keep their workforce up-to-date with their use and maintenance.
Environment	Energy use and waste management is a vital aspect of any modern workplace. Resources must be used sustainably and there is an increasing requirement to comply with, and report against environmental legislation as well as meeting consumer expectations. All workers must be aware of this and extend their skills in recognising and remediating environmental risks.



Attraction and retention of workers continues to be a problem for some industries in the CPSISC coverage, particularly where contracting is the norm. As skilled personnel can be readily attracted to other industries, retaining them requires employers to constantly monitor employment remuneration and conditions. For some sectors such as pest management and fire services the general community is not always aware of the job roles and career opportunities available. Positive marketing of the benefits of working in the various construction and property services industry sectors is an ongoing necessity to attract motivated new entrants. CPSISC constantly looks for new and innovative ways to promote careers in construction and property services to a wide range of people and particularly to attract more women and Indigenous people into the industries.

Inadequate language, literacy and numeracy (LLN) skills of prospective new industry entrants and existing workers, lack of support programs during technical training or a combination of both continues to be a major barrier to improvement in industry performance. Non-completion rates for traineeships and apprenticeships are also partly the result of learners struggling with insufficient underpinning LLN skills.

Sustainability and environmentally friendly services and products are a focus for all Construction and Property Services industry sectors. Green credentials are increasingly being sought and are highly regarded by consumers. As sustainability is now embedded in all CPSISC Training Package qualifications, programs to provide up-skilling for existing workers will be in constant demand as illustrated by this industry view: “... using in demand sustainable products and new painting and equipment cleaning techniques in the painting and decorating sector”²⁶

Licensing that applies consistently across the country is being addressed as a COAG priority but remains a slow process. Many construction and property services sectors seek clarity on licensing requirements and harmonious mutual recognition of licenses across State and Territory borders. Maintaining and improving occupational health and safety is also an ongoing challenge for many CPSISC industry sectors. This goes well beyond simple legislative compliance to developing strategies that ensure enterprises have embedded work safety principles in their day-to-day work practices.

Construction Workforce Needs

The Building the Education Revolution (BER) stimulus has kept many workers employed in times of regional downturn in residential and commercial building markets and while employment in the housing sector of construction fell by around 2000 persons over the past two years with attrition in the number of contractors, the trend can reverse quickly. Construction operates in a regulated environment, involving compliance with local and State government building standards, approvals and zoning regulations, pollution controls and safety issues.

There will be significant skill shortage issues arising from flooding in Queensland, Victoria and other states as a result of recent heavy rains and widespread flood damage. In this regard CPSISC has provided Skills Australia, DEEWR and Minister Evans’ offices with data which suggests that there is latent capacity for Queensland to access the skills of workers leaving the construction industry in recent years.²⁷ Also building approvals in Queensland have slumped significantly over the past few years.

26. Master Painters Australia, CPSISC survey, 15 October 2010.

27. MBA QLD has indicated that 34,000 workers have left the construction industry in QLD in the past 2 years

In addition, commercial building has been heavily reliant on building the education revolution money and commencement in other areas such as hotels and tourism related industries have dropped significantly. There are also issues around housing interstate workers in what will be a tightening rental market.

A new \$200.2 million Critical Skills Investment Fund (CSIF) will provide Australian Government co-funding over four years for industry partnerships undertaking projects that provide training and employment opportunities in critical industry sectors. The CSIF is to help increase the supply of skilled labour for enterprises in critical industry sectors and will support projects that train and place job seekers into available positions, and that up-skill existing workers to meet new demands.

The initial focus of the CSIF is on the resources, construction, renewable energy and infrastructure sectors, but will also be used to address other emerging skills gaps, including shortages created by workers leaving their current jobs to work on major new projects. Emphasis will be given to increasing the workforce participation of labour market segments under-represented in these sectors, such as Indigenous Australians, women, mature age and young people. Organisations can already lodge expressions of interest in CSIF funding through an industry and training agency Board overseeing the fund appointed by the Minister for Skills, Senator Chris Evans, and the first funding round should begin early in 2011.²⁸ CPSISC has suggested that funds such as the CSIF monies be re-directed to assisting Queensland up-skill to rebuild.

CPSISC will work closely with industry to access CSIF funding in relevant skill shortage areas. Remaining on the skill shortage list nationally or in several States are plumbers, gas fitters, joiners, roof tilers, wall and floor tilers, solid and fibrous plasterers and stonemasons.²⁹ Shortages are becoming more widespread in

the construction sector, with around half of surveyed trades assessed as being in shortage, compared with all surveyed construction trades in 2008 in the DEEWR June 2010 survey. However, this is likely to change as general construction demand ramps up and special cases such as residential and commercial building repairs arising from the Queensland floods works through the system.

Plumbing and services is also highly regulated and while compliance with regulatory regimes lifts the operating costs of industry participants it assists in the maintenance of construction standards and to some degree restricts entry of under-qualified practitioners.

States require builders to be licensed and to prove competency in order to obtain warranty insurance for construction projects and approval for building commencement is only granted when the builder is appropriately licensed and insured. Similarly, the basic license to operate as a plumber limits contractors to a narrow area of operation and additional certificates must be added through courses and testing, for tradespeople to be authorised to work in more specialised areas. The imperative is therefore to maintain high levels of regulatory compliance in the industry and retrain and up-skill the workforce on the importance of this business aspect.

Of particular importance is skills recognition of the existing construction workforce through RPL. This will assist workers further develop their skills through post-trade Certificate IV and Diploma qualification achievement and help cover ongoing skill needs in areas such as building management, estimating, OHS and training and assessment in the workplace.

Consistent with advice in previous years most industry stakeholders want more focus on improving language, literacy and numeracy (LLN) skills across the workforce as an imperative for productivity and workplace safety.

28. Details at: <http://www.deewr.gov.au/Skills/Programs/SkillTraining/CSIFund/Pages/Home.aspx>

29. State and Territory Skill Shortage Lists, DEEWR, December 2010



As the apprenticeship system is the primary method of skilling the construction workforce the attraction and retention of apprentices is paramount. Wage structures for apprenticeships can be a barrier in some cases, as is the industry reliance on a contracted labour force to deal with the cycles of demand and timeframes of construction projects. More reliable employment conditions and better pastoral care for apprentices, particularly the younger cohort, combined with stronger liaison between employers, RTOs and schools would assist skill development.³⁰

“There needs to be stronger links between school-based training with effective work placements and employment”³¹

In summary the focus is not just imparting technical skills through training:

“People in the industry today need a range of different skills to take advantage of new forms of work organization, new technologies, enhanced workplace safety requirements and improved career opportunities.”³²

Property Services Workforce Needs

Property Services industry sectors generally experience fewer serious skill shortages than construction although there are problems with some occupations such as security guarding and pest management services in attracting sufficient workers even where good enterprise-based training is provided. However, apart from occupational skill shortages most Property Services employees need regular up-skilling to keep abreast of new technology, sustainable work practices and regulatory requirements. Examples are:

- the need for adapting to new technology in the surveying sector with increasing use of GPS and sophisticated software³³
- maintaining compliance with varying State and Territory regulatory requirements applying to the pest management and waste management sectors³⁴

Good supervision and management skills are in demand across all sectors so the Property Services sectors have a continuing need to up-skill their workforce in business, supervision and management skills as well as technical. As noted above, waste management, facilities management, access and sustainability consulting and others key areas require higher level VET outcomes, to graduate certificate and diploma level in some cases, to maintain the professionalism of the workforce. As an example of the CAPS Network ensuring important sectors receive the skill development attention they need Business Skills Victoria is working with RMIT University to stimulate training demand for Facility Management.³⁵

30. Stuart Maxwell, National Industrial Officer CFMEU, interview, 21 November 2010

31. Alex Maroya, National Director – Training Policy, MBA, interview, 20 November 2010

32. Policy statement, Tasmanian Building and Construction Industry Training Board (TBCITB)

33. Noel Hamey, A/Director, Building & Environment Centre, Spatial Education Advisory Committee (SEAC), Surveying and Spatial Sciences Institute (SSI), interview 13 October 2010.

34. Steve Endor, Compliance and Public Relations Manager, Amalgamated Pest Control, interview 11 October 2010 & Waste Management Association of Australia (WMAA), *Strategic Directions for the WMAA*, November 2004.

35. Business skills Victoria, newsletter, May 2010

Regulation and licensing by various government agencies applies to nearly all Property Services sectors except cleaning, and is an imperative for ongoing skill development. Examples include:

**PROPERTY
DEVELOPMENT,
SALES AND
MANAGEMENT**

Estate agent industry regulation is by State and Territory governments with legislation on entry requirements, the conduct of firms and their employees and in some cases prescribing maximum fee scales. All mainland states have legislation covering land valuers.

SECURITY

For the security industry four police and four consumer affairs departments license individuals or companies and carrying and use of guns is regulated by police departments under gun laws in each State and Territory. There is also industry-based accreditation where the Australian Security Industry Association Ltd (ASIAL) provides certification of compliance for members equipment, systems and staff levels to Australian Standards.

FIRE SERVICES

Fire services industry contractors are subject to regulatory controls and codes of conduct set down by trade and professional organisations, Building Code of Australia (BCA) requirements, Standards Australia product and installation requirements, and registration requirements for specific installation procedures.

**PEST
MANAGEMENT**

Pest control operators are licensed in every State and Territory, usually by a Health Department although training requirements differ considerably between jurisdictions. The Australian Environmental Pest Management Industry Association (AEPMA) and government bodies also support PestCert that provides an industry-wide accreditation system for members based on safety, knowledge, training and operations.

**WASTE
MANAGEMENT**

Waste management is regulated through the National Environment Protection Council Act and regulates interstate transport of waste and national extended producer responsibility schemes. Also all exports, imports and transits of hazardous waste for recovery, recycling or final disposal require a permit issued by the Australian Federal Environment Minister. State and Territory regulations and strategies deal with waste minimisation targets such as landfill diversion targets, set landfill levies and require waste management enterprises to report on progress against the strategy.



Shortfall in language, literacy and numeracy skills is identified as a workforce development priority by security and cleaning although less of an issue across other sectors of the Property Services industry. In cleaning lack of literacy skills is a particular concern “ ... due to the use of chemicals and machinery in the industry and persons not being able to read the MSDS or Operator manuals, dilution ratios of chemicals, reading safe work procedures, written communication in the workplace, signage etc.”³⁶ Understanding and applying excellent customer service techniques is another important area for all job roles.

An illustration of a specific need is a shortage of experienced technicians and specialized retailers in the swimming pool retail and maintenance sector. The Swimming Pool Retail Association Australia (SPRAA) covers retailers and technicians who provide installation, maintenance and repair advice and services for private and public swimming pool facilities,

including in hotels, clubs, fitness centres and apartment buildings. The industry is regulated and licensed in all jurisdictions and the estimated 35,000 workforce has serious skill shortages. SPRAA has requested CPSISC to develop and promote national qualifications in the Property Services Training Package to address their needs.

Advice to CPSISC from its industry leaders has identified the need for greater emphasis on workplace-based, e-learning and blended learning with broader use of the Australian Apprenticeship system to encompass higher order programs. In some cases the ‘apprenticeship’ terminology is a barrier and use of ‘cadetships’³⁷ or other descriptors would assist take-up.

36. Sondra Bowman, Training Manager, Synegen, CPSISC survey, October 2010

37. Des Vernon, Australian Institute of Building Surveyors, CPSISC survey November 2010

SECTION 3

IMPACT OF CPSISC TRAINING PACKAGES

Use of the CPSISC Training Packages

Take up of CPSISC Training Package qualifications continues to grow. The CPC08 Construction, Plumbing and Services Integrated Framework Training Package is now used in all jurisdictions and the CPP07 Property Services Training Package is also implemented across the country.

Employers are constantly encouraged to utilise the CPSISC competencies and qualifications for job analysis and re-design, induction, performance management and recruitment and selection purposes. This use is complemented by the Skills Council's on-line Skills Analysis Tool which can be completed by employers for analysis by the CPSISC workforce development team. The subsequent report can be used to create a workforce profile, training and development requirements, identify any training funding assistance plus deal with barriers to training and developing a workforce planning strategy.

Assessment of competency is always an important factor in workforce development. Advice to CPSISC from its industry leaders is that assessment needs more focus on applied capabilities with a holistic approach that genuinely identifies a candidate's ability to manage workplace risks and contingencies while adapting quickly to unforeseen circumstances.

Case studies for a range of CPSISC's industry coverage outlining good assessment practice, training in LLN and safety at work among many other examples can be accessed through the Skills Council Resource Centre at <http://cpsiscresourcedatabase.connexion.com.au>. CPSISC has also delivered free, practical language, literacy and numeracy workshops across the country designed specifically for trainers in the construction industry to

support the WELL Strategy outcomes of engaging employers and providing professional development for RTOs.

Training

CPSISC strongly supports better integration of on and off-the-job training and workplace delivery is often the most effective way to ensure learners achieve genuine workplace competency. A combination of RTO support and workplace mentoring by experienced personnel can make the learning experience focused and relevant rather than what can be distinct separation between institutional theory and skills simulation and realistic on-the-job activities.

CPSISC Training Packages and training and assessment resources are well regarded by the training system and have strong national take-up. RTOs have been assisted in delivering relevant training through enhancement of the CPC08 Construction, Plumbing and Services Integrated Framework and CPP07 Property Services Training Packages with embedded sustainability skills, rationalised competencies and increasing coverage in areas such as fire systems design and building licensing and design. Security qualifications have also been improved to better meet licensing requirements.

The Skills Council has updated and strongly marketed Go-Green Apprenticeship Sample Training programs which are a ready-to-use resource supporting Australian Apprenticeship green jobs.

Industry

The Construction and Property Services industries want to recruit motivated people and ensure their initial training and ongoing professional development is practical and utilised in their everyday employment. Industry



constantly seeks more equitable outcomes for employment so CPSISC has developed the Construction Diaries – Building Foundations for the Future that comprises an on-line web diary following the progress of an Indigenous pre-employment training program in construction.

Also supporting equity and diversity is the Women in Technical Security project where CPSISC has worked closely with the NSW Property and Financial Services ITAB, industry stakeholders and NSW DET to develop a strategy for increasing take up by women of careers in technical security. The CPSISC Construct My Career website is an innovative resource that introduces people to the myriad occupations and career opportunities in the Construction and Property Services industries. The site shows the depth of construction occupations well beyond the well-known carpenter, bricklayer and plumber roles to show plasters, tilers, surveyors and many others that are open to new entrants. Similarly, while the Property Services industry covers real estate agents and developers it also includes security, cleaning, facilities management and pest and waste management job opportunities with the potential to have fulfilling employment and move up the career ladder. The CPSISC Virtual Careers Expo stand is another Industry Skills Council attraction initiative with new and engaging ways to educate, attract or recruit school leavers, graduates, people returning to the workforce and mature clients on interesting and rewarding careers.

It is vital that workers see a secure future in Construction or Property Services industries and so effective strategies for ongoing work-based training are highly regarded. Formal skills recognition contributes to worker satisfaction and attraction to an occupation or industry sector and so all CPSISC stakeholders also support having informally gained skills awarded formal recognition through innovative,

accessible and affordable assessment. Currently access to RPL services is hampered by high costs and limited availability of gap training opportunities. RTOs using straightforward and nationally consistent tools to guide a person through a simple evidence gathering process so they can self-assess and determine when they are ready for RPL would greatly improve uptake.

Many industry players see consistent national licensing as a positive step toward quality work and customer satisfaction. While not every occupation should be licensed, key construction trades and professional occupations in property services where such regulation is valid would benefit from a single national regime. The relationship between licensing and specification of competency is a close one and CPSISC has ensured all the Construction and Property Services qualifications are compatible with regulatory requirements in this regard.

As noted previously industry has wholeheartedly embraced sustainable technology and work practices. These have been comprehensively embedded in all CPSISC qualifications and now flow through all aspects of training.

An interesting plumbing industry case study shows how the 2008 green plumber of the year, Warren Perret, CEO of Aquablock, makes sustainability central to his business.³⁸

Learner Profile

Many industries face an ageing workforce that needs strong recruitment and training of a younger cohort as replacement and CPSISC industries are no exception. While careers in the Construction and Property Services industries generally have sufficient profile to attract new entrants, generation Y and later generational groups are likely to change employers and occupations more frequently and expect skilling and up-skilling in faster timeframes to assist them progress and earn.

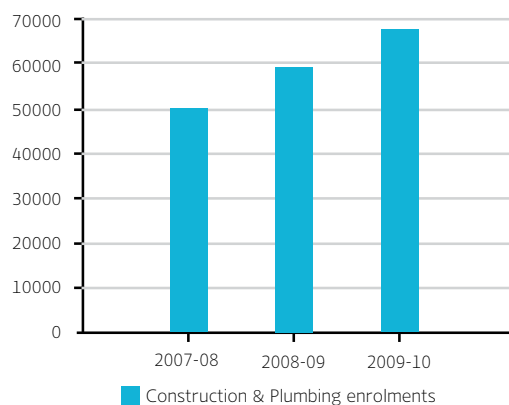
38. <http://www.greenskills.nsw.gov.au/green-skilling-bryour-staff/building-a-construction#plumber>

Another factor is that the structural change occurring in many enterprises, particularly the 'flattening' of organisational structures, is removing traditional career pathways that see people progress in a linear manner from entry level positions through to supervisory and finally managerial roles. The current realisation facing the baby-boomer generation is that they may have to work longer to secure their retirement and this can limit career progression opportunities for young people.³⁹

Importantly, in Australia, regional and remote areas face challenges in accessing timely and relevant training opportunities. Emphasis on e-learning and other delivery modes suited to non-metropolitan learners will greatly assist bridging the geographic divide.

National Data

The following charts show the national data collection figures for enrolments with estimation of privately funded training added where applicable and indicate a positive trend of training uptake in the CPC08 and CPP07 and previous Training Packages over the past three years.

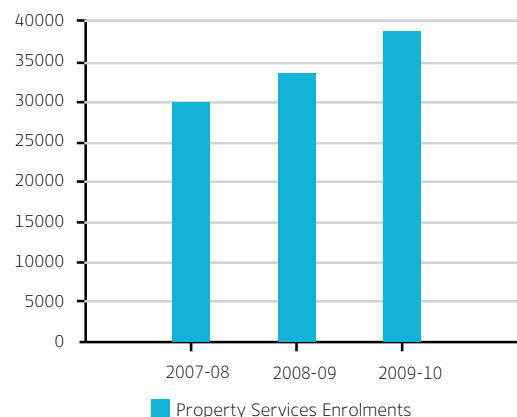


The Construction industry fully supports Australian Apprenticeships as demonstrated by the enrolment figures for most sectors. Nonetheless the figures could be further improved with more innovative strategies for delivery of this pathway. The Skills Australia initiatives in this regard will be important and closely watched by industry stakeholders. There

are very useful case studies on traineeship delivery innovation in the cleaning and construction industries (among others) in the report *High quality traineeships: Identifying what works*.⁴⁰

As the national collection of training data is 12 months behind, the construction figures to the end of 2009 still show enrolments are predominantly in the General Construction, Off-Site Construction and Plumbing and Services Training Packages superseded by the CPC08 Construction, Plumbing and Services Integrated Framework Training Package in late 2008. This also skews the cancellations data for the construction and plumbing trades as predictably some cancellations in the older Packages are due to moving across to the new one where learners have not progressed far into their training program.

Of particular note is significant growth in the Certificate I and II construction qualifications used as VET in Schools and pre-employment/pre-vocational programs. Certificate I use in 2009 shows nearly 50 per cent growth over the previous two year's enrolments while Certificate II indicates 20 per cent growth. Plumbing and Services has achieved very positive take up in the main plumbing pathways, nearly tripling enrolments since 2006.



Property Services figures also show a general positive trend and figures can now be more reliably adjusted to account for privately

39. CPSISC Workforce Development Strategy: A Green Paper for Consultation, 1 March 2010, p. 14

40. *High quality traineeships: Identifying what works*, Erica Smith and others, NCVET, <http://www.ncver.edu.au/publications/2192.html>



funded training effort in the industry based on findings of a CPSISC project in 2010.⁴¹ Several Property Services sectors utilise Australian Apprenticeships, predominantly in the cleaning, security, pest management, waste management and fire services sectors. Privately funded and enterprise-based training is significant for all industry occupations and dominates in real estate, security, surveying, facilities management and access consultants.

In the Property Services sectors the shift to the

new CPP07 Property Services Training Package is more pronounced as it has been available for longer. Most occupations have maintained reasonable growth patterns despite the earlier economic downturn impacting on the market and down-stream services such as cleaning and pest management.

The following snapshot of key occupations shows encouraging signs of most areas training at least maintaining training effort over a difficult period for industry in a flat economy:

Occupation	Take up	Comment
Carpentry	Maintaining take up at 16,700 in 2009. No significant growth since 2007 which may impact negatively in a recovering economy	Cancellations still relatively high
Wall and Ceiling Lining	Showing slight growth to 1,270 in 2009 that is probably too low to meet demand where it is listed nationally as a critical skills shortage occupation	Cancellations a concern and recent flood damage across Australia will ramp up demand for repairs
Bricklaying	Maintaining 2007/2008 figures in 2009 with 2,650 but no growth pattern showing	Cancellations a concern and demand remains ahead of supply of skilled tradespersons
Painting and Decorating	Slight drop in 2009 to 2,790 and again demand will probably rise due to flood damage	Numbers may not meet future demand
Concreting, Dogging and Rigging	All show significant increased take up albeit off relatively low bases compared to other trades	More focus on licensing may be driving higher take up
Roof tiling	Slight drop in 2009 and take up very low overall – 225 in total nationally	Some indication that many workers in this field are not fully qualified
Shopfitting	A slight drop in 2009 to 1,290	Influenced by general downturn in other business activity
Plumbing	Very strong growth in take up in all fields at Certificate III – 14,700 (plus another 470 in Fire Protection). Certificate II enrolments are very low	High completion rate and low use of the Certificate II probably indicates strict trade licensing requirements

41. Real Estate and Security Industry Training Impact Report - A CPSISC Industry Intelligence and Advice Project, July 2010.



Occupation	Take up	Comment
Security	<p>Increased take up in the Certificate II and III Security Operations qualifications in 2009 although the higher outcome increase is only minor.</p> <p>Industry has significant enterprise based training and with fee for service programs available publicly funded training is approximately half of actual activity</p>	Industry indicates a high demand for technical security operatives not being met through publicly funded training and most of this area of training is enterprise based
Real Estate	<p>Very strong growth to 5,600 publicly funded enrolments in 2009, almost 80 per cent growth over previous years.</p> <p>There is also considerable privately funded training in place</p>	Possibly reflects a growing use of the publicly funded pathways for meeting licensing requirements
Spatial Information Services	Take up of the Certificate III almost quadrupled in 2009 to nearly 400 while the Diploma and Advanced Diploma take up remained steady	Again may reflect growing use of the Australian Apprenticeship pathway at Certificate III plus upgrading of the lower level qualification in the CPP07 Package
Cleaning	Maintaining steady growth for Certificate II to 5,800 in 2009 while Certificate III dropped approximately 18 per cent over previous years	Indicates greater use of shorter training pathways and enterprise based programs to meet skilling needs more quickly are significant
Waste Management	Steady with slight growth in take up of the Certificate IV in 2009 to 74	Could indicate growing need for higher skilled personnel in the industry
Pest Management	Slight increase for the Certificate III (Technical) to 1,047 in 2009 although this is still 30 per cent below peak take up in 2006	Publicly funded take up dropping may indicate more enterprise based training delivered over shorter timeframes

SECTION 4

FUTURE DIRECTIONS FOR TRAINING PACKAGES

Impact of the Training Products for the 21st Century Report

The 21 recommendations of the Training Products for the 21st Century Report have largely been welcomed by CPSISC stakeholders. The Skills Council already has well regarded Training Package competencies and qualifications widely used by industry and reflecting appropriate entry level and career progression prospects through targeted training. The specific requirements for more flexible qualifications arising from recommendation 6 have been met as scheduled for all Construction and Property Services qualifications where this applies.

Recommendations 16 and 17 around the restructuring of Training Packages and confirmed through the latest NQC policy statement will, however, require considerably more detail to determine impacts and benefits of the approach. While industry values simplification in training specifications wherever possible, stakeholders are anxious not to lose the integrity of the Training Package model or allow training providers to distort industry competency requirements to suit delivery modes and systems. The proposal to introduce national 'credit arrangements' attached to competency-based qualifications in particular requires further explanation and discussion to determine its utility and consequences.

Flexibility and sustainability

The Construction and Property Services industries have always sought flexible and nationally consistent training arrangements. This should be part of an overarching approach to improving VET quality through inter-related strategies and CPSISC, on behalf of its industries, seeks to work with Skills Australia and governments to refine the VET system for:

- a more holistic approach to skill and workforce development and recognition of the contribution and role played by workplaces in the growth of the nation's skills;
- greater flexibility and creativity in the provision of formalised skill development;
- greater accessibility to education and training through the use of a variety of delivery modes with better, more realistic and more flexible funding models;
- a focus on continual improvement in the quality and relevance of formal education and training;
- a nuanced planning process that enables the diverse needs of industries and the requirements of niche, as well as large sectors, to be well supported;
- decision-making based on better data and skill development that is 'fleet of foot' and enables enterprises and individuals to respond to emerging skill development needs;
- opportunities for the life-long building of skills (from a firm initial base); and
- recognition of these skills irrespective of whether they are developed in the workplace, a VET provider's campus or a university.

As noted in Section 2 of this EScan, sustainability, both environmental and for business continuity and client value-adding is fully adopted by industry players and will remain integral to workforce development. The Construction and Property Services industries also embrace good workplace learning that is relevant, current and motivating.

Much of the excellent learning experiences in workplaces is however, not formally recognised through contemporary and accessible RPL. Learners can easily become disengaged from formal skill development opportunities if their current skills are not recognised and they have to sit through training programs for competencies they already possess and apply daily. The Construction industry can take advantage of sound RPL opportunities to fast track new entrants to the industry and recognise those already working but not formally credentialed to assist them progress toward full trade status. The number of workers in the industry who have partially completed apprenticeships and then dropped out must be a significant target group for such upgrading.

Opportunities and Barriers

Opportunities

An opportunity for better training and assessment resources would be national policy supporting, and possibly also financially rewarding, the sharing and ongoing updating of materials between State and Territory VET systems and institutions. There are teacher networks in some industry areas, including those supported by CPSISC, which could be primary conduits for this with system recognition and support.

The Skills Australia review of the apprenticeship system in Australia could be of significant benefit if an entitlement model is adopted that makes the pathway more attractive and flexible for employers and learners. CPSISC stakeholders would welcome a nationally consistent system

rather than the separately administered and complex jurisdictional approach now operating for apprenticeship contracts. To promote lifelong learning there should also be better ways to bring individuals who do not complete an apprenticeship, for whatever reason, back into the VET system, to either complete or use their existing competencies to build up to a qualification in a related field. Moreover:

Apprentices need a broad range of training, not a narrowing of skills – if they only have a limited range of training this can lead to the temptation to venture out to do other scope of work (outside their qualifications).⁴²

The opportunity now exists to ensure apprentices achieve to their best ability with formal workplace mentoring as the government has recognised the importance of this support mechanism by including suitable funding in the Critical Skills Investment Fund outlined in Section Two of this Industry Environmental Scan. Perhaps this could be extended to a national apprenticeship mentoring program.

VET must be nationally promoted as a different but equally valuable skill development outcome as higher education. It is also not axiomatic that to progress careers in the Construction and Property Services industries a higher education qualification is always necessary. It should certainly be an option for individuals to further develop their learning but higher level VET programs can often be a more practical and recognised way to move on. Clear articulation and credit transfer between VET and higher education programs would be more useful if competency-based achievement was better understood and regarded between the sectors. As noted in a survey conducted for the spatial information services industry "...[there is] no clear articulation between the offerings of the VTE sector and universities."⁴³

42. Paul Naylor, CEO, Master Plumbers Australia, CPSISC survey, October 2010

43. *The Spatial Information Industry in Australia – Profile, education & training and skill demand*, A Report to the Spatial Information Advisory Committee, March, 2007, p.18



If there is to be more transparent and useful articulation negotiated between the training and higher education sectors it must be two-way where industry is convinced of the value of higher education outcomes to their workforce and higher education players accept that competency-based qualifications have great value to individuals, the community and the economy.

Finally, CPSISC has long recognised that there should always be a close and mutually supportive relationship between VET and the industries it services. This is essential to ensure the most current skills are being taught and industry intelligence is utilised to plan programs and delivery schedules. People should be able to move more freely between industry work roles and VET, not just driven by employment fluctuations but as part of a planned and industry supported development process. The relationship is symbiotic as most new technology and work practices arise in enterprises and this must be swiftly reflected in VET delivery. Equally the expertise of VET is skill development and enterprises should take advice on the best ways to attract, retain and grow their workforces with timely and flexible VET system assistance.

Barriers

Continuous improvement of Training Packages promises better currency and relevance for industry and learners. However, to realise this potential the training system must actively identify and react more quickly to industry changes when revising their programs and offering the latest version of qualifications and the competencies they comprise as soon as possible. Reaction is not always good enough as noted by CPSISC Board member, Carmel Coate; *"...the will is there, but bureaucracy and funding models lead to decreased flexibility."*⁴⁴

Compounding slow reaction to Training Package improvements is availability of current training and assessment resources that continues to

pose a barrier to timely implementation of industry qualifications. VET systems are under constant funding and teacher time constraints so in-house development of resources is no longer afforded priority. Proprietary teaching and learning material developers are driven by sufficient demand to make the development profitable so many specialist or niche areas are not viable. CPSISC endeavours to fill important resource gaps for the Construction and Property Services industries through its on-line Resource Centre that is a major undertaking for a relatively small organisation with limited funding.



For trade training TAFE is the primary training provider nationally but is itself facing a critical demographic factor – an ageing teaching workforce. To maintain the level of training output expected by industry strategies should be in place to replace the skilled trades teachers with new, suitably skilled and experienced recruits to maintain the quality of training and assessment and cope with increasing student numbers.

As the publicly funded training and RTO scope of registration data show, some specialist or niche employment areas in both the Construction and Property Services industries have limited or no access to training and assessment services. While thin markets are a barrier in the increasingly competitive training industry, consideration must be given to providing essential training for small numbers and in regional areas through innovative delivery strategies.

44. Carmel Coate, Executive Director, National Fire Industry Association (NFIA), CPSISC survey, October 2010

APPENDIX

REPORT ON CONTINUOUS IMPROVEMENT ACTIVITY

TRAINING PACKAGE	CPC08 CONSTRUCTION, PLUMBING AND SERVICES INTEGRATED FRAMEWORK TRAINING PACKAGE			
BRIEF SUMMARY OF CHANGE	INDUSTRY IMPERATIVES/ RATIONALE FOR CHANGE	DATE SUBMITTED TO NQC SECRETARIAT	DATE ENDORSED BY NQC/ or ISC UPGRADE	DATE MADE PUBLIC THROUGH NTIS
<ul style="list-style-type: none"> Change to electives in the Certificate III in Wall and Ceiling Lining New unit of competency, <i>CPPCCPB3027A Install ceiling insulation</i> 	Industry and government imperative to ensure critical safety procedures are followed in ceiling insulation installation	10 December 2009	12 February 2010	2 March 2010
<ul style="list-style-type: none"> Changes to packaging rules for Certificate IV in Building and Construction (Management), Diploma of Building and Construction (Building) and Diploma of Building and Construction (Management) Amended content to one unit of competency <i>CPCBC5001B Apply building codes and standards to the construction process for medium high rise building projects</i> Deletion of the unit <i>CPCBC5008A Apply structural principles to the construction of medium rise buildings</i>, replaced by <i>CPCBC5018A Apply structural principles to the construction of medium rise buildings</i> 	To remove duplication and reflect latest industry building code requirements	10 December 2010	12 February 2010	1 March 2010



TRAINING PACKAGE	CPP07 PROPERTY SERVICES TRAINING PACKAGE			
BRIEF SUMMARY OF CHANGE	INDUSTRY IMPERATIVES/ RATIONALE FOR CHANGE	DATE SUBMITTED TO NQC SECRETARIAT	DATE ENDORSED BY NQC/ or ISC UPGRADE	DATE MADE PUBLIC THROUGH NTIS
<ul style="list-style-type: none"> • Addition of new Certificate IV in home sustainability assessment • Addition of 9 new home sustainability units of competency 	Requirement to formally recognize the new field of home sustainability assessment services	1 October 2010	25 October 2010	23 November 2010
ISC Upgrades: <ul style="list-style-type: none"> • Replacement of superseded imported ICT02 units of competency • Correction of a unit title • Two revised qualifications: <ul style="list-style-type: none"> ◦ CPP30109 Certificate III in Spatial Information Services ◦ CPP40209 Certificate IV in Spatial Information Services. 	Maintenance and correction of error ISC upgrade in response to the inclusion of variables relevant to the maritime industry in the range statement of two SEC units.	n/a	n/a	27 April 2010

TRAINING PACKAGE	PRM04 ASSET MAINTENANCE TRAINING PACKAGE			
BRIEF SUMMARY OF CHANGE	INDUSTRY IMPERATIVES/ RATIONALE FOR CHANGE	DATE SUBMITTED TO NQC SECRETARIAT	DATE ENDORSED BY NQC/ or ISC UPGRADE	DATE MADE PUBLIC THROUGH NTIS
Under review prior to merging into CPP07				



If you would like any further information,
please contact CPSISC.

Email: info@cpsisc.com.au

Web: www.cpsisc.com.au

Address: PO Box 151 Belconnen ACT 2616

Phone: 02 6253 0002

Fax: 02 6253 0004