



The Training and Skills Commission

Health Care and Social Assistance

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

- Priority qualifications for the Health Care and Social Assistance industry are predominantly from the Community Services training package.
- Qualifications from national training packages are most prominent overall.
- A relatively large share of skill sets were identified as a training priority, with nine of the 23 essential priorities being a skill set.
- Certificate III and IV level qualifications are the most common amongst essential and high priority training needs.
- Essential qualifications range from those that are a basic requirement for a job, to several higher-level qualifications required for supervisory or management roles.
- The Health Care and Social Assistance industry possibly faces the greatest need for qualifications, in terms of volume, over the coming years.
- Stakeholders emphasised the importance of a responsive and high quality training system to cope with this demand.
- With technology taking over some decision-making processes, some areas of the industry are concerned about a decline in skills such as critical thinking, although they also acknowledge technology can lead to better patient outcomes.

Industry priority qualifications

The Health Care and Social Assistance industry employs around 114,000 people, the most of any sector in South Australia, representing 15 per cent of the state's workforce. Around one-third of the workforce hold a vocational qualification as their highest level of educational attainment¹.

The main areas of activity in the industry are in hospitals, allied health and medical services, residential care, and social assistance services. The most studied vocational qualification, the Certificate III in Individual Support, generally leads to work in this industry.

Summary of survey responses

The industry priority qualifications survey received 133 responses from the Health Care and Social Assistance industry. Most responses came from employers, with a significant number of training providers also making representations. Around 20 per cent of responses came from employers with over 200 employees, representative of the large size of organisations in the sector.

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 Health Care and Social Assistance industry².

A total of 270 qualifications, skill sets, and accredited courses were identified by the Health Care and Social Assistance industry as a priority, with 23 of these being an essential priority.

Qualifications that are of the highest priority are generally those that provide the entry-level skills required to work in the industry.



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

Table 1: **Qualifications by priority level**

| Essential | | | |
|------------------|--|---------------|--|
| FSK20113 | Certificate II in Skills for Work and Vocational Pathways | HLT42507 | Certificate IV in Allied Health Assistance |
| HLT32407 | Certificate III in Allied Health Assistance | HLT41115 | Certificate IV in Health Care |
| CHC32015 | Certificate III in Community Services | BSB42015 | Certificate IV in Leadership and Management |
| CHC30113 | Certificate III in Early Childhood Education and Care | CHC40608 | Certificate IV in Leisure and Health |
| CHC33015 | Certificate III in Individual Support | CHC50313 | Diploma of Child, Youth and Family Intervention |
| CHC43015 | Certificate IV in Ageing Support | CHC52015 | Diploma of Community Services |
| CHC42015 | Certificate IV in Community Services | BSB51915 | Diploma of Leadership and Management |
| CHC40308 | Certificate IV in Disability | CHC53315 | Diploma of Mental Health |
| CHC40508 | Certificate IV in Mental Health | HLT52007 | Diploma of Practice Management |
| CHC40802 | Certificate IV in Social Housing | CHC50413 | Diploma of Youth Work |
| TAE40110 | Certificate IV in Training and Assessment | CHCSS00087 | Risk Management |
| CHC50113 | Diploma of Early Childhood Education and Care | TAESS00017 | Workplace Supervisor Skill Set |
| HLT54115 | Diploma of Nursing | CHCSS00095 | Dementia Support - Service Delivery Skill Set |
| HLT64115 | Advanced Diploma of Nursing | Medium | |
| CHCSS00097 | Individual Support - Ageing Skill Set | HLT21015 | Certificate II in Medical Service First Response |
| CHCSS00098 | Individual Support - Disability Skill Set | FNS30317 | Certificate III in Accounts Administration |
| CHCSS00099 | Individual Support - Home and Community (Ageing) Skill Set | BSB30215 | Certificate III in Customer Engagement |
| CHCSS00100 | Individual Support - Home and Community (Disability) Skill Set | HLT32907 | Certificate III in Health Administration |
| CHCSS00082 | Lead and Mentor | HLT31002 | Certificate III in Health Support Services |
| CHCSS00084 | Lead and support colleagues | BSB40201 | Certificate IV in Business Administration |
| CHCSS00083 | Lead Inclusion and Collaboration | HLT40507 | Certificate IV in Hospital/Health Services Pharmacy Support |
| CHCSS00104 | Peer Leadership Skill Set | BSB41412 | Certificate IV in Work Health and Safety |
| CHCSS00091 | Team Leader | CHC40413 | Certificate IV in Youth Work |
| High | | FNS50204 | Diploma of Accounting |
| FSK10113 | Certificate I in Access to Vocational Pathways | TAE50211 | Diploma of Training Design and Development |
| FSK10213 | Certificate I in Skills for Vocational Pathways | TAE50111 | Diploma of Vocational Education and Training |
| CHC20108 | Certificate II in Community Services | CHC60308 | Advanced Diploma of Community Sector Management |
| HLT21207 | Certificate II in Health Support Services | BSB61015 | Advanced Diploma of Leadership and Management |
| HLT31215 | Certificate III in Basic Health Care | TAESS00011 | Assessor Skill Set |
| BSB30101 | Certificate III in Business | HLTSS00061 | Food safety supervision skill set - for community services and health industries |
| BSB30201 | Certificate III in Business Administration | CHCSS00086 | Quality Management |
| CHC30213 | Certificate III in Education Support | CHCSS00096 | Disability Work - Behaviour Support Skill Set |
| HLT32507 | Certificate III in Health Services Assistance | | |
| HLT31107 | Certificate III in Sterilisation Services | | |

Qualifications by training package

Training packages which are a priority for the Health Care and Social Assistance industry include:

- Business Services (BSB)
- Community Services (CHC)
- Financial Services (FNS)
- Foundation Skills (FSK)
- Health (HLT)
- Training and Education (TAE)

As expected, qualifications from Community Services (CHC) make up the majority of priority qualifications. Fifteen Health (HLT) qualifications are either an essential, high or medium priority, making the HLT training package the second most popular.

Community Services qualifications stand out as the most prevalent amongst qualifications rated as an essential priority, with 18 of the 23 highest priority qualifications coming from this training package. Health qualifications are more prominent in the middle priority levels, with Business Services (BSB) qualifications more prevalent in lower priority levels.

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

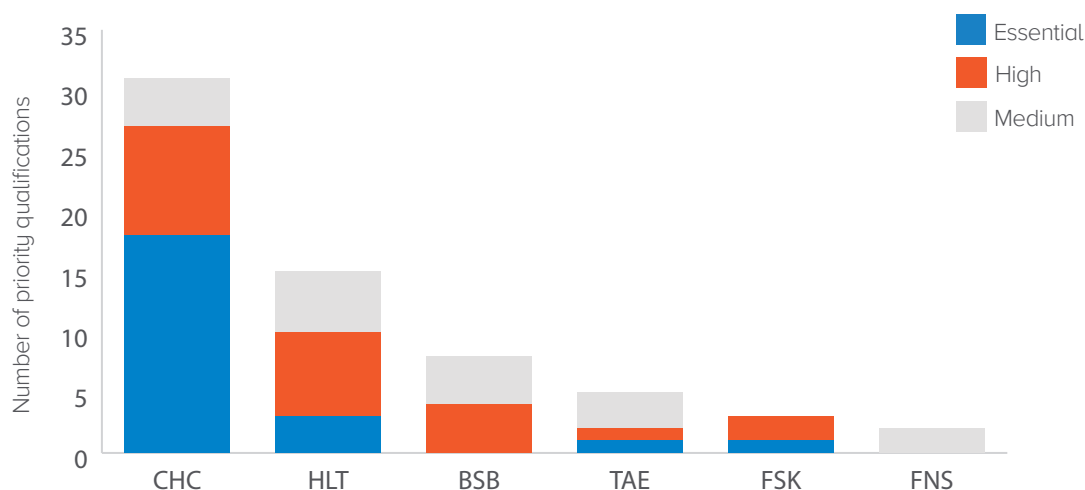
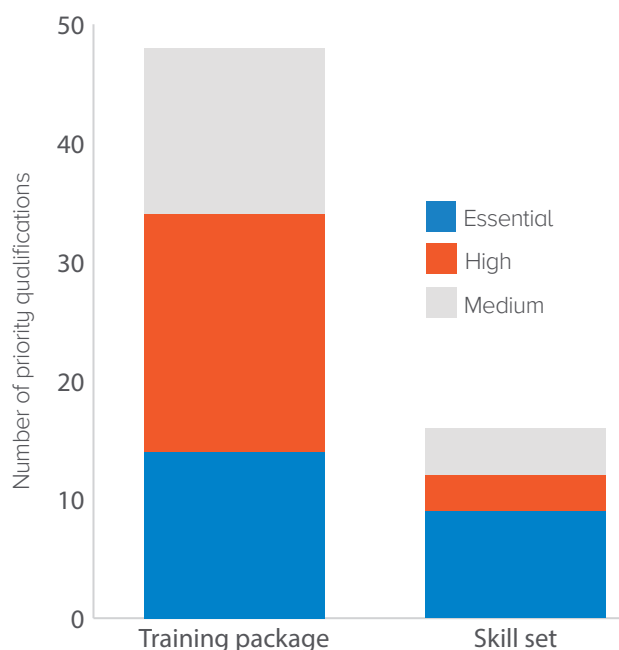


Figure 2: **Qualification type by priority level**



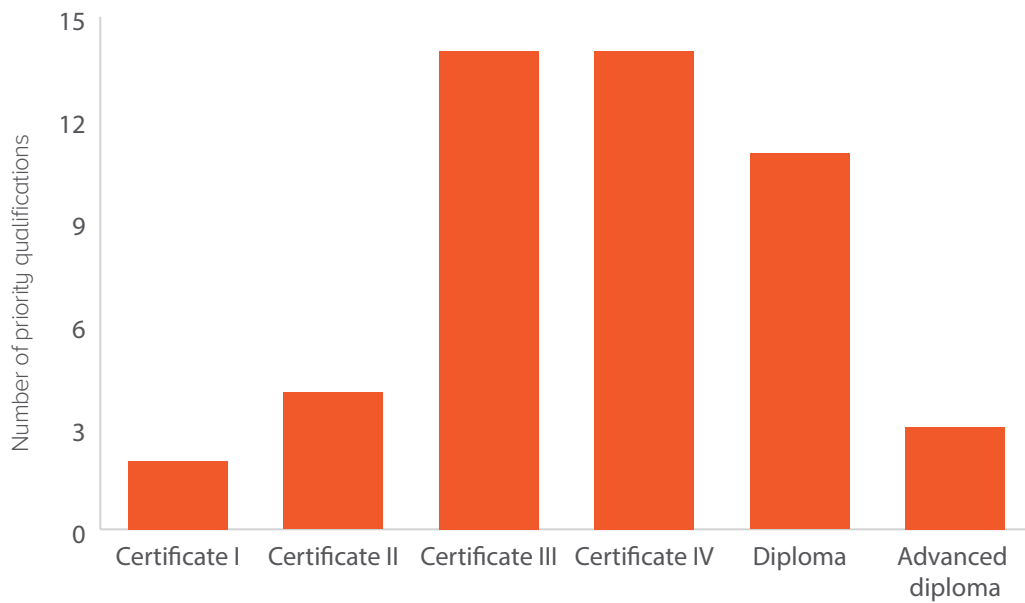
Qualification types

Qualifications from national training packages make up nearly 80 per cent of priorities in the top three priority levels. They are joined by 16 skill sets, of which nine were identified as an essential priority, a relatively high share compared to other sectors. Although 49 accredited courses were identified as a low priority, none were acknowledged in the top three priority levels.

Qualification levels

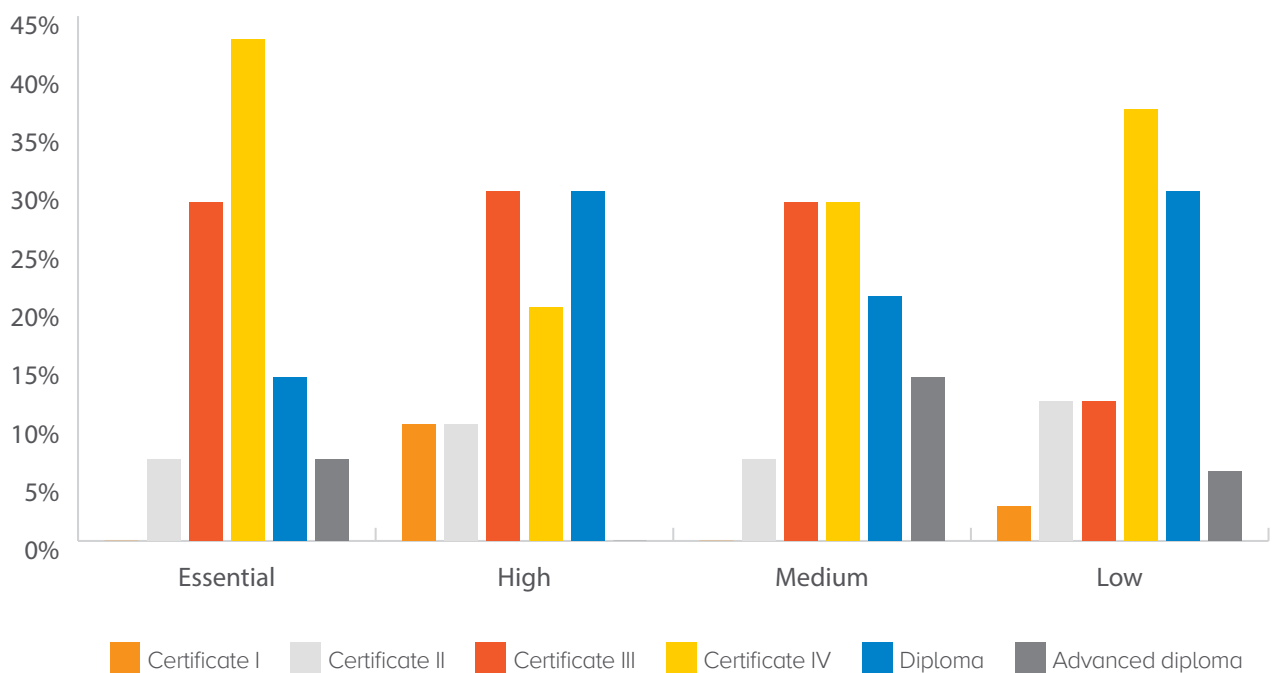
Figure 3 shows the Health Care and Social Assistance industry has a clear preference for mid to higher level vocational qualifications. Industry prioritised a similar share of certificates III, IV and diploma, however, certificates III and IV are the most common priority among qualifications rated as essential. Eight diplomas were identified as an essential or high priority. The prevalence of certificate IV or diploma level qualifications was reported to be in response to the growing need for team leaders and managers in the health sector.

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



The high priority placed on a range of certificate IIIs is in response to the growing need for entry-level workers, especially in aged care and disability, where industry feedback suggests there could be 10,000 additional workers required over the next few years.

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 care worker completing their Certificate III in Individual Support, while others may need to complete a pathway qualification such as the Certificate II in Community Services to prepare for taking on a higher-level qualification, like the Certificate III in Individual Support.

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.

Industry recognised the importance of pathway qualifications with four identified as a priority. These are particularly important in some areas of the health industry, where entry-level workers are often migrant workers. Outside of pathways, the remaining priority qualifications are evenly split between those needed as a basic requirement for a job, and qualifications used for upskilling, demonstrating the importance placed on both types of qualification.

Table 2: **Qualification use**

| Pathway to entry level | |
|--|---|
| FSK10113 | Certificate I in Access to Vocational Pathways |
| FSK10213 | Certificate I in Skills for Vocational Pathways |
| CHC20108 | Certificate II in Community Services |
| FSK20113 | Certificate II in Skills for Work and Vocational Pathways |
| Entry level qualification or basic requirement for a job | |
| HLT21207 | Certificate II in Health Support Services |
| HLT21015 | Certificate II in Medical Service First Response |
| FNS30310 | Certificate III in Accounts Administration |
| HLT32407 | Certificate III in Allied Health Assistance |
| HLT31215 | Certificate III in Basic Health Care |
| BSB30101 | Certificate III in Business |
| BSB30201 | Certificate III in Business Administration |
| CHC32015 | Certificate III in Community Services |
| CHC30113 | Certificate III in Early Childhood Education and Care |

| CHC30213 | Certificate III in Education Support |
|------------|---|
| HLT32907 | Certificate III in Health Administration |
| HLT32507 | Certificate III in Health Services Assistance |
| HLT31002 | Certificate III in Health Support Services |
| CHC33015 | Certificate III in Individual Support |
| HLT31107 | Certificate III in Sterilisation Services |
| HLT42507 | Certificate IV in Allied Health Assistance |
| HLT41115 | Certificate IV in Health Care |
| HLT40507 | Certificate IV in Hospital/Health Services Pharmacy Support |
| CHC40608 | Certificate IV in Leisure and Health |
| CHC40413 | Certificate IV in Youth Work |
| HLT54115 | Diploma of Nursing |
| Upskilling | |
| BSB30215 | Certificate III in Customer Engagement |
| CHC43015 | Certificate IV in Ageing Support |
| BSB40201 | Certificate IV in Business Administration |
| CHC42015 | Certificate IV in Community Services |
| CHC40308 | Certificate IV in Disability |
| BSB42015 | Certificate IV in Leadership and Management |
| CHC40508 | Certificate IV in Mental Health |
| TAE40110 | Certificate IV in Training and Assessment |
| BSB41412 | Certificate IV in Work Health and Safety |
| FNS50204 | Diploma of Accounting |
| CHC50313 | Diploma of Child, Youth and Family Intervention |
| CHC52015 | Diploma of Community Services |
| CHC50113 | Diploma of Early Childhood Education and Care |
| BSB51915 | Diploma of Leadership and Management |
| CHC53315 | Diploma of Mental Health |
| HLT52007 | Diploma of Practice Management |
| TAE50211 | Diploma of Training Design and Development |
| TAE50111 | Diploma of Vocational Education and Training |
| CHC50413 | Diploma of Youth Work |
| CHC60308 | Advanced Diploma of Community Sector Management |
| BSB61015 | Advanced Diploma of Leadership and Management |
| HLT64115 | Advanced Diploma of Nursing |

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.

Stakeholders identified growing demand for workers in the aged care and disability sectors. South Australia has the second highest share of persons age 65 or over, after Tasmania, highlighting the requirement for a continued supply of aged care workers. The disability sector is also growing, with the ongoing transition to the NDIS estimated to create 6,000 full-time jobs in South Australia. With around 60 per cent of social assistance workers being part-time, this may represent over 10,000 workers required, and many will need vocational training.

The sensitivity of working with our most vulnerable makes practical and prudent training especially important. Stakeholders suggested this would require the active participation of industry in the training system, a sentiment echoed across many industries.

The industry is wary but generally optimistic about the impacts of technology. Robotics are impacting many areas of health care including surgery, patient monitoring, and physical therapy. On a positive note, technology has been supporting greater independence in social assistance.

Technology has also been taking over some decision-making processes within the Health Care sector, with the aim of better patient outcomes. However, the potential downside is a loss of critical thinking skills in the workforce. Recent research into future skills needs highlights the growing importance of critical thinking skills in the workplace. It will therefore be important to ensure training and development opportunities continue to focus on this increasingly important skill.



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