



The Training and Skills Commission

# Other Services

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](http://training.gov.au) in April 2018.
- The full IPQ data can be found at [tasc.sa.gov.au/IPQ](http://tasc.sa.gov.au/IPQ)



## Key findings

- Priority qualifications for the Other Services industry mostly come from the Automotive Retail, Service and Repair, Hairdressing and Beauty, and Funeral Services training packages.
- Just two skill sets were identified in the top three priority levels.
- Certificate III is the most common qualification level among qualifications rated as an essential priority.
- Certificate II level qualifications are also a relatively high priority, compared to other sectors.
- The most common use for priority qualifications is to prepare students for the basic requirements of a job in the Other Services industry.
- Stakeholders claimed skills shortages exist in several occupations in the industry, including automotive body repair, automotive refinishing, and hair dressing.

# Industry priority qualifications

The Other Services industry is a relatively small collection of sectors, employing around 2.8 per cent of the state's workforce<sup>1</sup>. Other Services includes activities such as automotive repair, hair and beauty services, funeral and cemetery services.

## Summary of survey responses

The industry priority qualifications survey received 132 responses from the Other Services industry. Seventy per cent of responses came from employers, with training providers representing a very minor share of responses – under ten per cent. Seventy per cent of responses came from small businesses employing less than 20 employees, and just over five per cent of responses came from businesses with over 200 employees.

## 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 Other Services industry<sup>2</sup>.

A total of 142 qualifications, skill sets, and accredited courses were identified as a priority by the Other Services industry, with 10 of these rated an essential priority. Many of the highest priority qualifications are related to a contract of training.



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](http://tasc.sa.gov.au/IPQ)

Table 1: **Qualifications by priority level**

<b>Essential</b>	
AUR20212	Certificate II in Automotive Air Conditioning Technology
AUR30412	Certificate III in Agricultural Mechanical Technology
AUR32112	Certificate III in Automotive Body Repair Technology
AUR30305	Certificate III in Automotive Electrical Technology
AUR32412	Certificate III in Automotive Refinishing Technology
SHB30416	Certificate III in Hairdressing
AUR31112	Certificate III in Heavy Commercial Vehicle Mechanical Technology
AUR30612	Certificate III in Light Vehicle Mechanical Technology
AUR31212	Certificate III in Mobile Plant Technology
SIF40208	Certificate IV in Embalming
<b>High</b>	
AUR10112	Certificate I in Automotive Vocational Preparation
AUR20512	Certificate II in Automotive Servicing Technology
SHB20116	Certificate II in Retail Cosmetics
SHB20216	Certificate II in Salon Assistant
FSK20113	Certificate II in Skills for Work and Vocational Pathways
SHB30516	Certificate III in Barbering
AUR40212	Certificate IV in Automotive Mechanical Diagnosis
SHB40216	Certificate IV in Hairdressing
SHB50115	Diploma of Beauty Therapy
<b>Medium</b>	
AUR20912	Certificate II in Automotive Body Repair Technology
AUR20405	Certificate II in Automotive Electrical Technology
AUR21812	Certificate II in Automotive Steering and Suspension System Technology
AUR31512	Certificate III in Automotive Diesel Engine Technology
SHB30115	Certificate III in Beauty Services
BSB30101	Certificate III in Business
BSB30201	Certificate III in Business Administration
SIF30108	Certificate III in Cemetery and Crematorium Operations
SIF30208	Certificate III in Gravedigging, Grounds and Maintenance
SHB30215	Certificate III in Make-Up
SIF40108	Certificate IV in Funeral Services
TAE40110	Certificate IV in Training and Assessment
SIF50113	Diploma of Funeral Services Management
SHB50216	Diploma of Salon Management
SIFSS00003	Induction to the Funeral Services Industry
TAESS00017	Workplace Supervisor Skill Set

## Qualifications by training package

Training packages that are a priority for the Other Services industry include:

- Automotive Retail, Service and Repair (AUR)
- Business Services (BSB)
- Foundation Skills (FSK)
- Funeral Services (SIF)
- Hairdressing and Beauty (SHB)
- Training and Education (TAE)

Within the top three priority levels, fifteen priority qualifications are from the Automotive Retail, Service and Repair (AUR) training package, eight of which are rated as essential. The next highest share of qualifications belongs to the Hairdressing and Beauty (SHB) training package, most of which are considered a high priority.

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

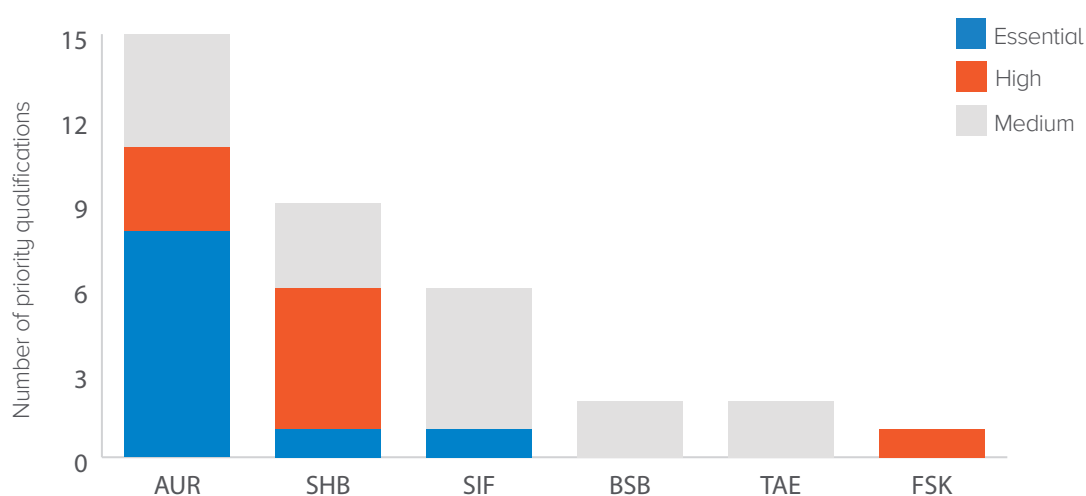
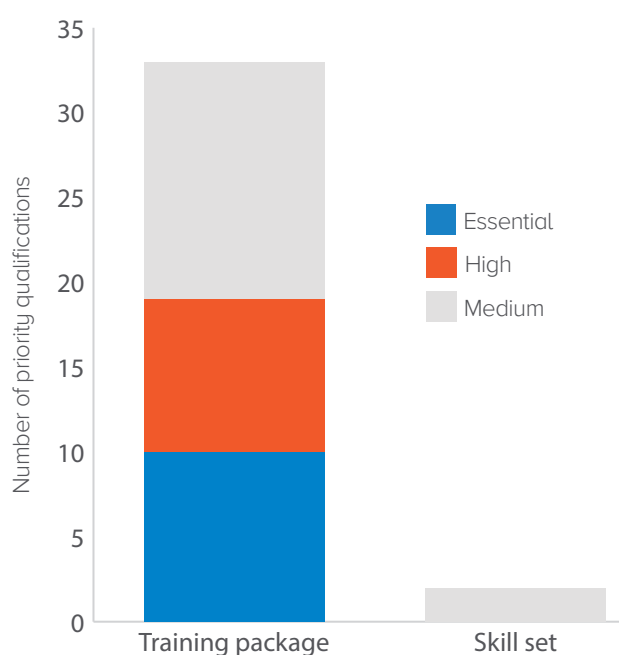


Figure 2: **Qualification type by priority level**



## Qualification types

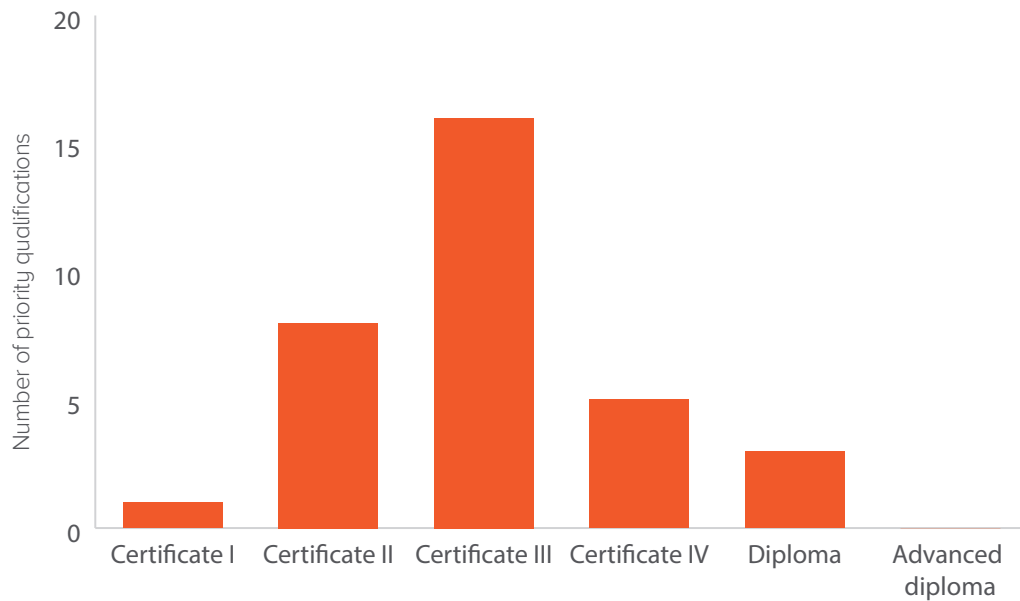
Thirty-three out of the 35 highest priorities are training package qualifications, and all essential priorities are from training packages. Two skill sets round out the priorities within the top three priority levels.

## Qualification levels

The importance of qualifications leading to a trade in this industry is reflected in the strong focus on certificate III level qualifications. Half of the priority qualifications within the top three priority levels are certificate IIIs, with the next highest share being certificate II. Outside of certificate III, there is a similar share of lower level and higher level qualifications identified as a priority.



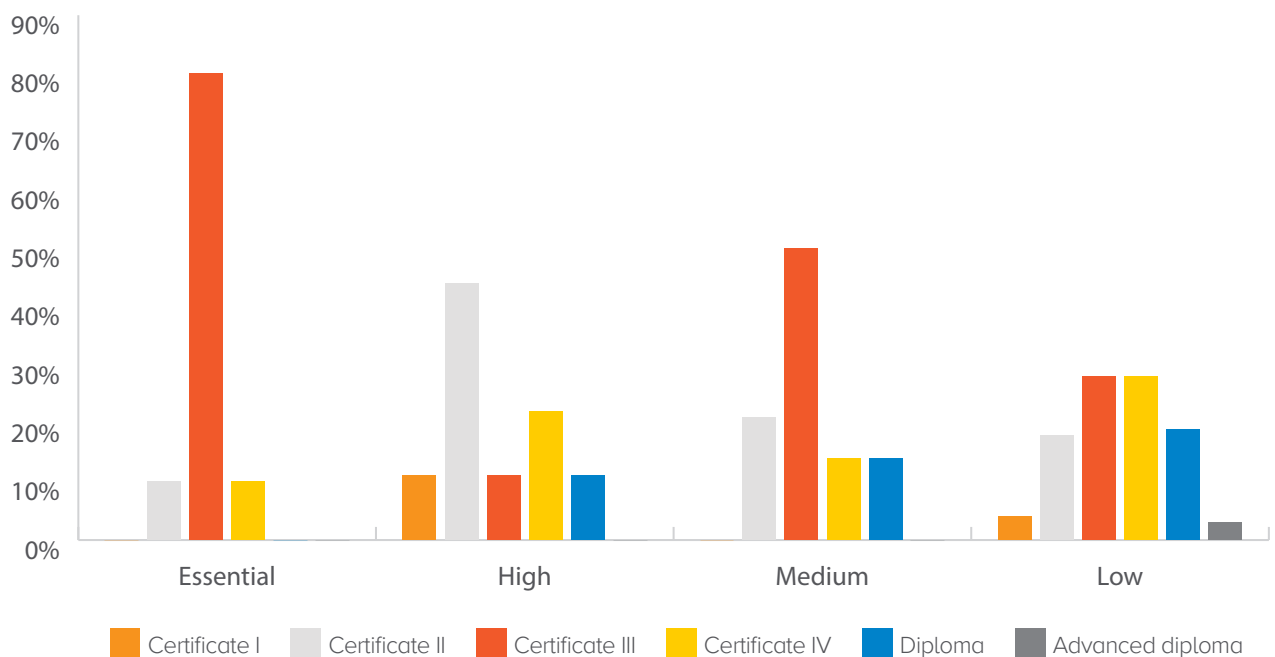
Figure 3: **Qualification level: essential, high & medium priority**



The distribution of essential qualifications in Figure 4 clearly demonstrates the high priority placed on certificate III level qualifications. Moving down to qualifications rated as a high priority sees a shift in emphasis toward certificate IIs, where three out of the four certificate IIs are considered pathway qualifications, preparing students for work in the industry.

Figure 4 shows that industry has, first and foremost, prioritised entry level qualifications required for work in the industry, with higher level upskilling qualifications being a slightly lower priority.

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 an automotive electrician completing their Certificate III in Automotive Electrical Technology, while others may need to complete a pathway qualification such as the Certificate II in Salon Assistant to prepare for taking on a higher-level qualification, like the Diploma of Beauty Therapy.

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.

Entry level qualifications are the most common priority for the Other Services industry, many of which include qualifications related to a contract of training. Several pathway qualifications have also been prioritised, as have a broad range of upskilling qualifications. Interestingly, two certificate II level qualifications are considered to be upskilling, with both related to automotive service and repair.

Table 2: **Qualification use**

Pathway to entry level	
SHB20116	Certificate II in Retail Cosmetics
SHB20216	Certificate II in Salon Assistant
FSK20113	Certificate II in Skills for Work and Vocational Pathways
Entry level qualification or basic requirement for a job	
AUR10112	Certificate I in Automotive Vocational Preparation
AUR20912	Certificate II in Automotive Body Repair Technology
AUR20512	Certificate II in Automotive Servicing Technology
AUR21812	Certificate II in Automotive Steering and Suspension System Technology
Upskilling	
AUR30412	Certificate III in Agricultural Mechanical Technology
AUR32112	Certificate III in Automotive Body Repair Technology
AUR31512	Certificate III in Automotive Diesel Engine Technology
AUR30305	Certificate III in Automotive Electrical Technology
AUR32412	Certificate III in Automotive Refinishing Technology
SHB30516	Certificate III in Barbering
SHB30115	Certificate III in Beauty Services
BSB30101	Certificate III in Business
BSB30201	Certificate III in Business Administration
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SHB30215	Certificate III in Make-Up
AUR31212	Certificate III in Mobile Plant Technology
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AUR20212	Certificate II in Automotive Air Conditioning Technology
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SIF30208	Certificate III in Gravedigging, Grounds and Maintenance
AUR40212	Certificate IV in Automotive Mechanical Diagnosis
SIF40208	Certificate IV in Embalming
SIF40108	Certificate IV in Funeral Services
SHB40216	Certificate IV in Hairdressing
TAE40110	Certificate IV in Training and Assessment
SIF50113	Diploma of Funeral Services Management
SHB50216	Diploma of Salon 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.

There are a number of trends impacting the automotive repair workforce and thereby affecting training needs. Skill shortages exist in parts of the industry, including automotive body repair and refinishing and, as such, their related qualifications are deemed an essential priority.

The Other Services industry also has one of South Australia's older workforces, with almost a quarter over the age of 55. As retirements accelerate, there will be pressure placed on the industry to attract new workers, with further skills shortages a potential risk.

The Hair and Beauty sector is also faced with skill shortages. While there is demand for almost 500 new workers in the sector each year, only half this number are completing training, leading to a growing shortage of skilled workers.

Developments in autonomous driving and electric vehicles continue to shape the automotive sector, and training has been evolving to accommodate this, such as incorporating units of competency on electrical and control technology into qualifications.

The Automotive, Repair and Service sector raised concern about the technology being used in current training, stating it is often outdated and not meeting industry needs. Stakeholders said that better outcomes are achieved when training is completed in conjunction with employment, where students get to apply their knowledge using the technology currently deployed in the workplace.



## 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](http://tasc.sa.gov.au) to find the following resources:

- Economic Outlook
- Industry Profiles
- Regional Profiles