



The Training and Skills Commission

Public Administration and Safety

South Australia's **Industry
Priority Qualifications 2018**

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As new technologies and the demands of international markets lead to rapidly **changing skills needs**, it is vital to have up-to-date information identifying which **skills** are a **priority in each industry**.



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Foreword

The Training and Skills Commission is pleased to present this report on South Australia's industry priority qualifications. This report is the culmination of extensive industry consultation, which has resulted in a unique and valuable insight into industry's prioritisation of vocational qualifications.

The level of engagement has exceeded the Commission's expectations, and has, in no uncertain terms, contributed significantly to the quality and credibility of the findings of this report.

As new technologies and the demands of international markets lead to rapidly changing skills needs, it is vital to have up-to-date information identifying which skills are a priority in each industry. The Commission is committed to filling this need by providing high quality skills and workforce development advice.

The information in this report helps ensure the vocational training system is responsive to industry needs, and that government investment in skills and training is directed to where industry needs it most.

On behalf of the Commission, I extend a sincere thank you to all those who contributed to this report, from industry associations to individual businesses and to each and every respondent to our survey. Your commitment to getting this information right is commendable, and the expertise you bring is greatly appreciated.

It is the Commission's intent that this report contributes to shaping the significant government investment in skilling our state's workforce.



Michael Boyce

Chair

Training and Skills Commission

About the IPQ

The Industry Priority Qualification (IPQ) report outlines the prioritisation of vocational qualifications and skill sets for each industry. It draws on a survey conducted by the Training and Skills Commission in July 2018, as well as feedback from workshops held with each industry.

The survey aimed to collect as many responses as possible from each industry, and to achieve a representative sample of small, medium and large employers, as well as organisation types. Following the survey, feedback and moderation of the responses was collected from senior industry representatives.

This report is intended to inform the state government about industry's vocational qualification priorities, and to help guide the government's substantial investment in skills and training.

- The first IPQ survey was conducted in 2015 and received 850 responses.
- The 2018 survey collected 1,306 responses from 19 industry sectors.
- Feedback on the survey results was collected from industry representatives.
- The findings inform the Government's investment in skills and workforce development.
- The survey included all current training package qualifications and skill sets, and all current accredited courses that were available on the national register, training.gov.au in April 2018.
- The full IPQ data can be found at tasc.sa.gov.au/IPQ

Key findings

- The Public Administration and Safety industry has broad training needs, with priority qualifications being drawn from nine training packages.
- Business Services qualifications are the most prominent overall.
- Qualifications from the Local Government training package are strongly represented in the higher priority levels.
- Accredited courses and skill sets are a low priority for the industry.
- Certificate IV is the most common qualification level at almost all priority levels, including almost half of all qualifications rated as essential.
- Certificate III and diploma level qualifications are also relatively high priorities.
- Technology is impacting how both work and training is being done in the industry, mostly in ways that supplement existing methods, rather than replacing them.

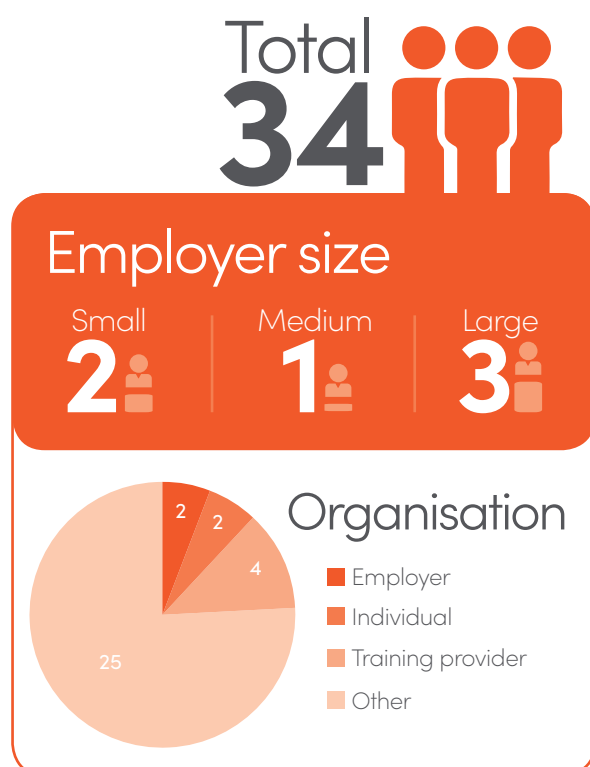
Industry priority qualifications

The Public Administration and Safety industry, employing just over 52,000 South Australians, encompasses workers in local, state, and Commonwealth government, as well as defence personnel, police, and emergency services.

More than one-in-three workers hold a vocational qualification as their highest level of educational attainment, and this figure increases to over 40 per cent when looking at the public order and safety sector of the industry¹.

Summary of survey responses

The industry priority qualifications survey received 34 responses from the Public Administration and Safety industry. Unsurprisingly, two-thirds of responses were from government bodies and agencies, with a handful of representations from employees and training providers of various sizes.



Priority qualifications

Industry priority qualifications are grouped into four levels of priority, based on the survey results and industry workshops.

- Essential
- High
- Medium
- Low

Table 1 outlines the priority qualifications for the Public Administration and Safety industry².

Industry identified 122 qualifications, skill sets, and accredited courses that are a training priority, split across four priority levels. The highest priority qualifications for the Public Administration and Safety industry build the fundamental skills for work in the industry, and many are a requirement due to licensing and regulation.

Table 1: **Qualifications by priority level**

Essential	
PUA20601	Certificate II in Public Safety (Firefighting and Emergency Operations)
PUA20701	Certificate II in Public Safety (Firefighting Operations)
CSC30101	Certificate III in Correctional Practice
PSP30104	Certificate III in Government
LGA30104	Certificate III in Local Government
CHC42015	Certificate IV in Community Services
CSC40101	Certificate IV in Correctional Practice
PSP40104	Certificate IV in Government
LGA40504	Certificate IV in Local Government (Regulatory Services)
TAE40110	Certificate IV in Training and Assessment
BSB41412	Certificate IV in Work Health and Safety
FNS50204	Diploma of Accounting
CHC52015	Diploma of Community Services
LGA50712	Diploma of Local Government
LGASS00002	Elected member skill set

¹ | Australian Bureau of Statistics 2018, *Census 2016*

² | Low priority qualifications are not included in this report, for the full data visit tasc.sa.gov.au/IPQ

High	
CHC20108	Certificate II in Community Services
BSB30201	Certificate III in Business Administration
PUA30601	Certificate III in Public Safety (Firefighting and Emergency Operations)
PUA30701	Certificate III in Public Safety (Firefighting Operations)
FNS40217	Certificate IV in Accounting and Bookkeeping
CHC44015	Certificate IV in Coordination of volunteer programs
BSB40907	Certificate IV in Governance
ICT40215	Certificate IV in Information Technology Support
BSB42015	Certificate IV in Leadership and Management
LGA40104	Certificate IV in Local Government
LGA40704	Certificate IV in Local Government (Planning)
LGA40204	Certificate IV in Local Government Administration
PUA40301	Certificate IV in Public Safety (Firefighting Supervision)
PSP50104	Diploma of Government
BSB51915	Diploma of Leadership and Management
LGA50104	Diploma of Local Government Administration
PSP50616	Diploma of Procurement and Contracting
TAE50111	Diploma of Vocational Education and Training
BSB51312	Diploma of Work Health and Safety
FNS60204	Advanced Diploma of Accounting
BSB61015	Advanced Diploma of Leadership and Management
TAESS00015	Enterprise Trainer and Assessor Skill Set
LGASS00004	Local government compliance management skill set

Medium	
CHC32015	Certificate III in Community Services
FNS30104	Certificate III in Financial Services
ICT30115	Certificate III in Information, Digital Media and Technology
LGA30404	Certificate III in Local Government (Regulatory Services)
BSB30807	Certificate III in Recordkeeping
BSB40201	Certificate IV in Business Administration
BSB42315	Certificate IV in Environmental Management and Sustainability
FNS40104	Certificate IV in Financial Services
BSB41007	Certificate IV in Human Resources
BSB42115	Certificate IV in Library and Information Services
PSP40616	Certificate IV in Procurement and Contracting
BSB41707	Certificate IV in Recordkeeping
CHC40413	Certificate IV in Youth Work
CHC50708	Diploma of Community Development
CHC51015	Diploma of Counselling
FNS50610	Diploma of Financial Planning
BSB50607	Diploma of Human Resources Management
ICT50115	Diploma of Information Technology
ICT50315	Diploma of Information Technology Systems Administration
LGA50204	Diploma of Local Government (Health and Environment)
LGA50401	Diploma of Local Government (Operational Works)
LGA50604	Diploma of Local Government (Regulatory Services)
CHC50413	Diploma of Youth Work
CHC60308	Advanced Diploma of Community Sector Management
LGA70108	Graduate Certificate in Local Government Management
BSBSS00034	Basic Customer Engagement Skill Set
BSBSS00039	Governance Induction Skill Set
PSPSS00041	Procurement Basics
PSPSS00042	Procurement Fundamentals
PSPSS00044	Public Sector Executive Manager

Qualifications by training package

Training packages which are a priority for the Public Administration and Safety industry include:

- Business Services (BSB)
- Community Services (CHC)
- Correctional Services (CSC)
- Financial Services (FNS)
- Information and Communications Technology (ICT)
- Local Government (LGA)
- Public Safety (PUA)
- Public Sector (PSP)
- Training and Education (TAE)

The Public Administration and Safety industry is one of the most diverse in terms of training package representation, with nine training packages represented, and most having at least five qualifications identified as either an essential, high or medium priority. Overall, Business Services (BSB) qualifications make up over a quarter of the list, Local Government (LGA) around one-in-five, and Public Sector (PSP) and Community Services (CHC) qualifications also making significant representations.

Figure 1 shows that qualifications from the Local Government training package are a higher priority on average. Four of the 15 qualifications rated as essential come from the LGA training package, whilst Business Services qualifications are more prevalent in lower priority levels. Public Sector and Public Safety (PUA) qualifications also feature prominently in the top two priority levels, despite small representations overall, highlighting the importance of these sectors and their associated training packages.

Figure 1: Qualifications and skill sets by priority level and training package

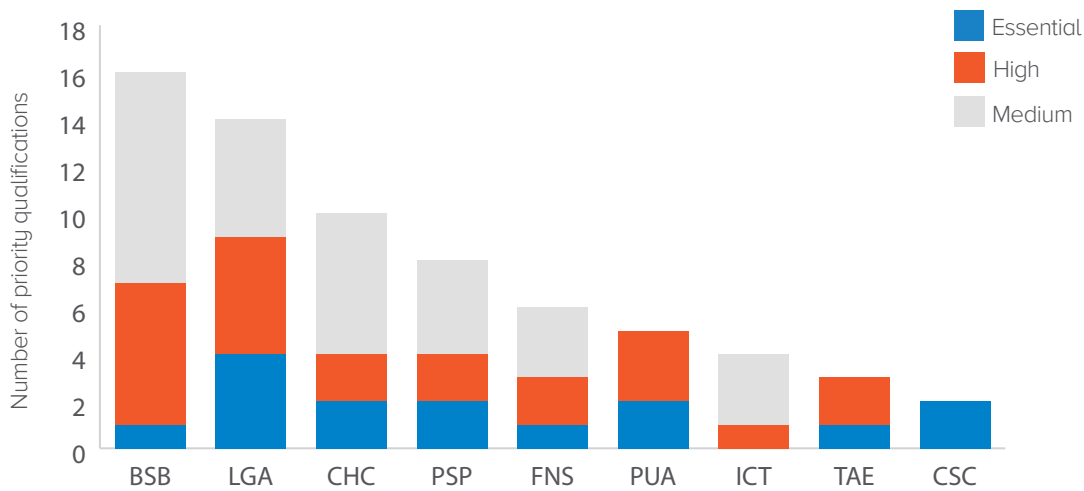
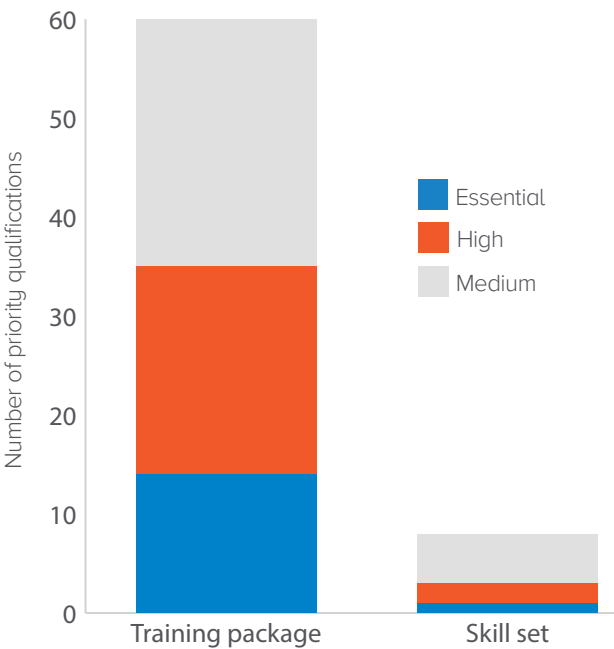


Figure 2: Qualification type by priority level



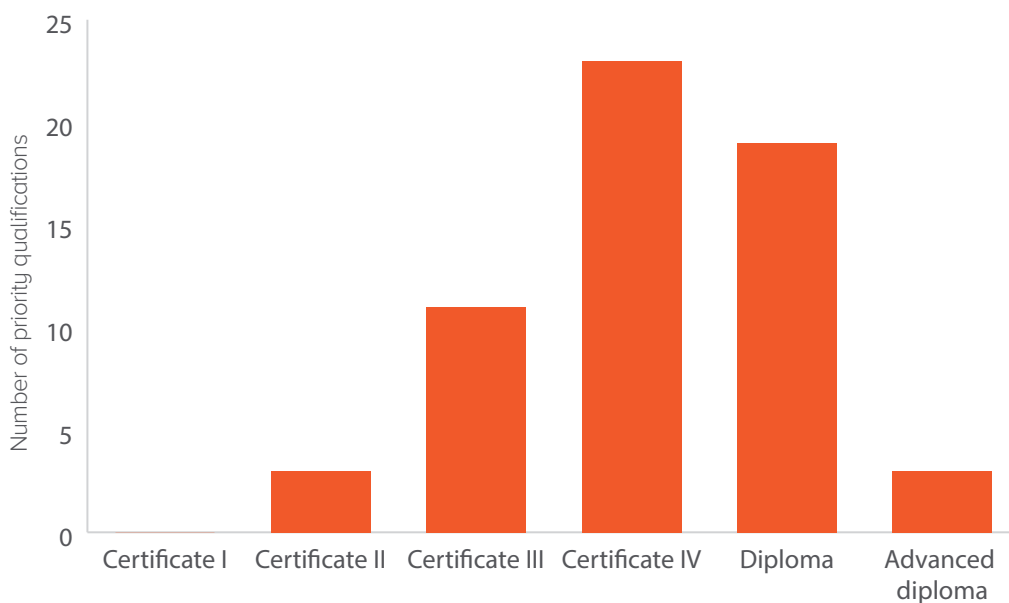
Qualification types

Sixty of the 68 essential, high and medium priority qualifications are national training package qualifications. The remaining eight priorities in the top three priority levels are skill sets. No accredited courses made in into the top three priority levels.

Qualification levels

Three-quarters of priority qualifications for the Public Administration and Safety industry are either certificate IV or above, demonstrating a clear preference for higher level vocational qualifications. While certificate IIs are a less common priority overall, three were identified as either an essential or high priority.

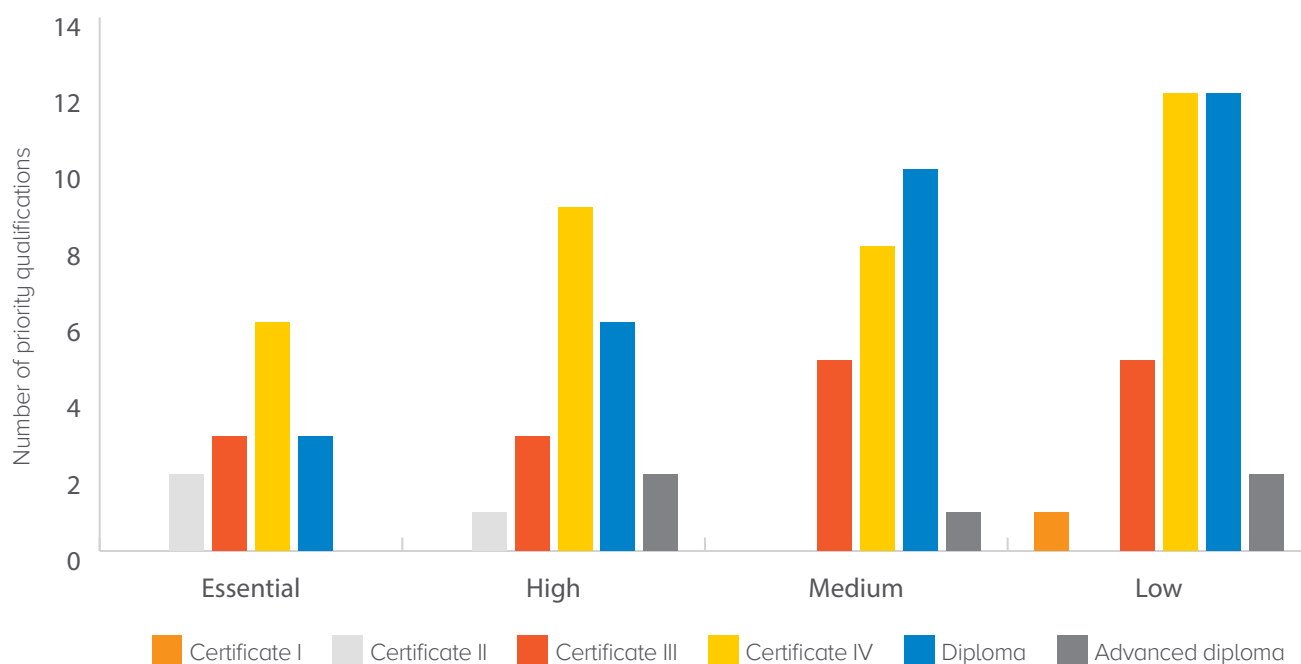
Figure 3: **Qualification level: essential, high & medium priority**



Qualifications rated as essential ranged from certificate II to diploma, while certificate IVs made up just under half of all essential qualifications. Two certificate IIs were also rated as essential, both of which are related to firefighting operations.

The distribution across priority levels follows a similar pattern, with certificate IVs and diplomas featuring strongly at each priority level.

Figure 4: **Qualification level by priority ranking**



Qualification use

Qualifications can be undertaken for a variety of purposes. A student might complete a qualification to gain entry into an occupation, such as a corrections officer completing their Certificate III in Correctional Practice, while others may choose to complete an upskilling qualification such as the Certificate IV in Correctional Practice to further advance their career into supervisory roles.

Table 2 reveals industry's views on what priority qualifications are typically used for, out of three possible categories:

1. a pathway to an entry level qualification
2. an entry level qualification or basic requirement for a job
3. for upskilling.

According to industry, the majority of qualifications identified as a priority for the Public Administration and Safety industry are for upskilling, most of which are certificate IV or above. A broad range of entry-level qualifications were also identified as a priority, ranging from certificate II to diploma, while just two pathway qualifications were identified as a priority.

Table 2: **Qualification use**

Pathway to entry level	
CHC20108	Certificate II in Community Services
PSP30104	Certificate III in Government
Entry level qualification or basic requirement for a job	
PUA20701	Certificate II in Public Safety (Firefighting Operations)
BSB30201	Certificate III in Business Administration
CHC32015	Certificate III in Community Services
CSC30101	Certificate III in Correctional Practice
FNS30104	Certificate III in Financial Services
ICT30115	Certificate III in Information, Digital Media and Technology
BSB30807	Certificate III in Recordkeeping
FNS40217	Certificate IV in Accounting and Book-keeping
PSP40104	Certificate IV in Government
ICT40215	Certificate IV in Information Technology Support
BSB42115	Certificate IV in Library and Information Services
LGA40504	Certificate IV in Local Government (Regulatory Services)
CHC40413	Certificate IV in Youth Work
CHC51015	Diploma of Counselling
FNS50610	Diploma of Financial Planning
PSP50104	Diploma of Government

Upskilling

LGA30104	Certificate III in Local Government
LGA30404	Certificate III in Local Government (Regulatory Services)
BSB40201	Certificate IV in Business Administration
CHC42015	Certificate IV in Community Services
CHC44015	Certificate IV in Coordination of volunteer programs
CSC40101	Certificate IV in Correctional Practice
BSB42315	Certificate IV in Environmental Management and Sustainability
FNS40104	Certificate IV in Financial Services
BSB40907	Certificate IV in Governance
BSB41007	Certificate IV in Human Resources
BSB42015	Certificate IV in Leadership and Management
LGA40104	Certificate IV in Local Government
LGA40704	Certificate IV in Local Government (Planning)
LGA40204	Certificate IV in Local Government Administration
PSP40616	Certificate IV in Procurement and Contracting
BSB41707	Certificate IV in Recordkeeping
TAE40110	Certificate IV in Training and Assessment
BSB41412	Certificate IV in Work Health and Safety
FNS50204	Diploma of Accounting
CHC50708	Diploma of Community Development
CHC52015	Diploma of Community Services
BSB50607	Diploma of Human Resources Management
ICT50115	Diploma of Information Technology
ICT50315	Diploma of Information Technology Systems Administration
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LGA50104	Diploma of Local Government Administration
PSP50616	Diploma of Procurement and Contracting
TAE50111	Diploma of Vocational Education and Training
BSB51312	Diploma of Work Health and Safety
CHC50413	Diploma of Youth Work
FNS60204	Advanced Diploma of Accounting
CHC60308	Advanced Diploma of Community Sector Management
BSB61015	Advanced Diploma of Leadership and Management
LGA70108	Graduate Certificate in Local Government Management

Workforce development

The industry workshops conducted by the Training and Skills Commission provided an opportunity to capture high level workforce development information from industry. This section summarises the feedback that was collected.

Vocational qualifications are almost an essential requirement to work in the Public Order and Safety sub-sector of Public Administration and Safety. While police training is largely in-house, qualifications in correctional services and firefighting operations need to be continually delivered to meet workforce training needs. Over half of workers in this sector have a vocational qualification and just 18 per cent are university educated, highlighting the importance of a prudent training system³.

Technology is having a moderate impact on work in the public administration and safety sector. Increased digitalisation has automated some aspects of record keeping, relieving a burden on public administration. Drones are also helping to alleviate risk in the firefighting sector, being used to enter areas too dangerous for humans, and helping to find survivors.

Technological advances are also changing how training is delivered in the industry. Broadly, there is less classroom delivery as blended learning is becoming more popular. Online systems allowing for more flexibility and timely delivery are becoming the training-of-choice in certain sectors of the industry. Virtual reality is another new development enhancing training, while training simulators are being used by police and firefighters to conduct firearms and firefighting training, generally in a less costly and safer manner.

3 | Australian Bureau of Statistics 2018, *Census 2016*.



Contributors

Thank you to all stakeholders that contributed to shaping the Industry Priority Qualifications report.

Adelaide Community Health Alliance
AFL SportsReady
Aged Care Industry Association
Agribusiness SA
AI Group
Air Conditioning Mechanical Contractors Association
Arts Industry Council of SA
ATEC Group Training
Australian Childcare Alliance SA
Australian Council for Private Education and Training
Australian Education Union (SA)
Australian Funeral Directors Association
Australian Hotels Association SA
Australian Manufacturing Workers' Union
Australian Nursing and Midwifery Federation
Australian Steel Institute
Australian Veterinary Association
Australian Workers Union
Business SA
Communications Electrical Plumbing Union
Community Accommodation and Respite Agency
Community Centres SA
Construction Industry Training Board
Defence Teaming Centre
Department for Correctional Services
Energy Skills SA
Engineers Australia
Food and Beverage Fund SA
Grain Producers SA
Health Services Union
Helping Hand Aged Care
Housing Industry Association
Independent Education Union of South Australia
Livestock SA
Master Builders SA
Master Plumbers Association
Maxima
Minda
Motor Trades Association
Murraylands Training and Employment Association

National Disability Services
National Electrical & Communications Association
Northern Adelaide State Secondary Schools Alliance
PEER
Primary Industry Skills Council SA
Property Council of Australia (SA)
Public Service Association of SA
Real Estate Employers Federation SA
Real Estate Institute of South Australia
Resources and Engineering Skills Alliance
Restaurant & Catering SA
SA Aquaculture Council
SA Country Fire Service
SA Dairy Farmers Association
SA Health
SA Road Transport Association
SA Wine Industry Association
SAPOL
Service Skills SA
Shelter SA
Shop Distributive and Allied Employees
South Australian Chamber of Mines and Energy
South Australian Independent Retailers
Sport SA
Statewide Group Training
Taxi Council
Trainee and Apprentice Placement Service
Transport Distribution Training SA
Transport Workers Union
United Voice
Volunteering SA and NT
Waste Management Association
Wildcats Fisheries SA
Youth Affairs Council of SA

For further information about industry employment, skills and workforce development please visit the Commission's website tasc.sa.gov.au to find the following resources:

- Economic Outlook
- Industry Profiles
- Regional Profiles