



The Training and Skills Commission

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

Summary

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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**.

Contents

4	Foreword	50	Construction
4	About the IPQ	58	Wholesale Trade
5	Key findings	66	Retail Trade
6	Introduction and background	74	Accommodation and Food Services
6	Approach	82	Transport, Postal and Warehousing
6	Purpose	90	Information, Media and Telecommunications
7	Methodology	98	Financial and Insurance Services
7	Survey	106	Rental, Hiring and Real Estate
7	Industry workshops	114	Professional, Scientific and Technical Services
7	Limitations	122	Administrative and Support Services
7	Summary of survey responses	130	Public Administration and Safety
8	Industry priority qualifications	138	Education and Training
9	Qualifications by training package	146	Health Care and Social Assistance
10	Qualification types	154	Arts and Recreation
11	Qualification levels	162	Other Services
13	Common qualifications	170	Contributors
14	Workforce development		
14	Automation, robotics and other new technologies		
14	Responsive training system		
14	Ageing workforce / attracting future workers		
15	Regional locations		
15	VET in schools		
15	Higher level qualifications		
18	Agriculture, Forestry and Fishing		
26	Mining		
34	Manufacturing		
42	Electricity, Gas, Water and Waste Services		



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

- In total, there were 1,304 qualifications, accredited courses and skill sets selected by industry as a priority.
- A total of 70 per cent of the priority qualifications identified were a priority for just one industry.
- Most industries placed a higher priority on entry level qualifications compared to upskilling qualifications.
- Nearly one-in-five priority qualifications are from the Business Services (BSB) training package.
- Community Services training package qualifications had the highest share of qualifications rated as essential.
- Business Services, ICT and Training and Education qualifications are a priority across all industries.
- Most priority qualifications are from national training packages. Very few are accredited courses.
- Skill sets account for 20 per cent of essential, high and medium priority qualifications across all industries, although this figure varies substantially between industries.
- Less than one-third of all available training package qualifications were selected as an essential, high or medium priority.
- Certificate III is the most common qualification level among priority qualifications, followed by certificate IV and then diploma.
- Many sectors are concerned about the training system's ability to respond to rapidly changing skills needs.
- Several industries raised concern about VET-in-schools students completing qualifications which don't lead to employment or further training.
- Attracting future workers is seen as a major challenge in several industries as they face an ageing workforce, students choosing to pursue university study, and competition from high profile industries such as defence.
- The VET sector will play an important role in supporting the growing defence sector in SA, including delivering pathway qualifications in engineering.



Introduction and background

Planning for the future skills needs of the South Australian workforce is of the utmost importance to the Training and Skills Commission, as it is for the state's economy and the people that work in it. One important piece of information that goes into this planning includes industry's views on what their priority vocational qualifications are. These are the qualifications that underpin many of the occupations and skills needed for our state's businesses to thrive.

In 2018, the Training and Skills Commission conducted its second industry priority qualifications (IPQ) survey. The survey offers South Australian industries the opportunity to tell us which vocational qualifications are a priority for their industry. More than 1,500 survey responses were received, spanning 19 industry sectors. The results of the survey were further supported by 19 workshops with industry representatives.

The 2018 survey builds on the success of the work done in 2015-16, which was well supported by industry. This year we have received nearly double the survey responses, maintaining our commitment to consult broadly and openly.

This report provides a summary of the responses and feedback that was collected, and identifies the prioritisation of vocational qualifications in each of 19 industries. It also includes feedback on the training and workforce development challenges, concerns and opportunities that each industry faces.

Approach

In 2015 when the first IPQ survey was commissioned, the Training and Skills Commission collaborated with industry to determine the best approach for this work. It was agreed that the most effective and equitable way to identify priority vocational qualifications was to conduct an open survey, that anyone with knowledge of their industry's vocational education and training (VET) requirements could participate in. The survey was followed by industry moderation workshops, where expert industry representatives could validate and, where appropriate, moderate the survey responses to ensure the prioritisation of vocational qualifications is representative of industry needs.

The second IPQ survey followed the same process; an open survey conducted between June and July 2018, followed by industry moderation workshops. The subsequent information is then collated into 19 industry priority qualification lists, with qualifications ranked from essential to low priority.

Purpose

The primary objective of the industry priority qualification report is to capture each industry's prioritisation of vocational qualifications, and for this information to be used to inform the South Australian Government's skills investment planning. The IPQ survey and the subsequent report is the principal mechanism for industry to have a direct say into which vocational qualifications should be prioritised for government funding.

Methodology

Survey

An online survey was the principal method for collecting feedback on industry's priority qualifications. The survey asked respondents to identify the vocational qualifications and skill sets that are a priority for the industry they work in. Respondents could choose from all current training package qualifications, accredited courses and skill sets that were available on the national register training.gov.au in April 2018.

Information was also collected on the industry, or industries, a respondent works in, their organisation type, employer size and the way in which priority qualifications are used.

Industries were classified according to the Australian New Zealand Standard Industrial Classification System (ANZSIC).

The survey was an open, online survey sent to the Training and Skills Commission database, and also available on the Commission's website. Telephone responses were collected by market research company Colmar Brunton. The Commission also sought the assistance of industry associations and peak bodies in promoting the survey to their members and networks.

Target response rates were set for each industry based on each industry's share of the South Australian total business count¹. The survey population included all businesses in South Australia that have a requirement for vocationally trained employees, as well as sole traders who require a vocational qualification.

Industry workshops

Once the survey results were collected and refined into each industry's priority qualifications, the Commission sought feedback from stakeholders with extensive knowledge of their industry's vocational education requirements.

The aim of the industry workshops was to review the priority ordering of qualifications based on the survey results. The workshops sought to identify where some form of bias may have influenced results, and advice was sought on how the results could be moderated to better reflect industry need.

Stakeholders that participated in the workshops were given the responsibility of advising the Commission on any proposed changes to an industry's priority ordering of qualifications. Proposals were required to be supported by some form of evidence or justification. Proposals were considered openly by workshop participants with the final determination to be made collectively.

Limitations

The information contained in this report relies heavily upon self-reported survey responses and the expertise of industry stakeholders. While a reasonable distribution of responses was received regarding Industry Division (1-digit ANZSIC), employer size and type, the Commission makes no guarantee that the survey responses are representative of the entire skills needs across all industries.

In focusing on the 19 major industry sectors as defined in the ANZSIC, it is likely that the needs of smaller sub-sectors, or niche industries have not been well represented. It is important to acknowledge that while some sub-sectors may not be well represented, and just because they only represent a small share of the state's workforce, does not mean the qualifications their workforce requires are not a priority.

The Commission advises that the information contained in this report is intended to be used in conjunction with a range of other information to determine which qualifications should receive government subsidy.

Summary of survey responses

A total of 1,503 survey responses were received, of which 1,306 were valid to use in creating the industry priority qualification lists. The sample includes a higher share of medium to large employers than would be expected in a representative sample, with small employers representing 64 per cent of all employer responses. Training providers represented 11 per cent of total responses, while employers contributed 60 per cent.

Total
1306



Employer size

Small

565

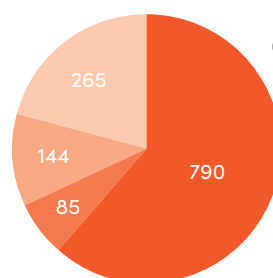
Medium

226

Large

88

Organisation



■ Employer
■ Individual
■ Training provider
■ Other

¹ | Australian Bureau of Statistics 2018, *Counts of Australian Businesses 2018*, cat no 8165.0.



Section 1: A summary of industry priority qualifications

Industry priority qualifications

Industry skills needs are as diverse as the jobs that exist in the South Australian economy, and they are constantly evolving. What is a priority today may not be a priority tomorrow, and we need to constantly check to ensure the training system, and the government's investment in it, is responding to the ever-changing demands of our economy.

Vocational qualifications provide the critical skills needed for many occupations, and they broaden the skills of many more. Approximately 36 per cent of South Australia's workforce has a vocational qualification as their highest level of educational attainment, 26 per cent have a higher education qualification, and 36 per cent have no tertiary qualification². In contrast, the national average is 34 per cent for those who have a vocational qualification, 30 per cent with a higher education qualification, and 32 per cent with no tertiary qualification. This suggests that South Australia has a smaller share of workers with a university qualification and a higher share of workers without a post-school qualification.

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

- Essential
- High
- Medium
- Low

The following section focuses on the priority qualifications identified across all industries. A report on each industry's individual priorities is included in Section 2.

Many of the qualifications identified as essential provide the critical skills needed to run an industry and are often a specific requirement for an occupation. In some industries, qualifications are a high priority as they are required by employers to maintain contracts with customers, while for others they help to future-proof the industry.

Some industries, such as Wholesale Trade, have very few qualifications rated as essential, while an industry such as Manufacturing has many. This reflects the different degrees of skill diversity across industries. An average of 12 qualifications were identified as essential across all industries, although this varied from a high of 24 in Manufacturing to a low of three in Wholesale Trade.

For the most part, entry level qualifications were the focus for the highest priority qualifications, although this was not always the case, for example; the Retail sector thought it was important to include higher level qualifications to demonstrate there is a career pathway in the sector.

The following results show that industry places a high priority on getting workers into a job with an entry-level qualification. On average, 62 per cent of qualifications rated as essential were classed as entry level. This figure is reversed for qualifications rated as a high priority, where 61 per cent of qualifications are for upskilling. The importance placed on entry-level qualifications reflects industry's demand for a skilled workforce, as well as the need for a continuum of training; start with entry-level skills and then upskill to take on new tasks or higher-level roles.

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

Qualifications by training package

Priority qualifications across all 19 industries belong to 41 training packages:

Table 1: Training packages that have priority qualifications

Priority qualification training packages	
(ACM)	Animal Care and Management
(AHC)	Agriculture, Horticulture and Conservation and Land Management
(AMP)	Australian Meat Processing
(AUR)	Automotive Retail, Service and Repair
(BSB)	Business Services
(CHC)	Community Services
(CPC)	Construction, Plumbing and Services
(CPP)	Property Services
(CSC)	Correctional Services
(CUA)	Creative Arts and Culture
(FBP)	Food, Beverage and Pharmaceutical
(FDF)	Food Processing
(FNS)	Financial Services
(FSK)	Foundation Skills
(HLT)	Health
(ICP)	Printing and Graphic Arts
(ICT)	Information and Communications Technology
(LGA)	Local Government
(MAR)	Maritime
(MEA)	Aeroskills
(MEM)	Manufacturing and Engineering
(MSF)	Furnishing
(MSL)	Laboratory Operations
(MSM)	Manufacturing
(MSS)	Sustainability
(NWP)	National Water
(PSP)	Public Sector
(PUA)	Public Safety
(RII)	Resources and Infrastructure Industry
(SFI)	Seafood Industry
(SFL)	Floristry
(SHB)	Hairdressing and Beauty Services
(SIF)	Funeral Services
(SIR)	Retail Services
(SIS)	Sport, Fitness and Recreation
(SIT)	Tourism, Travel and Hospitality
(TAE)	Training and Education
(TLI)	Transport and Logistics
(UEE)	Electrotechnology
(UEG)	Gas Industry
(UEP)	Electricity Supply Industry - Generation Sector

Qualifications by training package cont.

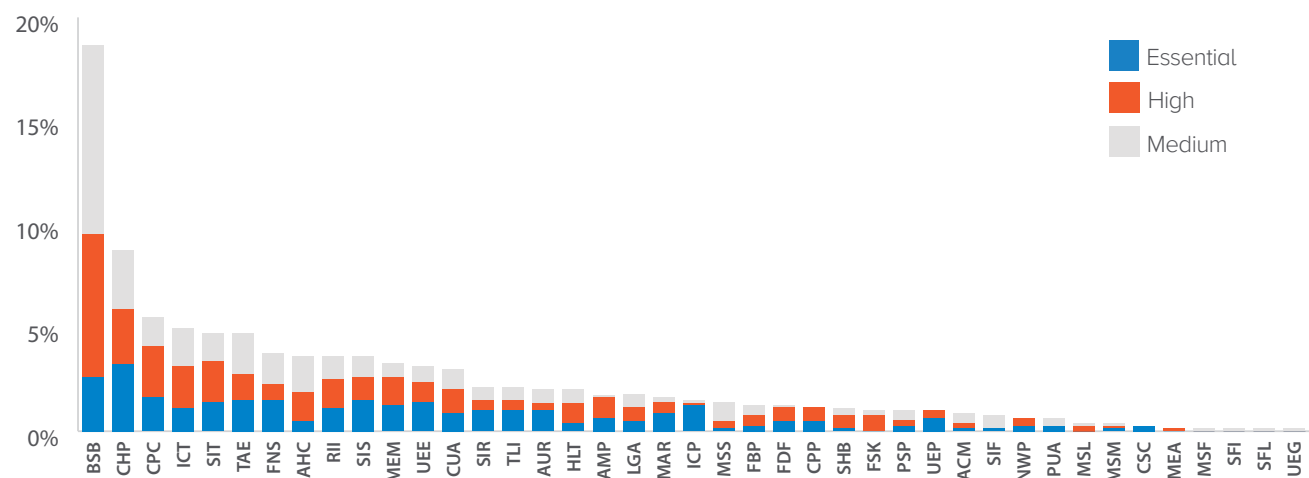
Nearly one-in-five priority qualifications are from the Business Services (BSB) training package, with the next highest share belonging to the Community Services (CHC) training package. Community Services qualifications also had the highest share of qualifications rated as essential, followed by Business Services.

The prevalence of BSB, ICT and Training and Education (TAE) qualifications highlight the importance of these qualifications across all industries.

The majority of the 41 training packages identified in Table 1 had at least one qualification rated as an essential or high priority. Among the 19 industries, Manufacturing had the broadest range of qualifications, in terms of number of different training packages, while Wholesale Trade had the least.

A total of 15 training packages did not have any priority qualifications selected from their scope.

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



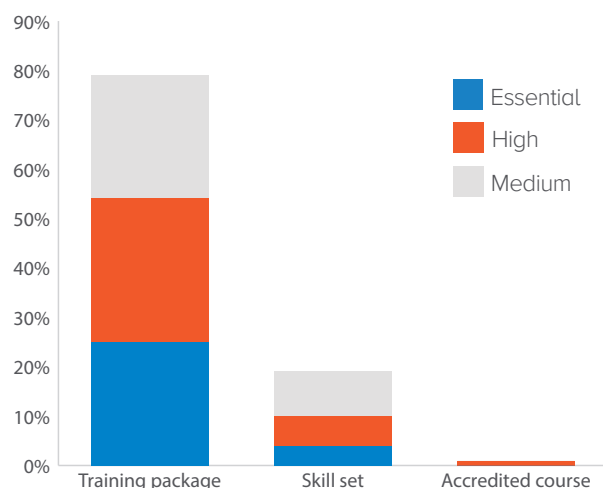
Qualification types

Most priority qualifications are from national training packages, with only a handful of accredited courses selected as either an essential, high or medium priority. One-in-five industry priorities are skill sets.

Just 10 of the 19 industries recorded an accredited course as a medium priority or higher, yet all but one industry included skill sets. With so few accredited courses identified as a priority, the value of these courses could be questioned, yet it should be acknowledged that many accredited courses cater to niche markets and, therefore, are not as well known by, or applicable to, broader industry.

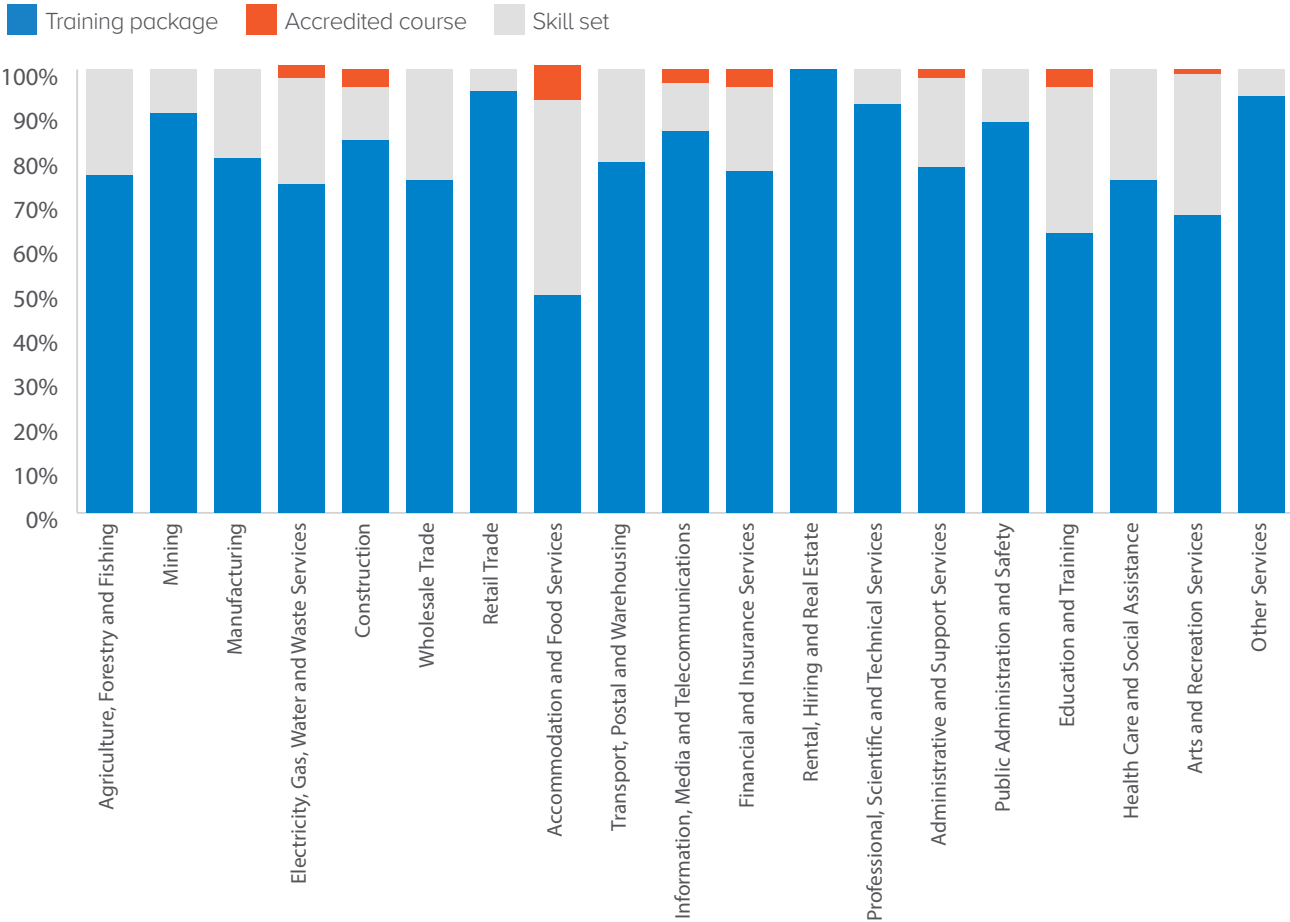
Among training package qualifications, less than one-third of all available qualifications were selected as an essential, high or medium priority. Just 10 per cent of available skill sets were selected. This may appear alarming. However, while these qualifications may not be a high priority for industry, that is not to say they are not important. Many qualifications which haven't been selected as a priority are still vital for a smooth functioning workplace.

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



The number of skill sets selected varies significantly across industries. The Accommodation and Food Services industry has a relatively high share of skill sets identified as a priority, totalling 44 per cent of medium to essential priorities, which compares to an average of 20 per cent across all industries.

Figure 3: Qualification type by industry: essential, high & medium priorities

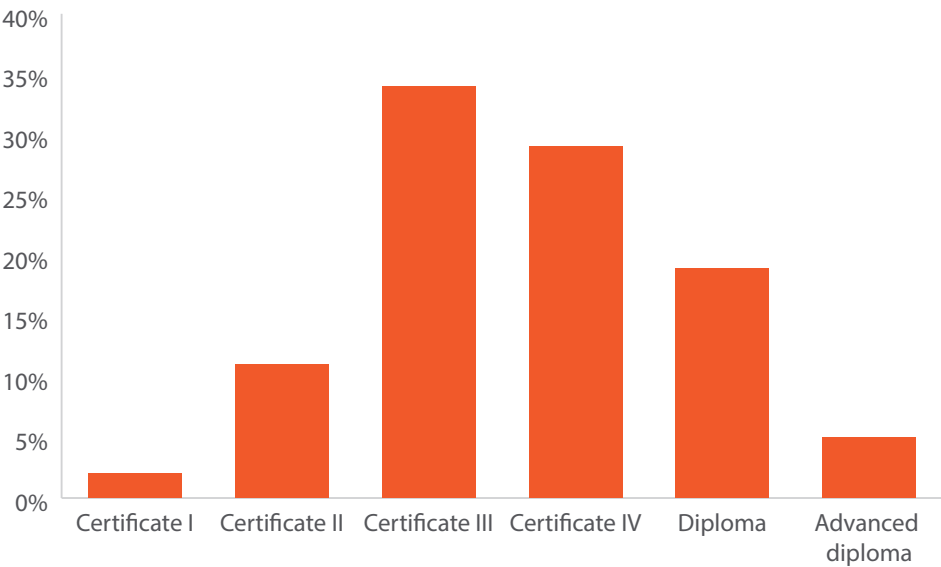


Qualification levels

Overall, industry has a strong preference for certificate III or higher level qualifications. Nevertheless, there is variation between industries, with some having a higher emphasis on mid-to-lower level qualifications, such as in Agriculture, Forestry and Fishing, while Professional, Scientific and Technical Services prioritised higher level qualifications.

Figure 4 shows the bulk of industry priority qualifications fall within certificates III, IV and diploma. Certificates I and II are less of a priority, although it's worth noting there are twice as many certificate II qualifications as advanced diplomas.

Figure 4: Qualification level: essential, high & medium priority

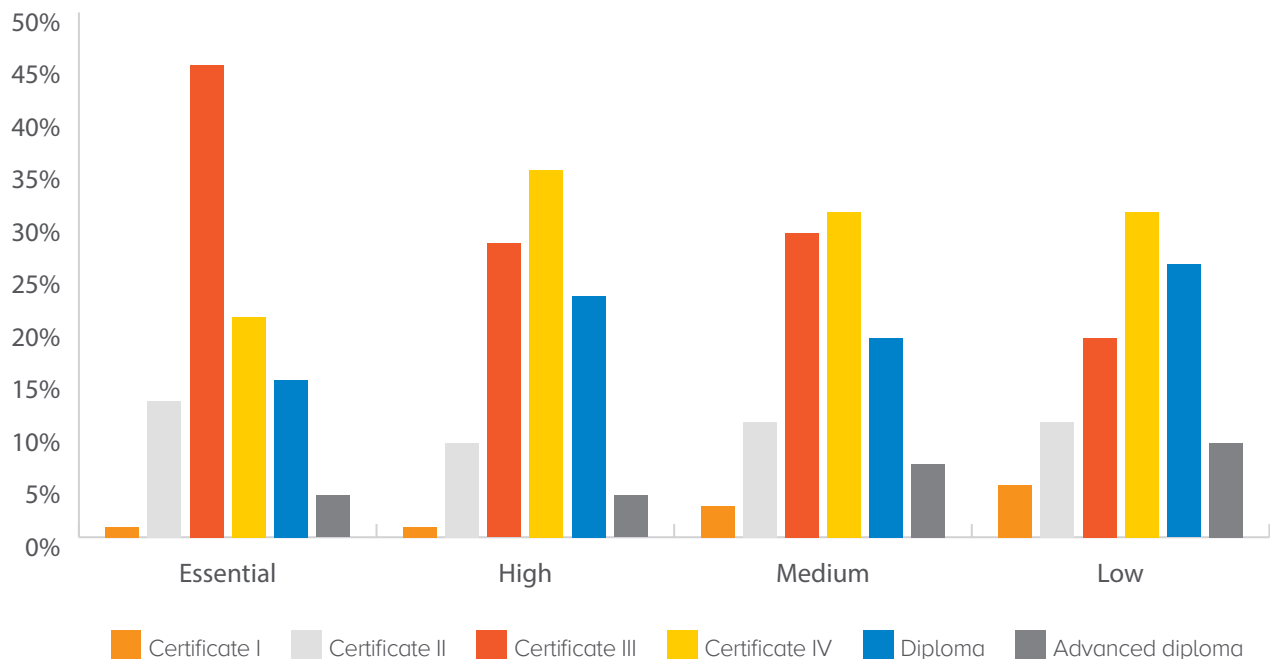


Qualification levels cont.

Among those qualifications rated as essential, there is a very strong preference for certificate III level qualifications. Nearly half of all qualifications rated as essential are certificate IIIs. Certificate III is an entry level qualification for many occupations, particularly those related to a trade, and industry tended to classify these entry-level qualifications as the highest priority.

There is a similar distribution of qualification levels among high and medium priorities. At these slightly lower levels of priority, certificate IV becomes the most common qualification, closely followed by certificate III and diploma. Once again, this reflects the higher priority typically placed on entry-level qualifications, while at lower levels of priority, upskilling becomes the focus.

Figure 5: Qualification level by priority ranking

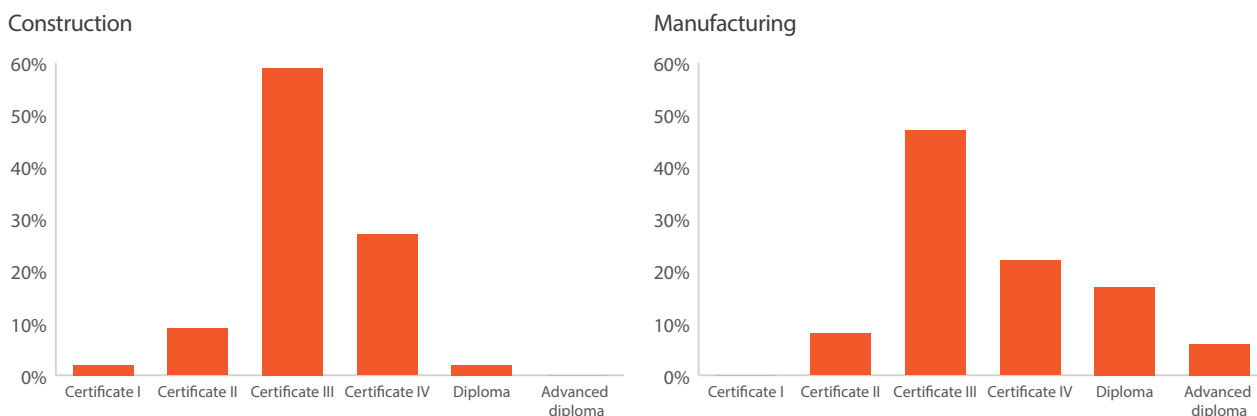


Between industries, Construction and Other Services stand out as having a very strong preference for certificate III level qualifications, with 59 per cent and 48 per cent of their priority qualifications being certificate IIIs, respectively. This compares to an average of 34 per cent.

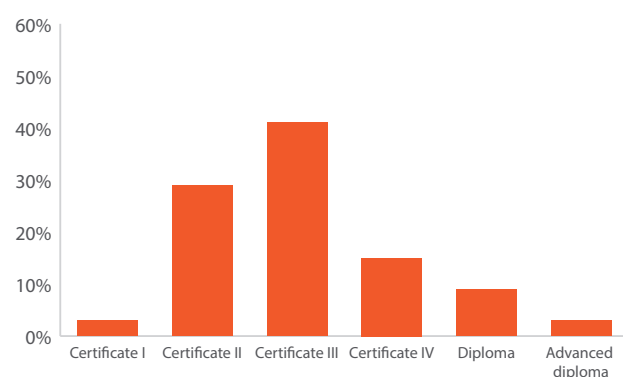
The Information, Media and Telecommunications, and Administrative and Support Services industries are unique in that they have a strong preference for certificate IV level qualifications.

Among qualifications rated as essential, only four industries included an advanced diploma. These are Manufacturing, Financial and Insurance Services, Health Care and Social Assistance and Arts and Recreation Services.

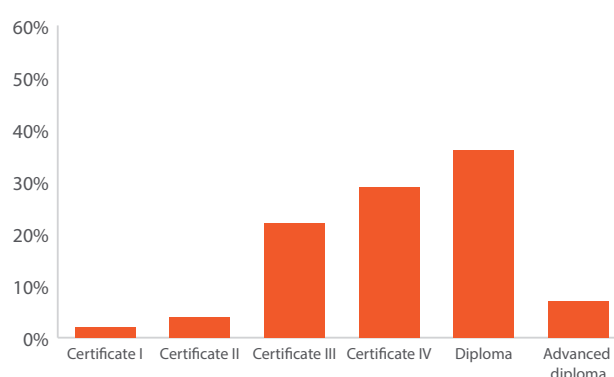
Figure 6: Qualification level by industry: essential, high & medium priority



Agriculture, Forestry and Fishing



Professional, Scientific and Technical Services



Common qualifications

Table 2 shows the 20 most common qualifications that were identified across industries as a priority. Not surprisingly, the most common qualifications relate to core business functions, including business administration, leadership and management, customer engagement, work, health and safety and project management.

Out of 570 qualifications identified as an essential, high or medium priority, 99 were a priority for five or more industry sectors. In contrast, 70 per cent of the qualifications identified as a priority were a priority for just one industry, highlighting the uniqueness of skills needs within each industry.

In total, there were 1,304 qualifications, accredited courses or skill sets selected by industry as a priority.

Table 2: Twenty most common industry priority qualifications across industries

Code	Qualification	*
BSB40215	Certificate IV in Business	17
BSB30415	Certificate III in Business Administration	17
BSB42015	Certificate IV in Leadership and Management	16
BSB40515	Certificate IV in Business Administration	16
BSB30115	Certificate III in Business	16
TAE40116	Certificate IV in Training and Assessment	15
TAESS00017	Workplace Supervisor Skill Set	13
BSB51915	Diploma of Leadership and Management	13
FNS30115	Certificate III in Financial Services	13
BSB30715	Certificate III in Work Health and Safety	13
FNS30317	Certificate III in Accounts Administration	13
BSB20115	Certificate II in Business	13
BSBSS00050	Small Business Financial Management Skill Set	12
BSB42515	Certificate IV in Small Business Management	12
FNS50217	Diploma of Accounting	12
FNS40217	Certificate IV in Accounting and Bookkeeping	12
BSB30215	Certificate III in Customer Engagement	12
BSB51315	Diploma of Work Health and Safety	11
BSB51415	Diploma of Project Management	11
BSB50415	Diploma of Business Administration	11

* | Number of industries that selected as a priority (out of 19)³

3 | Number of industries that identified the qualification as a priority only includes essential, high and medium priorities.

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 some of the common themes across all industries.

Automation, robotics and other new technologies

Most but not all industries are expecting new technologies to impact them. From automation in warehousing and logistics, to drones flying over crops, or advances in renewable energy, technology is placing new demands on our workforce.

One outcome of the growing use of technology in the workplace is an increasing demand for IT skills. This is not just for IT specific roles, rather it is more of a general requirement for digital literacy in occupations ranging from construction workers on a building site, to health care workers providing in-home care.

Robotics is making headway in sectors such as Construction and Health Care, where it has the potential to reduce repetitive physically intensive tasks, reducing risk of physical injury and prolonging an individual's working life.

In training and education, virtual reality and training simulators are being used in sectors such as Public Safety to simulate firefighting operations, while new technology is also facilitating an increased use of blended training.

Autonomous vehicles are also nearing the stage where we will begin to see them on our roads. This is going to have a massive impact across many industries, including manufacturing, transport, and automotive repair and maintenance.

Responsive training system

One concern which was strongly echoed across many sectors was the ability, or lack thereof, of the training system to respond to rapidly changing skills needs. In many cases, a mismatch between contemporary skills needs and what is being delivered through qualifications was cited. In addition, the technology being used in training was also raised as an issue, as it is often not what is being used in the workplace.

Some stakeholders thought the slow pace of change in the education sector may lead to an increasing use of skill sets or even a call for state-based (South Australian) accredited courses. At least for skill sets, enrolment data suggests there has yet to be an upswing in demand for this type of training.

Ageing workforce / attracting future workers

Unfortunately, most industries can't escape South Australia's age profile, meaning many have an older workforce, at least compared to the national average. Industries that raised this as a concern include Agriculture, Forestry and Fishing, Construction, Transport, Postal and Warehousing and Other Services.

The challenge that an ageing workforce bestows is where and how to attract future workers. With the increased tempo of defence industry activity from federal and state government projects, some industries were concerned about increased competition in attracting future workers. Stakeholders from several industries facing the dual problem of an ageing workforce and difficulty attracting talent concede they are not well prepared to deal with this problem.



Regional locations

Dwindling regional populations are a major problem, not just for the Agriculture, Forestry and Fishing industry but other sectors, such as Construction. With prime working age adults heading to urban locations for work, local businesses face both reduced demand for their products and services as well as a lack of labour, which contributes to further decline.

Many companies operating in regional locations face challenges recruiting skilled and unskilled workers. This leaves them with no option but to employ migrant workers, yet this is often insufficient to fill all positions. Securing a future workforce will remain one of the most difficult challenges faced in regional areas.

Access to training is another persistent challenge for regional businesses. While online training can help, digital infrastructure is often not able to provide the service needed to make e-learning a seamless experience.

VET-in-schools

While VET-in-schools was generally supported as being a good pathway into vocational education, several industries raised concern about students completing qualifications which don't lead to employment or further training. It was generally felt that better career advice is required for students to have a clearer understanding of their options. Advice on where a qualification may lead and what the consequences are in undertaking the qualification, particularly regarding accessing future funding, would be beneficial.

Higher level qualifications

While the Commission's research, along with other future workforce research, suggests there is a growing requirement for higher level qualifications, twice as many certificate IIs are a priority for industry compared to advanced diplomas.

The Agriculture, Forestry and Fishing industry stated that a diploma is often seen as a pathway to university, inferring the advanced diploma is skipped altogether. This may be the case in other sectors.

What the industry priority qualification results do not reveal is whether the qualifications required by new entrants today are at a higher-level compared to five or ten years ago. Other research, including that provided in the Commission's Economic Outlook, suggests that is exactly the case; qualifications are being required by workers starting in an occupation, whereas in the past, no qualification was required, and in other occupations, higher level qualifications are required just to enter an occupation.

It is likely that in years to come, the industry priority qualifications results will show a gradual shift in priorities toward higher level qualifications.





NAME

STUDENT

CMAUTOMOTIVE
TOYOTA INSTITUTE MICHIGAN
Developing the Future Together
KEEP THE FEELING
TOYOTA GENUINE

CMI TOYOTA



Section 2: Industry priority qualifications

Agriculture, Forestry and Fishing



Key findings

- Industry advised that qualifications rated as essential are fundamental to skilling the Agriculture, Forestry and Fishing workforce.
- Many priority qualifications are a basic requirement for an occupation.
- Certificate II and III level qualifications are the most common priority.
- An ageing workforce is an acute problem for the Agriculture, Forestry and Fishing sector.
- One of the main challenges faced by the industry is attracting new workers from urban areas.
- Industry is concerned about the current training system's ability to respond sufficiently quickly to changing skills needs.
- New technologies are viewed with optimism across the industry, with more an eye to increasing product ranges and volume, and subsequently increasing demand for labour, rather than reducing the size of the labour force.

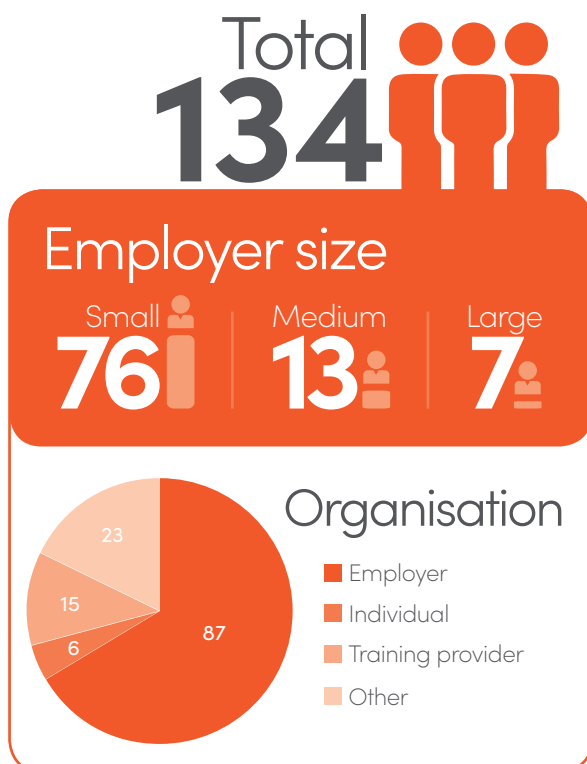
Industry priority qualifications

The Agriculture, Forestry and Fishing industry employs around 31,000 people, representing four per cent of the state's workforce. Nearly 85 per cent of those employed in the sector work in agriculture. The sector includes activities such as farming, fruit and nut growing, aquaculture, nursery production and logging.

Approximately one-in-three people working in the sector have a vocational qualification as their highest educational attainment, compared to only one-in-ten who have a higher education qualification⁴. This compares to the state average of 36 per cent and 26 per cent respectively. More than half of the workforce (56%) do not hold a tertiary qualification.

Summary of survey responses

The industry priority qualifications (IPQ) survey received 134 responses from the Agriculture, Forestry and Fishing industry, representing 10 per cent of total survey responses. The survey received a good response from small employers (1-19 employees), comprising 76 responses, 13 from medium sized employers (20-199 employees) and seven from employers with 200 or more employees⁵.



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 Agriculture, Forestry and Fishing industry⁶.

Industry advised that qualifications rated as essential are critical for the future skills needs of the Agriculture, Forestry and Fishing industry. The Certificate III in Wine Industry Operations, for example, is used by every wine company in SA, with one of the larger wine companies putting more than 100 staff through the qualification each year.

The Diploma of Agribusiness Management is critical for the farming industry, as it develops key knowledge and skills for farm owners and managers. Similarly, companies operating in the fishing industry must have workers with small boat qualifications, such as the Certificate II in Maritime Operations (Coxswain Grade 1 Near Coastal).

Many priority qualifications are a requirement for an occupation or are necessary to maintain contracts with customers such as major supermarkets.

⁴ Australian Bureau of Statistics 2018, *Census 2016*

⁵ Employer size includes responses from respondents who identified as an organisation type other than employer.

⁶ 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	
AHC20116	Certificate II in Agriculture
AHC20416	Certificate II in Horticulture
MAR20313	Certificate II in Maritime Operations (Coxswain Grade 1 Near Coastal)
MAR20413	Certificate II in Maritime Operations (Marine Engine Driver Grade 3 Near Coastal)
AHC21316	Certificate II in Shearing
AHC21416	Certificate II in Wool Handling
AHC30116	Certificate III in Agriculture
AHC30716	Certificate III in Horticulture
AHC32416	Certificate III in Irrigation
MAR30818	Certificate III in Maritime Operations (Marine Engine Driver Grade 2 Near Coastal)
MAR30913	Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)
AHC32816	Certificate III in Rural Operations
FDF30411	Certificate III in Wine Industry Operations
MAR40613	Certificate IV in Maritime Operations (Master up to 35 metres Near Coastal)
AHC51416	Diploma of Agribusiness Management
AHC50116	Diploma of Agriculture
AHCSS00026	Advanced Chemical Spray Application Skill Set
AHCSS00027	Agricultural Chemical Skill Set
MARSS00011	Marine Radio Operator's VHF Skill Set
MARSS00008	Shipboard Safety Skill Set
High	
ACM20117	Certificate II in Animal Studies
FDF20411	Certificate II in Wine Industry Operations
BSB30415	Certificate III in Business Administration
AHC32916	Certificate III in Shearing
AHC40116	Certificate IV in Agriculture
AHC40416	Certificate IV in Horticulture
AHC41316	Certificate IV in Wool Classing
AHC50416	Diploma of Horticulture
AHCSS00028	Basic Introduction to Beekeeping Skill Set
AHCSS00030	Farm Business Management Skill Set
FDFSS00007	Food Safety
AHCSS00045	Spray Operator Skill Set
Medium	
AHC10316	Certificate I in Horticulture
AHC21216	Certificate II in Rural Operations
SFI20511	Certificate II in Seafood Processing
AHC30216	Certificate III in Agriculture (Dairy Production)
ACM30117	Certificate III in Animal Studies
ACM30517	Certificate III in Farriery
AHC32616	Certificate III in Rural Machinery Operations
AHC33016	Certificate III in Wool Clip Preparation
AHC41016	Certificate IV in Agribusiness
AHC60316	Advanced Diploma of Agribusiness Management
FDFSS00008	Forklift Operations
AHCSS00036	Irrigation Manager Skill Set
CHCSS00087	Risk Management

Qualifications by training package

Priority qualifications for the Agriculture, Forestry and Fishing industry are drawn from seven training packages:

- Animal Care and Management (ACM)
- Agriculture, Horticulture and Conservation and Land Management (AHC)
- Business Services (BSB)
- Community Services (CHC)
- Food Processing (FDF)
- Maritime (MAR)
- Seafood Industry (SFI)

Nearly two-thirds of priority qualifications belong to the Agriculture, Horticulture and Conservation and Land Management (AHC) training package, with the next highest share belonging to the Maritime (MAR) training package. This is commensurate with the large share of employment in the agriculture sector, compared to forestry and fishing.

Qualifications rated as essential are spread across just three training packages: AHC, MAR and FDF, which has just one qualification.

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

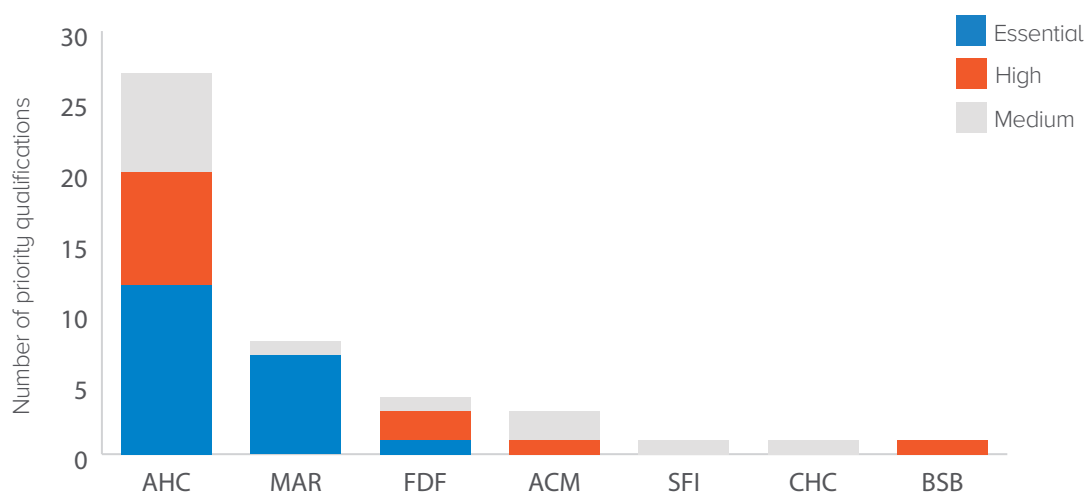
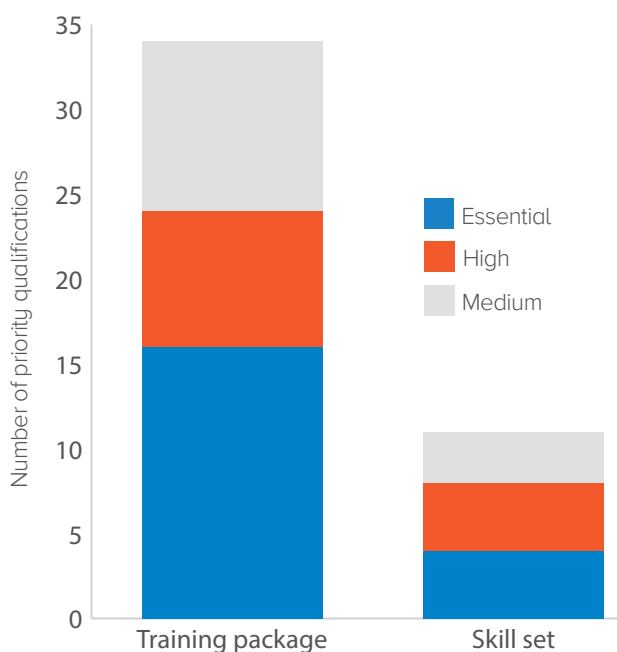


Figure 2: Qualification type by priority level



Qualification types

Nearly all priority qualifications for the Agriculture, Forestry and Fishing industry are from national training packages, including 11 skill sets, four of which are an essential priority. No accredited courses were identified in the top three priority levels.

Qualification levels

The Agriculture, Forestry and Fishing industry has a clear preference for prioritising lower level qualifications. Most are at the certificate II or III level. This corresponds with the overall qualification profile of the industry, where the most common qualification is a certificate III⁷. Less than one-third of priority qualifications are certificate IV or above.

Qualifications rated as essential are reflective of the overall distribution of qualifications, with most being certificates II or III. Certificate IV becomes the dominant qualification level among those rated as a high priority, whereas priorities shift strongly back to certificate III among medium priority qualifications.

⁷ Australian Bureau of Statistics 2018, *Census 2016*.

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

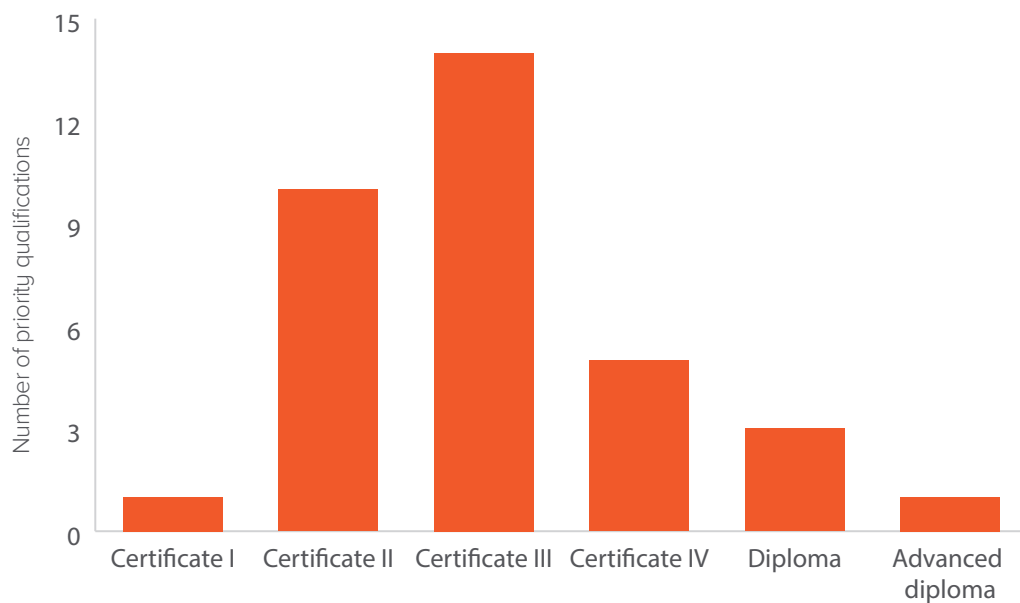
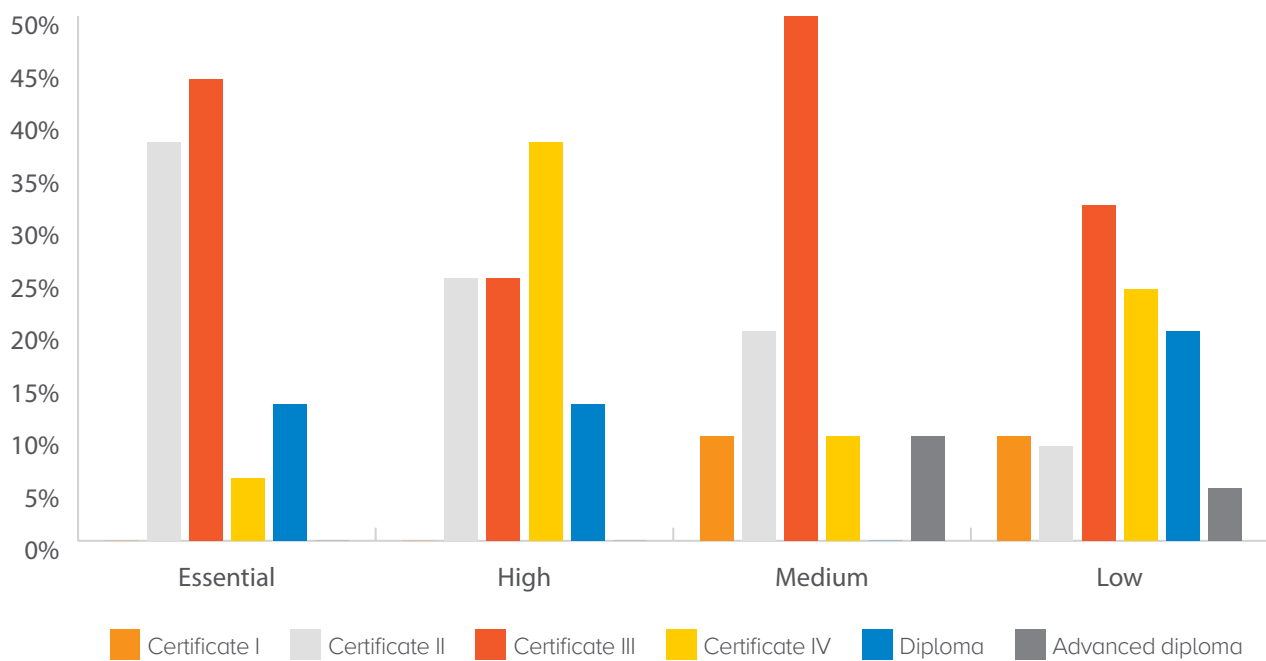


Figure 4: **Qualification level by priority ranking**



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 a farrier completing their Certificate III in Farriery, while others may need to complete a pathway qualification such as the Certificate I in Horticulture to prepare for taking on a higher-level qualification, such as the Certificate III in Horticulture.

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.

The importance of pathway qualifications was recognised by industry, with three pathway qualifications identified as a priority. A roughly equal share of qualifications were identified as entry level or upskilling, demonstrating the importance placed on both types of skill acquisition. Several certificate IIs were classified as upskilling, whereas in most other sectors, upskilling tends to be certificate IV or higher.

Certificate II is often an entry level qualification for the Agriculture, Forestry and Fishing industry, while the Certificate III can be both entry level or upskilling, depending on the occupation. Industry stated that certificate IV is often skipped in favour of a diploma when seeking higher level skills, with the diploma often seen as a pathway to university.

The Agriculture, Forestry and Fishing industry included a similar share of entry level and upskilling qualifications in each of the top three priority levels.

Table 2: **Qualification use**

Pathway to entry level	
AHC10316	Certificate I in Horticulture
SFI20511	Certificate II in Seafood Processing
AHC21316	Certificate II in Shearing
Entry level or basic requirement for a job	
ACM20117	Certificate II in Animal Studies
MAR20313	Certificate II in Maritime Operations (Coxswain Grade 1 Near Coastal)
AHC21216	Certificate II in Rural Operations
FDF20411	Certificate II in Wine Industry Operations
AHC21416	Certificate II in Wool Handling
AHC30116	Certificate III in Agriculture
BSB30415	Certificate III in Business Administration
AHC30716	Certificate III in Horticulture
AHC32616	Certificate III in Rural Machinery Operations
AHC32916	Certificate III in Shearing
FDF30411	Certificate III in Wine Industry Operations
AHC33016	Certificate III in Wool Clip Preparation
ACM30517	Certificate III in Farriery
Upskilling	
AHC20116	Certificate II in Agriculture
AHC20416	Certificate II in Horticulture
MAR20413	Certificate II in Maritime Operations (Marine Engine Driver Grade 3 Near Coastal)
AHC30216	Certificate III in Agriculture (Dairy Production)
ACM30117	Certificate III in Animal Studies
AHC32416	Certificate III in Irrigation
AHC32816	Certificate III in Rural Operations
AHC41016	Certificate IV in Agribusiness
AHC40116	Certificate IV in Agriculture
AHC40416	Certificate IV in Horticulture
AHC41316	Certificate IV in Wool Classing
AHC51416	Diploma of Agribusiness Management
AHC50116	Diploma of Agriculture
AHC50416	Diploma of Horticulture

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.

Workforce development is a constant challenge for the Agriculture, Forestry and Fishing industry. Dwindling regional populations are a major problem, contributing both to an ageing workforce and a lack of youth entering the workforce. Meanwhile, new skills constantly need to be developed to remain competitive in the global marketplace, placing pressure on both employers and training providers to keep up with the latest trends.

Unlike in any other industry, 15 per cent of the workforce is aged 65 or older. This compares to the state average of 4.4 per cent⁸. At the other end of the spectrum, only nine per cent of the industry is aged between 15 and 24, compared to a state average of 14 per cent. Regional population loss is like a train running downhill without brakes; the lack of jobs causes people to leave, which reduces demand for existing businesses, which causes more people to leave and the cycle continues. The inevitable outcome is a smaller and smaller pool of future workers to draw from.

Not surprisingly then, one of the main challenges the industry sees is attracting new workers from urban areas. Industry stated that many national projects have been run which consistently demonstrate the lack of desire for people to move to regional areas for work. In some sub-sectors such as horticulture, a large share of the workforce must be sourced from temporary migration or backpackers. This has been the case for decades.

To give just one example, the wine industry reported that around 45 per cent of wine companies have had challenges recruiting both vineyard and cellar staff. Within the wine industry, there is a vexing mismatch between labour supply and demand. In regional areas where most of the industry operates, there is often a relatively large number of unskilled, unemployed people, and yet the wine industry struggles to find workers to fill unskilled jobs. Perhaps equally disturbing is the fact that many skilled positions need to be filled by migrants, as locals continue to be drawn to work in urban areas.

Industry cited frustration with the current training system, claiming there is a mismatch between contemporary skills needs, and what is being delivered through qualifications. The rapidly changing global market requires the workforce to broaden and deepen its skills. Industry is concerned about the training system's ability to respond to these rapidly changing skills needs.

Automation and robotics have long played a role in the Agriculture, Forestry and Fishing industry. Look out over a country field today and you should not be surprised to see a self-guided tractor operating by GPS. Drones are another new technology which has been quickly and widely adopted by the sector. The upshot is that there is less concern about people losing jobs to technology. Rather, the industry sees new technology for its potential to increase production and enable larger product ranges, thereby increasing the demand for labour to support increased production.

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



Mining



Key findings

- Qualifications rated as essential provide the skills needed to run the Mining industry in South Australia.
- Certificate III is the most common qualification level among priority qualifications.
- The increasing use of new technologies will influence the composition of the workforce, not necessarily reducing headcount, but changing the way work is done.
- Future labour supply is a concern for the Mining industry in South Australia, with activity expected to pick up in the state amidst competition from mining in Western Australia and from other sectors such as defence.
- Access to training can be an issue faced by the sector given the regional location of work.
- Online training is helping to overcome some of the regional limitations, but digital infrastructure is often less than satisfactory.

Industry priority qualifications

The Mining industry contributes around 9,000 jobs in South Australia, or 1.2 per cent of the state's workforce. It includes activities such as coal, metal and mineral mining, oil and gas extraction and mineral exploration. The majority of mining in South Australia is for metals and minerals.

Just under half of the sector's workforce have a vocational qualification as their highest level of educational attainment, while around 23 per cent have a higher education qualification. This compares to the state average of 36 and 26 per cent respectively⁹. Just under a third of the workforce do not hold a tertiary qualification.

Summary of survey responses

The industry priority qualifications (IPQ) survey received 18 responses from the Mining industry, representing 1.4 per cent of total survey responses. Nine respondents identified as small employers (1-19 employees), three as medium (20-199 employees) and a further three as large employers (200+ employees)¹⁰.

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 Mining industry¹¹.

Industry advised that qualifications rated as essential are important as they provide the skills needed to run the Mining industry in South Australia.

Many construction-related occupations, and therefore construction qualifications, are important in the Mining industry as they support mine development. Industry reported that occupations such as fitters and boilermakers are in high demand.



⁹ | Australian Bureau of Statistics 2018, *Census 2016*

¹⁰ | Employer size includes responses from respondents who identified as an organisation type other than employer.

¹¹ | 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	
RII20715	Certificate II in Civil Construction
RII20915	Certificate II in Drilling Operations
RII20215	Certificate II in Surface Extraction Operations
RII20415	Certificate II in Underground Metalliferous Mining
RII30815	Certificate III in Civil Construction Plant Operations
RII30115	Certificate III in Surface Extraction Operations
RII30315	Certificate III in Underground Metalliferous Mining
BSB30715	Certificate III in Work Health and Safety
High	
HLT21015	Certificate II in Medical Service First Response
RII20115	Certificate II in Resources and Infrastructure Work Preparation
RII30915	Certificate III in Civil Construction
RII31815	Certificate III in Drilling Operations
RII30715	Certificate III in Mine Emergency Response and Rescue
RII30515	Certificate III in Mining Exploration
RII30415	Certificate III in Resource Processing
BSB41515	Certificate IV in Project Management Practice
RII40115	Certificate IV in Surface Extraction Operations
TAE40116	Certificate IV in Training and Assessment
BSB41415	Certificate IV in Work Health and Safety
BSB51415	Diploma of Project Management
BSB61015	Advanced Diploma of Leadership and Management
RIISS00032	Site Health and Safety Coordinator Skill Set
Medium	
CPC20211	Certificate II in Construction Pathways
RII21115	Certificate II in Drilling Oil/Gas (On shore)
RII20615	Certificate II in Mining/Field Exploration
AUR31516	Certificate III in Automotive Diesel Engine Technology
BSB30115	Certificate III in Business
AHC31416	Certificate III in Conservation and Land Management
RII32015	Certificate III in Drilling Oil/Gas (On shore)
BSB30315	Certificate III in Micro Business Operations
BSB41015	Certificate IV in Human Resources
BSB42015	Certificate IV in Leadership and Management
RII40315	Certificate IV in Metalliferous Mining Operations (Underground)
RII40515	Certificate IV in Resource Processing
BSB42515	Certificate IV in Small Business Management
RII50115	Diploma of Surface Operations Management
BSB51315	Diploma of Work Health and Safety
BSB61215	Advanced Diploma of Program Management
TAESS00011	Assessor Skill Set
TAESS00015	Enterprise Trainer and Assessor Skill Set
TAESS00017	Workplace Supervisor Skill Set

Qualifications by training package

Priority qualifications for the Mining industry belong to seven training packages:

- Agriculture, Horticulture and Conservation and Land Management (AHC)
- Automotive Retail, Service and Repair (AUR)
- Business Services (BSB)
- Construction, Plumbing and Services (CPC)
- Health (HLT)
- Resources and Infrastructure Industry (RII)
- Training and Education (TAE)

Half of the qualifications rated as either an essential, high or medium priority are from the Resources and Infrastructure Industry (RII) training package, with the next largest share belonging to the Business Services (BSB) training package. Qualifications rated as essential are from just two training packages: RII and BSB.

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

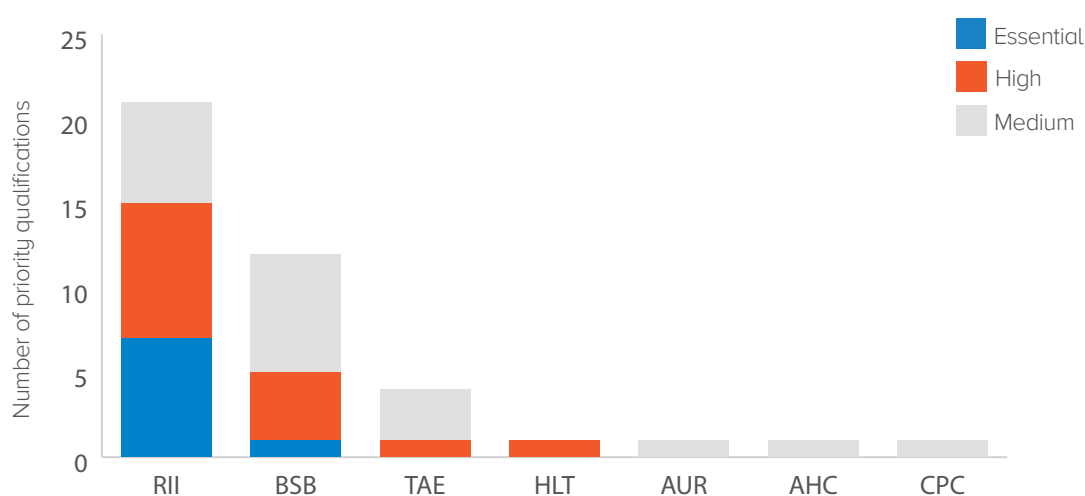
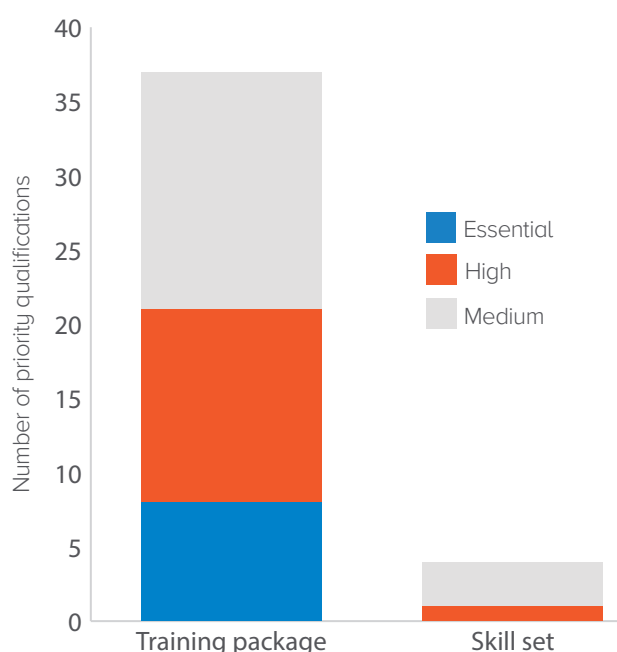


Figure 2: **Qualification type by priority level**



Qualification types

All priority qualifications for the Mining industry are from national training packages, including four skill sets, one of which is a high priority. No accredited courses were identified as a priority in the top three priority levels.

Qualification levels

Certificate III is the most common qualification level among priority qualifications, followed by an equal share of certificate IIs and IVs.

Essential qualifications for the Mining industry are all certificate IIs or IIIs. Certificate IV, and to a lesser extent diploma and advanced diploma, feature more in the low to high priority levels. The low, medium and high priority levels include a broad distribution of qualifications from certificate II to advanced diploma.

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

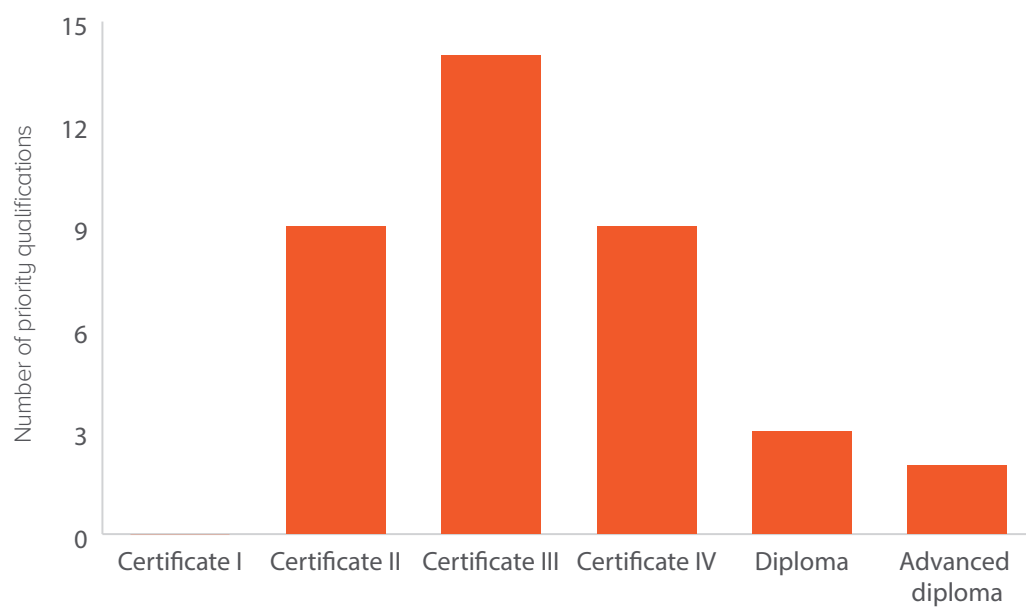
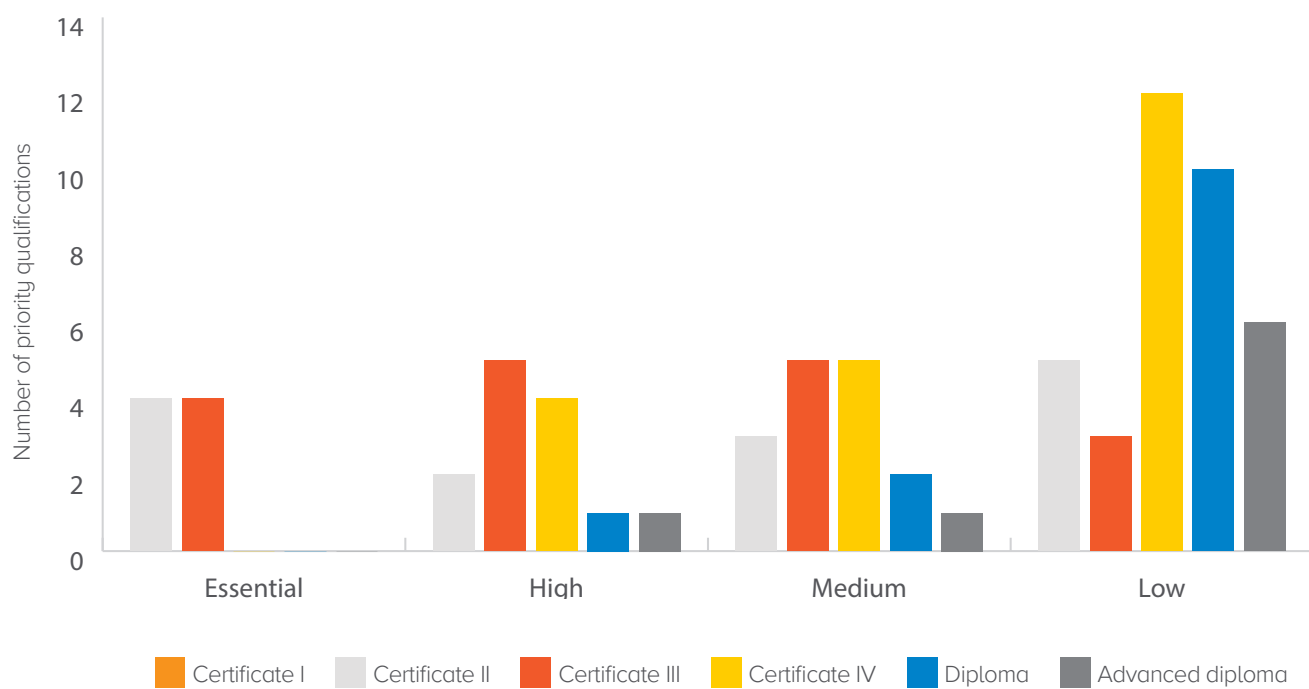


Figure 4: **Qualification level by priority ranking**





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 a geological technician completing their Certificate III in Mining Exploration, while others may need to complete a pathway qualification such as the Certificate II in Mining/Field Exploration, to prepare for taking on a higher-level qualification, such as the Certificate III in Mining Exploration.

Table 2 reveals industry's views on what their 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.

Only one priority qualification was recognised by industry as a pathway qualification. The bulk of priority qualifications were identified as a basic requirement for a job, while just two qualifications were identified as being required for upskilling.

Table 2: **Qualification use**

Pathway to entry level	
RII20615	Certificate II in Mining/Field Exploration
Entry level or basic requirement for a job	
RII20915	Certificate II in Drilling Operations
RII30315	Certificate III in Underground Metalliferous Mining
RII20215	Certificate II in Surface Extraction Operations
RII20415	Certificate II in Underground Metalliferous Mining
TAE40116	Certificate IV in Training and Assessment
RII31815	Certificate III in Drilling Operations
BSB61015	Advanced Diploma of Leadership and Management
BSB30115	Certificate III in Business
Upskilling	
BSB30715	Certificate III in Work Health and Safety
RII40315	Certificate IV in Metalliferous Mining Operations (Underground)

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.

The incorporation of new technologies in mines is constantly being considered in the Mining industry, although it is more likely to be adopted by new mines. From a workforce perspective, the increasing use of remote-control operations may mean that at some point in the future, people will not have to work underground anymore.

Clearly these changes influence the composition of the workforce, not necessarily reducing headcount, but certainly changing the way in which work is done and, in many cases, making it safer.

With an anticipated rise in mining activity in South Australia in the coming years, industry is concerned about attracting new workers. Many of the state's skilled workforce is heading to Western Australia, and with increasing competition from the defence industry, workers may be in short supply. Western Australia is already struggling to find people for jobs, which is not a good sign for this state.

Access to training is another challenge faced by the Mining industry, particularly in regional areas. One consequence of this is a shift to more online training, however, this mode of training is not always an easy solution in the regions, where digital infrastructure cannot always cope.

Finally, industry reported they are seeing more multi-skilling across the workforce. This could be a sign of a tight labour market, or simply employers being reluctant to take on new employees due to an uncertain future. Currently it seems employers would rather broaden the skills of the current workforce than take on additional workers.



Manufacturing



Key findings

- Most priority qualifications for the Manufacturing sector belong to four training packages:
 - Meat Processing
 - Manufacturing and Engineering
 - Sustainability
 - Electrotechnology.
- All qualifications identified as a priority for the Manufacturing sector are from training packages, with no accredited courses identified.
- Most priority qualifications for the Manufacturing industry are at the certificate III level.
- Half of all the qualifications rated as essential are certificate IIIs.
- Qualifications rated as a high priority include an equal share of certificate IIIs and diplomas.
- Industry included a similar share of entry level and upskilling qualifications among qualifications rated as an essential priority.

Industry priority qualifications

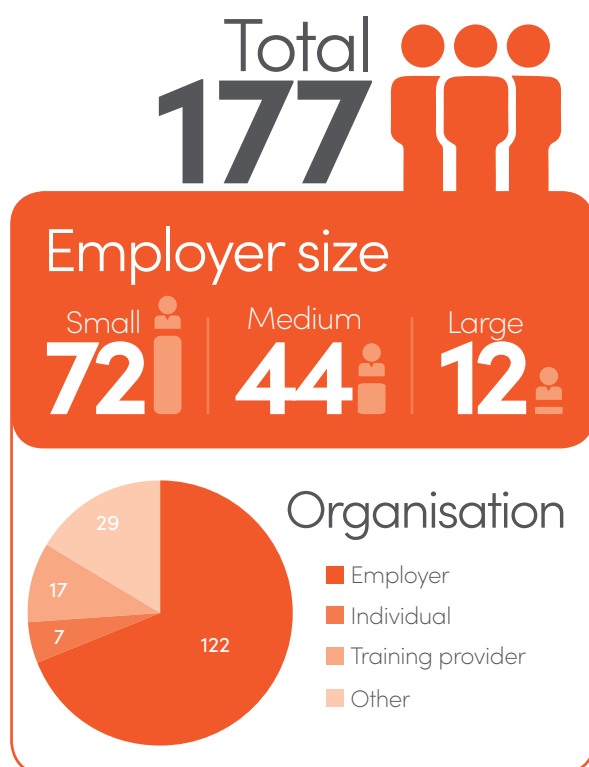
The Manufacturing industry is the fourth largest employer in South Australia, contributing around 61,000 jobs, or eight per cent of the state's workforce. It includes activities that transform physical or chemical materials, substances or components into new products.

Around 42 per cent of the sector's workforce hold a vocational qualification as their highest level of educational attainment, compared to 14 per cent who have a higher education qualification¹². Approximately 40 per cent of the workforce do not hold a tertiary qualification.

Within the Manufacturing sector in South Australia, one-quarter of workers are employed in food manufacturing, primarily in bread, meat and poultry. A further 23 per cent are employed in wine making, ship building and repair, and vehicle parts manufacturing.

Summary of survey responses

The industry priority qualifications (IPQ) survey received 177 responses from the Manufacturing industry, representing 14 per cent of total survey responses. Seventy-two respondents identified as small employers (1-19 employees), 44 as medium (20-199 employees) and a further 12 as large employers (200+ employees)¹³.



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 Manufacturing industry¹⁴.

Industry reported that the Certificate II in Meat Processing (Abattoirs) is a crucial qualification for the meat processing sector, as it is the entry level qualification for abattoirs. The Certificate III in Meat Processing (Meat Safety) is also critical as no abattoir can operate without a qualified meat inspector.

Table 1: **Qualifications by priority level**

Essential	
MSS20316	Certificate II in Competitive Systems and Practices
UEE20911	Certificate II in Electronic Assembly
MEM20105	Certificate II in Engineering
AMP20316	Certificate II in Meat Processing (Abattoirs)
FBP30517	Certificate III in Baking
UEE30911	Certificate III in Electronics and Communications
UEE30811	Certificate III in Electrotechnology Electrician
MEM30305	Certificate III in Engineering - Fabrication Trade
MEM30205	Certificate III in Engineering - Mechanical Trade
MEM30505	Certificate III in Engineering - Technical
FBP30117	Certificate III in Food Processing
AMP30616	Certificate III in Meat Processing (General)
AMP30316	Certificate III in Meat Processing (Meat Safety)
AMP30815	Certificate III in Meat Processing (Retail Butcher)
AMP31016	Certificate III in Meat Processing (Smallgoods - Manufacture)
MSM30116	Certificate III in Process Manufacturing

¹² Australian Bureau of Statistics 2018, *Census 2016*

¹³ Employer size includes responses from respondents who identified as an organisation type other than employer.

¹⁴ Low priority qualifications are not included in this report, for the full data visit tasc.sa.gov.au/IPQ

Essential

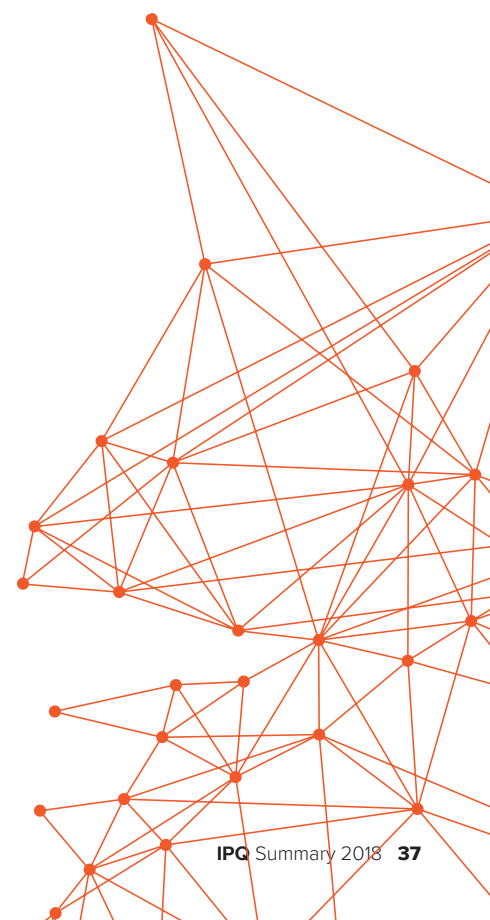
UEE30711	Certificate III in Switchgear and Controlgear
BSB30715	Certificate III in Work Health and Safety
MEM40105	Certificate IV in Engineering
UEE40911	Certificate IV in Industrial Electronics and Control
BSB41415	Certificate IV in Work Health and Safety
MEM50212	Diploma of Engineering - Technical
UEE63011	Advanced Diploma of Electrical Systems Engineering
MEM60112	Advanced Diploma of Engineering
UEE61711	Advanced Diploma of Engineering Technology - Electronics

High

AMP20117	Certificate II in Meat Processing (Food Services)
UEE32211	Certificate III in Air-conditioning and Refrigeration
FBP30417	Certificate III in Bread Baking
MSF31113	Certificate III in Cabinet Making
FBP30317	Certificate III in Cake and Pastry
MEM30405	Certificate III in Engineering - Electrical/Electronic Trade
AMP30116	Certificate III in Meat Processing (Boning Room)
AMP30716	Certificate III in Meat Processing (Quality Assurance)
AMP30516	Certificate III in Meat Processing (Slaughtering)
AMP30916	Certificate III in Meat Processing (Smallgoods - General)
FBP40217	Certificate IV in Baking
MEM40412	Certificate IV in Engineering Drafting
MSS40216	Certificate IV in Environmental Monitoring and Technology
AMP40516	Certificate IV in Meat Processing (Meat Safety)
AMP40415	Certificate IV in Meat Processing (Quality Assurance)
MSS50316	Diploma of Competitive Systems and Practices
MEM50105	Diploma of Engineering - Advanced Trade
FDF50311	Diploma of Food Science and Technology
UEE50911	Diploma of Industrial Electronics and Control Engineering
MSM50316	Diploma of Production Management
BSB51415	Diploma of Project Management
BSB51315	Diploma of Work Health and Safety
MSS80416	Graduate Diploma of Competitive Systems and Practices
MEM80112	Graduate Diploma of Engineering
AMPSS00001	Animal Welfare Officer Skill Set

Medium

MEA30215	Certificate III in Aeroskills (Mechatronics)
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
MSS30316	Certificate III in Competitive Systems and Practices
UEE30411	Certificate III in Data and Voice Communications
MEM31112	Certificate III in Engineering - Composites Trade
MEM30105	Certificate III in Engineering - Production Systems
MSS40316	Certificate IV in Competitive Systems and Practices
BSB41015	Certificate IV in Human Resources
BSB42015	Certificate IV in Leadership and Management
MSM40116	Certificate IV in Process Manufacturing
MSS40116	Certificate IV in Sustainable Operations
TAE40116	Certificate IV in Training and Assessment
UEE50411	Diploma of Electrical Engineering
MSS50216	Diploma of Environmental Monitoring and Technology
MSS50116	Diploma of Sustainable Operations
MSS60316	Advanced Diploma of Competitive Systems and Practices
FDFSS00007	Food Safety
AMPSS00018	Game Harvester Skill Set
MSS80216	Graduate Certificate in Environmental Management



Qualifications by training package

Priority qualifications for the Manufacturing industry belong to a broad range of training packages, including:

- Aeroskills (MEA)
- Australian Meat Processing (AMP)
- Business Services (BSB)
- Electrotechnology (UEE)
- Food, Beverage and Pharmaceutical (FBP)
- Food Processing (FDF)
- Furnishing (MSF)
- Manufacturing (MSM)

- Manufacturing and Engineering (MEM)
- Sustainability (MSS)
- Training and Education (TAE)

Most priority qualifications for the Manufacturing sector belong to four training packages: Meat Processing (AMP), Manufacturing and Engineering (MEM), Sustainability (MSS) and Electrotechnology (UEE). Qualifications rated as essential chiefly belong to just three training packages: Meat Processing, Manufacturing and Engineering and Electrotechnology.

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

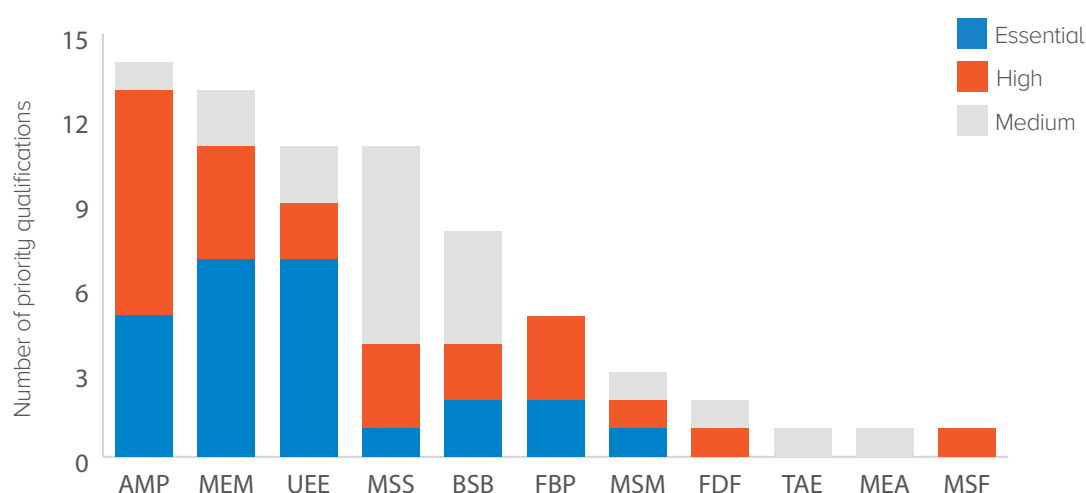
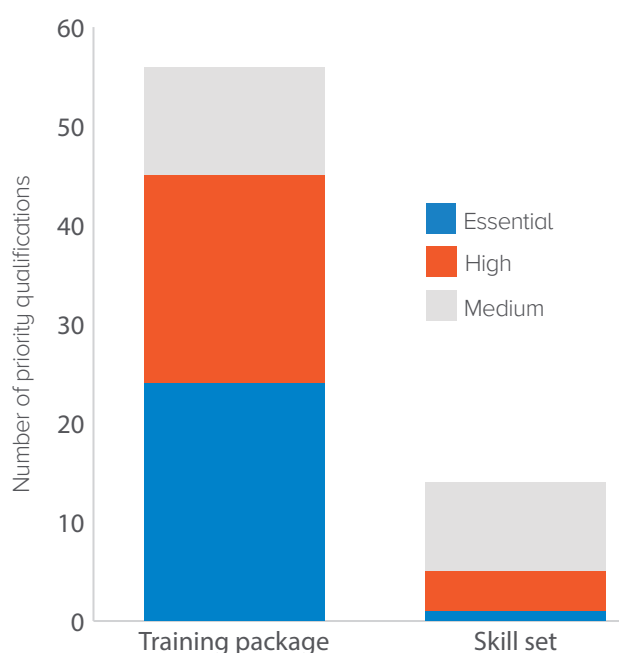


Figure 2: **Qualification type by priority level**



Qualification types

Among qualifications rated as an essential, high or medium priority, all are from training packages, including 14 skill sets. No accredited courses were identified as a priority within the top three priority levels.

Qualification levels

The majority of priority qualifications for the Manufacturing industry are at the certificate III level, something that is not surprising given the prevalence of trades in the sector. Beyond certificate IIIs, certificate IV is the next most common priority, followed by diplomas, suggesting industry places a high priority on higher-level qualifications.

More than half of all the qualifications rated as essential are certificate IIIs, reflecting the importance of trades in the sector, whereas high priority qualifications have a similar share of certificate IIIs and diplomas. While the vast majority of priority qualifications are certificate III or higher, four certificate IIs are rated as essential, and one as a high priority.

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

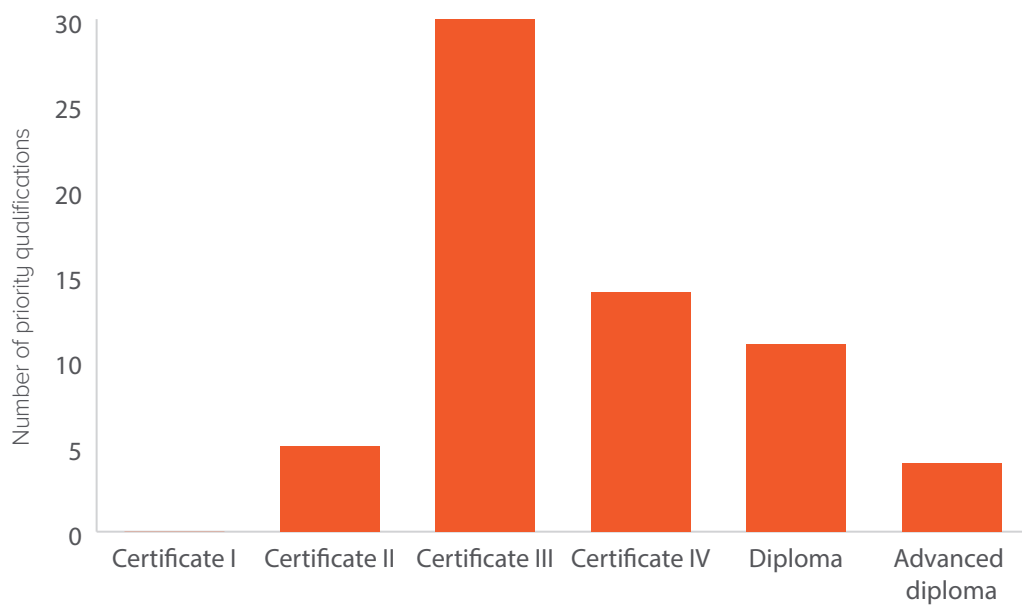
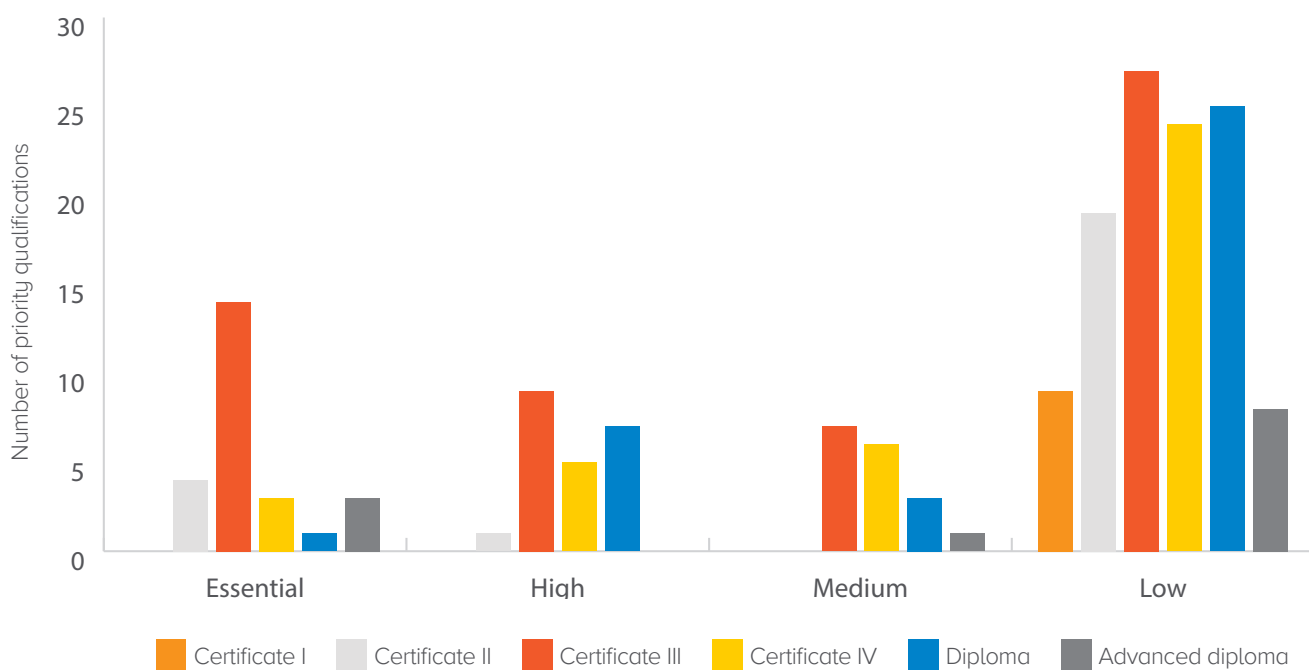


Figure 4: **Qualification level by priority ranking**





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 a boilermaker completing their Certificate III in Engineering – Fabrication Trade, while others may need to complete a pathway qualification such as the Certificate II in Engineering, to prepare for taking on a higher-level qualification, such as the Certificate III in Engineering – Fabrication Trade.

Table 2 reveals industry's views on what their 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.

The importance of pathway qualifications was recognised by industry, with three pathway qualifications identified as a priority. A roughly equal share of qualifications were identified as entry level or upskilling, demonstrating the importance placed on both types of skill acquisition. Several certificate IIs were classified as upskilling, whereas in most other sectors, upskilling tends to be certificate IV or higher.

One pathway qualification was identified by industry as a priority, namely the Certificate II in Engineering. Industry prioritised a roughly equal share of entry level and upskilling qualifications, demonstrating the importance placed on both training new entrants and upskilling existing workers. Twenty-eight qualifications were identified as a basic requirement for a job, most of which are certificate IIIs, while 30 qualifications were identified as being required for upskilling. Upskilling qualifications tended to be certificate IV or higher.

Industry included a similar share of entry level and upskilling qualifications among qualifications rated as an essential priority. Within qualifications considered a high priority, slightly more were for upskilling compared to entry level.

Table 2: **Qualification use**

Pathway to entry level		Upskilling	
MEM20105	Certificate II in Engineering	UEE63011	Advanced Diploma of Electrical Systems Engineering
Entry level or basic requirement for a job		MEM60112	Advanced Diploma of Engineering
UEE20911	Certificate II in Electronic Assembly	UEE61711	Advanced Diploma of Engineering Technology - Electronics
AMP20316	Certificate II in Meat Processing (Abattoirs)	MSS30316	Certificate III in Competitive Systems and Practices
AMP20117	Certificate II in Meat Processing (Food Services)	AMP30116	Certificate III in Meat Processing (Boning Room)
MEA30215	Certificate III in Aeroskills (Mechatronics)	AMP30616	Certificate III in Meat Processing (General)
UEE32211	Certificate III in Air-conditioning and Refrigeration	AMP30716	Certificate III in Meat Processing (Quality Assurance)
FBP30517	Certificate III in Baking	AMP30516	Certificate III in Meat Processing (Slaughtering)
FBP30417	Certificate III in Bread Baking	MSM30116	Certificate III in Process Manufacturing
BSB30115	Certificate III in Business	BSB30715	Certificate III in Work Health and Safety
BSB30415	Certificate III in Business Administration	MSS40316	Certificate IV in Competitive Systems and Practices
MSF31113	Certificate III in Cabinet Making	MEM40105	Certificate IV in Engineering
FBP30317	Certificate III in Cake and Pastry	MEM40412	Certificate IV in Engineering Drafting
UEE30411	Certificate III in Data and Voice Communications	BSB41015	Certificate IV in Human Resources
UEE30911	Certificate III in Electronics and Communications	UEE40911	Certificate IV in Industrial Electronics and Control
UEE30811	Certificate III in Electrotechnology Electrician	BSB42015	Certificate IV in Leadership and Management
MEM31112	Certificate III in Engineering - Composites Trade	AMP40516	Certificate IV in Meat Processing (Meat Safety)
MEM30405	Certificate III in Engineering - Electrical/Electronic Trade	AMP40415	Certificate IV in Meat Processing (Quality Assurance)
MEM30305	Certificate III in Engineering - Fabrication Trade	MSM40116	Certificate IV in Process Manufacturing
MEM30205	Certificate III in Engineering - Mechanical Trade	MSS40116	Certificate IV in Sustainable Operations
MEM30105	Certificate III in Engineering - Production Systems	BSB41415	Certificate IV in Work Health and Safety
MEM30505	Certificate III in Engineering - Technical	MSS50316	Diploma of Competitive Systems and Practices
FBP30117	Certificate III in Food Processing	UEE50411	Diploma of Electrical Engineering
AMP30316	Certificate III in Meat Processing (Meat Safety)	MEM50105	Diploma of Engineering - Advanced Trade
AMP30815	Certificate III in Meat Processing (Retail Butcher)	MEM50212	Diploma of Engineering - Technical
AMP30916	Certificate III in Meat Processing (Smallgoods - General)	UEE50911	Diploma of Industrial Electronics and Control Engineering
AMP31016	Certificate III in Meat Processing (Smallgoods - Manufacture)	MSM50316	Diploma of Production Management
UEE30711	Certificate III in Switchgear and Controlgear	BSB51415	Diploma of Project Management
TAE40116	Certificate IV in Training and Assessment	BSB51315	Diploma of Work Health and Safety
FDF50311	Diploma of Food Science and Technology	MEM80112	Graduate Diploma of Engineering



Electricity, Gas, Water and Waste Services

Key findings

- Industry advised that qualifications rated as essential provide the vital skills needed to run the industry in South Australia.
- The highest priority qualifications are split across three training packages: Electrotechnology, National Water, and Construction, Plumbing and Services.
- Most priority qualifications for the Electricity, Gas, Water and Waste Services industry are at the certificate III and IV level.
- Certificate IV and diploma level qualifications tended to be a slightly lower priority compared to certificate IIIs.
- The biggest challenge for the waste services sector is attracting future workers to the industry.
- The ability of the training system to respond to rapidly changing skills needs was one of industry's major concerns regarding workforce development.

Industry priority qualifications

The Electricity, Gas, Water and Waste Services industry contributes around 9,000 jobs in South Australia, or 1.3 per cent of the state's workforce. It includes activities such as electricity and gas supply, water, drainage, and sewage services. It also includes the collection, treatment and disposal of waste materials, and the remediation of contaminated materials.

Nearly half of all workers in the Electricity, Gas, Water and Waste Services industry work in either water supply or electricity distribution.

Vocational qualifications play a vital role in skilling the industry's workforce, with approximately 44 per cent of the workforce having a vocational qualification as their highest level of educational attainment, compared to around 23 per cent who have a higher education qualification¹⁵. Just under a third of the workforce do not hold a tertiary qualification.

Summary of survey responses

The industry priority qualifications (IPQ) survey received 33 responses from the Electricity, Gas, Water and Waste Services industry, representing 2.5 per cent of total survey responses. Twelve respondents identified as small employers (1-19 employees), six as medium (20-199 employees) and a further five as large employers (200+ employees)¹⁶.

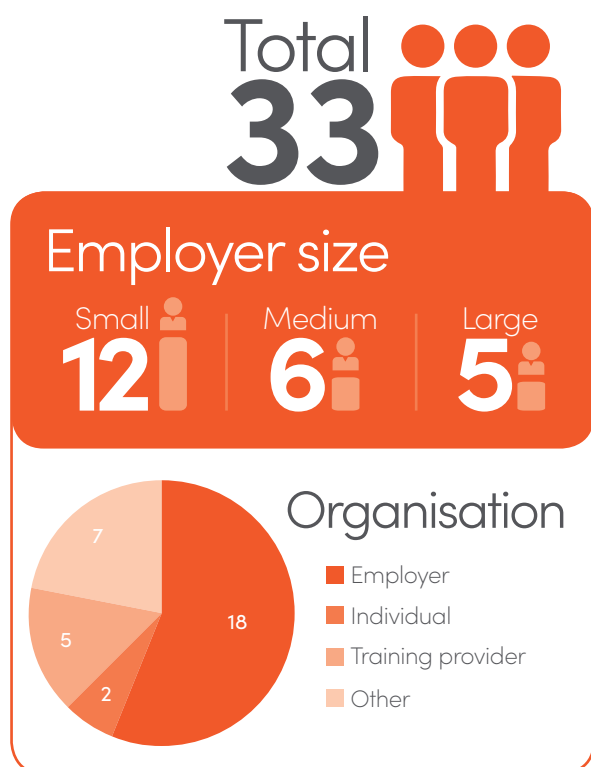
Priority qualifications

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 Electricity, Gas, Water and Waste Services industry¹⁷.

Industry advised that qualifications rated as essential are the highest priority as they provide the critical skills needed to run the industry in South Australia. The Certificate III in Water Industry Operations and the Certificate III in Water Industry Treatment were singled out as crucial qualifications for operators in the Water and Waste sectors.



¹⁵ Australian Bureau of Statistics 2018, *Census 2016*

¹⁶ Employer size includes responses from respondents who identified as an organisation type other than employer.

¹⁷ 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	
UEE22011	Certificate II in Electrotechnology (Career Start)
UEE30811	Certificate III in Electrotechnology Electrician
NWP30215	Certificate III in Water Industry Operations
NWP30315	Certificate III in Water Industry Treatment
10676NAT	Course in Recognising and Responding to Asbestos Risk in the Utilities Sector
CPCSS00001	Lead a building, construction or plumbing and services team
High priority	
MEM30305	Certificate III in Engineering - Fabrication Trade
MEM30205	Certificate III in Engineering - Mechanical Trade
CPC32813	Certificate III in Fire Protection
CPC32713	Certificate III in Gas Fitting
CPC32413	Certificate III in Plumbing
CPC32513	Certificate III in Plumbing (Mechanical Services)
CPC32612	Certificate III in Roof Plumbing
UEE41911	Certificate IV in Electrical - Renewable Energy
UEE40611	Certificate IV in Electrotechnology - Systems Electrician
UEP40212	Certificate IV in ESI Generation - Operations
UEP40112	Certificate IV in ESI Generation - Systems Operations
UEP40512	Certificate IV in ESI Generation Maintenance - Electrical Electronics
UEP40612	Certificate IV in Large Scale Wind Generation - Electrical
CPC40912	Certificate IV in Plumbing and Services
UEESS00052	Data Communications - Install and Modify Performance Data Communication Structured Cabling
UEESS00126	Electrical - Develop and Implement Maintenance Programs
UEPSS00004	High Voltage Operation - Development and co-ordination of H.V. Switching Programs
UEPSS00003	High Voltage Operation - H.V. Switching
CPCSS00003	Undertake trade contracting
Medium priority	
BSB20115	Certificate II in Business
NWP20115	Certificate II in Water Industry Operations
UEE32211	Certificate III in Air-conditioning and Refrigeration
UEP30212	Certificate III in ESI Generation - Operations
UEP30112	Certificate III in ESI Generation - Systems Operations
UEE40211	Certificate IV in Electrical - Data and Voice Communications
UEG40114	Certificate IV in Gas Supply Industry Operations
NWP40515	Certificate IV in Water Industry Operations
NWP40615	Certificate IV in Water Industry Treatment
UEESS00048	Data Communications - ACMA 'Open' Cabling Provider
UEESS00051	Data Communications - Install and Modify Performance Data Communication Optical Fibre Cabling
CPC50412	Diploma of Plumbing and Services
BSBSS00050	Small Business Financial Management Skill Set

Qualifications by training package

Priority qualifications for the Electricity, Gas, Water and Waste Services industry belong to seven training packages:

- Business Services (BSB)
- Construction, Plumbing and Services (CPC)
- Manufacturing and Engineering (MEM)
- National Water (NWP)
- Electricity Supply Industry - Generation Sector (UEP)
- Electrotechnology (UEE)
- Gas Industry (UEG)

Priority qualifications are drawn mostly from the Electrotechnology (UEE), Construction, Plumbing and Services (CPC), and Electricity Supply Industry – Generation Sector (UEP) training packages, with each package contributing a similar share.

Qualifications rated as essential are split across just three training packages: Electrotechnology, National Water, and Construction, Plumbing and Services.

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

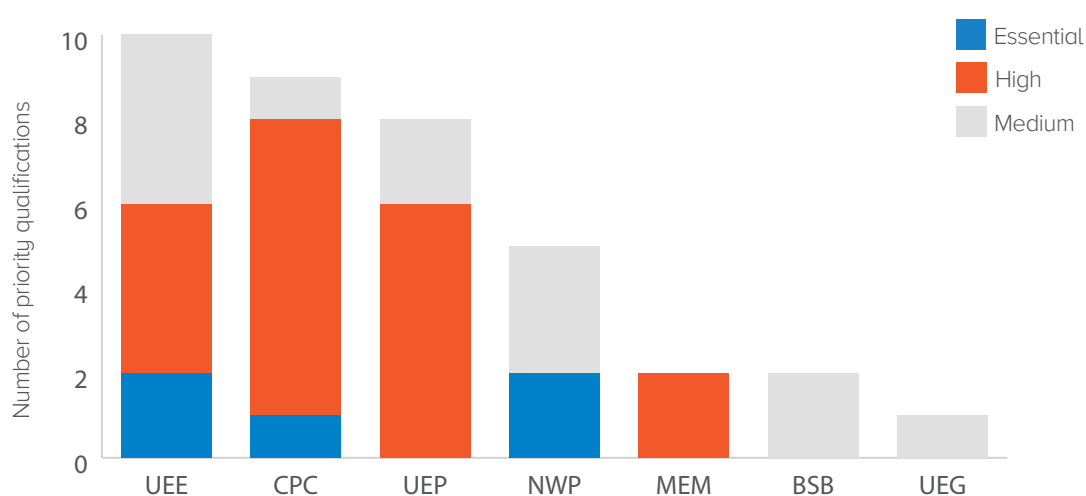
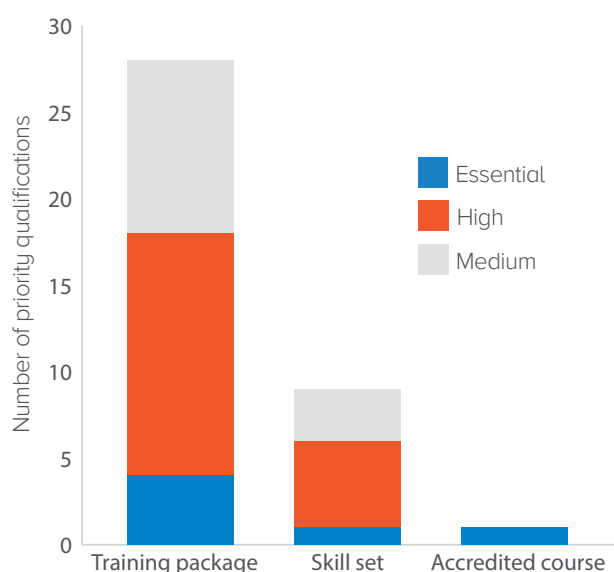


Figure 2: **Qualification type by priority level**



Qualification types

Three-quarters of priority qualifications are from training packages, while nine skill sets are also a priority, one of which is rated as essential. Only one accredited course appears in the top three priority levels, although it, too, is rated as essential.

Qualification levels

Most priority qualifications for the Electricity, Gas, Water and Waste Services industry are at the certificate III and IV level. There were very few qualifications identified at other levels, although one of the two certificate IIs is rated as essential.

Certificate IV and diploma level qualifications tend to be a slightly lower priority compared to certificate IIIs. Qualifications rated as either an essential or high priority were narrowly focused. Qualifications rated as essential consist solely of certificate IIs and IIIs (only one certificate II), while high priority qualifications include only certificates III and IV. Lower priority levels have a broader spread, with qualifications ranging from certificate I to diploma.

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

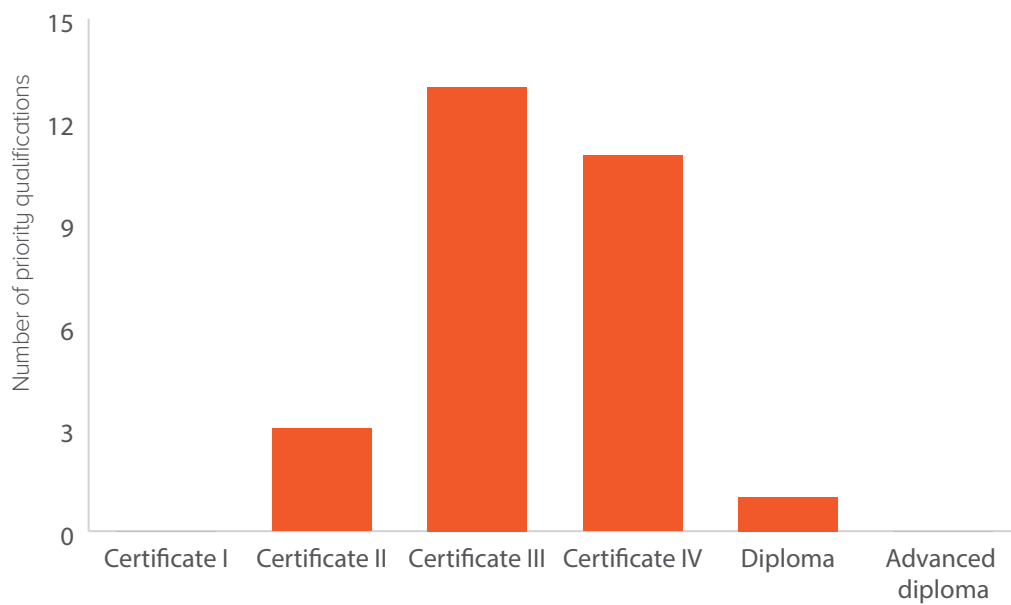
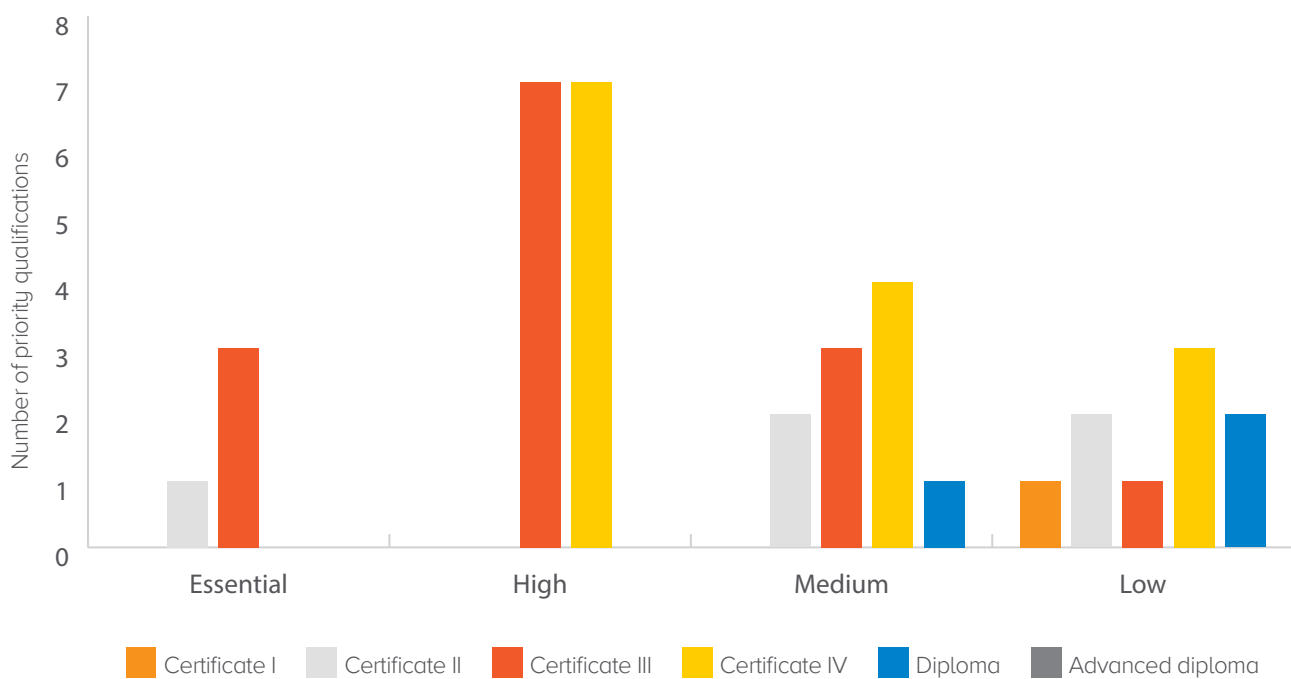


Figure 4: **Qualification level by priority ranking**



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 electrician completing their Certificate III in Electrotechnology Electrician, while others may need to complete a pathway qualification such as the Certificate II in Electrotechnology (Career Start), to prepare for taking on a higher-level qualification, such as the Certificate III in Electrotechnology Electrician.

Table 2 reveals industry's views on what their 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.

Two pathway qualifications were identified by industry as a priority, with the Certificate II in Electrotechnology rated an essential priority. The majority of qualifications were identified as a basic requirement for a job, most of which relate to a trade occupation, while six qualifications were identified as being required for upskilling. All upskilling qualifications were either a certificate IV or diploma.

Table 2: **Qualification use**

Pathway to entry level	
BSB20115	Certificate II in Business
UEE22011	Certificate II in Electrotechnology (Career Start)
Entry level or basic requirement for a job	
UEE32211	Certificate III in Air-conditioning and Refrigeration
UEE30811	Certificate III in Electrotechnology Electrician
UEP30212	Certificate III in ESI Generation - Operations
UEP30112	Certificate III in ESI Generation - Systems Operations
CPC32813	Certificate III in Fire Protection
CPC32713	Certificate III in Gas Fitting
CPC32413	Certificate III in Plumbing
CPC32513	Certificate III in Plumbing (Mechanical Services)
CPC32612	Certificate III in Roof Plumbing
UEE40211	Certificate IV in Electrical - Data and Voice Communications
UEP40212	Certificate IV in ESI Generation - Operations
UEP40112	Certificate IV in ESI Generation - Systems Operations
UEP40512	Certificate IV in ESI Generation Maintenance - Electrical Electronics
10676NAT	Course in Recognising and Responding to Asbestos Risk in the Utilities Sector
Upskilling	
UEE41911	Certificate IV in Electrical - Renewable Energy
UEE40611	Certificate IV in Electrotechnology - Systems Electrician
UEG40114	Certificate IV in Gas Supply Industry Operations
UEP40612	Certificate IV in Large Scale Wind Generation - Electrical
CPC40912	Certificate IV in Plumbing and Services
CPC50412	Diploma of Plumbing and Services

Workforce development

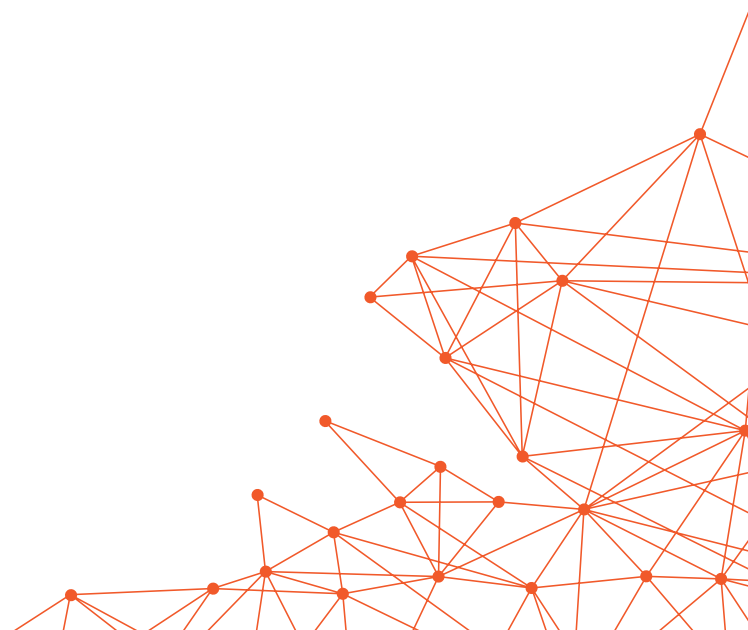
The industry workshops conducted by the Training and Skills Commission provided an opportunity to capture high level workforce development information from industry. This section summarises the feedback that was collected.

Industry reported that the biggest challenge for the waste services sector lies in attracting future workers to the industry. Unfortunately, waste services is not viewed as an attractive industry, which makes it difficult to find skilled workers.

Industry feedback also raised concern that the national training system is far too slow to adapt to industry needs, where the skills required are changing rapidly.



Construction





Key findings

- Most qualifications rated as essential belong to trade occupations and are often required to meet licensing requirements.
- Two-thirds of priority qualifications belong to the Construction, Plumbing and Services training package.
- Six skill sets are deemed a priority, two of which are rated as essential.
- Most priority qualifications are certificate IIIs.
- Most priority qualifications were identified as a basic requirement for a job.
- An ageing workforce is a major challenge for the sector.
- The Construction industry lacks a coordinated strategy to manage its ageing workforce.
- New technologies, such as renewable energy, are impacting the sector and its workforce, mostly by changing the way work is performed.
- The Construction industry is concerned about the responsiveness of the training system in being able to meet rapidly changing skills needs.

Industry priority qualifications

The Construction industry is one of the largest employers in South Australia, employing around eight per cent of the state's workforce. It includes activities such as residential and non-residential construction, construction services like air conditioning, carpentry and plumbing, as well as civil engineering construction.

Many of the traditional trades belong to the Construction sector, as well as newer roles such as those in renewable energy. The industry has a strong focus on vocational education, with just over half of the industry's workforce holding a vocational qualification, compared to only eight per cent who have a higher education qualification¹⁸.

Summary of survey responses

The industry priority qualifications (IPQ) survey received 247 responses from the Construction industry, representing 19 per cent of total survey responses. The survey received a good response from small employers (1-19 employees), totalling 113 responses, compared to 50 from medium (20-199 employees) and 18 from large employers (200+ employees)¹⁹.



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 Construction industry²⁰.

Industry advised that qualifications rated as essential are critical to the industry as they provide the skills required by their future workforce. Most of the qualifications rated as essential belong to the core trades and are often required to meet licensing requirements, making them vital for industry.

¹⁸ Australian Bureau of Statistics 2018, *Census 2016*

¹⁹ Employer size includes responses from respondents who identified as an organisation type other than employer.

²⁰ 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	
UEE32211	Certificate III in Air-conditioning and Refrigeration
CPC30111	Certificate III in Bricklaying/Blocklaying
CPC30211	Certificate III in Carpentry
RII30915	Certificate III in Civil Construction
RII30815	Certificate III in Civil Construction Plant Operations
CPC30313	Certificate III in Concreting
UEE30811	Certificate III in Electrotechnology Electrician
CPC32713	Certificate III in Gas Fitting
CPC30611	Certificate III in Painting and Decorating
CPC32413	Certificate III in Plumbing
CPC31111	Certificate III in Steelfixing
CPC31311	Certificate III in Wall and Floor Tiling
CPC40110	Certificate IV in Building and Construction (Building)
CPC40508	Certificate IV in Building and Construction (Site Management)
CPCSS00001	Lead a building, construction or plumbing and services team
CPCSS00003	Undertake trade contracting
High	
CPC20112	Certificate II in Construction
CPC20211	Certificate II in Construction Pathways
CPC31411	Certificate III in Construction Waterproofing
CPC32813	Certificate III in Fire Protection
CPC31912	Certificate III in Joinery
UEE32011	Certificate III in Renewable Energy - ELV
CPC32612	Certificate III in Roof Plumbing
CPC30812	Certificate III in Roof Tiling
CPC31011	Certificate III in Solid Plastering
RII31615	Certificate III in Trenchless Technology
CPC31211	Certificate III in Wall and Ceiling Lining
CPC40208	Certificate IV in Building and Construction (Contract Administration)
CPC40308	Certificate IV in Building and Construction (Estimating)
RII40615	Certificate IV in Civil Construction Operations
RII40715	Certificate IV in Civil Construction Supervision
CPC40912	Certificate IV in Plumbing and Services
UEE42911	Certificate IV in Refrigeration and Air-conditioning Systems
10604NAT	Certificate IV in Safety Leadership (WHS) – Construction
TAE40116	Certificate IV in Training and Assessment
10675NAT	Course in Asbestos Awareness
CPCSS00002	Manage complex building projects
Medium	
CPC10111	Certificate I in Construction
RII20715	Certificate II in Civil Construction
CPC20812	Certificate II in Metal Roofing and Cladding
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
CPC32011	Certificate III in Carpentry and Joinery
CPC32513	Certificate III in Plumbing (Mechanical Services)
CPC30911	Certificate III in Scaffolding
CPC40611	Certificate IV in Building and Construction (Specialist Trades)
CPC40708	Certificate IV in Building and Construction (Trade Contracting)
CPC50210	Diploma of Building and Construction (Building)
CPCSS00004	Provide building surveying services for residential buildings up to three storeys
RIISS00041	Work Zone Traffic Control - Implement Traffic Control Guidance Plan Skill Set
RIISS00043	Work Zone Traffic Control - Supervisor Skill Set

Qualifications by training package

Priority qualifications for the Construction industry belong to five training packages:

- Business Services (BSB)
- Construction, Plumbing and Services (CPC)
- Resources and Infrastructure Industry (RII)
- Training and Education (TAE)
- Electrotechnology (UEE)

Two-thirds of priority qualifications belong to the Construction, Plumbing and Services (CPC) training package. Qualifications rated as essential belong to just three training packages: CPC, RII and UEE.

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

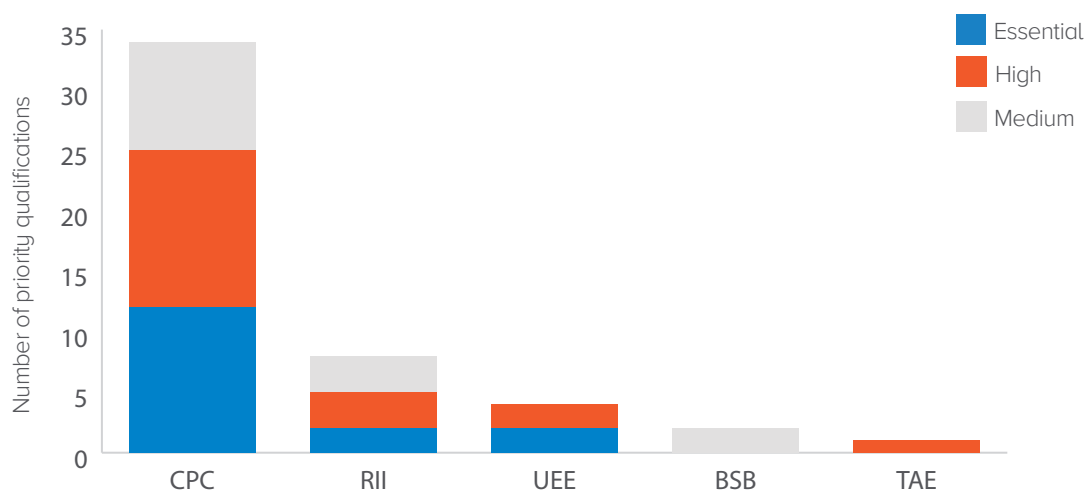
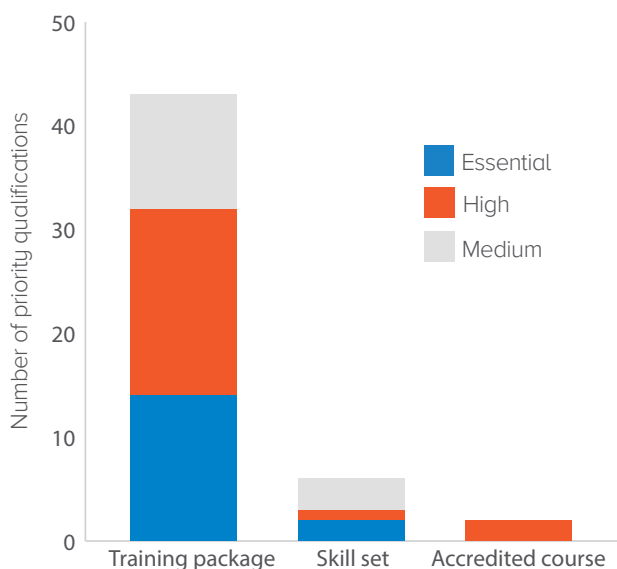


Figure 2: Qualification type by priority level



Qualification types

Most priority qualifications for the Construction industry are from the national training packages, including six skill sets, two of which are rated as essential. Only two accredited courses were identified as a priority within the top three priority levels.

Qualification levels

Most priority qualifications are at the certificate III level in the Construction industry. Given the prevalence of trade related occupations in the sector, this is to be expected. One-quarter of priority qualifications were certificate IVs, while only one diploma makes it into the top three priority levels.

Qualifications rated as essential consist almost solely of certificate III level qualifications, while those rated as a high priority consist of a roughly equal share of certificates III and IV. Medium priority qualifications range from certificate I through to diploma.

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

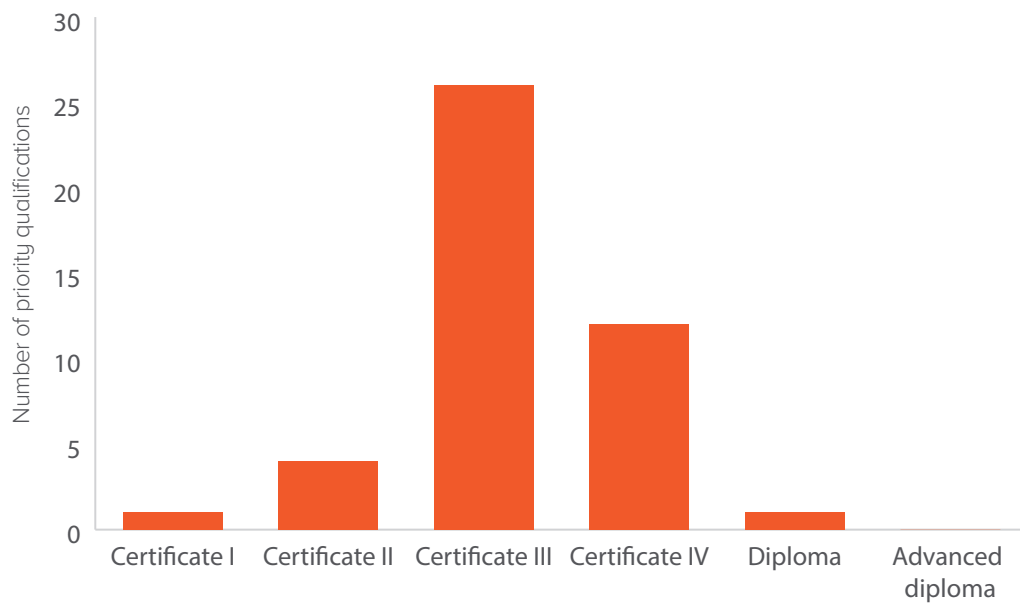
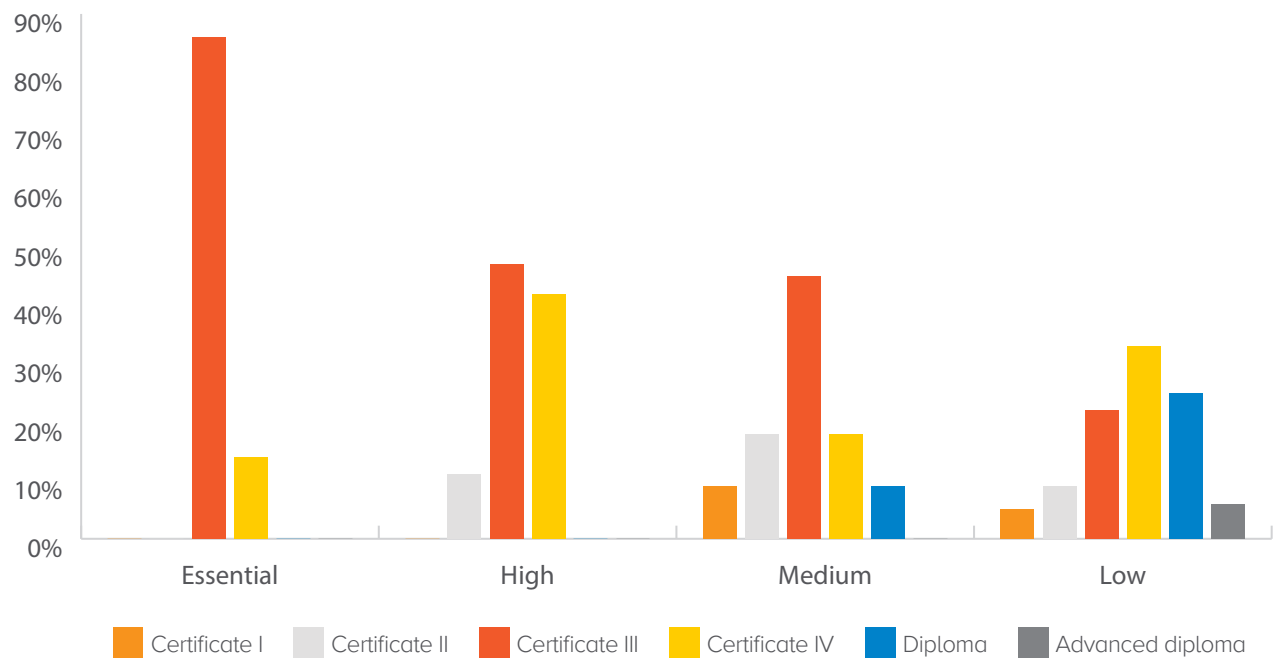


Figure 4: Qualification level by priority ranking



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 a plumber completing their Certificate III in Plumbing, while others may need to complete a pathway qualification such as the Certificate I in Construction, to prepare for taking on a higher-level qualification, such as the Certificate III in Plumbing.

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.

The importance of pathway qualifications was recognised by industry, with three pathway qualifications identified as a priority. Most priority qualifications were identified as a basic requirement for a job, although 16 upskilling qualifications were also identified as a priority. Upskilling qualifications include a mix of certificates III and IV, and just one diploma.

Ten of the 14 qualifications rated as an essential priority were identified as entry level, with the remaining four qualifications being for upskilling. There is a roughly equal share of entry level and upskilling qualifications among those rated as a high priority.

Table 2: **Qualification use**

Pathway to entry level	
CPC10111	Certificate I in Construction
RII20715	Certificate II in Civil Construction
CPC20211	Certificate II in Construction Pathways
Entry level or basic requirement for a job	
CPC20112	Certificate II in Construction
CPC20812	Certificate II in Metal Roofing and Cladding
UEE32211	Certificate III in Air-conditioning and Refrigeration
CPC30111	Certificate III in Bricklaying/Blocklaying
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
CPC30211	Certificate III in Carpentry
CPC32011	Certificate III in Carpentry and Joinery
CPC30313	Certificate III in Concreting

Entry level or basic requirement for a job	
UEE30811	Certificate III in Electrotechnology Electrician
CPC32813	Certificate III in Fire Protection
CPC32713	Certificate III in Gas Fitting
CPC31912	Certificate III in Joinery
CPC30611	Certificate III in Painting and Decorating
CPC32413	Certificate III in Plumbing
CPC32513	Certificate III in Plumbing (Mechanical Services)
CPC32612	Certificate III in Roof Plumbing
CPC30911	Certificate III in Scaffolding
CPC31011	Certificate III in Solid Plastering
CPC31111	Certificate III in Steelfixing
CPC31211	Certificate III in Wall and Ceiling Lining
CPC31311	Certificate III in Wall and Floor Tiling
CPC40708	Certificate IV in Building and Construction (Trade Contracting)
UEE42911	Certificate IV in Refrigeration and Air-conditioning Systems
TAE40116	Certificate IV in Training and Assessment
10675NAT	Course in Asbestos Awareness
Upskilling	
RII30915	Certificate III in Civil Construction
RII30815	Certificate III in Civil Construction Plant Operations
CPC31411	Certificate III in Construction Waterproofing
UEE32011	Certificate III in Renewable Energy - ELV
CPC30812	Certificate III in Roof Tiling
RII31615	Certificate III in Trenchless Technology
CPC40110	Certificate IV in Building and Construction (Building)
CPC40208	Certificate IV in Building and Construction (Contract Administration)
CPC40308	Certificate IV in Building and Construction (Estimating)
CPC40508	Certificate IV in Building and Construction (Site Management)
CPC40611	Certificate IV in Building and Construction (Specialist Trades)
RII40615	Certificate IV in Civil Construction Operations
RII40715	Certificate IV in Civil Construction Supervision
CPC40912	Certificate IV in Plumbing and Services
10604NAT	Certificate IV in Safety Leadership (WHS) – Construction
CPC50210	Diploma of Building and Construction (Building)

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.

Industry faces a massive challenge ahead with an ageing workforce in many Construction occupations, including in air-conditioning and refrigeration, bricklaying, gas fitting, painting and decorating, and electrical. However, more broadly, the 2016 census suggests that approximately 40 per cent of the Construction workforce in South Australia is 45 years of age or older, which is below the state average of 44 per cent.

According to industry stakeholders, the Construction sector lacks a coordinated strategy to deal with the ageing elements of its workforce. It will be increasingly important for the industry to find ways to both attract new workers and to transition older workers into less labour intensive supervisory, managerial, mentoring or training roles.

Given the age profile, it is no surprise that the Construction industry is concerned about future labour supply. The challenge of attracting future workers from a limited pool of students, and having to compete for talent with other highly promoted industries, such as defence, is a particular concern. Industry feedback suggests that to secure their future workforce, they need to focus on giving students an understanding of pathways into Construction occupations, and also the career progression available in Construction occupations.

Like many industries, new technologies are having an impact on the sector. The increasing use of modular house building, offsite construction and advances in renewable energy technology are just a few examples. One way the adoption of new technology is being felt across the Construction workforce is through an increasing demand for IT skills.

Robotics is another technology becoming more prevalent in the sector. Not only is it viewed for its potential to increase capacity, it also has the potential to reduce repetitive, physically intensive tasks, allowing workers to prolong their working life in the sector.

Training will need to keep up with these technological changes, yet some stakeholders voiced concern over the ability of the current training system to respond quickly enough. It was suggested that industry may need to look at skill sets and state based accredited courses to meet rapidly changing skills needs.



Wholesale Trade



Key findings

- Priority qualifications for the Wholesale Trade industry belong to two training packages:
 - Business Services (BSB)
 - Retail Services (SIR).
- All qualifications rated as essential are from the Retail Services training package.
- No accredited courses were identified as a priority by the Wholesale Trade sector.
- Most priority qualifications for the Wholesale Trade industry are at the certificate III or IV level.
- Certificate III level qualifications tended to rank higher than certificate IVs.
- The Wholesale Trade industry prioritised upskilling qualifications over entry level qualifications.



Industry priority qualifications

The Wholesale Trade industry contributes around 22,000 jobs in South Australia, or 2.9 per cent of the state's workforce. It includes businesses that engage in buying and then selling of goods, without significant transformation, to other businesses.

Just over a third of the sector's workforce hold a vocational qualification, compared to around 15 per cent who have a higher education qualification²¹. Just under half of the workforce do not have a post-school qualification.

Summary of survey responses

The industry priority qualifications (IPQ) survey received 32 responses from the Wholesale Trade industry, representing 2.5 per cent of total survey responses. Twelve respondents identified as small employers (1-19 employees), two as medium (20-199 employees) and a further four as large employers (200+ employees)²².

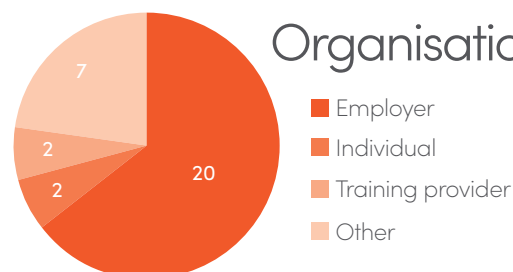
Total
32



Employer size



Organisation



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

22 | Employer size includes responses from respondents who identified as an organisation type other than employer.

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 Wholesale Trade industry²³.

Compared to other sectors, the Wholesale Trade industry has a relatively short list of priority qualifications. This reflects the narrower focus of skills needs in the sector, compared to Manufacturing for example, where there are more than 100 different sub-sectors and many different occupations creating a broad range of skills needs.

Table 1: **Qualifications by priority level**

Essential	
SIR30316	Certificate III in Business to Business Sales
SIR30216	Certificate III in Retail
SIR40316	Certificate IV in Retail Management
High	
SIR20216	Certificate II in Retail Services
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
SIRSS00016	Ecommerce Management
Medium	
BSB10115	Certificate I in Business
BSB20215	Certificate II in Customer Engagement
BSB41715	Certificate IV in Recordkeeping
SIR50116	Diploma of Retail Leadership
SIR50217	Diploma of Visual Merchandising
BSBSS00087	Small Business Growth Skill Set

²³ | Low priority qualifications are not included in this report, for the full data visit tasc.sa.gov.au/IPQ

Qualifications by training package

Priority qualifications for the Wholesale Trade industry belong to two training packages:

- Business Services (BSB)
- Retail Services (SIR)

There is an equal share of qualifications from each training package, although all qualifications rated as essential are from the Retail Services (SIR) training package.

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

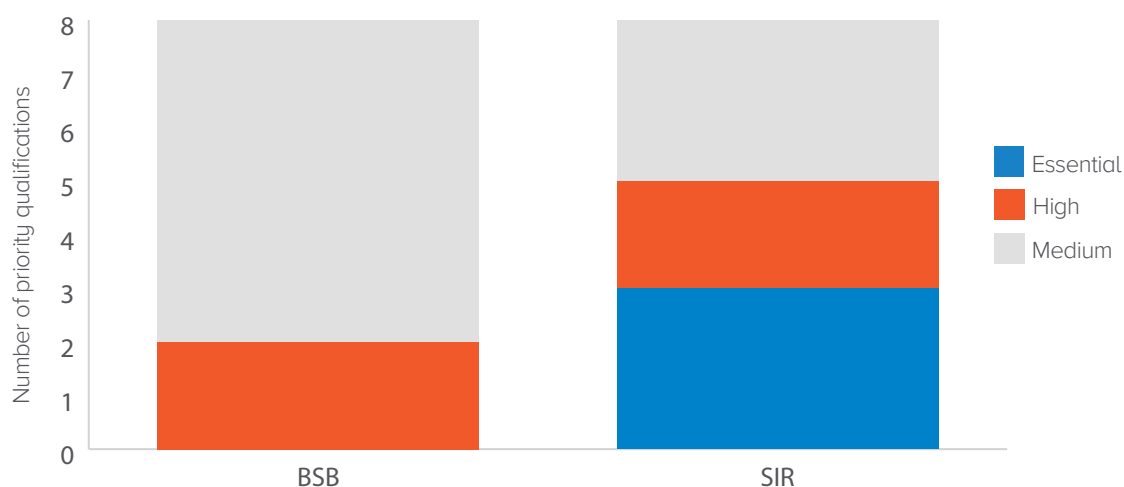
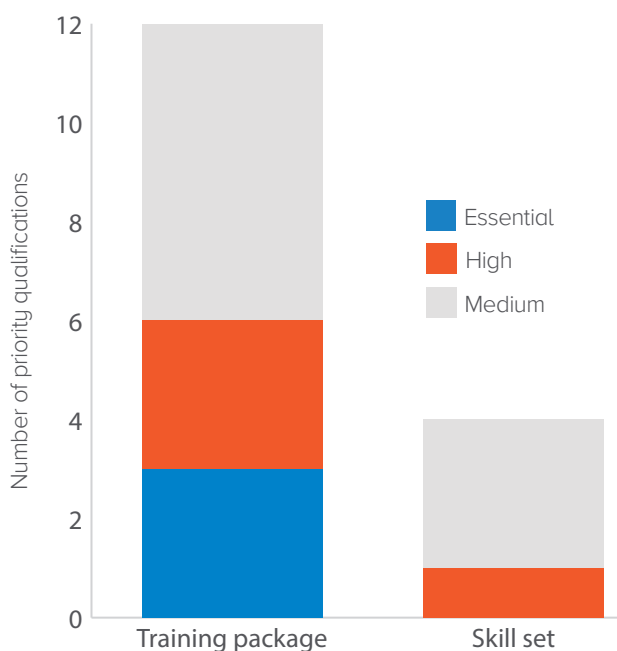


Figure 2: Qualification type by priority level



Qualification types

Twelve priority qualifications are from training packages, while the four remaining priorities are all skill sets. No accredited courses were identified as a priority within the top three priority levels.

Qualification levels

Most priority qualifications for the Wholesale Trade industry are at the certificate III or IV level, with an equal share of priority qualifications going to certificates III and IV. There was just one certificate II and one diploma identified as a priority within the top three priority levels.

Certificate III level qualifications tended to rank higher in the priority ordering compared to certificate IV, with only one certificate IV rated as either an essential or high priority, in comparison to four certificate IIIs.

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

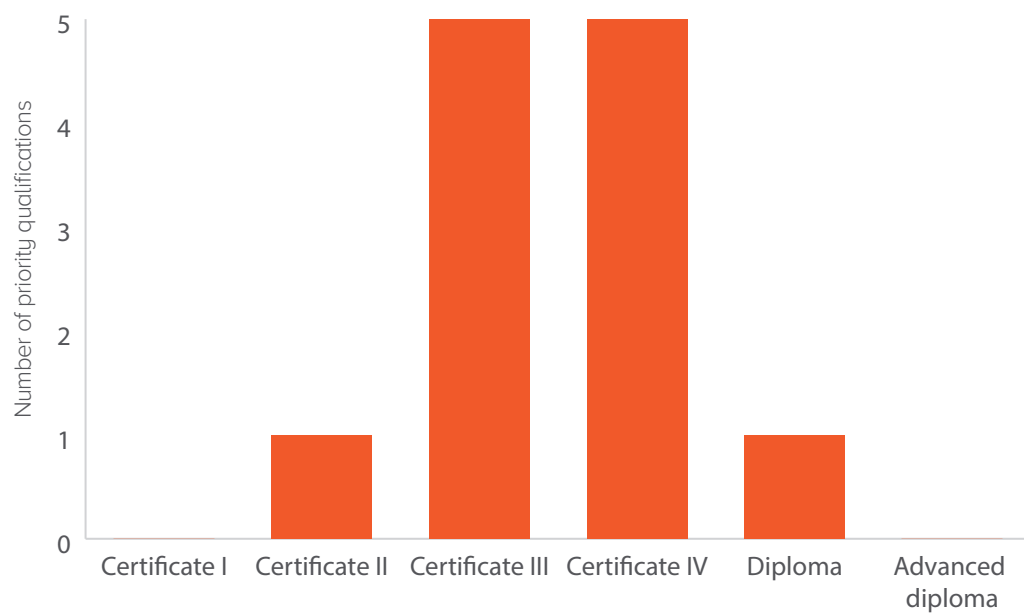
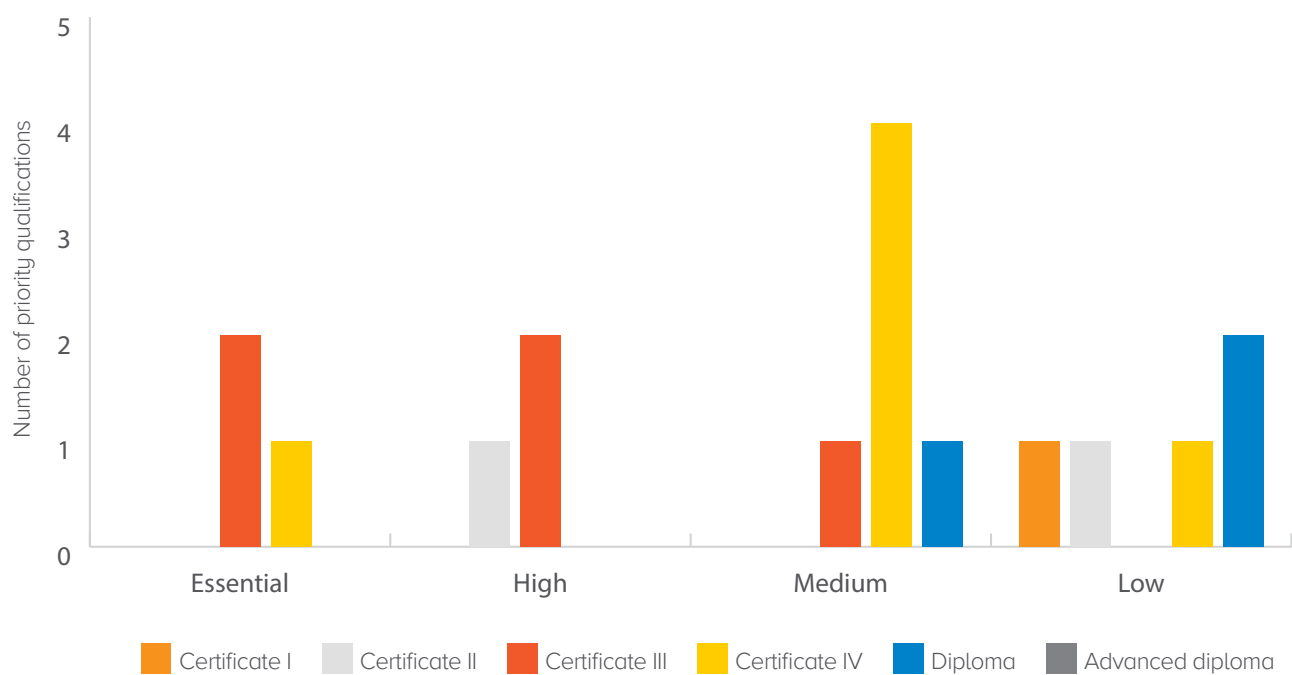


Figure 4: **Qualification level by priority ranking**



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 a salesperson completing their Certificate III in Business, while others may need to complete a pathway qualification such as the Certificate I in Retail Sales, to prepare for taking on a higher-level qualification, such as the Certificate III in Business.

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.

No pathway qualifications were identified as a priority, while industry prioritised a similar share of entry level and upskilling qualifications. Five qualifications were identified as a basic requirement for a job, while seven qualifications were identified as being required for upskilling. Upskilling qualifications tended to be certificate IV or higher.

All qualifications rated as an essential priority are for upskilling, while all qualifications rated as a high priority are classed as entry level.

Table 2: **Qualification use**

Entry level or basic requirement for a job	
SIR20216	Certificate II in Retail Services
BSB30415	Certificate III in Business Administration
BSB30115	Certificate III in Business
BSB30715	Certificate III in Work Health and Safety
BSB42015	Certificate IV in Leadership and Management
Upskilling	
SIR30316	Certificate III in Business to Business Sales
SIR30216	Certificate III in Retail
SIR40316	Certificate IV in Retail Management
BSB40515	Certificate IV in Business Administration
BSB40215	Certificate IV in Business
BSB40615	Certificate IV in Business Sales
SIR50317	Diploma of Retail Merchandise Management



Retail Trade



Key findings

- Higher level retail qualifications were identified as a priority, with industry stating this is designed to send the message that retail is a viable career and not just a part-time or casual job.
- The Retail Trade industry placed a high priority on the few trade related qualifications that relate to the industry.
- The highest priority qualifications for the Retail sector are from the Retail Services training package.
- No accredited courses were selected in the top three priority levels.
- Certificate III qualifications were the most common priority.
- New fast-freeze technology is assisting bakeries to better manage stock and has also lessened the requirement to always have a qualified baker.
- The Retail industry is concerned about the delivery of some VET-in-school qualifications, saying they don't lead to further training or employment and can affect access to future funding.
- For some Retail occupations, the skills gained through completing a certificate II are not worth the additional cost in increased wages to the employer.
- Industry also claimed that employers sometimes use contracts of training to save on wage costs, rather than as a method to deliver quality training and development.



Industry priority qualifications

The Retail Trade industry is the second largest employer in South Australia, contributing around 82,000 jobs, or 11 per cent of the state's workforce. It includes businesses that engage in buying and then selling of goods to the general public. Within the Retail sector, supermarkets and grocery stores employ the largest share of workers.

Just under a third of the sector's workforce has a vocational qualification as the highest level of educational attainment, compared to around 11 per cent who have a higher education qualification²⁴. Nearly 60 per cent of the workforce does not have a post-school qualification.

Summary of survey responses

The industry priority qualifications (IPQ) survey received 203 responses from the Retail Trade industry, representing 16 per cent of total survey responses. Ninety-nine respondents identified as small employers (1-19 employees), 35 as medium (20-199 employees) and a further 16 as large employers (200+ employees)²⁵.

Total
203



Employer size

Small	Medium	Large
99	35	16



Organisation



²⁴ | Australian Bureau of Statistics 2018, *Census 2016*

²⁵ | Employer size includes responses from respondents who identified as an organisation type other than employer.

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 Retail Trade industry²⁶.

Industry advised that it was important to include higher level retail qualifications, such as the Certificate IV in Retail Management or the Diploma of Retail Leadership, to help send the message that retail is a viable career and not just a part-time or casual job.

The pharmaceutical retailing sector advised that the Certificate III in Community Pharmacy is a vital qualification as it is the most commonly required qualification in the sector and is also a regulatory requirement.

The Retail Trade industry placed a high priority on the few trade related qualifications, such as those associated with cake and pastry, or baking.

²⁶ | 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	
SIR20216	Certificate II in Retail Services
FBP30517	Certificate III in Baking
SIR30116	Certificate III in Community Pharmacy
FBP30117	Certificate III in Food Processing
SIR30216	Certificate III in Retail
SIR40316	Certificate IV in Retail Management
SIR50116	Diploma of Retail Leadership
High	
SIR20116	Certificate II in Community Pharmacy
FBP30417	Certificate III in Bread Baking
BSB30415	Certificate III in Business Administration
FBP30317	Certificate III in Cake and Pastry
FDF50311	Diploma of Food Science and Technology
SIR50317	Diploma of Retail Merchandise Management
Medium	
SIR10116	Certificate I in Retail Services
SFL30115	Certificate III in Floristry
FBP40217	Certificate IV in Baking
FDF40311	Certificate IV in Food Science and Technology
BSB42015	Certificate IV in Leadership and Management
TAE40116	Certificate IV in Training and Assessment
SIRSS00017	Merchandise Management



Qualifications by training package

Priority qualifications for the Retail Trade industry belong to six training packages:

- Business Services (BSB)
- Food, Beverage and Pharmaceutical (FBP)
- Food Processing (FDF)
- Floristry (SFL)
- Retail Services (SIR)
- Training and Education (TAE)

Just under half of all priority qualifications come from the Retail Services (SIR) training package. Qualifications rated as essential belong to just two training packages: Retail Services, and Food, Beverage and Pharmaceutical (FBP).

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

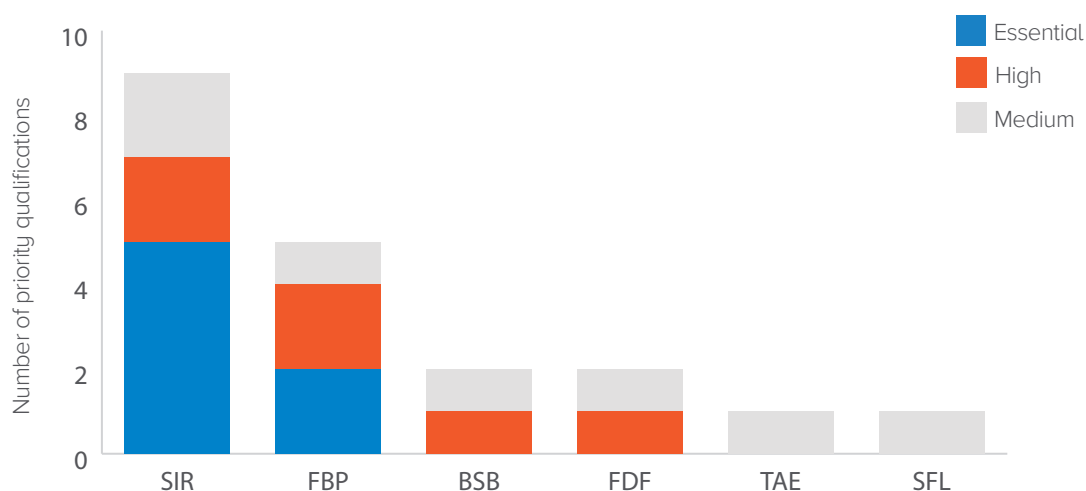
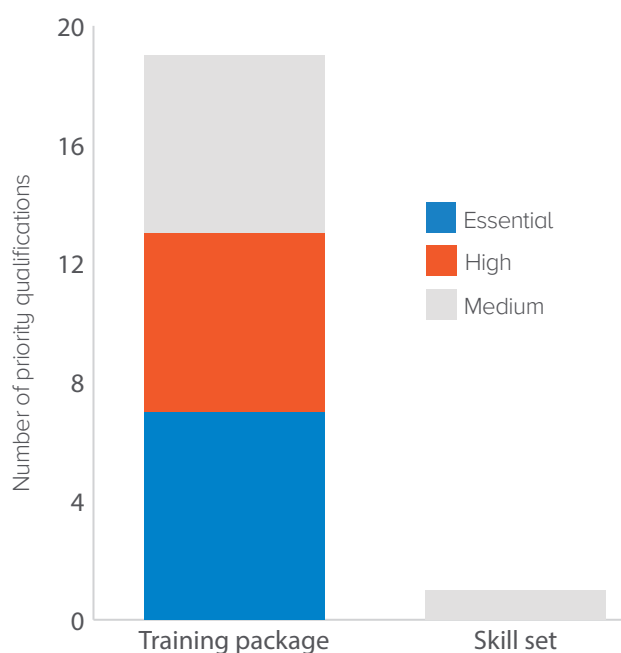


Figure 2: **Qualification type by priority level**



Qualification types

Nineteen priority qualifications are from training packages, accompanied by one skill set that was rated as a medium priority. No accredited courses were selected as a priority within the top three priority levels.

Qualification levels

Certificate III qualifications are the most common priority for the Retail sector. There is also a clear preference for higher-level qualifications compared to certificates I or II.

Four of the seven qualifications rated as essential are certificate IIIs. Essential qualifications consist of a continuum of retail qualifications, from the Certificate II in Retail Services, to the Certificate III in Retail, Certificate IV in Retail Management and, finally, the Diploma of Retail Leadership.

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

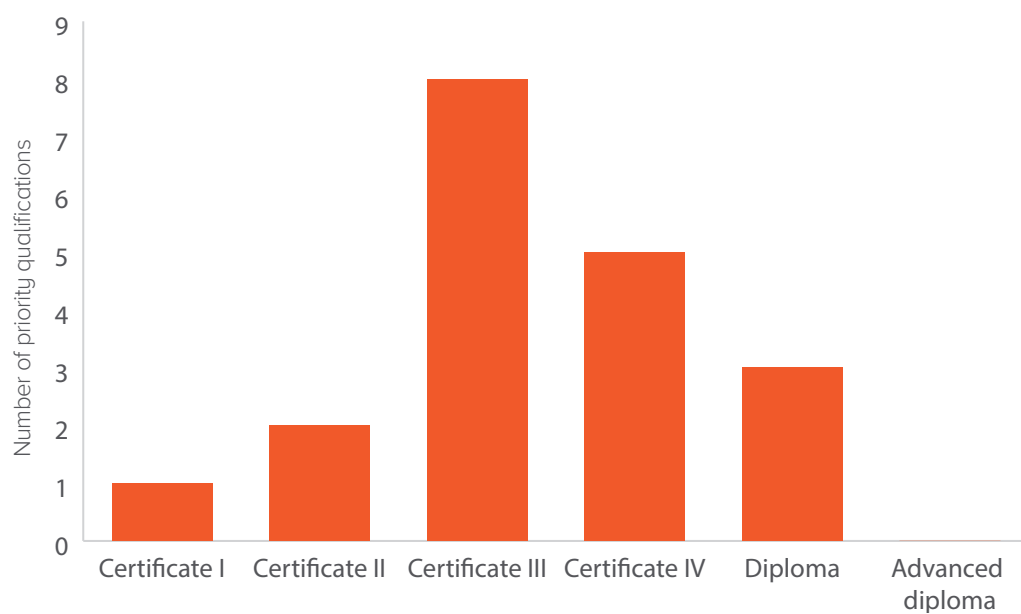
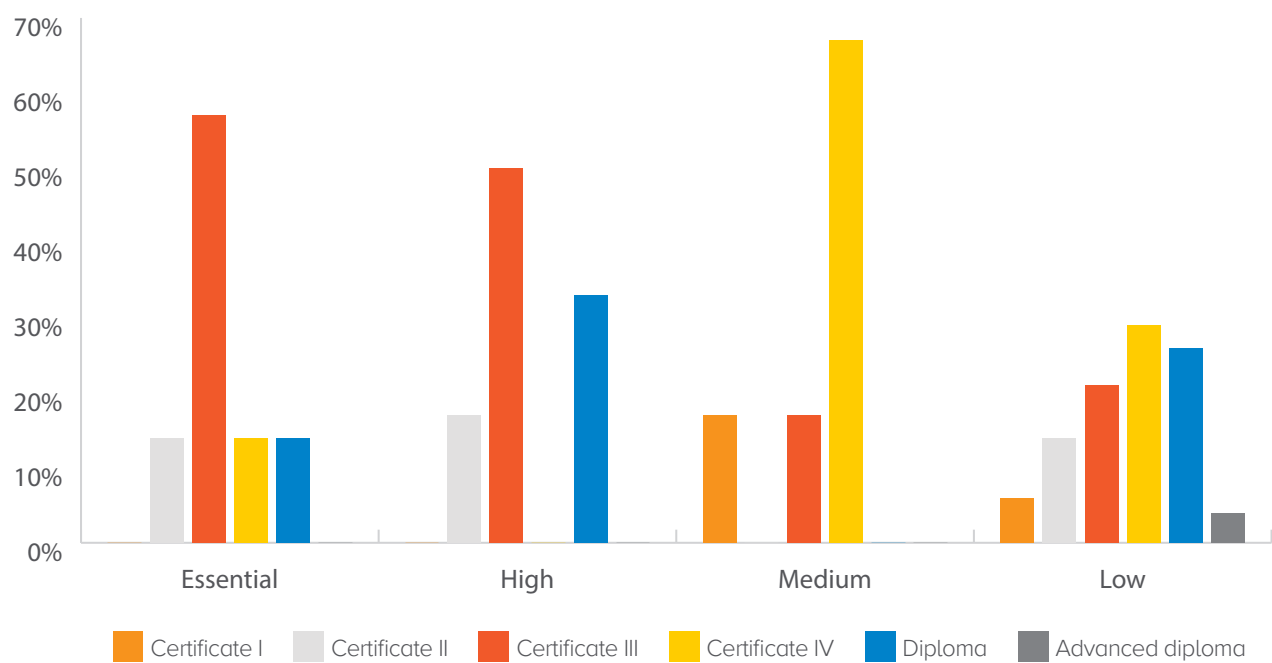


Figure 4: Qualification level by priority ranking



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 a pharmacy assistant completing their Certificate III in Community Pharmacy, while others may need to complete a pathway qualification such as the Certificate II in Community Pharmacy, to prepare for taking on a higher-level qualification, like the Certificate III in Community Pharmacy.

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.

One pathway qualification was identified by industry as a priority. Industry prioritised an equal share of entry level and upskilling qualifications, highlighting the importance of both types of qualification. Upskilling qualifications tended to be certificate IV or higher.

The Retail industry included a similar share of entry level and upskilling qualifications in the top two priority levels, with a slightly higher share going to entry level qualifications.

Table 2: **Qualification use**

Pathway to entry level	
SIR20116	Certificate II in Community Pharmacy
Entry level or basic requirement for a job	
SIR10116	Certificate I in Retail Services
SIR20216	Certificate II in Retail Services
FBP30517	Certificate III in Baking
FBP30417	Certificate III in Bread Baking
BSB30415	Certificate III in Business Administration
FBP30317	Certificate III in Cake and Pastry
SIR30116	Certificate III in Community Pharmacy
FBP30117	Certificate III in Food Processing
TAE40116	Certificate IV in Training and Assessment
Upskilling	
SFL30115	Certificate III in Floristry
SIR30216	Certificate III in Retail
FBP40217	Certificate IV in Baking
FDF40311	Certificate IV in Food Science and Technology
BSB42015	Certificate IV in Leadership and Management
SIR40316	Certificate IV in Retail Management
FDF50311	Diploma of Food Science and Technology
SIR50116	Diploma of Retail Leadership
SIR50317	Diploma of Retail Merchandise 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.

The emerging microbrewing and boutique food industry is driving a need for new training to be developed. While relevant to the Retail sector, this training is likely to cross the boundaries of several industries, including Accommodation and Food Services as well as Manufacturing.

New fast-freezing technology is assisting bakeries to better manage stock, and it lessens the requirement to always have a qualified baker.

The Retail industry expressed concern about the delivery of some VET-in-school qualifications, stating they are too frequently delivering qualifications that don't lead to further training or employment. This training can also have a financial implication, causing a student to miss out on accessing funding for a higher level and possibly more beneficial qualification.

In general, VET-in-schools was supported, as it can be a good pathway for students into vocational education, but stakeholders felt there may need to be tighter controls over which qualifications can be delivered. This sentiment was echoed across multiple industries.

Industry stated that in many cases workers with a certificate II need to be paid more than someone with no qualification, but the skills gained are not worth the additional cost to the employer. Industry recommended in such cases, it may have been better had the employee simply completed a pre-vocational course.

Industry also claimed that within the Retail sector, there have been cases of employers using contracts of training with more an eye to paying lower wages than offering quality training and development.



Accommodation and Food Services

Key findings

- Industry advised that qualifications rated as essential are a priority because workers need to have these skills to work confidently and efficiently.
- The high prevalence of skill sets is partially due to the large casual workforce employed in the industry, but may also be partly due to employers wanting to avoid paying for a fully qualified worker.
- All qualifications rated as essential are from the Tourism, Travel and Hospitality training package.
- Certificate III qualifications are the most common priority for the Accommodation and Food Services sector.
- Technology is having less of an impact on the Accommodation and Food Services workforce than in many other industries.
- Industry stated it is hard to attract good quality workers, as many potential employees are pursuing university study and then heading down different career paths.
- Industry voiced concern about students completing qualifications without any work experience. In an industry where qualification levels are often linked to wage rates, it can make employers reluctant to take on job seekers.
- Stakeholders suggested that better career advice could help to avoid overqualification, which prevents students from getting jobs.

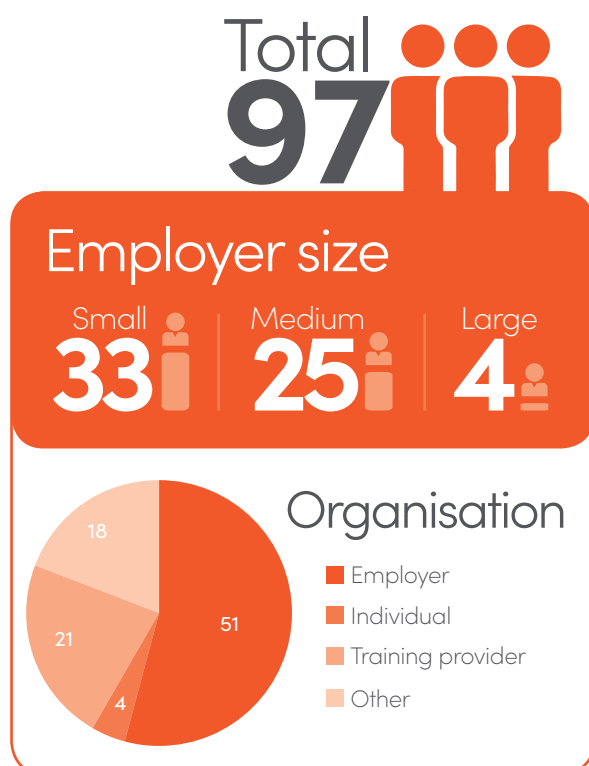
Industry priority qualifications

The Accommodation and Food Services industry contributes around 51,000 jobs to the South Australian economy, or seven per cent of the state's workforce. It includes activities such as short-term accommodation and the preparation and serving of food and beverages.

Around 28 per cent of the sector's workforce has a vocational qualification as the highest level of educational attainment, compared to 12 per cent who have a higher education qualification²⁷. Nearly 60 per cent of the workforce does not have a tertiary qualification.

Summary of survey responses

The industry priority qualifications (IPQ) survey received 97 responses from the Accommodation and Food Services industry, representing 16 per cent of total survey responses. Thirty-three respondents identified as small employers (1-19 employees), 25 as medium (20-199 employees) and a further four as large employers (200+ employees)²⁸.



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 Accommodation and Food Services industry²⁹.

Industry advised that qualifications rated as essential are a priority as they provide the skills required to work confidently and efficiently. Industry focused on prioritising entry level qualifications that lead to jobs.

The certificates II and III in hospitality are an entry level requirement and essential for working in front-of-house jobs, while the Certificate IV in Hospitality is also recognised as essential as it is the first management level qualification in hospitality.

Industry noted the certificates III and IV in catering operations are not a priority for industry as they don't lead to specific occupations.

The relatively large share of skill sets is partially due to the substantial casual workforce employed in the sector. The nature of casual employment means it is often not worthwhile for an employer to invest in training employees in a full qualification.

²⁷ | Australian Bureau of Statistics 2018, *Census 2016*

²⁸ | Employer size includes responses from respondents who identified as an organisation type other than employer.

²⁹ | 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	
SIT20316	Certificate II in Hospitality
SIT20416	Certificate II in Kitchen Operations
SIT30816	Certificate III in Commercial Cookery
SIT30616	Certificate III in Hospitality
SIT30716	Certificate III in Hospitality (Restaurant Front of House)
SIT30116	Certificate III in Tourism
SIT40516	Certificate IV in Commercial Cookery
SIT40416	Certificate IV in Hospitality
SITSS00035	Customer Service Management
SITSS00052	Hospitality Compliance
FDFSS00016	Responsible Service of Alcohol
High	
SIT20116	Certificate II in Tourism
SIT30516	Certificate III in Events
SIT31016	Certificate III in Patisserie
SIT50316	Diploma of Event Management
10257NAT	Diploma of Food and Wine Management
SIT50416	Diploma of Hospitality Management
SIT60316	Advanced Diploma of Hospitality Management
SITSS00036	Customer Service
SITSS00058	Environmentally Sustainable Hospitality and Restaurant Operations
SITSS00047	Essential Business Skills for a Restaurant Manager
SITSS00044	Event Coordination
SITSS00050	Food Handling
SITSS00054	Kitchen Management
SITSS00039	Mentoring and Supervision
SITSS00057	Supervision of Cookery Apprentices
Medium	
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
SIT30916	Certificate III in Catering Operations
SIT40616	Certificate IV in Catering Operations
SIT40716	Certificate IV in Patisserie
10570NAT	Advanced Diploma of Leadership and Venue Management
10248NAT	Course in Dietary Requirement Awareness and Safety
SITSS00046	Beverage Advice
SITSS00034	Business Management
SITSS00048	Espresso Machine Operation
SITSS00051	Food Safety Supervision
FDFSS00008	Forklift Operations
SITSS00043	Understanding Financial Concepts for Budgeting

Qualifications by training package

Priority qualifications for the Accommodation and Food Services industry belong to three training packages:

- Business Services (BSB)
- Food Processing (FDF)
- Tourism, Travel and Hospitality (SIT)

Most priority qualifications for the Accommodation and Food Services sector are from the Tourism, Travel and Hospitality (SIT) training package. All qualifications rated as essential are from the SIT training package, although the Responsible Service of Alcohol skill set from the Food Processing (FDF) training package is also rated as essential.

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

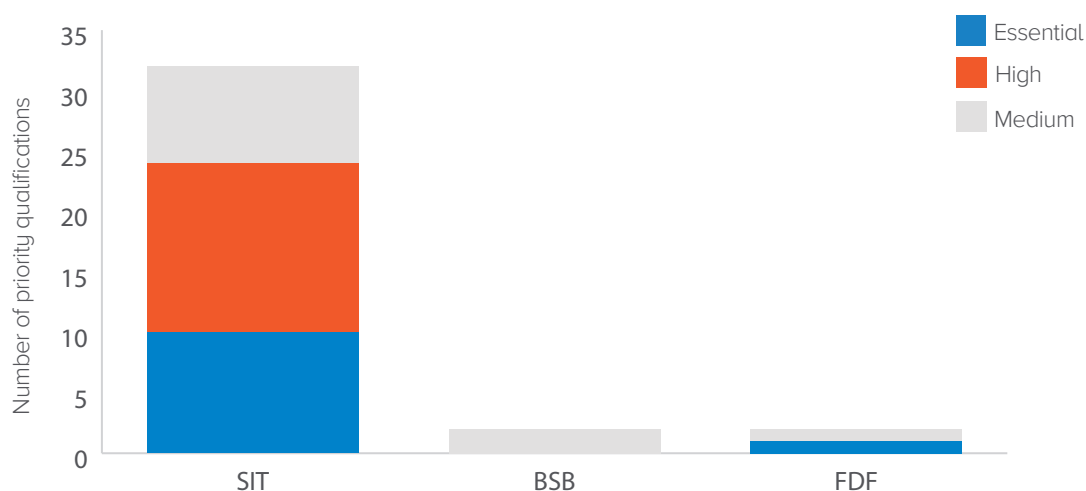
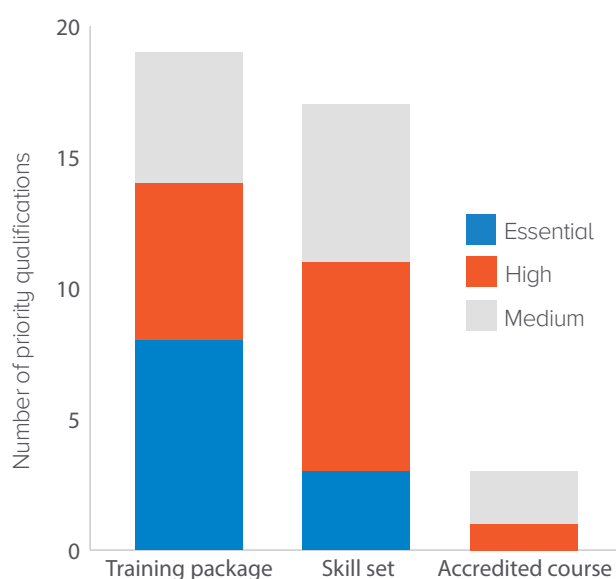


Figure 2: Qualification type by priority level



Qualification types

Compared to other industries, the Accommodation and Food Services industry has a far higher share of skill sets as a priority, with only a slightly higher share of qualifications compared to skill sets. Three accredited courses were also identified as a priority within the top three priority levels.

Qualification levels

Certificate III qualifications are the most common priority for the Accommodation and Food Services sector. Beyond certificate III, there is a reasonable spread of priority qualifications from certificate II through to advanced diploma.

Qualifications rated as essential include a mix of certificates II, III, and IV as well as three skill sets. Diploma and above qualifications tended to be a lower priority, although three out of the seven qualifications rated as a high priority are diplomas.



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

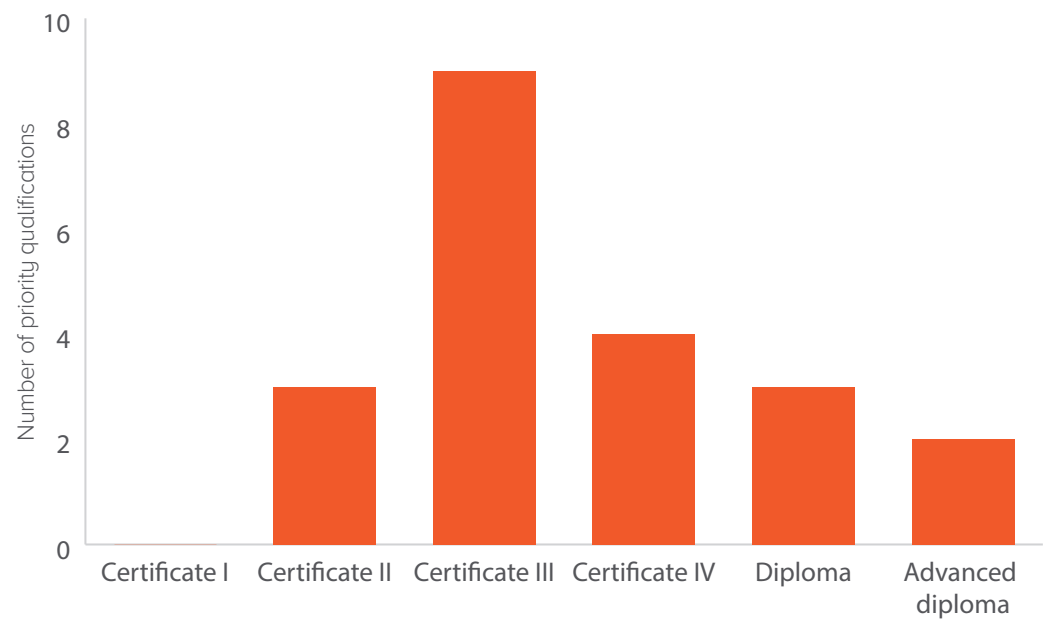
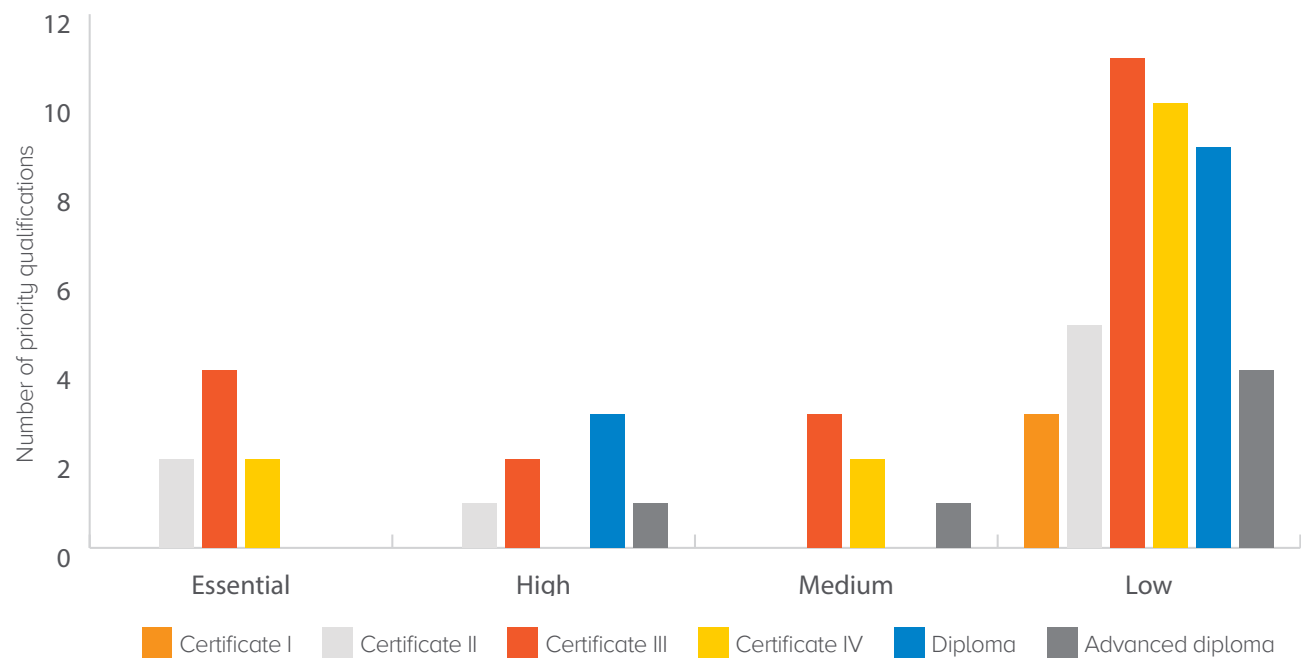


Figure 4: **Qualification level by priority ranking**



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 a cook completing their Certificate III in Commercial Cookery, while others may need to complete a pathway qualification such as the Certificate II in Kitchen Operations, to prepare for taking on a higher-level qualification, like the Certificate III in Commercial Cookery.

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.

No specific pathway qualifications were identified by industry as a priority, although the Certificate II in Kitchen Operations was recognised by a minority of respondents as a pathway qualification. Industry stated the Certificate I in Hospitality is not considered a pathway qualification as it is typically only delivered as part of VET-in-schools. It was also viewed as one of the qualifications that doesn't lead anywhere specific.

Twelve qualifications were identified as a basic requirement for a job, many of which are certificate IIIs, while ten qualifications were identified as being required for upskilling. Upskilling qualifications tended to be certificate IV or higher.

Six out of the eight qualifications rated as an essential priority are considered to be entry level, while the reverse is true for high priority qualifications; five out of the seven are for upskilling.

Table 2: **Qualification use**

Entry level or basic requirement for a job	
10248NAT	Course in Dietary Requirement Awareness and Safety
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
SIT20316	Certificate II in Hospitality
SIT20416	Certificate II in Kitchen Operations
SIT30116	Certificate III in Tourism
SIT30516	Certificate III in Events
SIT30616	Certificate III in Hospitality
SIT30716	Certificate III in Hospitality (Restaurant Front of House)
SIT30816	Certificate III in Commercial Cookery
SIT30916	Certificate III in Catering Operations
SIT31016	Certificate III in Patisserie
Upskilling	
SIT20116	Certificate II in Tourism
SIT40416	Certificate IV in Hospitality
SIT40516	Certificate IV in Commercial Cookery
SIT40616	Certificate IV in Catering Operations
SIT40716	Certificate IV in Patisserie
SIT50316	Diploma of Event Management
10257NAT	Diploma of Food and Wine Management
SIT50416	Diploma of Hospitality Management
SIT60316	Advanced Diploma of Hospitality Management
10570NAT	Advanced Diploma of Leadership and Venue 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.

Technology is having less of an impact on the Accommodation and Food Services industry than in many other industries. It is still considered to be a very labour-intensive industry.

Industry stated that it is hard to attract good quality workers, as many potential employees are pursuing university study and heading down different career paths. University students often work in the industry and build up valuable industry-specific knowledge, yet this is lost once they graduate and head to their chosen career.

Industry voiced concern about students going straight to completing a certificate IV without having any work experience. Most certificate IVs are viewed as management level in Accommodation and Food Services. This makes students going straight into the qualification with no work experience effectively over-qualified.

Employers are reluctant to employ these students, as many would expect, or be required, to be paid a certificate IV level wage.

This scenario is not restricted to higher level qualifications; a similar story exists with lower level qualifications. Subsidies incentivise training providers to offer a qualification which is linked to an award salary rate that employers are not prepared to pay, at least for someone with no relevant work experience. This is the complete opposite of the desired outcome for both the job seeker and employer. It can also restrict access to funding a future, perhaps more beneficial, qualification. Stakeholders felt that better career advice could help to prevent this problem.

Industry also stated that the high demand for skill sets may not simply be due to the casual nature of the workforce, but also the fact that employers don't want to pay for a fully qualified worker.



Transport, Postal and Warehousing



Key findings

- All qualifications rated as essential are from the Transport and Logistics training package.
- No accredited courses were identified as a priority.
- Most priority qualifications for the Transport, Postal and Warehousing industry are at the certificate III level.
- The highest priority qualifications are typically lower to mid-level qualifications – up to certificate III.
- Most priority qualifications were considered to be for upskilling, as opposed to pre-vocational or entry level.
- The industry has a high share of older workers, with 28 per cent of the workforce aged 55 or older, compared to the state average of 21 per cent.
- A major barrier to employing younger workers is the cost of insuring drivers under 25 years of age.
- Automation has had a huge impact on warehousing and logistics, in some cases massively reducing the number of staff needed.
- Stakeholders felt that the industry is not well prepared for future challenges, including an ageing workforce and the impact of automation.

Industry priority qualifications

The Transport, Postal and Warehousing industry contributes around 32,000 jobs to the South Australian economy, or four per cent of the state's workforce. It includes activities such as the transportation of passengers and freight by road, rail, water or air. More than a third of the sector's workforce is employed in road freight transport.

Around one-third of the sector's workforce has a vocational qualification as the highest level of educational attainment, compared to around 11 per cent who have a higher education qualification³⁰. Approximately half of the workforce does not hold a tertiary qualification.

Summary of survey responses

The industry priority qualifications (IPQ) survey received 68 responses from the Transport, Postal and Warehousing industry, representing five per cent of total survey responses. Eighteen respondents identified as small employers (1-19 employees), twenty-one as medium (20-199 employees) and a further nine as large employers (200+ employees)³¹.

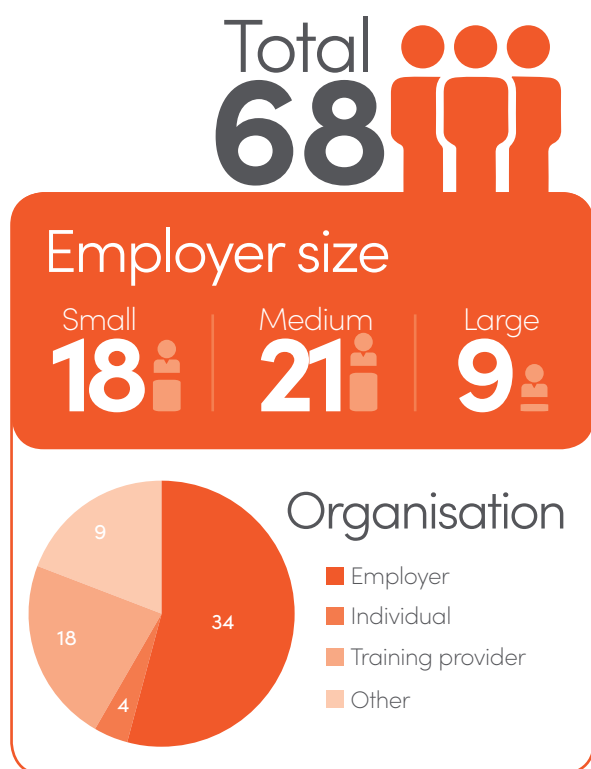
Priority qualifications

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 Transport, Postal and Warehousing industry³².

Industry reported that the Certificate II in Road Transport Yard Operations (Freight Handler) is a high priority as it is the entry level qualification for the Transport industry and is typically required before a worker starts driving. The Road Safety skill set is another crucial qualification in the Transport industry, while in Warehousing, the Certificates III in Warehousing Operations and in Logistics are a core requirement.



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

31 | Employer size includes responses from respondents who identified as an organisation type other than employer.

32 | 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	
TLI21216	Certificate II in Driving Operations
TLI21716	Certificate II in Road Transport Yard Operations (Freight Handler)
TLI31216	Certificate III in Driving Operations
TLI32416	Certificate III in Logistics
TLI31616	Certificate III in Warehousing Operations
TLI42116	Certificate IV in Driving Operations
TLISS00155	Road Safety Skill Set
TLISS00157	Road Transport Driver Skill Set
High	
MAR20413	Certificate II in Maritime Operations (Marine Engine Driver Grade 3 Near Coastal)
TLI33416	Certificate III in Waste Driving Operations
TLI42016	Certificate IV in Logistics
MAR40613	Certificate IV in Maritime Operations (Master up to 35 metres Near Coastal)
TLI41316	Certificate IV in Transport and Logistics (Road Transport - Heavy Vehicle Driving Instruction)
TLI41816	Certificate IV in Warehousing Operations
MARSS00011	Marine Radio Operator's VHF Skill Set
MARSS00008	Shipboard Safety Skill Set
Medium	
TLI10115	Certificate I in Transport and Logistics (Pathways)
TLI11215	Certificate I in Warehousing Operations
TLI21815	Certificate II in Logistics
BSB30415	Certificate III in Business Administration
MAR30813	Certificate III in Maritime Operations (Marine Engine Driver Grade 2 Near Coastal)
BSB30715	Certificate III in Work Health and Safety
TLI50415	Diploma of Logistics
TLISS00161	Owner Driver Skill Set

Qualifications by training package

Priority qualifications for the Transport, Postal and Warehousing industry belong to three training packages:

- Business Services (BSB)
- Maritime (MAR)
- Transport and Logistics (TLI)

Nearly three-quarters of priority qualifications belong to the Transport and Logistics (TLI) training package, and all qualifications rated as essential are from the TLI package.

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

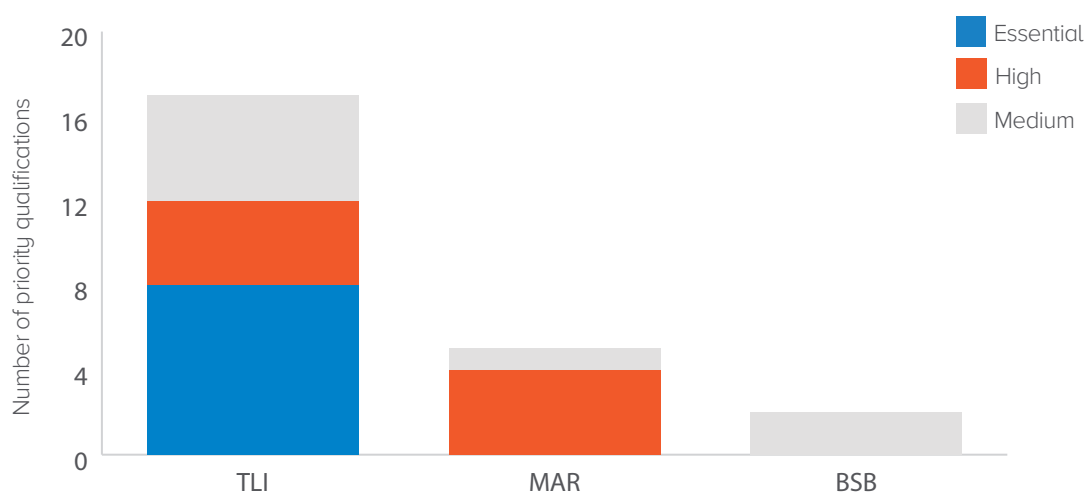
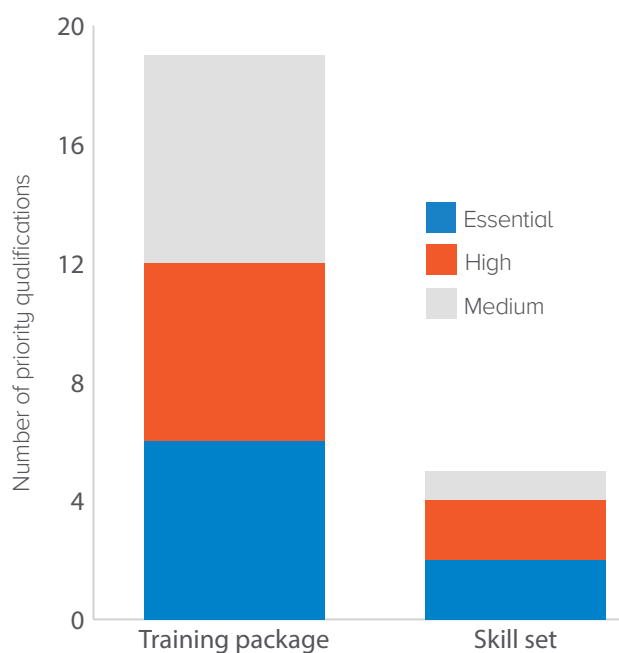


Figure 2: **Qualification type by priority level**



Qualification types

All qualifications identified as a priority are from training packages, while five skill sets are also a priority, two of which are considered an essential priority. No accredited courses were identified as a priority within the top three priority levels.

Qualification levels

The majority of priority qualifications for the Transport, Postal and Warehousing industry are at the certificate III level. Beyond certificate III there is an equal balance of lower level and higher level qualifications.

Five out of the six qualifications rated as essential are either certificate II or III, with the remaining essential qualification being a certificate IV. Certificate IV becomes the focus among high priority qualifications, with four of the six qualifications rated as a high priority being certificate IVs.

Just one diploma makes it into the top three priority levels and that is the Diploma of Logistics.

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

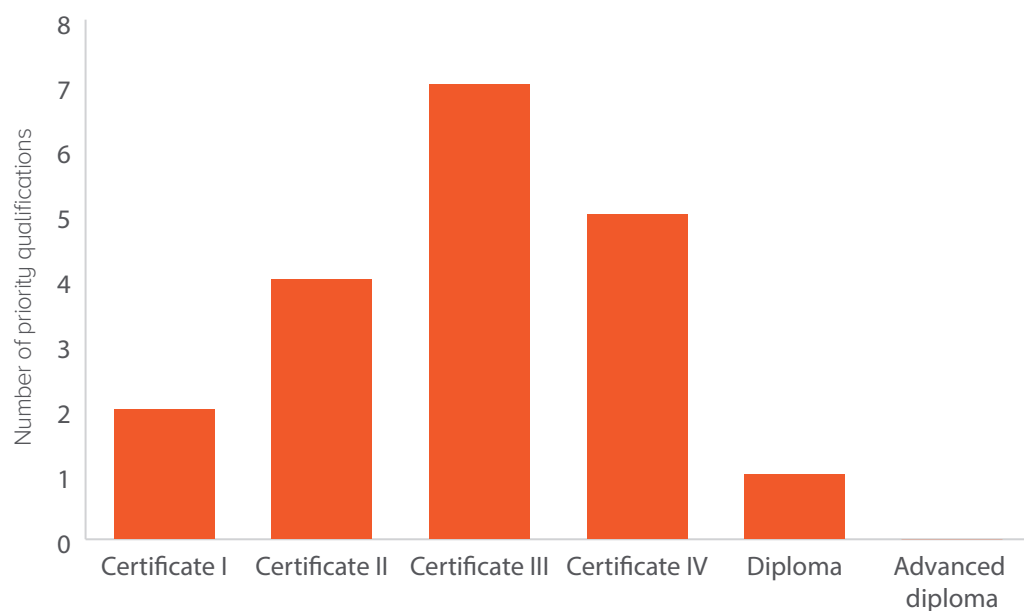
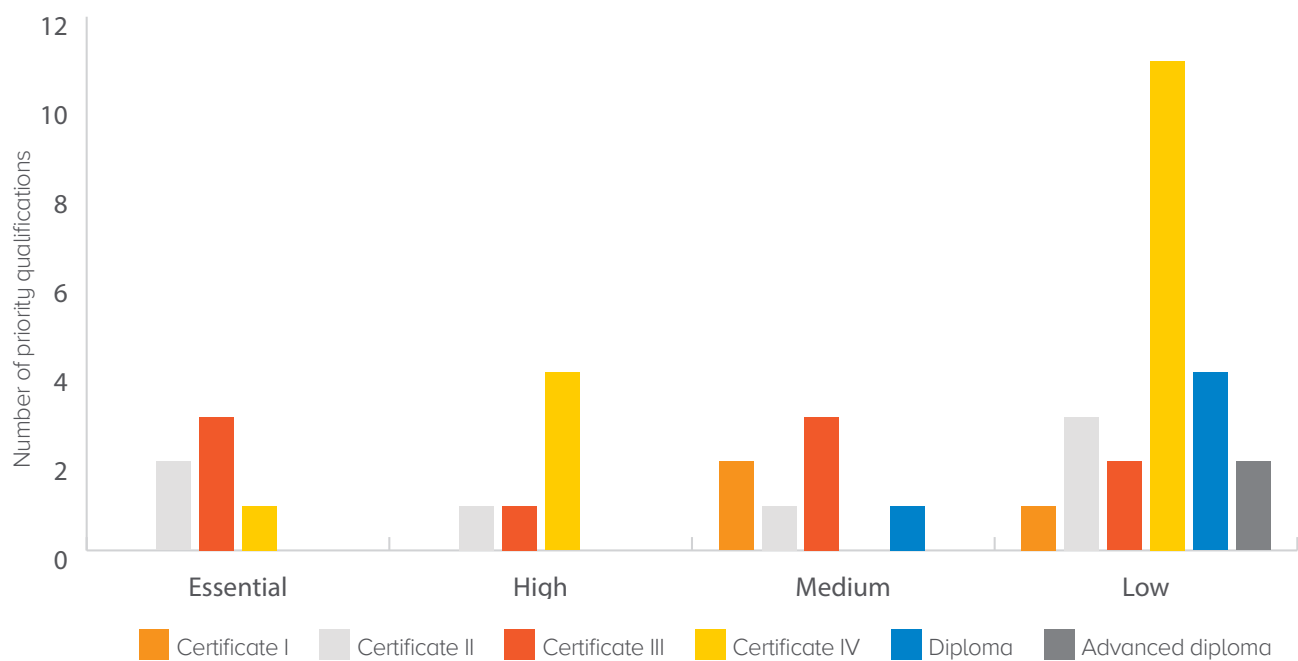


Figure 4: **Qualification level by priority ranking**



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 a truck driver completing their Certificate III in Driving Operations, while others may need to complete a pathway qualification such as the Certificate I in Transport and Logistics (Pathways), to prepare for taking on a higher-level qualification, like the Certificate III in Driving Operations.

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.

Unlike most industries, the Transport, Postal and Warehousing industry prioritised a larger share of upskilling qualifications compared to pathway or entry level. This possibly reflects the fact that many people start in the industry without a post-school qualification, with their initial skills learnt on the job, so that when they eventually complete their first qualification, it is considered to be upskilling.

Two pathway qualifications were identified by industry as a priority. Five qualifications were identified as a basic requirement for a job, most of which are certificates II or III. Twelve qualifications were identified as upskilling. Upskilling qualifications ranged from certificate II to diploma, although the majority are certificate III or IV.

Table 2: **Qualification use**

Pathway to entry level	
TLI10115	Certificate I in Transport and Logistics (Pathways)
TLI11215	Certificate I in Warehousing Operations
Entry level or basic requirement for a job	
MAR20413	Certificate II in Maritime Operations (Marine Engine Driver Grade 3 Near Coastal)
TLI21716	Certificate II in Road Transport Yard Operations (Freight Handler)
BSB30415	Certificate III in Business Administration
BSB30715	Certificate III in Work Health and Safety
MAR40613	Certificate IV in Maritime Operations (Master up to 35 metres Near Coastal)
Upskilling	
TLI21216	Certificate II in Driving Operations
TLI21815	Certificate II in Logistics
TLI31216	Certificate III in Driving Operations
TLI32416	Certificate III in Logistics
MAR30813	Certificate III in Maritime Operations (Marine Engine Driver Grade 2 Near Coastal)
TLI31616	Certificate III in Warehousing Operations
TLI33416	Certificate III in Waste Driving Operations
TLI42116	Certificate IV in Driving Operations
TLI42016	Certificate IV in Logistics
TLI41316	Certificate IV in Transport and Logistics (Road Transport - Heavy Vehicle Driving Instruction)
TLI41816	Certificate IV in Warehousing Operations
TLI50415	Diploma of Logistics

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.

Industry reported that there is a high degree of company loyalty in the Transport industry. In contrast to other industries, it is not uncommon for employees to stick with one company for the duration of their career.

The Transport, Postal and Warehousing industry has a high share of older workers, with 28 per cent of the workforce aged 55 or older, compared to the state average of 21 per cent. A major barrier to bringing younger workers in is the cost of insuring drivers under 25 years of age. This makes combating the ageing workforce challenging, as it is generally seen as cost prohibitive for smaller companies to take on young workers.

Automation has had a huge impact on warehousing and logistics, although the adoption of new technologies is dependent on financial capacity, which means smaller companies with less capital are slower to take on new technologies.

The efficiencies gained through automation have impacted the size of the warehousing workforce, with the wine industry reporting a massive reduction in the number of staff required for warehousing operations. Despite this, the size of the warehousing workforce in South Australia has grown by an average of five per cent each year over the last decade³³.

Stakeholders felt that the industry is not well prepared for future challenges, including an ageing workforce and the impact of automation. No industry-wide plan exists to tackle these issues.

33 | Australian Bureau of Statistics 2018, *Census 2006 & 2016*.



Information, Media, and Telecommunications





Key findings

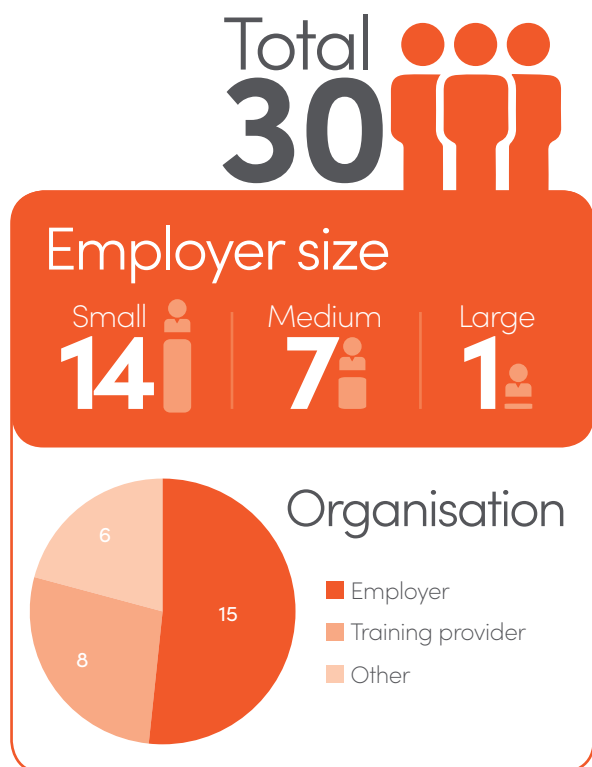
- The highest priority qualifications are generally those which provide entry-level skills to gain employment in the industry.
- Over three-quarters of priority qualifications are from national training packages.
- Overall, most priority qualifications are at the certificate IV level.
- Qualifications rated as essential are mainly certificate III or diploma.
- The Information, Media and Telecommunications industry is epitomised by rapidly changing and constantly emerging technology. This has impacted all sectors of the industry and has flow-on effects to other industries.
- The industry sees attracting its future workforce as a major challenge.
- Industry is also concerned with the current training system's ability to keep pace with new skills requirements.

Industry priority qualifications

The Information, Media, and Telecommunications sector is a diverse industry, encompassing broadcasting, publishing, internet services, printing and telecommunications services. With just under 10,000 employed in South Australia, it is one of the smaller industries in the state, yet it plays a vital role in supporting the economy in an increasingly digital world. The workforce is similarly diverse with around a third of workers holding a vocational qualification and another third holding a higher education qualification³⁴.

Summary of survey responses

The industry priority qualifications survey received 30 responses from the Information, Media, and Telecommunications industry, representing 2.3 per cent of responses, a proportion in line with its share of the state's economy. Half of the responses came from employers, with training providers also making a significant contribution. Nearly two-thirds of employers were small or microbusinesses, with fewer than 20 employees. Medium sized employers (20-199) made up nearly a third of responses and one response came from an employer with over 200 employees³⁵.



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 Information, Media and Telecommunications industry³⁶.

The Information, Media and Telecommunications industry identified 61 qualifications, skill sets, and accredited courses that are a priority for the industry, split across four priority levels. Qualifications rated as essential generally represented the core trade qualifications needed for entry-level work. The highest priority qualifications were generally higher-level qualifications which are required for entry into the workforce.

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

35 | Employer size includes responses from respondents who identified as an organisation type other than employer.

36 | 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	
ICP20105	Certificate II in Printing and Graphic Arts (General)
ICT30115	Certificate III in Information, Digital Media and Technology
ICP31415	Certificate III in Print Communications
ICP31315	Certificate III in Print Manufacturing
ICP31215	Certificate III in Printing
ICT30515	Certificate III in Telecommunications Technology
ICT40815	Certificate IV in Digital Media Technologies
ICT40115	Certificate IV in Information Technology
ICP40115	Certificate IV in Printing and Graphic Arts
ICT50915	Diploma of Digital Media Technologies
BSB51915	Diploma of Leadership and Management
ICP50115	Diploma of Printing and Graphic Arts
ICT50715	Diploma of Software Development
ICT50615	Diploma of Website Development
ICPSS00002	3D Print Fundamentals Skill Set
ICPSS00004	Advanced Digital Colour Skill Set
ICPSS00003	Digital Colour Skill Set
ICPSS00001	Digital Fundamentals skill set
High	
BSB40607	Certificate IV in Business Sales
ICT40215	Certificate IV in Information Technology Support
BSB42015	Certificate IV in Leadership and Management
BSB42415	Certificate IV in Marketing and Communication
ICP40505	Certificate IV in Printing and Graphic Arts (Mail House)
ICT40515	Certificate IV in Programming
ICT41215	Certificate IV in Telecommunications Engineering Technology
ICT40315	Certificate IV in Web-Based Technologies
ICT50515	Diploma of Database Design and Development
ICT50115	Diploma of Information Technology
BSB52415	Diploma of Marketing and Communication
BSB60207	Advanced Diploma of Business
10118NAT	Diploma of Social Media Marketing
Medium	
ICT10115	Certificate I in Information, Digital Media and Technology
ICT20115	Certificate II in Information, Digital Media and Technology
BSB30215	Certificate III in Customer Engagement
ICP40815	Certificate IV in ePublishing
ICT40715	Certificate IV in Systems Analysis and Design
BSB61015	Advanced Diploma of Leadership and Management

Qualifications by training package

Training packages which are a priority for the Information, Media, and Telecommunications industry include:

- Information and Communications Technology (ICT)
- Business Services (BSB)
- Printing and Graphic Arts (ICP)

Unsurprisingly, qualifications from the Information and Communications Technology (ICT) training package make up the largest share of priority qualifications.

The remaining priority qualifications are shared between the Printing and Graphic Arts (ICP) and Business Services (BSB) training packages.

Qualifications and skill sets from the Printing and Graphic Arts training package represent a large share of qualifications rated as essential, in part due to the increased demand to upskill and retrain the workforce to adapt to new digital technologies. Information and Communications Technology qualifications were also strongly represented across all priority levels.

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

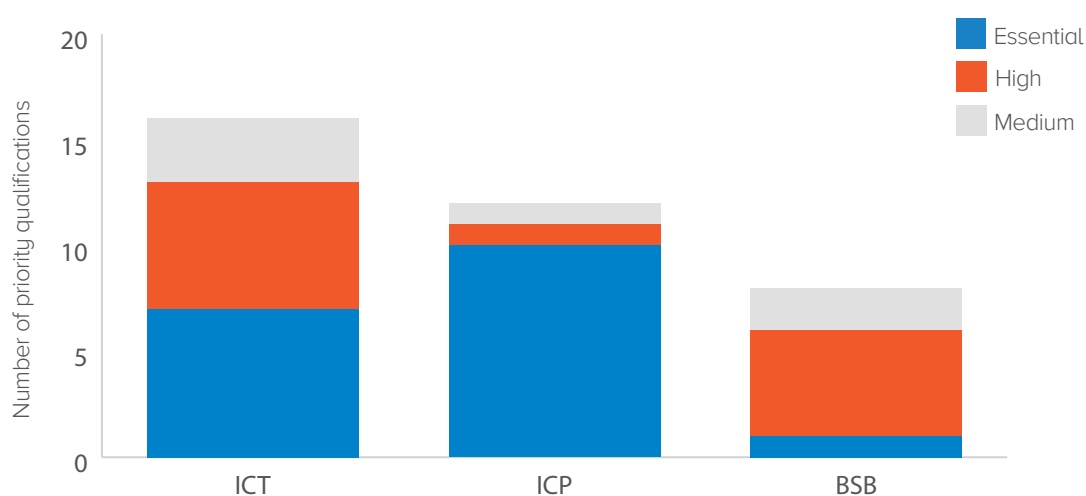
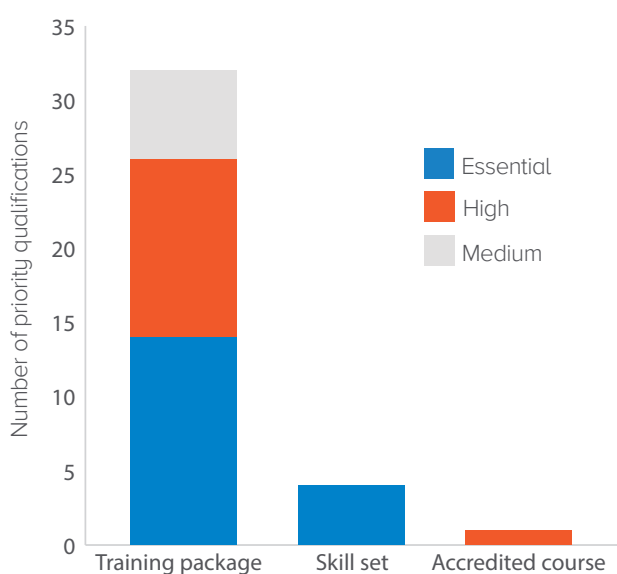


Figure 2: Qualification type by priority level



Qualification types

A majority of the priority qualifications for the Information, Media, and Telecommunications industry are national training package qualifications. Four skill sets have also been identified as a priority, all of which are rated as essential. Just one accredited course makes it into the top three priority levels.

Qualification levels

Priority qualifications for the Information, Media and Telecommunications industry are clustered around the certificate IV level, with a number of certificate III and diploma level qualifications identified as well. This is mainly driven by the IT industry demanding certificate IVs and above as an entry-level qualification for employment.

Despite the overall prominence of certificate IV level qualifications, most are rated as a high priority, whereas certificate IIIs and diplomas make up the bulk of qualifications rated as essential. Outside of essential priorities, qualifications at the certificate IV and above level made up a large share of priorities, including the entirety of those rated as a high priority.

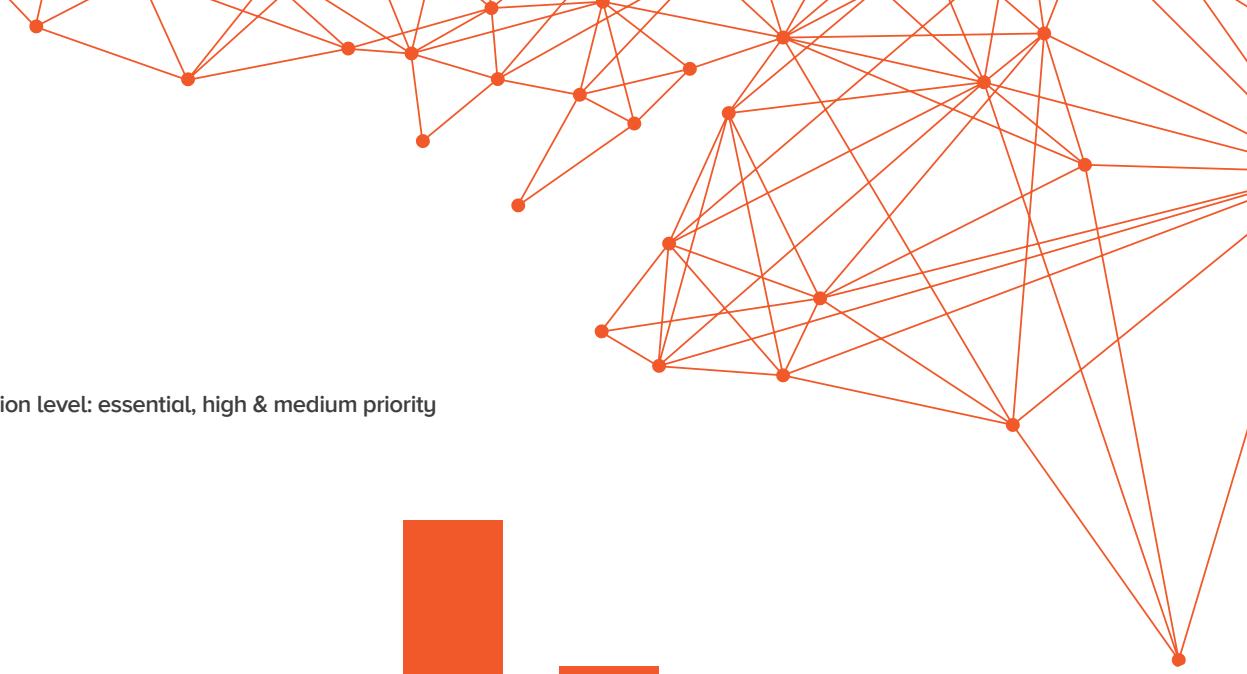


Figure 3: **Qualification level: essential, high & medium priority**

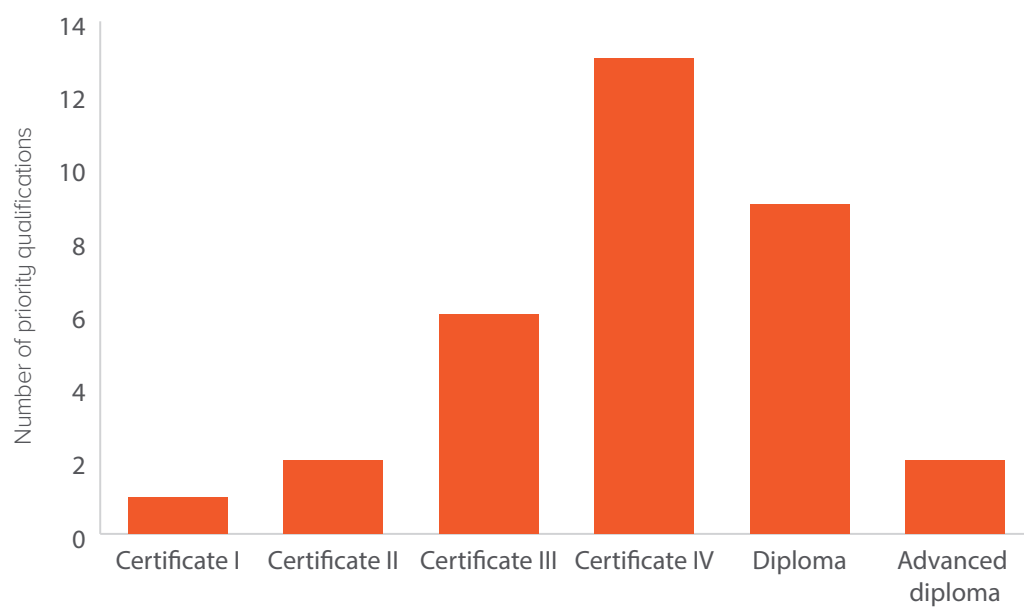
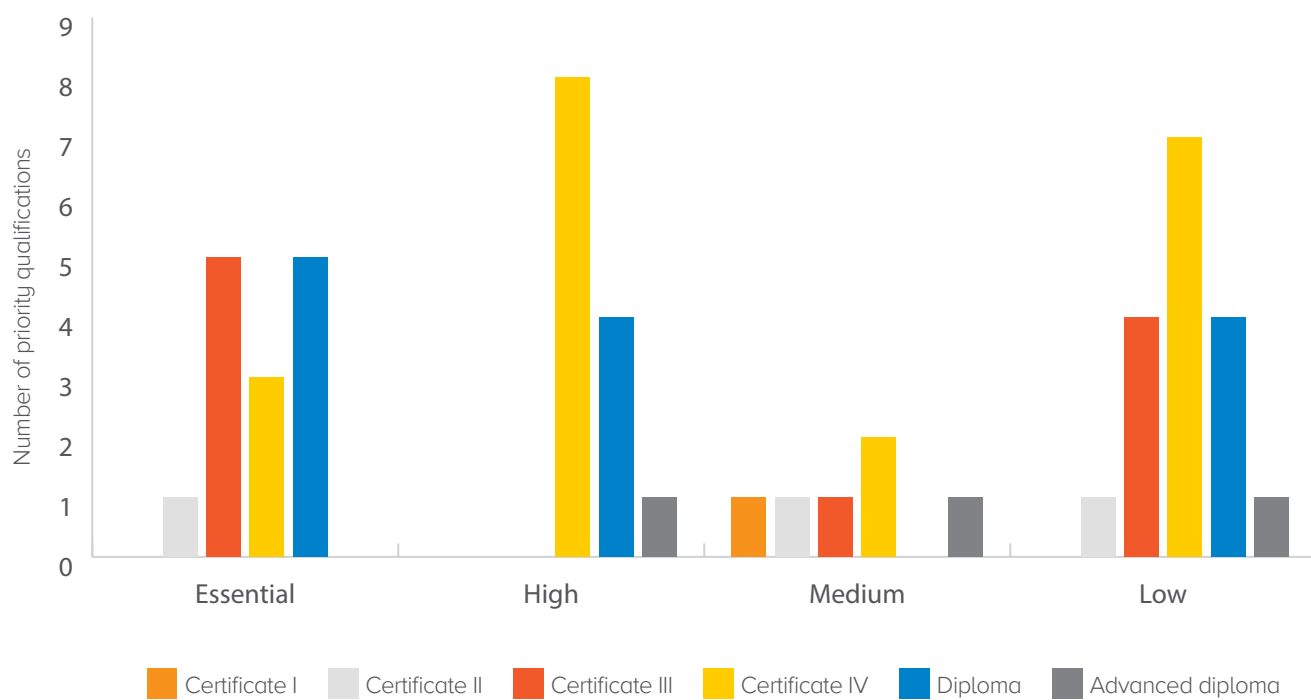


Figure 4: **Qualification level by priority ranking**



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 a computer network professional completing their Certificate IV in Information Technology, while others may need to complete a pathway qualification such as the Certificate I in Information, Digital Media and Technology to prepare for taking on a higher-level qualification, like the Certificate IV in Information Technology.

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 suggests the predominant use for most of the highest priority qualifications is for upskilling, while a number of qualifications that form the basic requirement of a job also ranked highly.

Table 2: **Qualification use**

Pathway to entry level	
ICT10115	Certificate I in Information, Digital Media and Technology
ICT20115	Certificate II in Information, Digital Media and Technology
ICT40515	Certificate IV in Programming
ICT10115	Certificate I in Information, Digital Media and Technology
ICT20115	Certificate II in Information, Digital Media and Technology
ICT40515	Certificate IV in Programming
ICT10115	Certificate I in Information, Digital Media and Technology
ICT20115	Certificate II in Information, Digital Media and Technology
ICT40515	Certificate IV in Programming

Entry level or basic requirement for a job

ICP20105	Certificate II in Printing and Graphic Arts (General)
ICT30115	Certificate III in Information, Digital Media and Technology
ICP31415	Certificate III in Print Communications
ICP31215	Certificate III in Printing
ICT30515	Certificate III in Telecommunications Technology
ICT40115	Certificate IV in Information Technology
ICT40215	Certificate IV in Information Technology Support
ICT40715	Certificate IV in Systems Analysis and Design
ICT50515	Diploma of Database Design and Development
ICT50715	Diploma of Software Development

Upskilling

BSB30215	Certificate III in Customer Engagement
ICP31315	Certificate III in Print Manufacturing
BSB40607	Certificate IV in Business Sales
ICT40815	Certificate IV in Digital Media Technologies
ICP40815	Certificate IV in ePublishing
BSB42015	Certificate IV in Leadership and Management
BSB42415	Certificate IV in Marketing and Communication
ICP40115	Certificate IV in Printing and Graphic Arts
ICP40505	Certificate IV in Printing and Graphic Arts (Mail House)
ICT41215	Certificate IV in Telecommunications Engineering Technology
ICT40315	Certificate IV in Web-Based Technologies
ICT50915	Diploma of Digital Media Technologies
ICT50115	Diploma of Information Technology
BSB51915	Diploma of Leadership and Management
BSB52415	Diploma of Marketing and Communication
ICP50115	Diploma of Printing and Graphic Arts
10118NAT	Diploma of Social Media Marketing
ICT50615	Diploma of Website Development
BSB60207	Advanced Diploma of Business
BSB61015	Advanced Diploma of Leadership and 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.

The Information, Media, and Telecommunications industry is one of rapid and continual change, as digital technologies evolve and become commonplace in everyday life. The advent of newer technology, and the proliferation of smart devices has changed how people consume various media. This has impacted the workforce in a number of sectors including publishing, broadcasting, and the print industry.

Stakeholders in the printing industry highlighted how much technology had impacted their industry, with traditional printing methods almost obsolete and new and existing workers now needing training in all stages of a job, from pre-press digital skills through to binding and finishing. This increased demand for versatile workers is true across the Information, Media, and Telecommunications sector more broadly, and has resulted in businesses being scaled down and generally having a lower number of employees. Over 96 per cent of businesses in this industry employ fewer than 20 employees, slightly below the state average³⁷.

As is the case in a number of industries, stakeholders voiced concerns with the responsiveness of the national training system to newer technologies. Training in rapidly emerging technologies such as augmented reality, 3D printing, and the latest telecommunications services will be needed in the coming years, but industry worries the training system will not respond quickly enough to deliver these new skills.

37 | Australian Bureau of Statistics 2018, *Counts of Australian Businesses*, cat. no. 8165.0



Financial and Insurance Services





Key findings

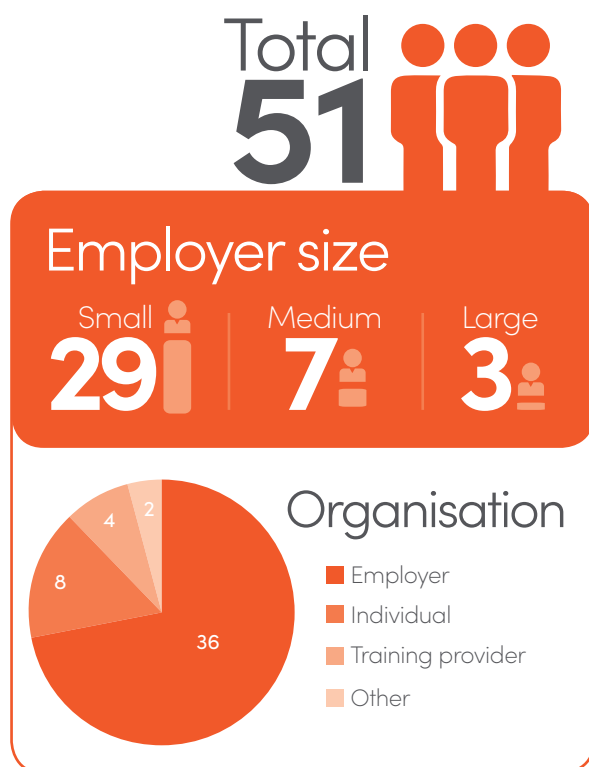
- The highest priority qualifications were typically higher-level qualifications that are a basic requirement to work in the industry.
- All priority qualifications for the Financial and Insurance Services industry are from the Financial Services and Business Services training packages.
- Most priority qualifications are certificate IV or above.
- Qualifications rated as essential ranged from certificate I to advanced diploma.
- Three-quarters of priority qualifications are national training package qualifications, with skill sets making up around one-in-five priorities.
- There is much diversity in the use of priority qualifications in the industry, with pathway, entry-level, and upskilling qualifications all represented as a training priority.

Industry priority qualifications

The Financial and Insurance Services industry underpins the South Australian economy, supporting the flow of money and providing support for major projects across all industries. The industry is characterised by three main areas of activity: investment services, banking, and insurance services, each requiring different skills. Although not often thought of as a VET industry, more than one-in-three workers' highest level of education is a vocational qualification³⁸.

Summary of survey responses

The survey received 51 responses from the Financial and Insurance Services industry representing around four per cent of total survey responses. Employers made up over two-thirds of respondents, with individuals and training providers also making representations. Three-quarters of employers were micro or small businesses, employing fewer than 20 people, and three responses came from firms with over 200 employees³⁹.



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 Financial and Insurance Services industry⁴⁰.

A total of 136 qualifications, skill sets, and accredited courses were identified as a priority for the industry, with 12 of these rated as an essential priority. Those identified as essential were generally higher-level qualifications required to work in the industry. Accounting qualifications were most represented among essential training priorities, alongside several financial services qualifications.

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

39 | Employer size includes responses from respondents who identified as an organisation type other than employer.

40 | 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	
FNS10104	Certificate I in Financial Services
BSB30201	Certificate III in Business Administration
FNS30104	Certificate III in Financial Services
FNS40217	Certificate IV in Accounting and Bookkeeping
FNS50204	Diploma of Accounting
FNS50610	Diploma of Financial Planning
FNS50104	Diploma of Financial Services
FNS60204	Advanced Diploma of Accounting
FNS60410	Advanced Diploma of Financial Planning
FNSSS00014	Accounting Principles Skill Set
FNSSS00015	Advanced Accounting Principles Skill Set
FNSSS00013	Business Ethics and Conduct Skill Set
High	
FNS20104	Certificate II in Financial Services
FNS30510	Certificate III in General Insurance
FNS40104	Certificate IV in Financial Services
BSB50101	Diploma of Business
BSB50201	Diploma of Business Administration
FNSSS00010	Anti-money Laundering and Counter Terrorism Financing Skill Set
10597NAT	Graduate Diploma of Financial Planning and Advice
Medium	
BSB40201	Certificate IV in Business Administration
FNS40810	Certificate IV in Finance and Mortgage Broking
FNS41410	Certificate IV in General Insurance
FNS40910	Certificate IV in Superannuation
BSB51915	Diploma of Leadership and Management
FNS60510	Advanced Diploma of Superannuation
FNSSS00004	BAS Agent Registration Skill Set

Qualifications by training package

Training packages which are a priority for the Financial and Insurance Services industry include:

- Business Services (BSB)
- Financial Services (FNS)

The Financial Services (FNS) training package naturally dominates the industry with Business Services (BSB) the other main training package, albeit with a quarter as many qualifications identified within the top three priority levels.

Essential qualifications were almost exclusively from the Financial Services training package due to the more specialised skills they develop. Qualifications from Business Services were also prominent but more so in lower priority levels, reflecting the key role they play in supporting the industry.

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

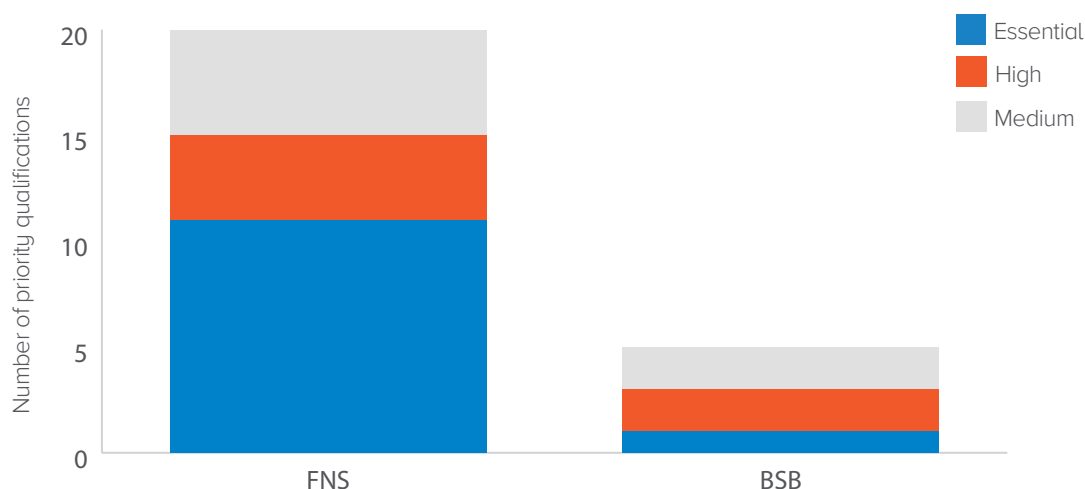
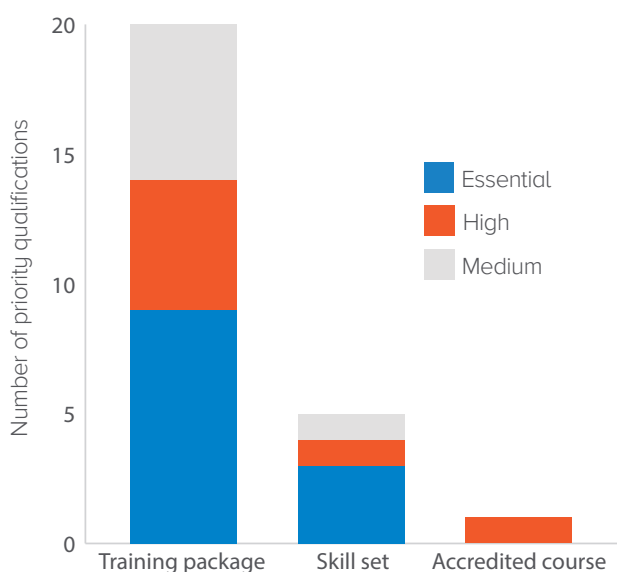


Figure 2: **Qualification type by priority level**



Qualification types

A majority of the training priorities for the Financial and Insurance Services industry are national training package qualifications. Full qualifications are often a core requirement for licensing in a number of sectors, such as financial planning, as well as an entry to higher education through credit transfer programs. Skill sets are also a priority, with five identified in the top three priority levels, and three of these as an essential priority.

Qualification levels

The qualifications identified as a priority by the Financial and Insurance Services industry are skewed towards higher level qualifications, with six certificate IVs and an equal number of diplomas in the top three priority levels. These results reflect the licensing requirements in the sector, as well as the role higher-level qualifications play as university pathways.

Although certificate IVs are most common overall, they were typically identified as medium to low priorities. Several diploma and advanced diploma qualifications were rated as an essential priority, likely due to the qualification requirements to work in the industry. Certificate III level qualifications are the second most prominent qualification among those rated as an essential or high priority.



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

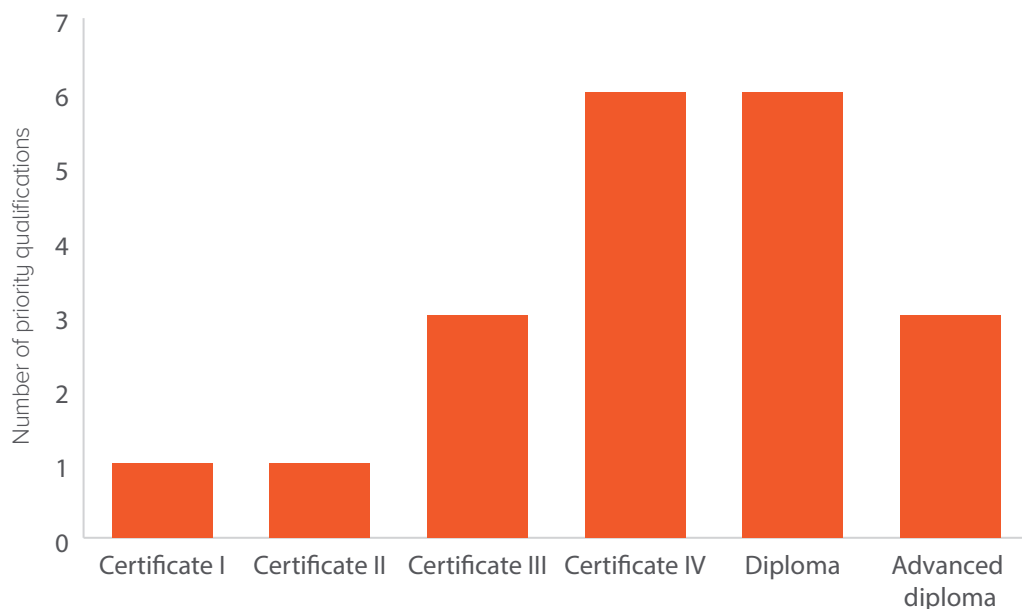
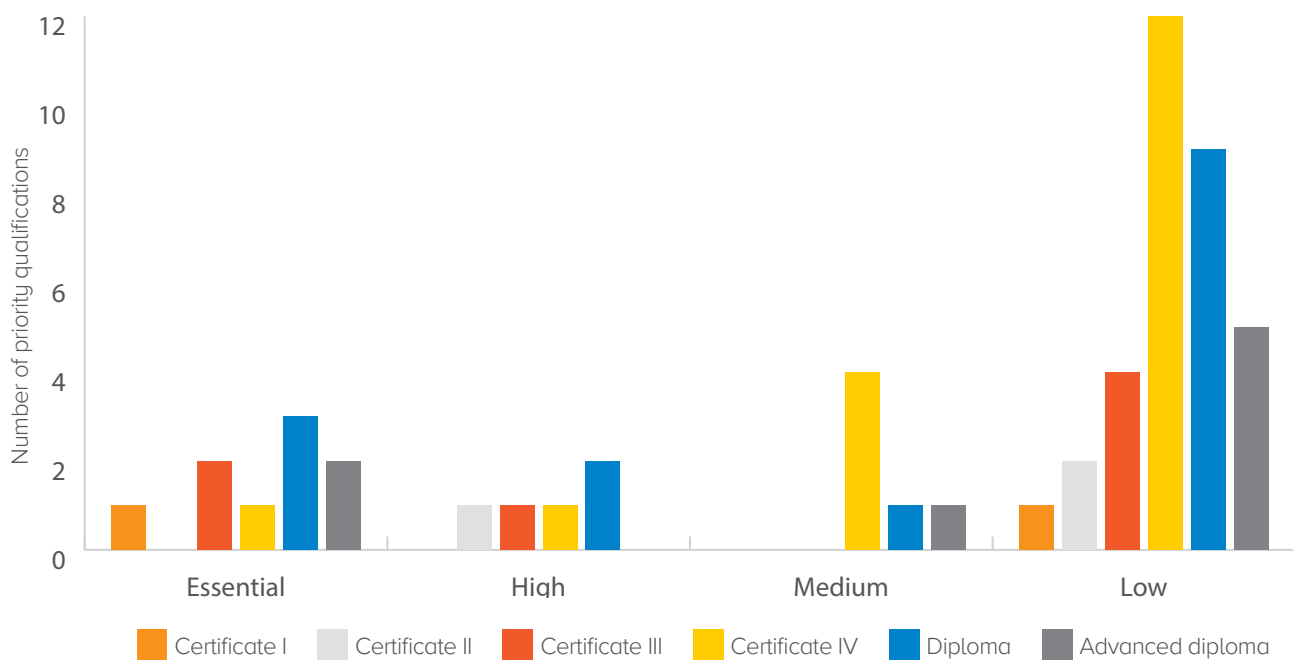


Figure 4: **Qualification level by priority ranking**



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 a financial adviser completing their Diploma of Financial Planning, while others may need to complete a pathway qualification such as the Certificate II in Financial Services to prepare for taking on a higher-level qualification, like the Diploma of Financial Planning.

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.

The importance of pathway qualifications has clearly been identified by industry, with two qualifications considered a priority. Industry has also prioritised a mix of entry-level and upskilling qualifications, demonstrating the importance placed on both types of skill acquisition. Interestingly, many of the highest priority qualifications were identified as necessary for upskilling.

Table 2: **Qualification use**

Pathway to entry level	
FNS10104	Certificate I in Financial Services
FNS20104	Certificate II in Financial Services
Entry level qualification or basic requirement for a job	
BSB30201	Certificate III in Business Administration
FNS30104	Certificate III in Financial Services
FNS30510	Certificate III in General Insurance
FNS40217	Certificate IV in Accounting and Bookkeeping
FNS40810	Certificate IV in Finance and Mortgage Broking
FNS40910	Certificate IV in Superannuation
FNS50610	Diploma of Financial Planning
FNS50104	Diploma of Financial Services
Upskilling	
BSB40201	Certificate IV in Business Administration
FNS40104	Certificate IV in Financial Services
FNS41410	Certificate IV in General Insurance
FNS50204	Diploma of Accounting
BSB50101	Diploma of Business
BSB50201	Diploma of Business Administration
BSB51915	Diploma of Leadership and Management
FNS60204	Advanced Diploma of Accounting
FNS60410	Advanced Diploma of Financial Planning
FNS60510	Advanced Diploma of Superannuation
10597NAT	Graduate Diploma of Financial Planning and Advice





Rental Hiring and Real Estate





Key findings

- The highest priority qualifications for the Rental, Hiring and Real Estate industry are mostly entry-level qualifications linked to employment in the real estate and property management sectors.
- Priorities for the Rental, Hiring and Real Estate industry overwhelmingly come from national training packages.
- The Rental, Hiring, and Real Estate industry favoured higher level qualifications, with no qualifications at Certificate I or II identified as a priority.
- With a drive for increased professionalism and a surge in construction activity, there is likely to be an increased demand for qualifications in the property and real estate sectors.

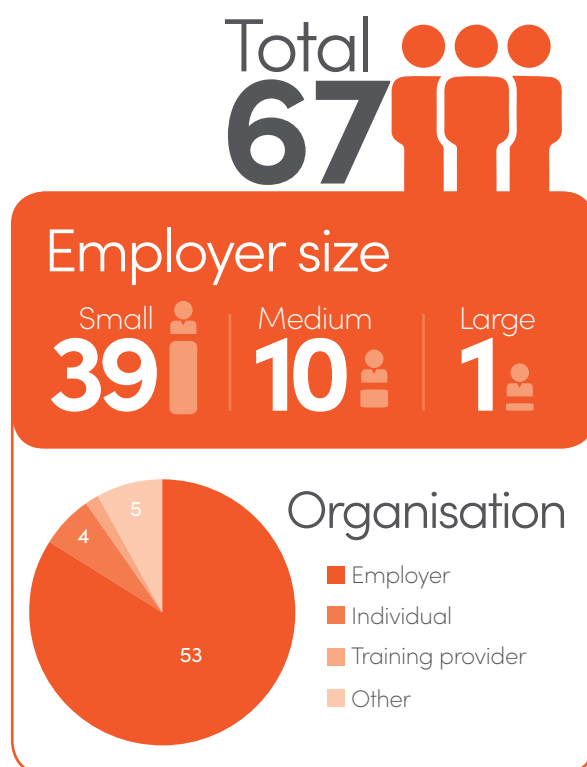
Industry priority qualifications

The Rental, Hiring, and Real Estate industry is dominated by a vast number of real estate providers servicing a growing property market. Property operators, vehicle rental services, and equipment hiring also make up significant shares of the industry's workforce. Ninety per cent of businesses engaged in Rental, Hiring, and Real Estate do not employ any employees, making it the industry with the highest number of self-employed persons⁴¹.

The industry also plays a massive role in the state's economy, accounting for almost 10 per cent of gross state output, achieved with just 1.6 per cent of the state's workforce⁴². Vocational education plays a large role in training workers in this industry, with 40 per cent of those employed having a vocational qualification as their highest level of education.

Summary of survey responses

The industry priority qualifications survey received 67 responses from the Rental, Hiring, and Real Estate industry, with 53 of these coming from employers. Medium sized employers were slightly overrepresented with 10 responses, while small businesses, with less than 20 employees, made up around 80 per cent of employers⁴³.



41 | Australian Bureau of Statistics 2018, *Counts of Australian Businesses*, cat. no. 8165.0

42 | Remplan Economy 2018

43 | Employer size includes responses from respondents who identified as an organisation type other than employer.

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 Rental, Hiring and Real Estate industry⁴⁴.

There was a very focussed response from the Rental, Hiring and Real Estate industry, with just 30 qualifications identified as a training priority, with four of these identified as essential qualifications. The highest priority qualifications are mostly entry-level qualifications that contain units of competency required to meet licensing requirements in the real estate and property management sectors.

Table 1: **Qualifications by priority level**

Essential	
CPP30207	Certificate III in Property Services (Agency)
CPP40307	Certificate IV in Property Services (Real Estate)
CPP50307	Diploma of Property Services (Agency Management)
CPP50316	Diploma of Strata Community Management
High	
BSB30201	Certificate III in Business Administration
CPP30307	Certificate III in Property Services (Operations)
CPP30416	Certificate III in Strata Community Management
BSB40201	Certificate IV in Business Administration
CPP40607	Certificate IV in Property Services (Operations)
CPP40516	Certificate IV in Strata Community Management
BSB52015	Diploma of Conveyancing
BSB61115	Advanced Diploma of Conveyancing
Medium	
BSB30215	Certificate III in Customer Engagement
BSB40315	Certificate IV in Customer Engagement

⁴⁴ | Low priority qualifications are not included in this report, for the full data visit tasc.sa.gov.au/IPQ

Qualifications by training package

Training packages which are a priority for the Rental, Hiring and Real Estate industry include:

- Business Services (BSB)
- Property Services (CPP)

As expected, qualifications from the Property Services (CPP) training package represent a significant share of priority qualifications, with eight selected in the top three priority levels.

Business Services (BSB) qualifications, which play a large role in supporting work in both real estate agencies and self-employed agents, made up the only other significant representation. Business Services qualifications that are a priority were mostly related to administration and customer engagement.

Unsurprisingly, all qualifications rated as essential are from the Property Services training package, as stakeholders favoured the specialist skills and licensing requirements obtained through these qualifications.

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

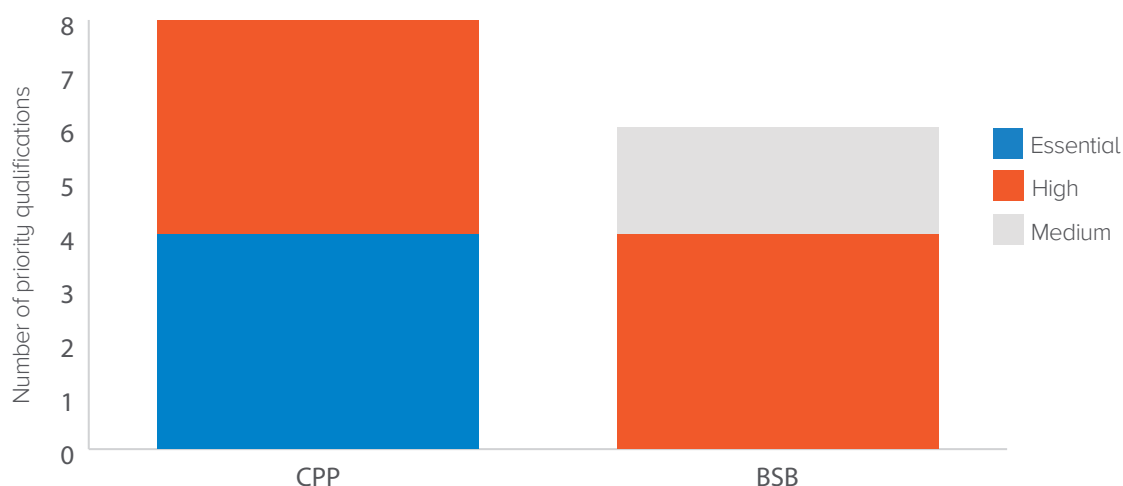
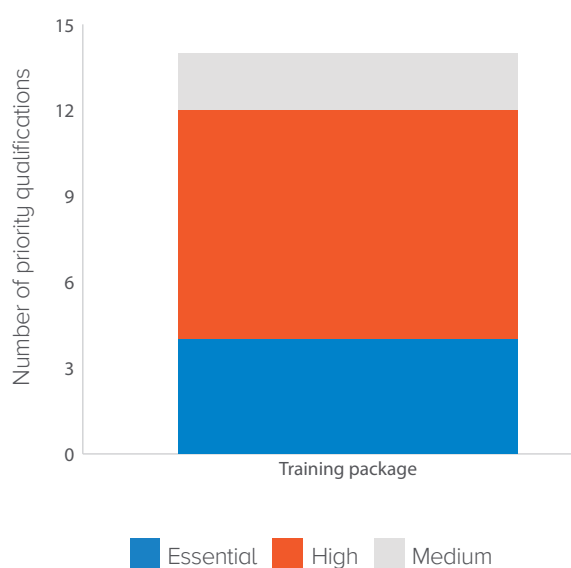


Figure 2: Qualification type by priority level



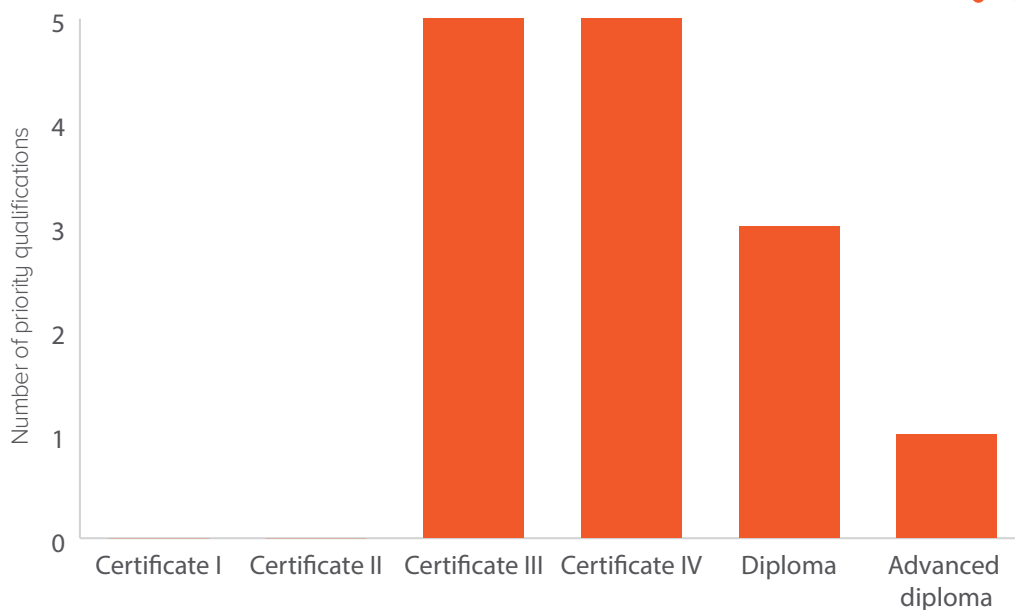
Qualification types

The results from the survey indicate that the Rental, Hiring and Real Estate industry overwhelmingly favours national training package qualifications. This is likely due to the licensing requirements in the industry which make certain qualifications mandatory for working in the sector, and the relatively low number of skill sets in the Property Services training package which relate to property management or sales. No accredited courses or skill sets made it into the top three priority levels.

Qualification levels

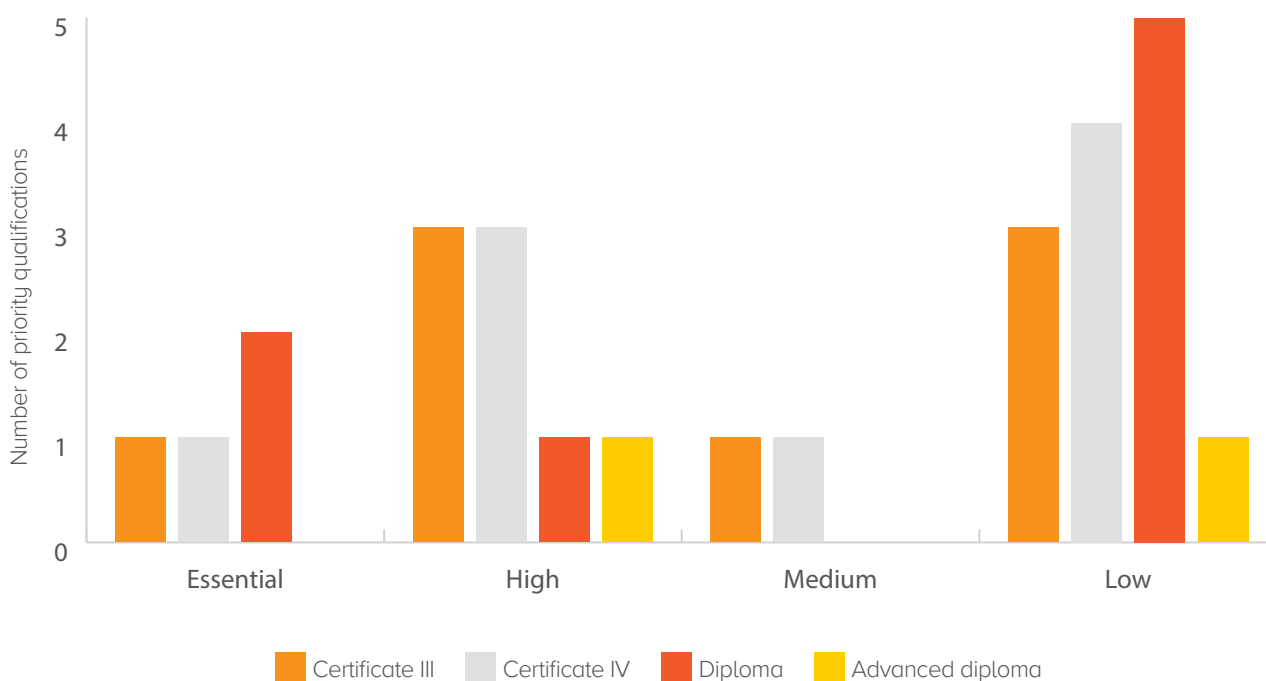
Qualifications that are a priority for the Rental, Hiring and Real Estate industry are varied but generally of a higher level. Priority qualifications are equally shared between certificates III and IV, and then a slightly lower share of diplomas. Lower-level qualifications do not feature as the industry deemed certificate III to be the first entry point into the sector.

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



The range of qualifications are fairly evenly spread over the different priority levels as shown in Figure 4. Diplomas in property services and strata community management make diplomas the most represented qualification level within essential qualifications. Certificate III and IV level qualifications are more prevalent in the high 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 such as the Certificate IV in Property Services (Real Estate) to gain entry level employment as a real estate agent, while others may complete an upskilling qualification such as the Diploma of Property Services (Agency Management) to further advance their career and move into agency management.

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.

Two pathway qualifications were identified as a priority, while a similar share of priorities went to entry-level and upskilling qualifications.

Table 2: **Qualification use**

Pathway to entry level	
CPP30416	Certificate III in Strata Community Management
CPP40516	Certificate IV in Strata Community Management
Entry level qualification or basic requirement for a job	
BSB30201	Certificate III in Business Administration
CPP30207	Certificate III in Property Services (Agency)
CPP30307	Certificate III in Property Services (Operations)
CPP40607	Certificate IV in Property Services (Operations)
CPP40307	Certificate IV in Property Services (Real Estate)
BSB52015	Diploma of Conveyancing
BSB61115	Advanced Diploma of Conveyancing
Upskilling	
BSB30215	Certificate III in Customer Engagement
BSB40201	Certificate IV in Business Administration
BSB40315	Certificate IV in Customer Engagement
CPP50307	Diploma of Property Services (Agency Management)
CPP50316	Diploma of Strata Community 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.

The Rental, Hiring and Real Estate industry is experiencing high levels of activity in South Australia thanks to record high confidence in the property sector for two consecutive quarters⁴⁵. A larger property market will require more property managers and real estate agents, and with regulatory requirements in South Australia, this demand will flow to vocational qualifications.

The Rental, Hiring, and Real Estate industry is somewhat insulated from the two major workforce impacts affecting other industries: an ageing workforce and automation. Despite having the second oldest workforce in South Australia, this is no detriment to the industry, with skills in written and verbal communication highly sought, regardless of age. The proliferation of technology and the advent of automation are also unlikely to be a detriment to the workforce in the near future.

45 | Property Council of Australia 2018, *Property confidence hits record high in SA*, viewed October 2018, <https://www.propertycouncil.com.au/Web/Content/Media_Release/SA/2018/Property_confidence_hits_record_high_in_SA.aspx>.



Professional, Scientific and Technical Services



Key findings

- The Professional, Scientific and Technical Services industry's priorities are incredibly diverse, with priority qualifications drawn from seven training packages.
- Business, ICT, and engineering qualifications make up the bulk of essential or high priority qualifications.
- Diploma level qualifications are the most common priority overall.
- Certificate III level qualifications make up the majority of qualifications rated as essential, driven by trade qualifications.
- Several priority qualifications are high-level upskilling qualifications that provide an entry into tertiary education.
- The vocational education sector will play a significant role in supporting pathway qualifications in the engineering field to respond to the needs of a growing defence sector.

Industry priority qualifications

The Professional, Scientific and Technical Services industry is a broad sector, encompassing areas of activity including engineering, legal, accounting, management, and veterinary services, as well as computer system design.

This industry, alongside manufacturing, will play a key role in supporting the burgeoning defence projects being delivered in South Australia over the coming years. Employment in the defence sector is expected to grow by over 25 per cent to 2025 and many of these jobs will fall to workers currently in the professional, technical, and scientific field⁴⁶.

Summary of survey responses

The industry priority qualifications survey received 84 responses from the Professional, Scientific, and Technical Services industry. Employers made up around sixty per cent of responses and just under two-thirds of these were small businesses employing less than 20 people⁴⁷.

Priority qualifications

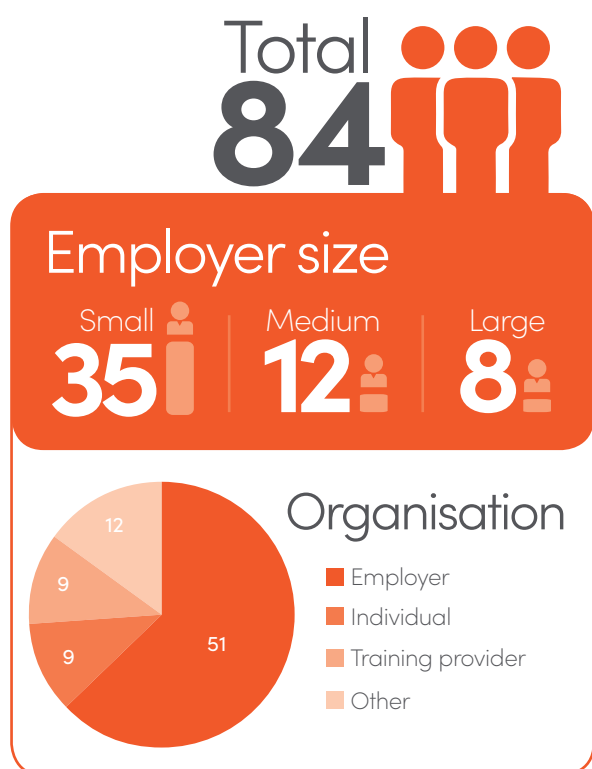
Industry priority qualifications are grouped into four levels of priority, based on the survey results and industry workshops.

- Essential
- High
- Medium
- Low

Table 1 outlines the priority qualifications for the Professional, Scientific and Technical Services industry⁴⁸.

A total of 158 qualifications, skill sets, and accredited courses have been identified as a priority for the industry and 14 of these were highlighted as essential training priorities.

The highest priority qualifications are generally those that prepare students for entry-level work in the sector, including in a number of technical trades courses.



46 | *Economic Outlook and Industry Demand for Qualifications* 2018, Training and Skills Commission.

47 | Employer size includes responses from respondents who identified as an organisation type other than employer.

48 | 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	
BSB30101	Certificate III in Business
BSB30201	Certificate III in Business Administration
BSB31007	Certificate III in Business Administration (Legal)
MEM30405	Certificate III in Engineering - Electrical/Electronic Trade
MEM30205	Certificate III in Engineering - Mechanical Trade
MEM30505	Certificate III in Engineering - Technical
BSB42015	Certificate IV in Leadership and Management
BSB40110	Certificate IV in Legal Services
TAE40110	Certificate IV in Training and Assessment
ACM40410	Certificate IV in Veterinary Nursing
ICT50115	Diploma of Information Technology
BSB51915	Diploma of Leadership and Management
ICT50715	Diploma of Software Development
BSBSS00077	Marketing and Communication Foundations Skill Set
High	
MSL30109	Certificate III in Laboratory Skills
ICT40815	Certificate IV in Digital Media Technologies
MEM40103	Certificate IV in Engineering
MEM40412	Certificate IV in Engineering Drafting
ICT40115	Certificate IV in Information Technology
ICT40415	Certificate IV in Information Technology Networking
ICT40215	Certificate IV in Information Technology Support
ICT40515	Certificate IV in Programming
ICT50515	Diploma of Database Design and Development
MEM50105	Diploma of Engineering - Advanced Trade
MEM50205	Diploma of Engineering - Technical
BSB50607	Diploma of Human Resources Management
ICT50415	Diploma of Information Technology Networking
ICT50315	Diploma of Information Technology Systems Administration
MSL50109	Diploma of Laboratory Technology
ACM50210	Diploma of Veterinary Nursing (Surgical)
MEM60105	Advanced Diploma of Engineering
Medium	
MEM10105	Certificate I in Engineering
MEM20105	Certificate II in Engineering
MSL20109	Certificate II in Sampling and Measurement
ICT30115	Certificate III in Information, Digital Media and Technology
ICT30415	Certificate III in Telecommunications Network Build and Operate
ICT30515	Certificate III in Telecommunications Technology
BSB41513	Certificate IV in Project Management Practice
ICT41215	Certificate IV in Telecommunications Engineering Technology
FNS50204	Diploma of Accounting
BSB50101	Diploma of Business
ACM50410	Diploma of Veterinary Nursing (Emergency and Critical Care)
ACM50512	Diploma of Veterinary Nursing (General Practice)
ICT50615	Diploma of Website Development
BSB60207	Advanced Diploma of Business
BSB61015	Advanced Diploma of Leadership and Management
MEM80112	Graduate Diploma of Engineering
BSBSS00061	Cloud Computing and Digital Skills for Business Skill Set
BSBSS00036	Design Fundamentals Skill Set
BSBSS00050	Small Business Financial Management Skill Set

Qualifications by training package

Training packages which are a priority for the Professional, Scientific and Technical Services industry include:

- Animal Care and Management (ACM)
- Business Services (BSB)
- Financial Services (FNS)
- Information and Communications Technology (ICT)
- Laboratory Operations (MSL)
- Manufacturing and Engineering (MEM)
- Training and Education (TAE)

The diversity of the sector is highlighted by the representation of seven different training packages. The Business Services (BSB) training package is the most prevalent for qualifications rated as essential, with business and business administration being important qualifications in the para legal, advertising, and managements fields. Information and Communications Technology (ICT) qualifications are most prevalent among qualifications rated as a high priority, highlighting their importance to the sector alongside several higher-level engineering qualifications.

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

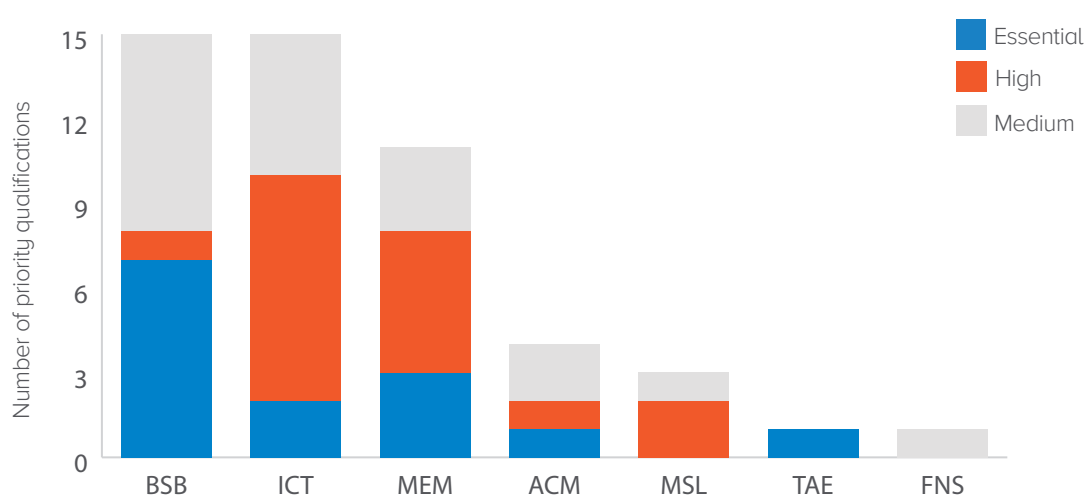
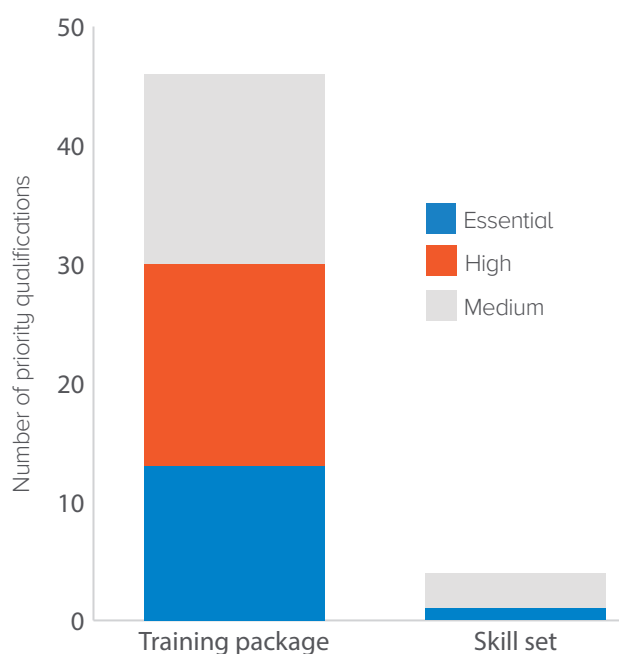


Figure 2: **Qualification type by priority level**



Qualification types

Training package qualifications make up most of the priorities for the Professional, Scientific and Technical Services industry, accompanied by four skill sets, one of which is considered essential. No accredited courses were identified in the top three priority levels.

Qualification levels

The qualifications identified by industry are skewed towards higher-level qualifications, with 45 per cent being diploma level or higher. This comes as no surprise in an industry dominated by higher education, where only a quarter of workers have a vocational qualification and around half of these are at diploma level or above.

Despite this trend toward higher-level qualifications, the most prominent qualification level amongst essential qualifications is certificate III. This is a result of several entry-level business qualifications and three core engineering trade qualifications. High priority qualifications are representative of the overall shares, with all but two qualifications at the certificate IV and diploma level.

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

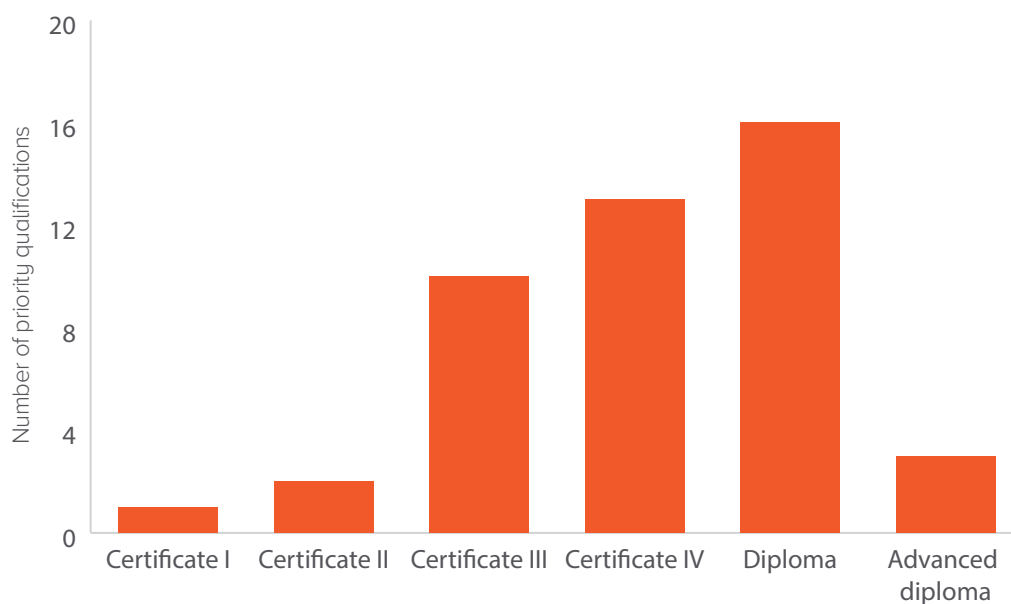
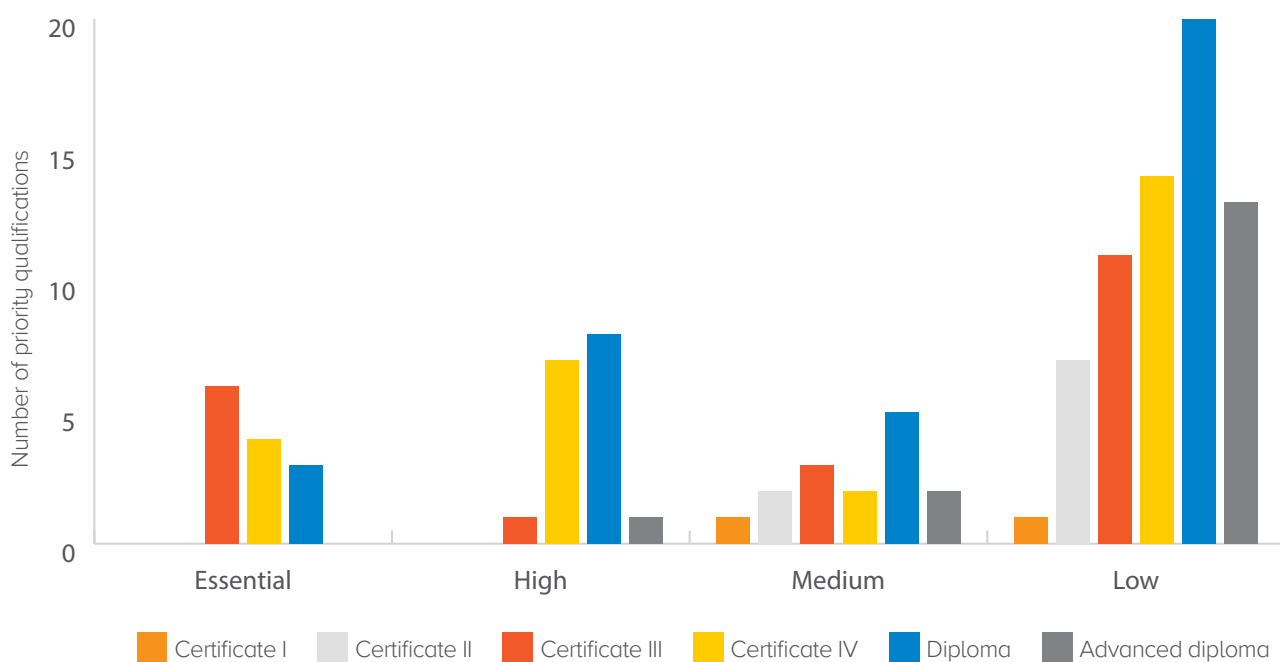


Figure 4: **Qualification level by priority ranking**



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 a veterinary nurse completing their Certificate IV in Veterinary Nursing, while others may choose to complete a pathway qualification such as the Certificate II in Engineering to prepare for undertaking an apprenticeship through the Certificate III in Engineering – Mechanical Trade.

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.

The Professional, Scientific, and Technical Services industry has a clear focus on qualifications that are either a basic requirement for a job or for upskilling. Stakeholders stated that many of the upskilling qualifications are used as a pathway to higher education. The industry has also placed some emphasis on pathway qualifications, which may serve to introduce new students into the field.

Table 2: **Qualification use**

Pathway to entry level	
MEM10105	Certificate I in Engineering
MEM20105	Certificate II in Engineering
MSL20109	Certificate II in Sampling and Measurement
ICT40515	Certificate IV in Programming
Entry level qualification or basic requirement for a job	
BSB30101	Certificate III in Business
BSB30201	Certificate III in Business Administration
BSB31007	Certificate III in Business Administration (Legal)
MEM30405	Certificate III in Engineering - Electrical/Electronic Trade
MEM30205	Certificate III in Engineering - Mechanical Trade
MEM30505	Certificate III in Engineering - Technical
ICT30115	Certificate III in Information, Digital Media and Technology
MSL30109	Certificate III in Laboratory Skills
ICT30515	Certificate III in Telecommunications Technology
ICT40115	Certificate IV in Information Technology

Entry level qualification or basic requirement for a job	
ICT40415	Certificate IV in Information Technology Networking
ICT40215	Certificate IV in Information Technology Support
BSB40110	Certificate IV in Legal Services
ACM40410	Certificate IV in Veterinary Nursing
ICT50515	Diploma of Database Design and Development
ICT50715	Diploma of Software Development
Upskilling	
ICT30415	Certificate III in Telecommunications Network Build and Operate
ICT40815	Certificate IV in Digital Media Technologies
MEM40103	Certificate IV in Engineering
MEM40412	Certificate IV in Engineering Drafting
BSB42015	Certificate IV in Leadership and Management
BSB41513	Certificate IV in Project Management Practice
ICT41215	Certificate IV in Telecommunications Engineering Technology
TAE40110	Certificate IV in Training and Assessment
FNS50204	Diploma of Accounting
BSB50101	Diploma of Business
MEM50105	Diploma of Engineering - Advanced Trade
MEM50205	Diploma of Engineering - Technical
BSB50607	Diploma of Human Resources Management
ICT50115	Diploma of Information Technology
ICT50415	Diploma of Information Technology Networking
ICT50315	Diploma of Information Technology Systems Administration
MSL50109	Diploma of Laboratory Technology
BSB51915	Diploma of Leadership and Management
ACM50410	Diploma of Veterinary Nursing (Emergency and Critical Care)
ACM50512	Diploma of Veterinary Nursing (General Practice)
ACM50210	Diploma of Veterinary Nursing (Surgical)
ICT50615	Diploma of Website Development
BSB60207	Advanced Diploma of Business
MEM60105	Advanced Diploma of Engineering
BSB61015	Advanced Diploma of Leadership and Management
MEM80112	Graduate Diploma of Engineering

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.

The Professional, Scientific, and Technical Services industry, particularly the engineering field, faces a significant workforce challenge from 2020 and beyond. The defence industry will be looking for engineers with five or more years work experience, meaning many are likely to be drawn from other industries, leaving a shortage of engineers outside the defence sector. The engineering profession is already relying on a strong supply of skilled migrant labour with over 50 per cent of qualified engineers coming from overseas. This presents an opportunity for the VET sector to support workforce development. With 60 per cent of tertiary engineering students entering university through non-SACE pathways, there will be a flow-on effect through the education system.

Industry stated that it faces difficulty finding students with adequate employability skills, making it hard to match potential workers with employment. Many students from fields such as accounting, information technology and engineering are completing tertiary education and have strong technical skills, yet their lack of work experience makes it difficult to find employment after graduating.

Stakeholders are generally not concerned with the impacts of automation and technology. Rather, technology is viewed for its potential to improve products and services.



Administrative and Support Services



Key findings

- Qualifications from the Business Service training package are the main priority for the Administrative and Support Services industry, with a number of Community Services and ICT qualifications also identified.
- Although full qualifications are the most common priority, skill sets represent over a third of priorities overall, and one-in-five within the top three priority levels.
- Qualifications at the certificate IV level are the most common priority.
- Qualifications rated as essential are typically used for upskilling.

Industry priority qualifications

The Administrative and Support Services industry is a diverse industry, encompassing activities such as employment placement and recruitment, travel agency services, and building and industrial cleaning.

The industry employs around 27,000 people in South Australia and is expected to grow moderately over the next five years⁴⁹. Of those employed, around one-in-three have a vocational qualification, and in 2017, just over 2,600 students completed a vocational qualification to gain or improve employment in the industry⁵⁰.

Summary of survey responses

The industry priority qualifications survey received 71 responses from the Administrative and Support Services industry. Just over a third came from government bodies, and a further 24 responses came from training providers.

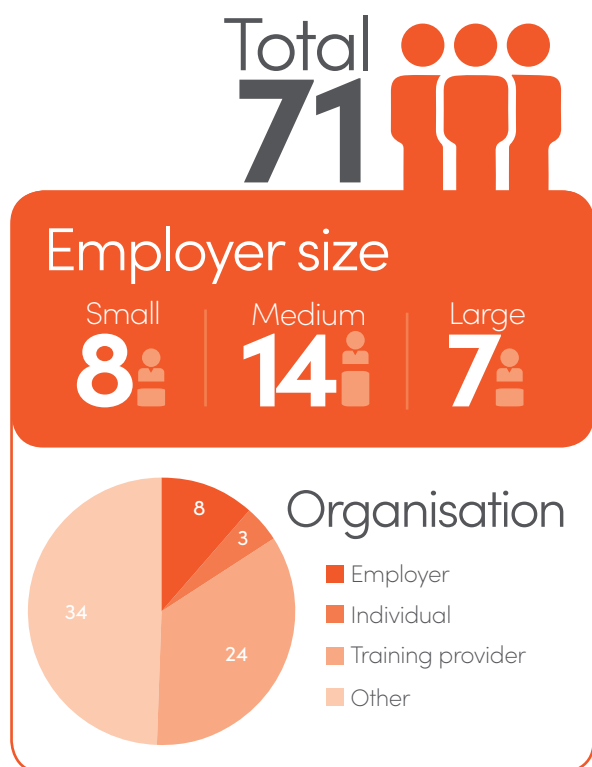
Priority qualifications

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 Administrative and Support Services industry⁵¹.

A total of 113 qualifications, skill sets, and accredited courses were identified as a priority for the industry and six of these were identified as essential qualifications. The highest priority qualifications are generally those that prepare students for entry level work.



49 | *Economic Outlook and Industry Demand for Qualifications* 2018, Training and Skills Commission.

50 | National Centre for Vocational Education and Research 2018, *Student Outcomes Survey*, viewed October 2018.

51 | 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	
BSB30101	Certificate III in Business
BSB30201	Certificate III in Business Administration
SIT30212	Certificate III in Travel
CHC40502	Certificate IV in Employment Services
BSB42015	Certificate IV in Leadership and Management
BSB41412	Certificate IV in Work Health and Safety
High	
CPP30316	Certificate III in Cleaning Operations
AHC31010	Certificate III in Parks and Gardens
BSB40101	Certificate IV in Business
BSB40201	Certificate IV in Business Administration
CHC41215	Certificate IV in Career Development
BSB41007	Certificate IV in Human Resources
ICT40115	Certificate IV in Information Technology
BSB41513	Certificate IV in Project Management Practice
SIT40116	Certificate IV in Travel and Tourism
BSB50101	Diploma of Business
BSB50607	Diploma of Human Resources Management
BSB51915	Diploma of Leadership and Management
BSB51407	Diploma of Project Management
SIT50116	Diploma of Travel and Tourism Management
BSB51312	Diploma of Work Health and Safety
BSB61015	Advanced Diploma of Leadership and Management
BSBSS00069	Archive and Keep Records Skill Set
BSBSS00034	Basic Customer Engagement Skill Set
BSBSS00040	Innovation Leadership Skill Set
CHCSS00087	Risk Management
CHCSS00091	Team Leader
Medium	
CHC20108	Certificate II in Community Services
BSB30215	Certificate III in Customer Engagement
ICT30115	Certificate III in Information, Digital Media and Technology
CHC44015	Certificate IV in Coordination of volunteer programs
BSB40315	Certificate IV in Customer Engagement
BSB41707	Certificate IV in Recordkeeping
TAE40110	Certificate IV in Training and Assessment
CHC40413	Certificate IV in Youth Work
ICT60215	Advanced Diploma of Network Security
SIT60116	Advanced Diploma of Travel and Tourism Management
10332NAT	Diploma of Risk Management and Business Continuity
BSBSS00039	Governance Induction Skill Set
BSBSS00044	Key Recordkeeping Skill Set
BSBSS00063	Team Leader Skill Set

Qualifications by training package

Priority qualifications for the Administrative and Support Services industry belong to seven training packages:

- Agriculture, Horticulture, Conservation and Land Management (ACH)
- Business Services (BSB)
- Community Services (CHC)
- Information and Communications Technology (ICT)
- Property Services (CPP)
- Tourism, Travel and Hospitality (SIT)
- Training and Education (TAE)

Unsurprisingly, most priority qualifications are from the Business Services (BSB) training package.

Community Services (CHC) qualifications, mainly relevant in the employment services sector, are the second most prominent.

Examining the training packages across priority levels further highlights the dominance of the Business Services training package. Naturally, qualifications in business and business administration are common, yet qualifications relating to management, human resources, and work health and safety also feature prominently. Two-thirds of qualifications in the top two priority levels come from the BSB training package, with Tourism, Travel, and Hospitality (SIT) qualifications also relatively highly prioritised. Community Services, the second most prevalent training package, is more common in lower priority levels, indicating CHC qualifications are not as high a priority as business qualifications.

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

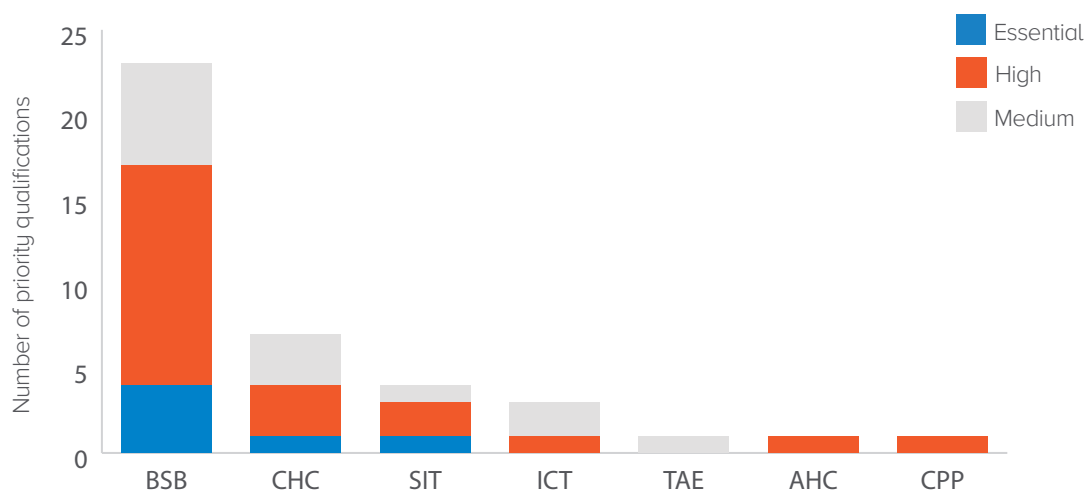
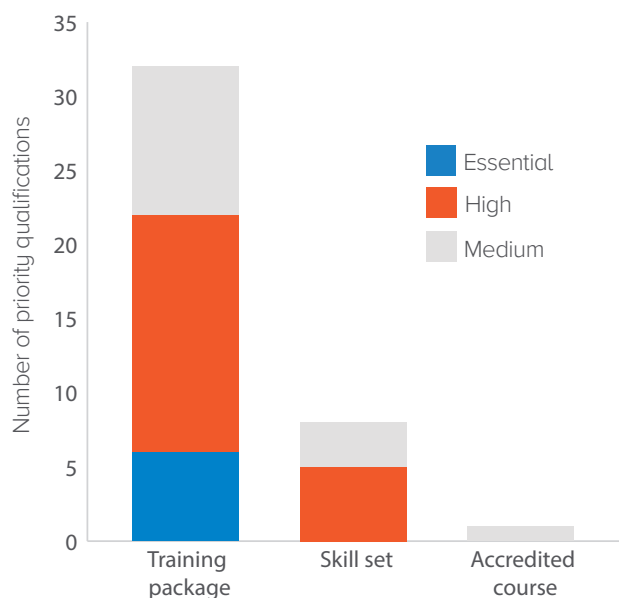


Figure 2: Qualification type by priority level



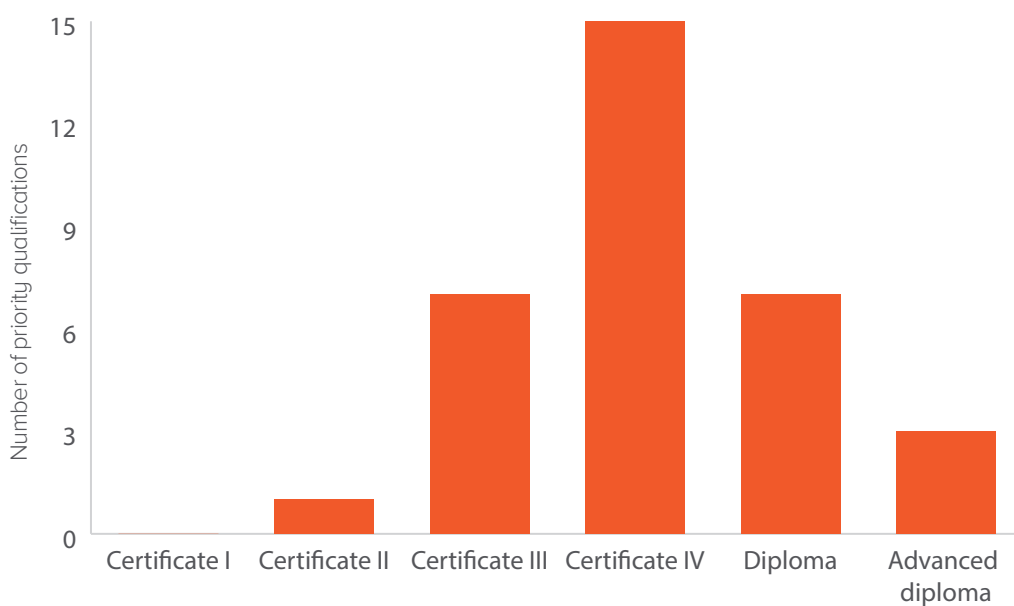
Qualification types

Most priority qualifications within the top three priority levels are training package qualifications. Eight skill sets were identified, either as a high or medium priority, while just one accredited course made it into the top three priority levels.

Qualification levels

Around half the priority qualifications for the Administrative and Support Services industry are at the certificate IV level, with the rest mostly diploma or certificate III. Three advanced diplomas, across multiple fields of education, were also identified by industry, although generally in the lower priority levels. Just one certificate II was identified as a priority in the top three priority levels, highlighting the importance industry places on mid to higher level qualifications.

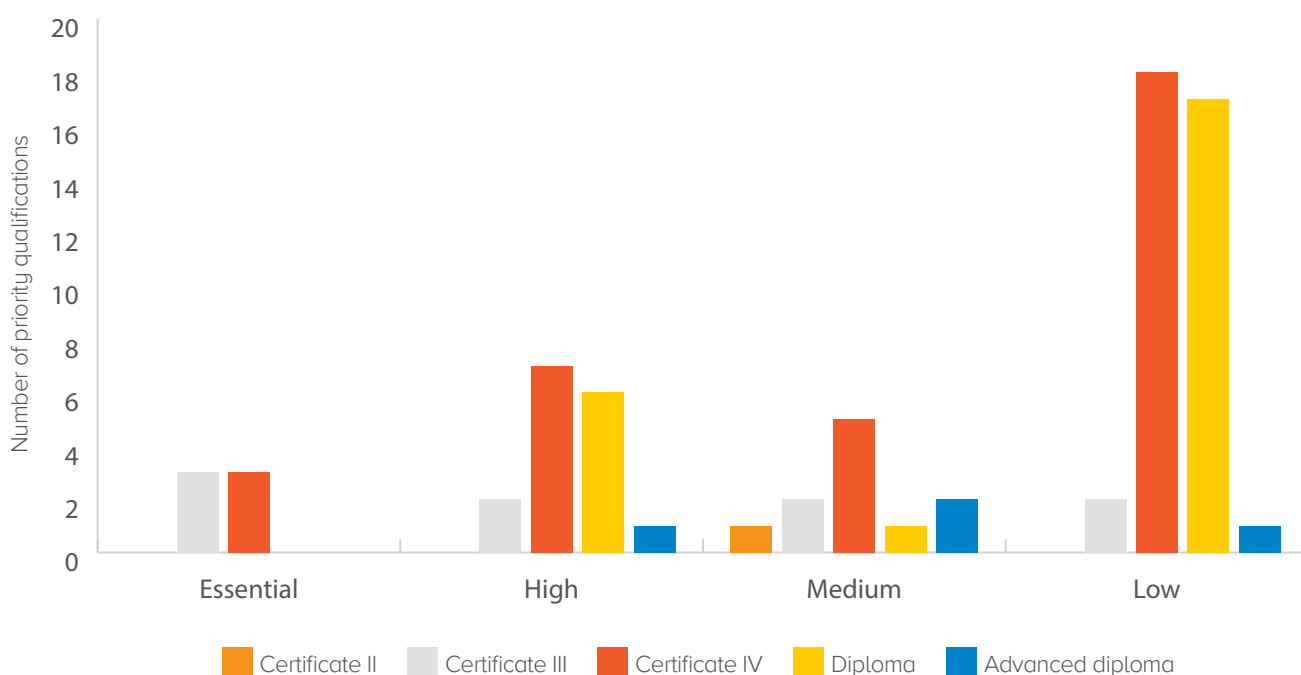
Figure 3: **Qualification level: essential, high & medium priority**



Looking across priority levels, the certificate IV features strongly in each level. Despite just nine certificate IIIs identified overall, a third of these are recognised as essential qualifications, indicating they provide an entry point for work in the sector and are highly valued by industry.

There is a clear dichotomy between qualifications at the diploma level, where a quarter are identified as a high priority, yet all but one of the remaining 18 are a low priority, suggesting the importance of qualifications at this level may be very sector-specific.

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 travel consultant completing their Certificate III in Travel, while others may choose to complete an upskilling qualification such as the Diploma of Travel and Tourism Management to further advance their career.

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.

Due to the nature of the industry, the predominant use of priority qualifications is for upskilling. Little importance has been placed on pathway qualifications, with just one identified, mainly because many priority qualifications in this sector do not have prerequisites, and where an entry level qualification is not needed, a school education is generally sufficient.

Table 2: **Qualification use**

Pathway to entry level	
CHC20108	Certificate II in Community Services
Entry level qualification or basic requirement for a job	
SIT30212	Certificate III in Travel
BSB30101	Certificate III in Business
BSB30201	Certificate III in Business Administration
ICT30115	Certificate III in Information, Digital Media and Technology
AHC31010	Certificate III in Parks and Gardens
CHC40502	Certificate IV in Employment Services
ICT40115	Certificate IV in Information Technology
CHC40413	Certificate IV in Youth Work
Upskilling	
CPP30316	Certificate III in Cleaning Operations
BSB40101	Certificate IV in Business
BSB40201	Certificate IV in Business Administration
CHC41215	Certificate IV in Career Development
CHC44015	Certificate IV in Coordination of volunteer programs
BSB40315	Certificate IV in Customer Engagement
BSB41007	Certificate IV in Human Resources
BSB42015	Certificate IV in Leadership and Management
BSB41513	Certificate IV in Project Management Practice
BSB41707	Certificate IV in Recordkeeping
TAE40110	Certificate IV in Training and Assessment
SIT40116	Certificate IV in Travel and Tourism
BSB41412	Certificate IV in Work Health and Safety
BSB50101	Diploma of Business
BSB50607	Diploma of Human Resources Management
BSB51915	Diploma of Leadership and Management
BSB51407	Diploma of Project Management
10332NAT	Diploma of Risk Management and Business Continuity
SIT50116	Diploma of Travel and Tourism Management
BSB51312	Diploma of Work Health and Safety





Public Administration and Safety

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.

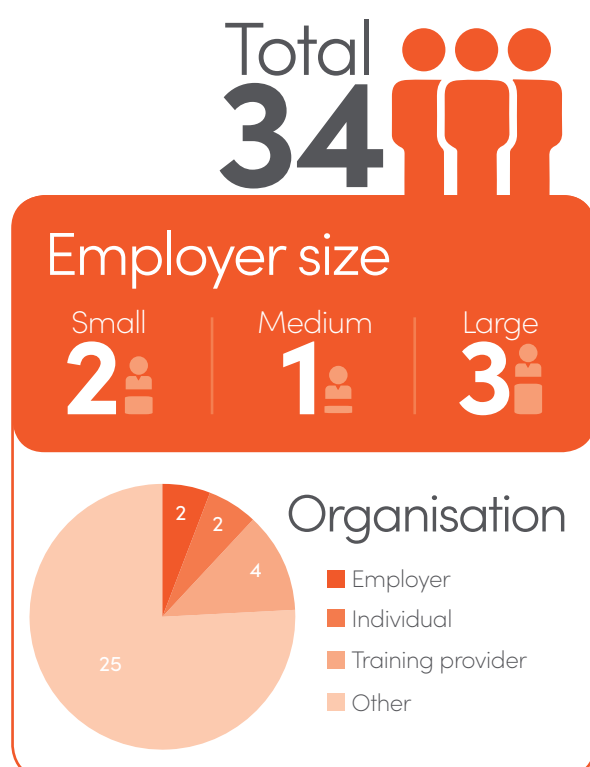
Industry priority qualifications

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 industry⁵².

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 industry⁵³.

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

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

53 | 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**

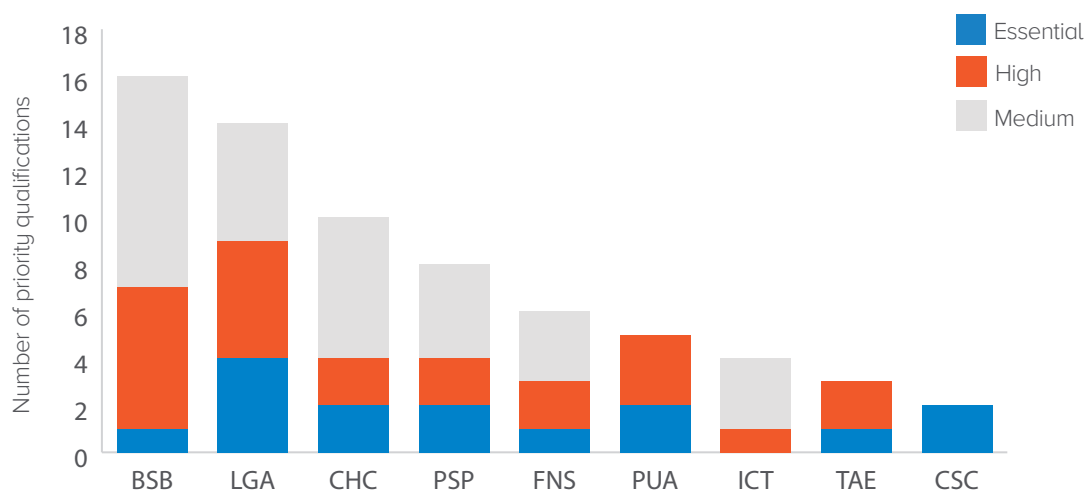
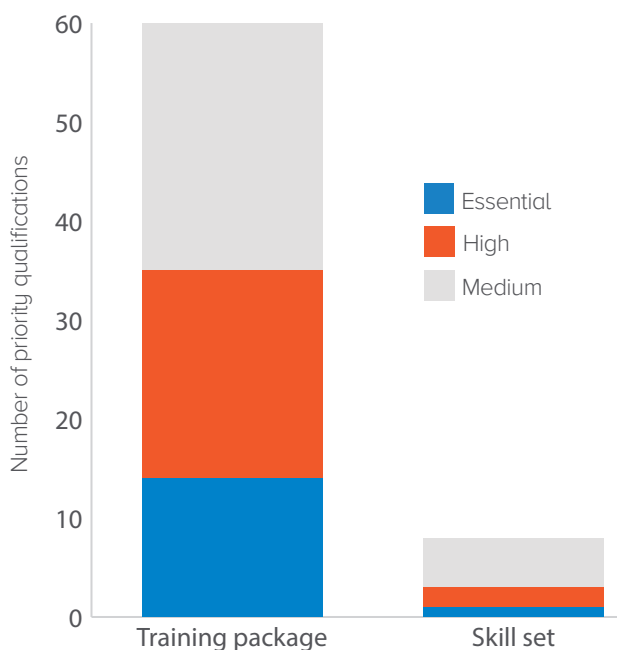


Figure 2: **Qualification type by priority level**



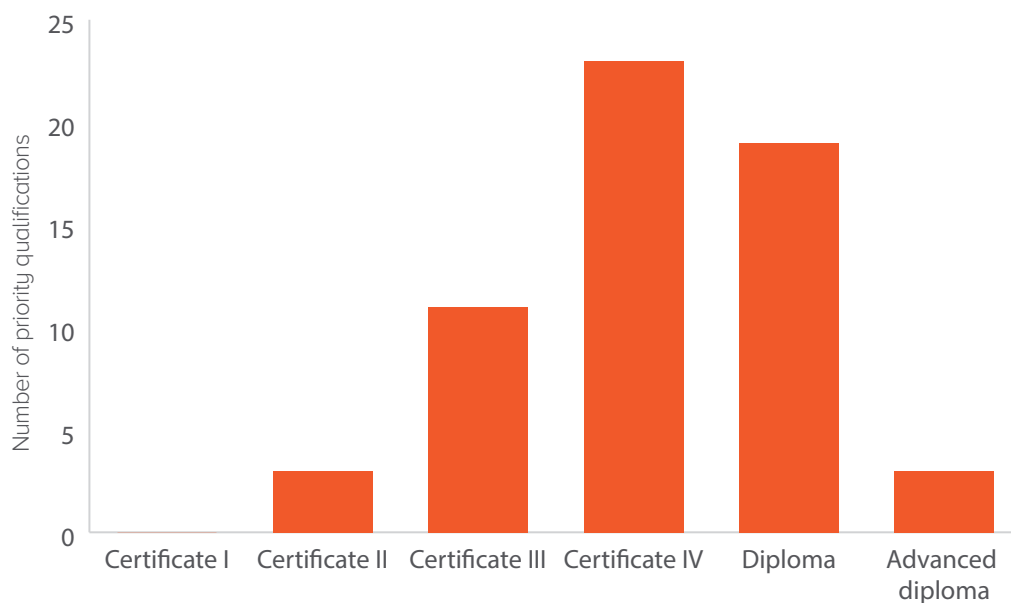
Qualification types

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.

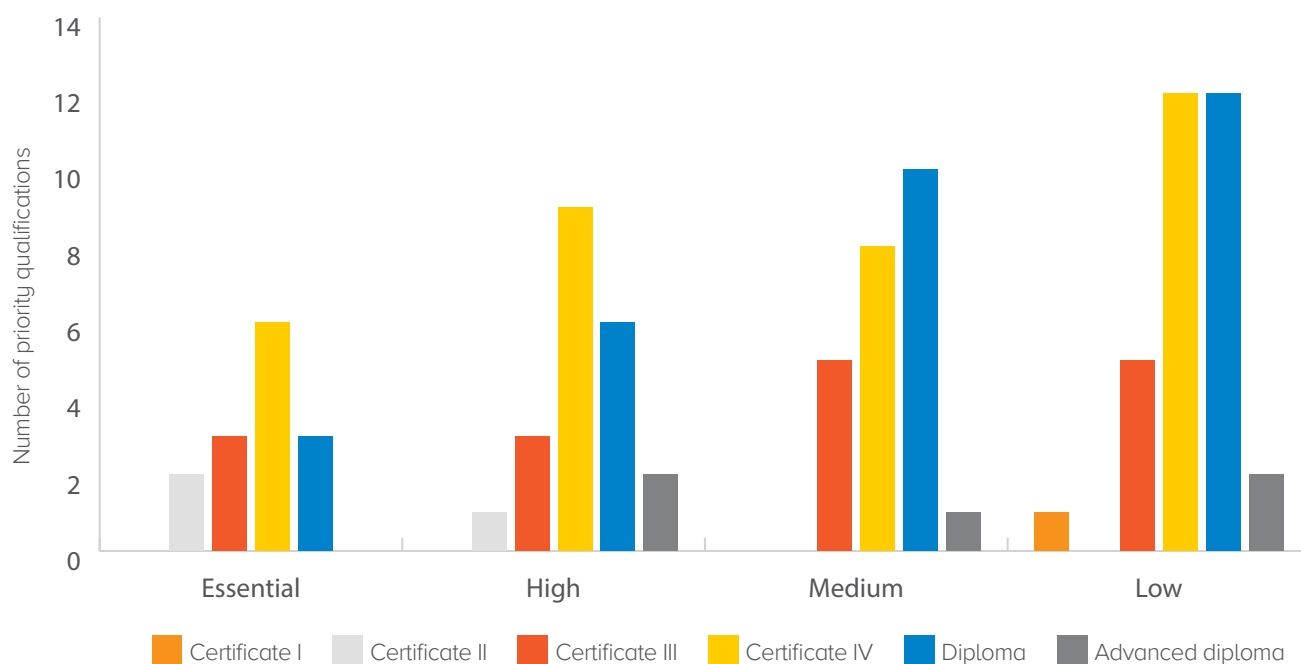
Figure 3: **Qualification level: essential, high & medium priority**



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
BSB51915	Diploma of Leadership and Management
LGA50712	Diploma of Local Government
LGA50204	Diploma of Local Government (Health and Environment)
LGA50401	Diploma of Local Government (Operational Works)
LGA50604	Diploma of Local Government (Regulatory Services)
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 system⁵⁴.

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.

54 | Australian Bureau of Statistics 2018, *Census*



Education and Training





Key findings

- The highest priority qualifications for the Education and Training industry are ones which provide the necessary skills for new entrants to work in the industry.
- Most qualifications come from the Community Services, Training and Education, and Business Services training packages.
- Most qualifications are at the certificate IV or diploma level.
- A relatively high share of skill sets were identified as an essential priority.
- Upskilling qualifications featured strongly among priority qualifications.
- Demand for educators across all parts of Education and Training is likely to continue to increase over the coming years, but especially so in the early childhood education sector.

Industry priority qualifications

The Education and Training industry is the third largest employer in South Australia, with nine per cent of the state's workforce. Responsible for developing the skills of the future workforce, the industry can broadly be separated into adult and community education, preschool and school education, and tertiary education.

Predicted to have one of the highest growths in employment over the next five years, the vocational education sector will play a large role in delivering qualifications to meet this demand and ensure future skills needs are met⁵⁵.

Summary of survey responses

The industry priority qualifications survey received 151 responses from the Education and Training industry, one of the largest responses of any industry. As expected, just over half of these came from training providers and a further third from other organisation types, generally schools and non-government organisations.



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 Education and Training industry⁵⁶.

A total of 229 qualifications, skill sets and accredited courses were identified as a priority for the industry and 18 of these were rated as essential. Essential and high priority qualifications are typically qualifications which provide the necessary skills for the sector to operate effectively.

55 | *Economic Outlook and Industry Demand for Qualifications 2018*, Training and Skills Commission.

56 | 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			
FSK10113	Certificate I in Access to Vocational Pathways	CHC52015	Diploma of Community Services
FSK10213	Certificate I in Skills for Vocational Pathways	10609NAT	Certificate IV in Vocational Education and Training Compliance
FSK20113	Certificate II in Skills for Work and Vocational Pathways	TAE80312	Graduate Certificate in Digital Education
BSB30101	Certificate III in Business	TAE80213	Graduate Diploma of Adult Language, Literacy and Numeracy Leadership
CHC32015	Certificate III in Community Services	TAE80113	Graduate Diploma of Adult Language, Literacy and Numeracy Practice
CHC30113	Certificate III in Early Childhood Education and Care	TAESS00014	Enterprise Trainer-Presenting Skill Set
CHC33015	Certificate III in Individual Support	CHCSS00082	Lead and Mentor
CHC40508	Certificate IV in Mental Health	TAESS00017	Workplace Supervisor Skill Set
TAE40110	Certificate IV in Training and Assessment	Medium	
CHC50113	Diploma of Early Childhood Education and Care	BSB20101	Certificate II in Business
BSB51915	Diploma of Leadership and Management	ICT20115	Certificate II in Information, Digital Media and Technology
TAE50211	Diploma of Training Design and Development	BSB30215	Certificate III in Customer Engagement
TAE50111	Diploma of Vocational Education and Training	FNS40217	Certificate IV in Accounting and Bookkeeping
TAESS00009	Address Foundation Skills in Vocational Practice Skill Set	CHC43015	Certificate IV in Ageing Support
TAESS00010	Advanced Assessor Skill Set	BSB40201	Certificate IV in Business Administration
TAESS00011	Assessor Skill Set	CHC42015	Certificate IV in Community Services
TAESS00013	Enterprise Trainer - Mentoring Skill Set	BSB50607	Diploma of Human Resources Management
TAESS00015	Enterprise Trainer and Assessor Skill Set	BSB51407	Diploma of Project Management
High		10183NAT	Diploma of Education
CHC20108	Certificate II in Community Services	TAESS00012	Enterprise and Industry Engagement Skill Set
BSB30201	Certificate III in Business Administration	CHCSS00097	Individual Support - Ageing Skill Set
CHC30213	Certificate III in Education Support	CHCSS00098	Individual Support - Disability Skill Set
BSB30307	Certificate III in Micro Business Operations	CHCSS00100	Individual Support - Home and Community (Disability) Skill Set
BSB40101	Certificate IV in Business	CHCSS00084	Lead and support colleagues
CHC41215	Certificate IV in Career Development	CHCSS00104	Peer Leadership Skill Set
CHC44015	Certificate IV in Coordination of volunteer programs	CHCSS00087	Risk Management
CHC40308	Certificate IV in Disability	BSBSS00050	Small Business Financial Management Skill Set
BSB42015	Certificate IV in Leadership and Management	BSBSS00054	Small Business Marketing Skill Set
BSB50101	Diploma of Business	TAESS00016	Sustainable Practice Skill Set
		CHCSS00091	Team Leader

Qualifications by training package

Training packages which are a priority for the Education and Training industry include:

- Business Services (BSB)
- Community Services (CHC)
- Financial Services (FNS)
- Foundation Skills (FSK)
- Information and Communications Technology (ICT)
- Training and Education (TAE)

Qualifications from the Community Services (CHC) training package are the most common priority, followed by Training and Education (TAE) and Business Services (BSB). The TAE training package is the primary focus for qualifications rated as essential, followed by Community Services and Foundation Skills.

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

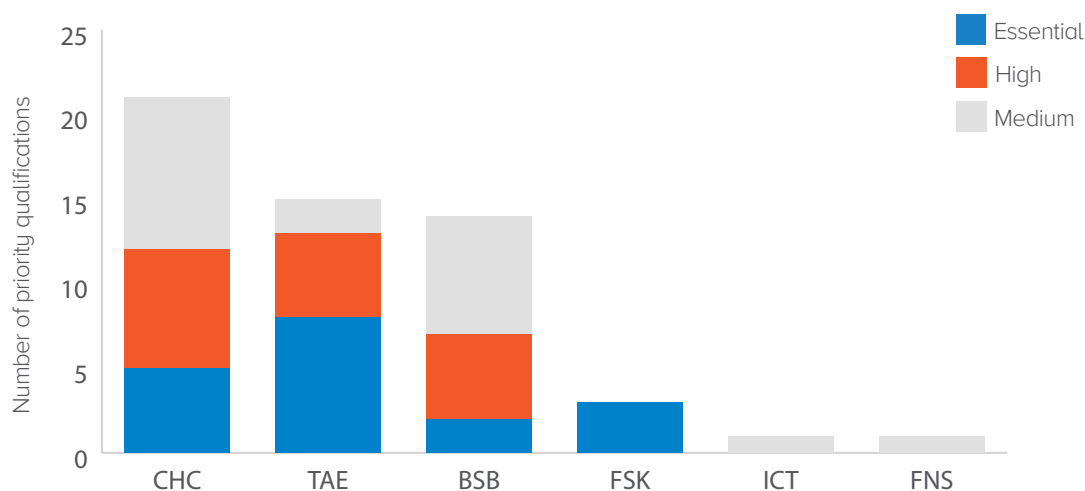
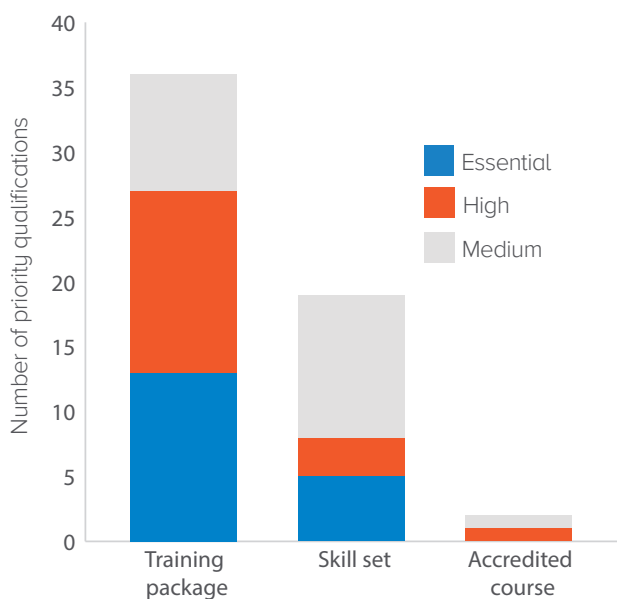


Figure 2: Qualification type by priority level



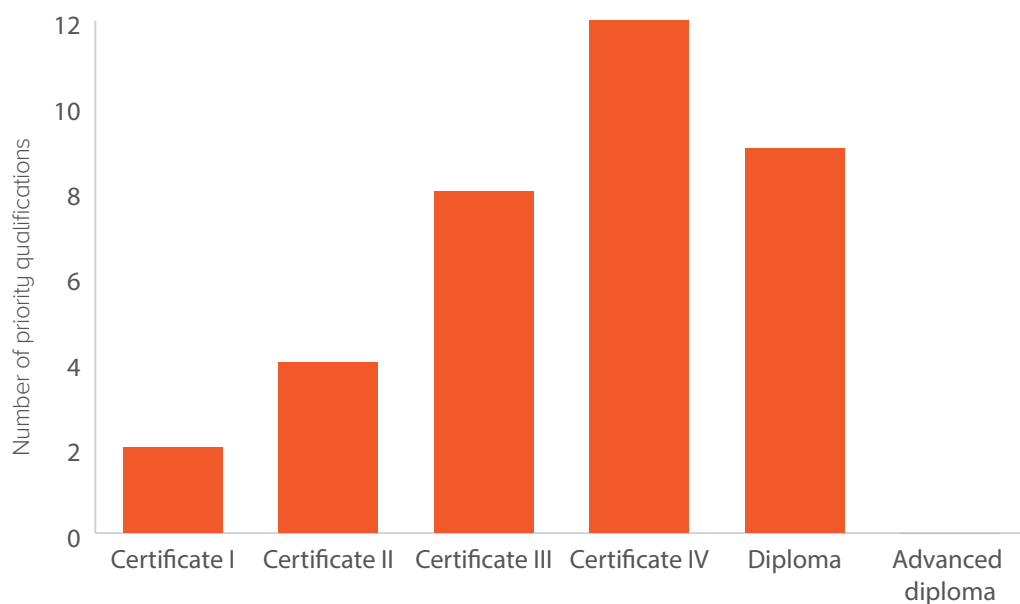
Qualification types

Most priorities in the Education and Training industry are national training package qualifications, however, skill sets make up a relatively large share of priorities within the top three priority levels. Five skill sets were identified as essential, largely centred on providing mentoring and assessor skill development.

Qualification levels

The qualifications identified by the Education and Training industry are skewed towards certificate IV and diploma level qualifications. Within the top three priority levels, certificate IVs are the most common priority, followed by diplomas and certificate III.

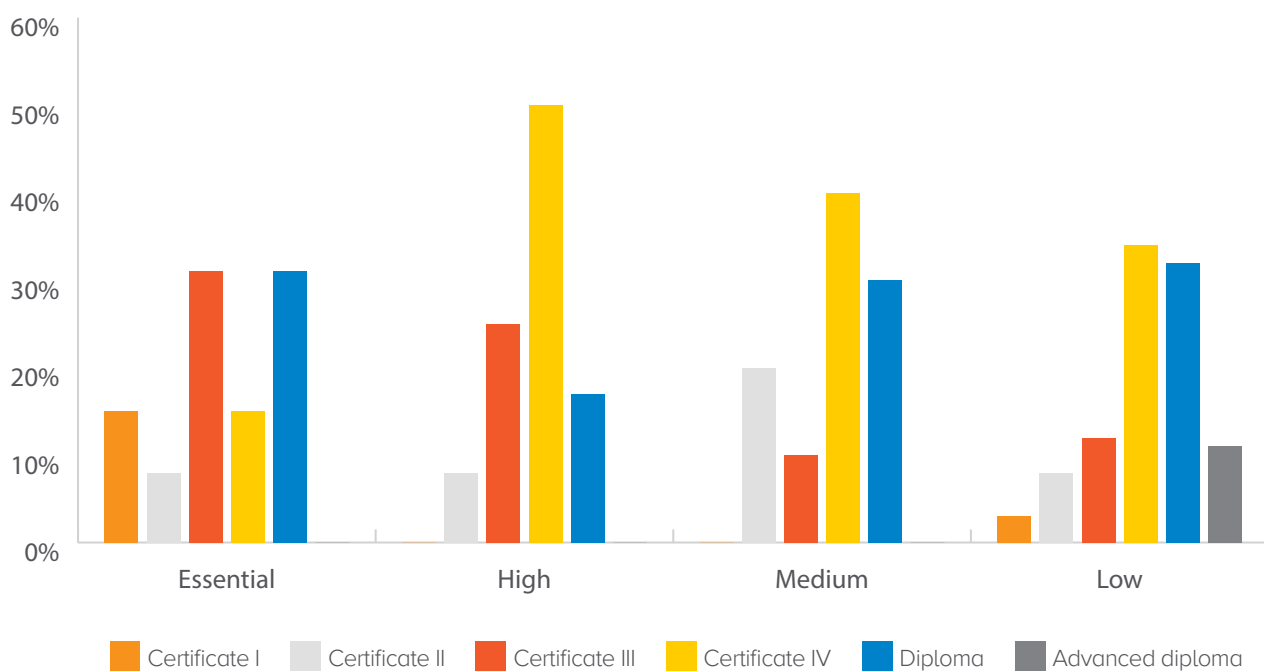
Figure 3: **Qualification level: essential, high & medium priority**



Despite certificate IVs being the most prevalent overall, there are twice as many certificate IIIs and diplomas identified as essential qualifications. Stakeholders suggested these levels were generally requirements for entry-level or managerial work and, as such, placed a stronger emphasis on these qualifications.

The distribution of qualifications across priority levels follows a similar pattern, however, certificate IV stands out as a particular focus among high priority qualifications.

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 child care worker completing their Certificate III in Early Childhood Education and Care, while others may choose to complete an upskilling qualification such as the Diploma of Early Childhood Education and Care to advance their career and move into management 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.

The Education and Training industry placed a clear emphasis on prioritising upskilling qualifications, with stakeholders identifying a growing requirement for managers and leaders in the industry. The need for higher level qualifications can be a regulatory requirement, as is the case in early childhood care, where centres cannot operate unless 50 per cent of staff are qualified at a diploma level. Upskilling qualifications also play a key role in the community education sector, where centres are increasingly looking for workers with formal qualifications in disability and mental health.

Table 2: **Qualification use**

Pathway to entry level	
FSK10113	Certificate I in Access to Vocational Pathways
FSK10213	Certificate I in Skills for Vocational Pathways
BSB20101	Certificate II in Business
CHC20108	Certificate II in Community Services
ICT20115	Certificate II in Information, Digital Media and Technology
FSK20113	Certificate II in Skills for Work and Vocational Pathways
Entry level qualification or basic requirement for a job	
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
CHC33015	Certificate III in Individual Support
FNS40217	Certificate IV in Accounting and Bookkeeping
10183NAT	Diploma of Education
Upskilling	
BSB30215	Certificate III in Customer Engagement
BSB30307	Certificate III in Micro Business Operations
CHC43015	Certificate IV in Ageing Support
BSB40101	Certificate IV in Business
BSB40201	Certificate IV in Business Administration
CHC41215	Certificate IV in Career Development
CHC42015	Certificate IV in Community Services
CHC44015	Certificate IV in Coordination of volunteer programs
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
10609NAT	Certificate IV in Vocational Education and Training Compliance
BSB50101	Diploma of Business
CHC52015	Diploma of Community Services
CHC50113	Diploma of Early Childhood Education and Care
BSB50607	Diploma of Human Resources Management
BSB51915	Diploma of Leadership and Management
BSB51407	Diploma of Project Management
TAE50211	Diploma of Training Design and Development
TAE50111	Diploma of Vocational Education and Training
TAE80312	Graduate Certificate in Digital Education
TAE80213	Graduate Diploma of Adult Language, Literacy and Numeracy Leadership
TAE80113	Graduate Diploma of Adult Language, Literacy and Numeracy Practice

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.

The Education and Training sector is generally one of promising growth. Commonwealth funding for childcare is increasing. Primary and secondary school teachers will be two of the fastest growing occupations over the next five years⁵⁷, and tertiary education continues to be one of the state's largest exports. Although many of the skills needs in education will be from bachelor qualified workers, the industry does have a large component of VET demand, with around 25 per cent of the workforce holding a vocational qualification. This is particularly true in the early childhood education sector which is expected to experience strong employment growth. Over the next two years, over 100 new centres are expected to open in metropolitan Adelaide requiring over 2,000 qualified staff, and half of these at diploma level.

The Education and Training workforce is largely protected from issues impacting other industries, namely technology and an ageing workforce. The industry is fundamentally based on human interaction and, as such, any technological changes, such as the advent of digital learning technologies, largely supplement workers rather than replace them.

Of some concern, stakeholders suggested many trainers and educators struggle to remain up-to-date with industry best practice when delivering training, leading to suboptimal outcomes for students.

⁵⁷ | *Economic Outlook and Industry Demand for Qualifications 2018*, Training and Skills Commission.



Health Care and Social Assistance



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 attainment⁵⁸.

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 industry⁵⁹.

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.



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

59 | 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

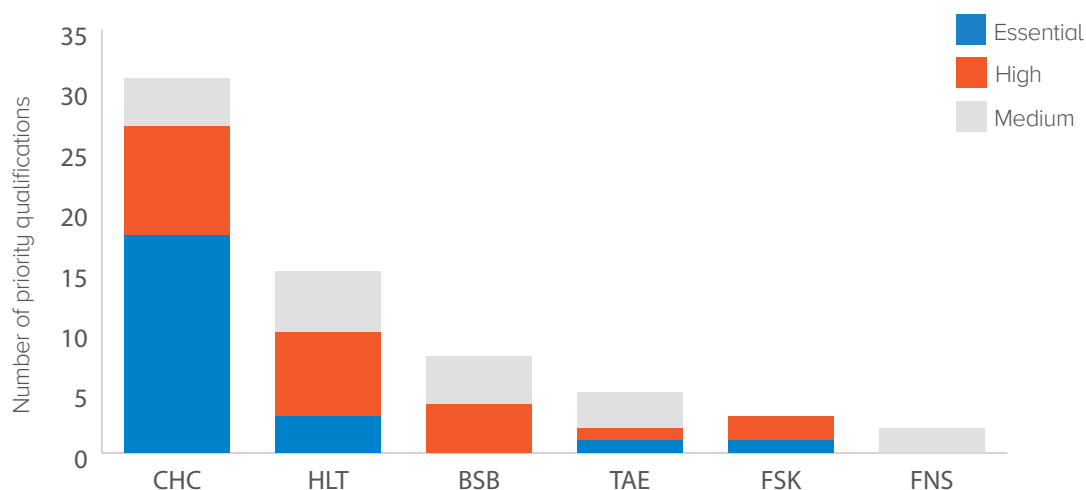
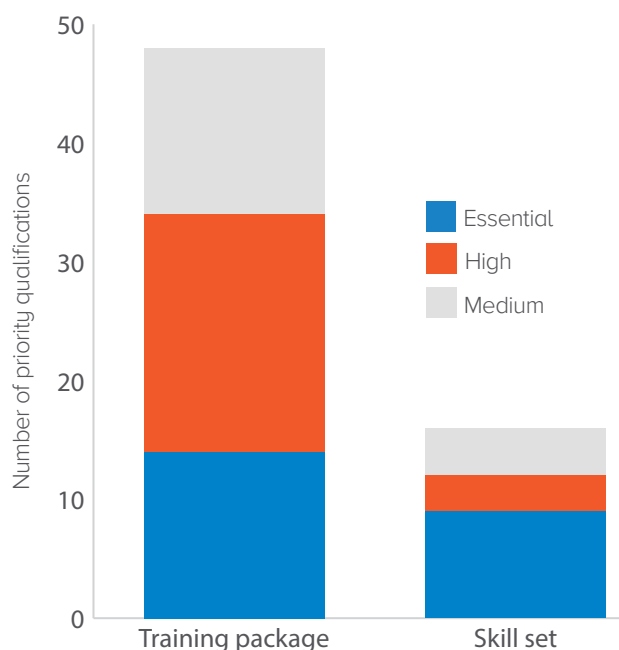


Figure 2: Qualification type by priority level



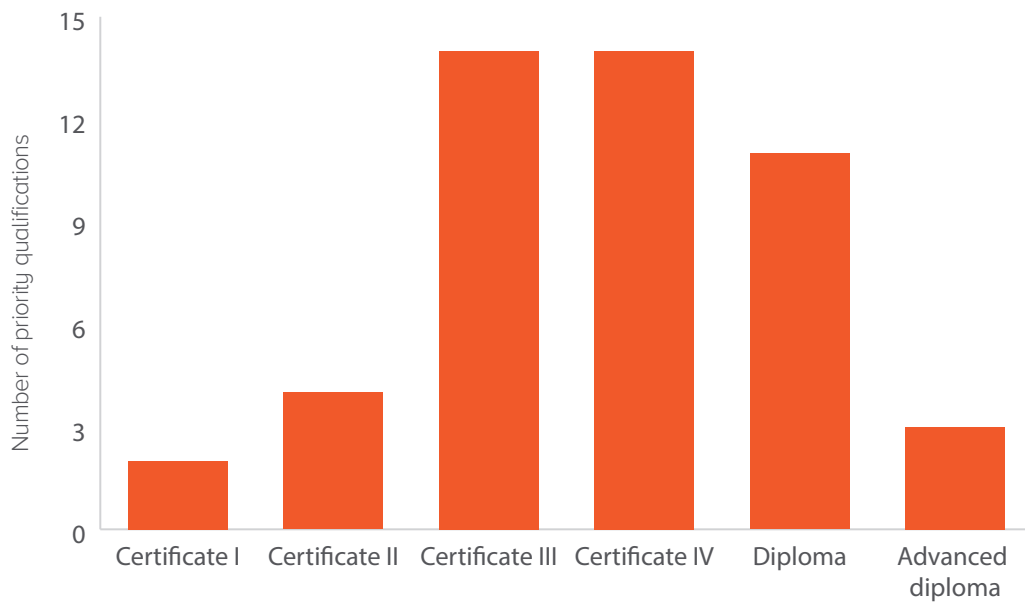
Qualification types

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

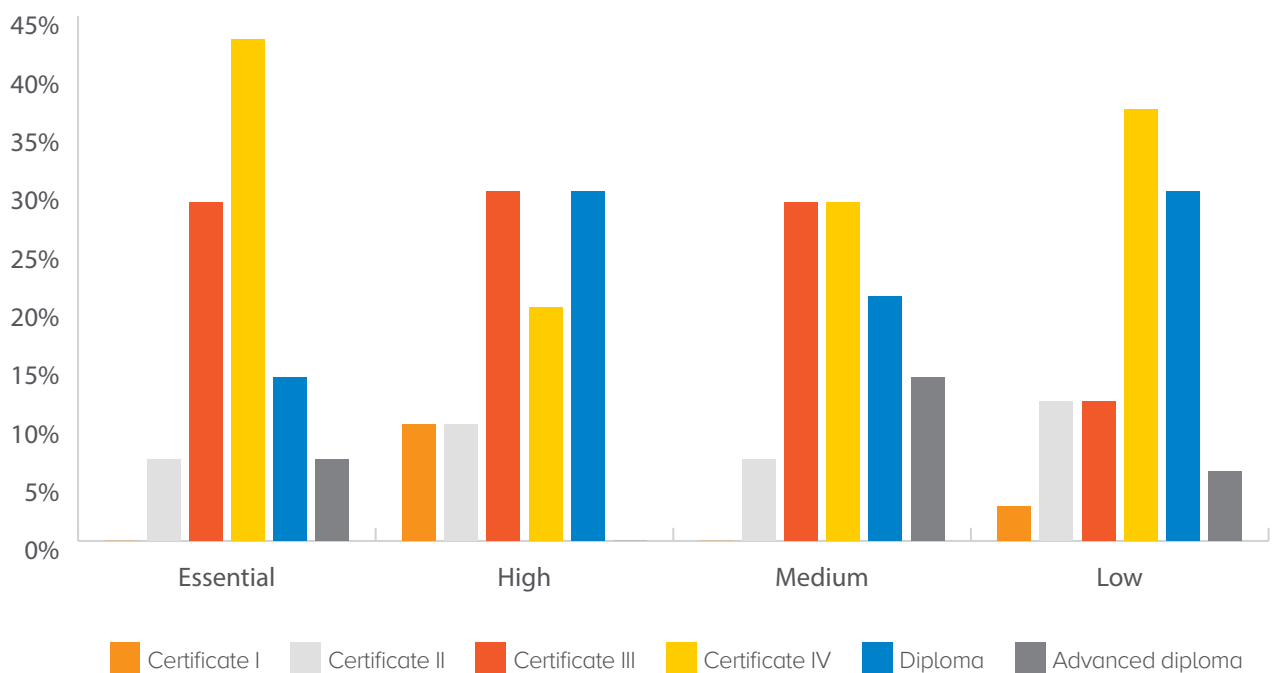
Figure 3 shows the Health Care and Social Assistance industry has a clear preference for mid to higher level vocational qualifications. Industry prioritised a similar share of certificates III, IV and diploma, however, certificates III and IV are the most common priority among qualifications rated as 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.



Arts and Recreation Services

Key findings

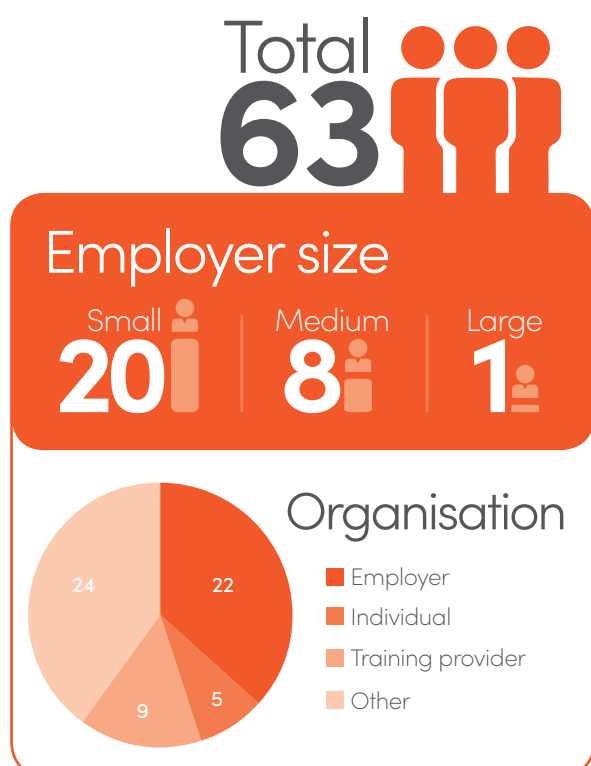
- Most priority qualifications for the Arts and Recreation Services industry come from just three training packages:
 - Creative Arts and Culture
 - Sport, Fitness and Recreation
 - Business Services.
- Training package qualifications are the most common priority.
- Skill sets represent a relatively large share of priorities, with 24 identified as a high or medium priority.
- Most priority qualifications are between certificate III and diploma.
- Pathway qualifications play a relatively large role in the Arts and Recreation Services industry, compared to most other sectors.
- Although not often a requirement, vocational qualifications play a large role in improving employability, especially for younger people within the Arts and Recreation Services industry.

Industry priority qualifications

The Arts and Recreation Services industry is the creative and sporting hub of South Australia's economy. The industry employs just over 10,000 people in a range of activities including creative and performing arts, parks and gardens, fitness centres, sports clubs and venues⁶⁰. Just over one-in-five workers in this industry have a university qualification, while one-in-three has a vocational qualification, highlighting the importance of vocational education in the sector.

Summary of survey responses

The industry priority qualifications survey received 63 responses from the Arts and Recreation Services industry. One-third of responses came from employers, with industry associations, training providers, and non-government organisations also making significant contributions. Two-thirds of responses came from small or micro businesses with less than 20 employees, and there was just one response from an organisation 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 Arts and Recreation Services industry⁶¹.

A total of 177 qualifications, skill sets, and accredited courses were identified as a priority by the Arts and Recreation Services industry, with 15 of these being an essential priority. Entry level qualifications represent a large share of the highest priority qualifications.

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

61 | 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	CUASS00024	Festivals and Events Skill Set
BSB30101	Certificate III in Business	SISSS00064	Kayaking Guide Flat Water
CUA30413	Certificate III in Live Production and Services	SISSS00067	Kayaking Instructor Flat Water
SIS30115	Certificate III in Sport and Recreation	SISSS00111	Pool Lifeguard
SIS40210	Certificate IV in Fitness	BSBSS00087	Small Business Growth Skill Set
BSB42015	Certificate IV in Leadership and Management	Medium	
CUA40413	Certificate IV in Live Production and Technical Services	BSB20101	Certificate II in Business
SIS40310	Certificate IV in Outdoor Recreation	CUA20215	Certificate II in Creative Industries
TAE40110	Certificate IV in Training and Assessment	SIS20115	Certificate II in Sport and Recreation
CUA50111	Diploma of Dance (Elite Performance)	SIS31015	Certificate III in Aquatics and Community Recreation
CUA50413	Diploma of Live Production and Technical Services	SIT30516	Certificate III in Events
CUA51015	Diploma of Screen and Media	ICT30115	Certificate III in Information, Digital Media and Technology
SIS50115	Diploma of Sport and Recreation Management	SIS30410	Certificate III in Outdoor Recreation
CUA60213	Advanced Diploma of Live Production and Management Services	BSB40201	Certificate IV in Business Administration
CUA60615	Advanced Diploma of Screen and Media	BSB40907	Certificate IV in Governance
High		BSB42115	Certificate IV in Library and Information Services
CUA30515	Certificate III in Aboriginal and Torres Strait Islander Cultural Arts	SIS40115	Certificate IV in Sport and Recreation
CUA30615	Certificate III in Arts Administration	SIS40610	Certificate IV in Sport Development
BSB30215	Certificate III in Customer Engagement	SIT50316	Diploma of Event Management
SIS30310	Certificate III in Fitness	CUA50513	Diploma of Live Production Design
CUA31015	Certificate III in Screen and Media	BSB52415	Diploma of Marketing and Communication
CUA40815	Certificate IV in Arts Administration	CUA50815	Diploma of Music Industry
BSB40101	Certificate IV in Business	CUA50915	Diploma of Photography and Photo Imaging
BSB42415	Certificate IV in Marketing and Communication	SIS50610	Diploma of Sport Development
CUA41215	Certificate IV in Screen and Media	TAE50111	Diploma of Vocational Education and Training
SIS50210	Diploma of Fitness	CUA60315	Advanced Diploma of Graphic Design
BSB51915	Diploma of Leadership and Management	TAESS00010	Advanced Assessor Skill Set
SIS50310	Diploma of Outdoor Recreation	TAESS00011	Assessor Skill Set
CUA51115	Diploma of Visual Arts	CUASS00020	Basic Design Skill Set
CUA60111	Advanced Diploma of Dance (Elite Performance)	SISSS00015	Bushwalking Guide Controlled Environment
CUA60715	Advanced Diploma of Visual Arts	SISSS00032	Challenge Ropes Course Conductor (High Ropes)
SISSS00110	Aquatic Technical Operator	SISSS00033	Challenge Ropes Course Conductor (Low Ropes)
SISSS00013	Bushwalk Specialist - Arid	SISSS00039	Climbing Guide (Artificial Surfaces) Top Rope
SISSS00017	Bushwalking Guide Intermediate Environment	CUASS00026	Lighting Live Performance Skill Set
SISSS00016	Bushwalking Guide Uncontrolled Environment	CUASS00027	Management Skill Set
SISSS00042	Climbing Guide (Natural Surfaces) Top Rope	SISSS00070	Mountain Bike Guide (Controlled to Intermediate Environment)
10352NAT	Diploma of Visual Communication (Design Communication / Photo Communication)	SISSS00071	Mountain Bike Guide (Intermediate Environment)
		SISSS00072	Mountain Bike Instructor (Intermediate Environment)
		BSBSS00054	Small Business Marketing Skill Set
		SISSS00108	Wilderness First Aid

Qualifications by training package

Training packages which are a priority for the Arts and Recreation Services industry include:

- Business Services (BSB)
- Creative Arts and Culture (CUA)
- Foundation Skills (FSK)
- Information and Communications Technology (ICT)
- Sport, Fitness and Recreation (SIS)
- Tourism, Travel and Hospitality (SIT)
- Training and Education (TAE)

Just over one-third of priority qualifications for the Arts and Recreation Services industry are from the Sport, Fitness and Recreation (SIS) training package, with qualifications from Creative Arts and Culture (CUA), and Business Services (BSB) also featuring prominently.

One Foundation Skills (FSK) qualification was recognised as an essential priority, being the Certificate II in Skills for Work and Vocational Pathways. Once again, the majority of qualifications rated as an essential or high priority are from the SIS, CUA and BSB training packages.

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

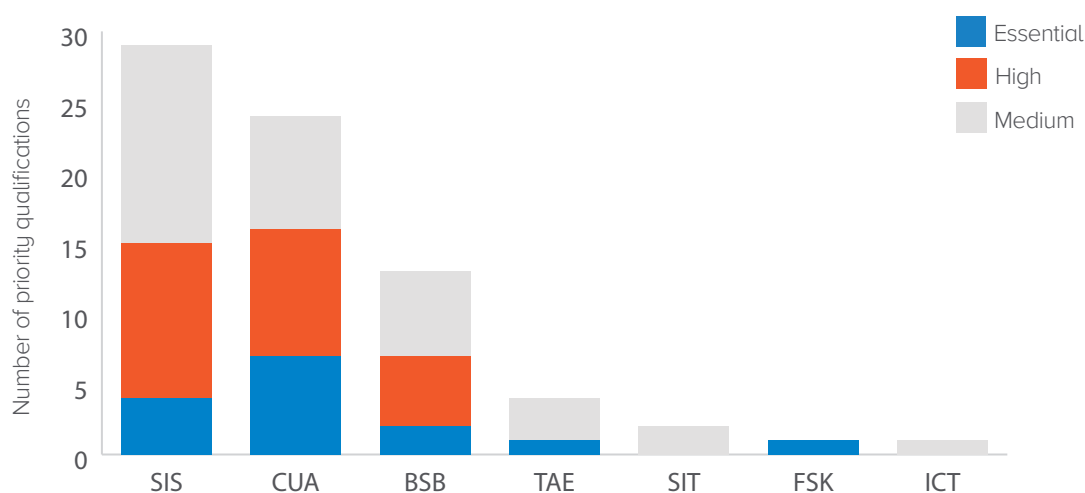
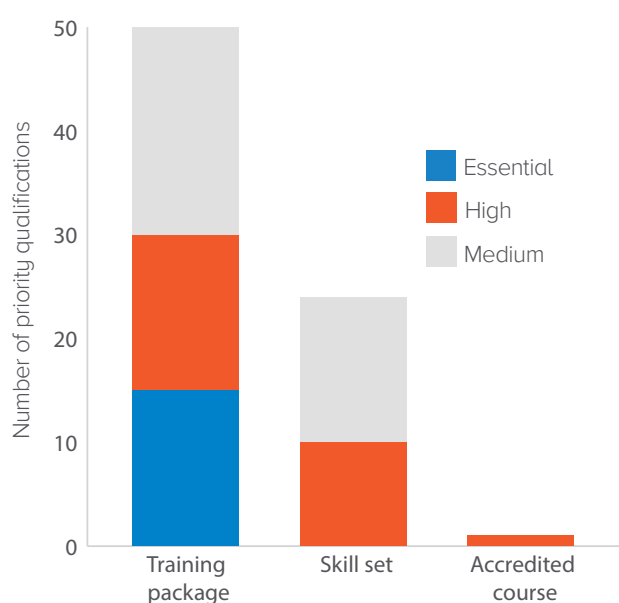


Figure 2: **Qualification type by priority level**



Qualification types

National training package qualifications make up two-thirds of priorities in the top three tiers, and all 15 qualifications identified as essential are training package qualifications. Skill sets represent a relatively large share of priorities, especially in the outdoor recreation sector, with 24 skill sets identified as a high or medium priority. Just one accredited course made it into the top three priority levels.

Qualification levels

The Arts and Recreation Services industry has placed a clear emphasis on mid to higher level qualifications, overall, with diplomas the most common priority, followed by certificate IV and certificate III. Five advanced diplomas are also considered a priority, while at the opposite end, just four certificate IIs are a priority.

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

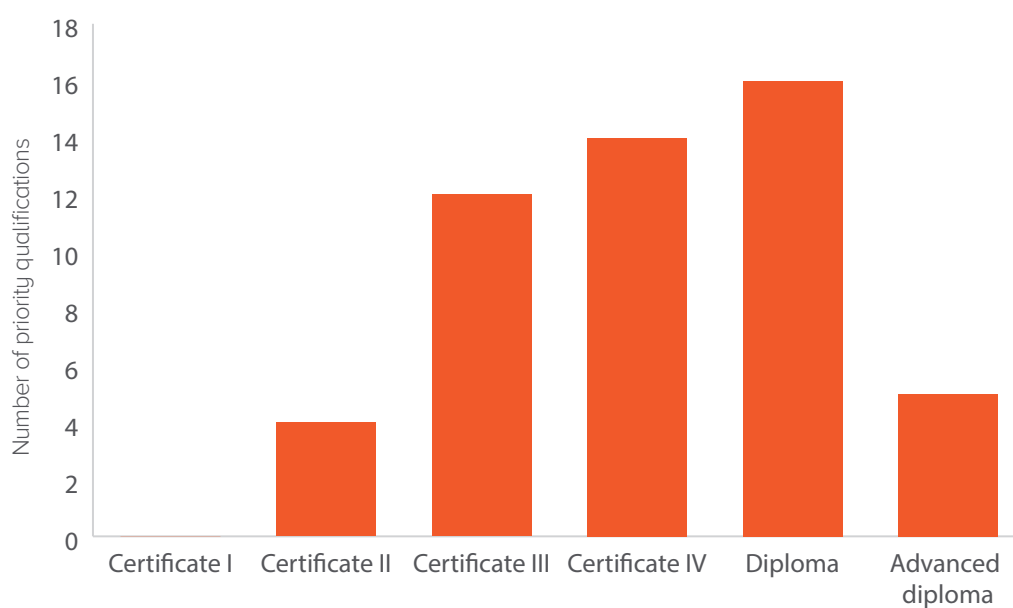
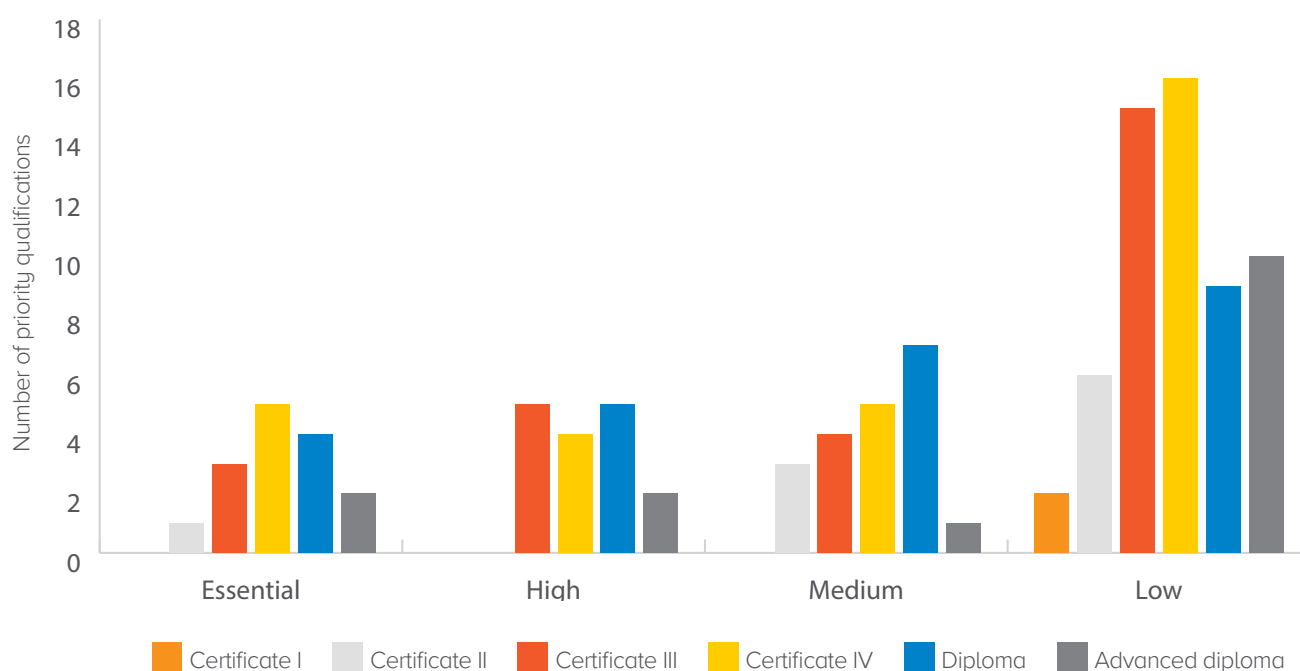


Figure 4 shows a neat distribution of qualification levels among qualifications rated as essential, with certificate IV being the most common essential priority, followed closely by diplomas. High priority qualifications are not too dissimilar to essential in terms of level of qualification, with an almost equal spread between certificates III, IV and diploma.

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 performing arts technician completing their Certificate III in Live Production and Services, while others may complete an upskilling qualification, such as the Advanced Diploma of Live Production and Management Services, to further advance their career in stage management.

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, and the Certificate II in Skills for Work and Vocational Pathways considered an essential priority. Industry also prioritised a broad range of entry-level and upskilling qualifications, reflecting the importance of both types of qualification.

Table 2: **Qualification use**

Pathway to entry level	
BSB20101	Certificate II in Business
CUA20215	Certificate II in Creative Industries
FSK20113	Certificate II in Skills for Work and Vocational Pathways
SIS20115	Certificate II in Sport and Recreation
Entry level qualification or basic requirement for a job	
CUA30515	Certificate III in Aboriginal and Torres Strait Islander Cultural Arts
SIS31015	Certificate III in Aquatics and Community Recreation
BSB30101	Certificate III in Business
SIT30516	Certificate III in Events
SIS30310	Certificate III in Fitness
ICT30115	Certificate III in Information, Digital Media and Technology
CUA30413	Certificate III in Live Production and Services
SIS30410	Certificate III in Outdoor Recreation
SIS30115	Certificate III in Sport and Recreation
CUA40815	Certificate IV in Arts Administration
SIS40210	Certificate IV in Fitness
BSB42115	Certificate IV in Library and Information Services
SIS40310	Certificate IV in Outdoor Recreation

Entry level qualification or basic requirement for a job

CUA41215	Certificate IV in Screen and Media
SIS40115	Certificate IV in Sport and Recreation
CUA50111	Diploma of Dance (Elite Performance)
SIT50316	Diploma of Event Management
SIS50210	Diploma of Fitness
CUA50513	Diploma of Live Production Design
CUA50815	Diploma of Music Industry
SIS50310	Diploma of Outdoor Recreation
CUA50915	Diploma of Photography and Photo Imaging
CUA51015	Diploma of Screen and Media
CUA51115	Diploma of Visual Arts
10352NAT	Diploma of Visual Communication (Design Communication/Photo Communication)
CUA60111	Advanced Diploma of Dance (Elite Performance)
CUA60715	Advanced Diploma of Visual Arts

Upskilling

CUA30615	Certificate III in Arts Administration
BSB30215	Certificate III in Customer Engagement
CUA31015	Certificate III in Screen and Media
BSB40101	Certificate IV in Business
BSB40201	Certificate IV in Business Administration
BSB40907	Certificate IV in Governance
BSB42015	Certificate IV in Leadership and Management
CUA40413	Certificate IV in Live Production and Technical Services
BSB42415	Certificate IV in Marketing and Communication
SIS40610	Certificate IV in Sport Development
TAE40110	Certificate IV in Training and Assessment
BSB51915	Diploma of Leadership and Management
CUA50413	Diploma of Live Production and Technical Services
BSB52415	Diploma of Marketing and Communication
SIS50115	Diploma of Sport and Recreation Management
SIS50610	Diploma of Sport Development
TAE50111	Diploma of Vocational Education and Training
CUA60213	Advanced Diploma of Live Production and Management Services
CUA60615	Advanced Diploma of Screen and Media
CUA60315	Advanced Diploma of Graphic Design

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.

Industry is witnessing a gradual shift toward higher level skills and formal qualifications in the Arts and Recreation Services industry. Currently, 40 per cent of workers in the industry do not have a post-school qualification, however it was generally recognised that vocational qualifications help to broaden skills and improve employment opportunities.

The Recreation Services sector sees a growing demand for skill sets as a cost effective and efficient way to meet training needs. Aquatic centres, which employ more than 2,000 people over summer in South Australia, rely heavily upon the Pool Lifeguard skill set, and many outdoor recreation companies only require workers to complete a skill set rather than a full qualification.



Other Services



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 workforce⁶². 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 industry⁶³.

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.



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

63 | 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	
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
High	
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
Medium	
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**

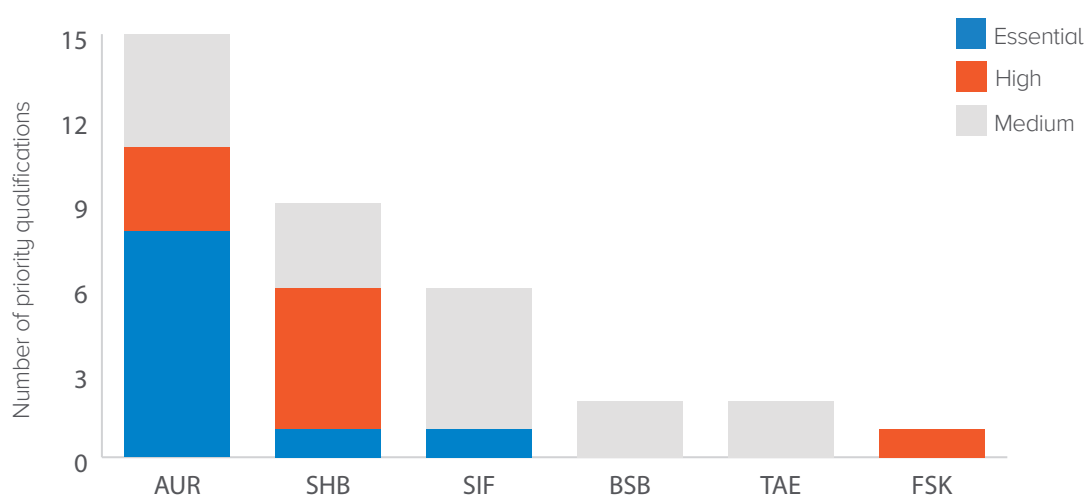
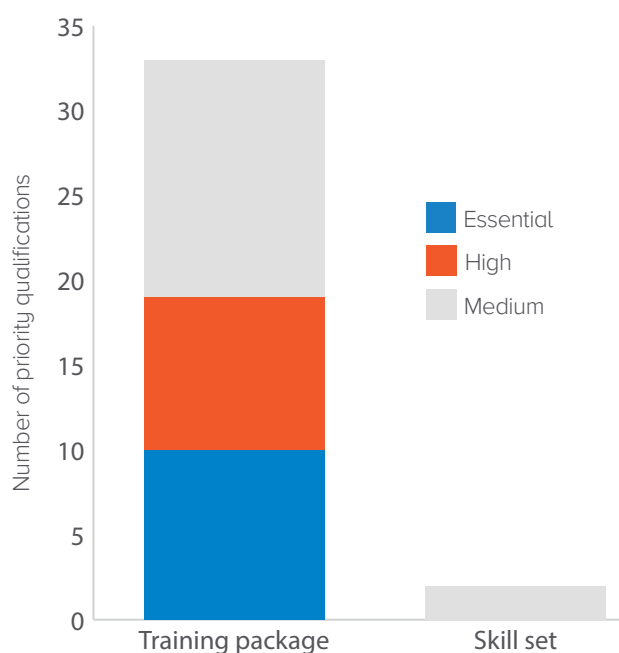


Figure 2: **Qualification type by priority level**



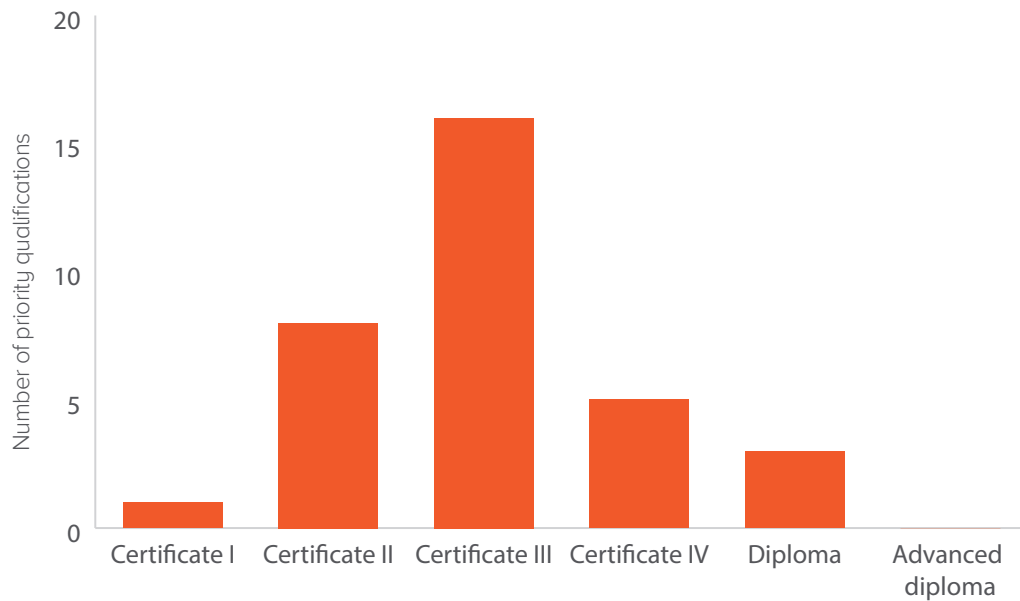
Qualification types

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.

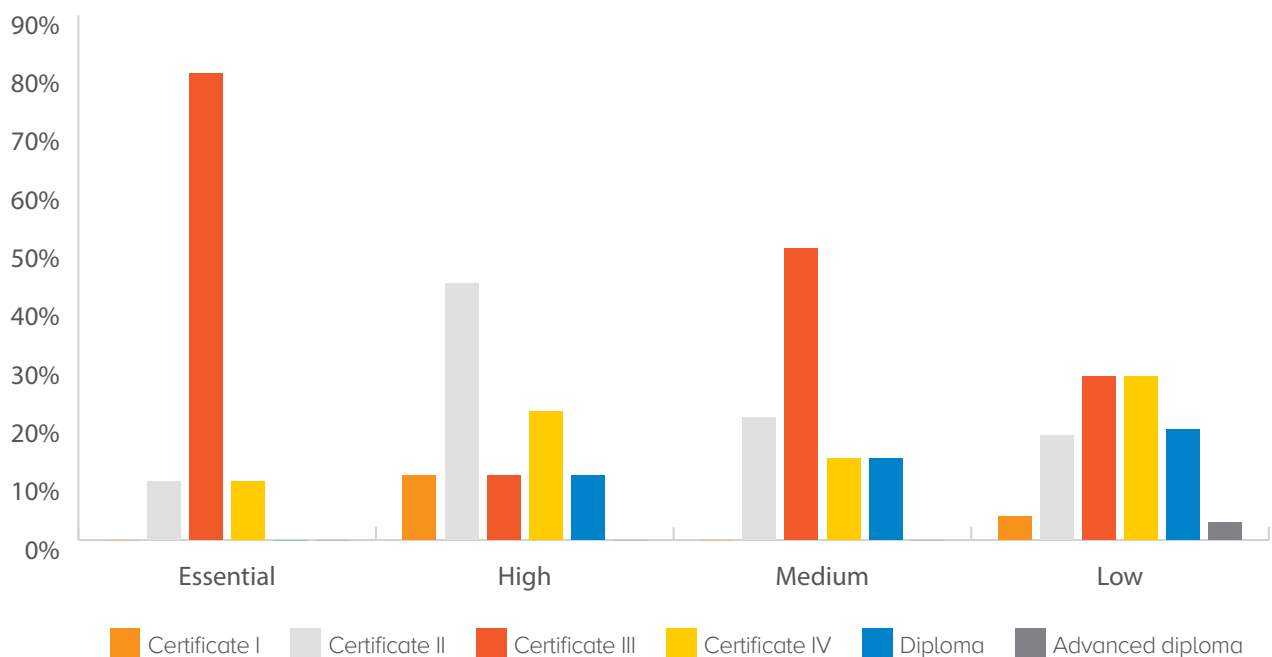
Figure 3: **Qualification level: essential, high & medium priority**



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
SHB30416	Certificate III in Hairdressing
AUR31112	Certificate III in Heavy Commercial Vehicle Mechanical Technology
AUR30612	Certificate III in Light Vehicle Mechanical Technology
SHB30215	Certificate III in Make-Up
AUR31212	Certificate III in Mobile Plant Technology
SHB50115	Diploma of Beauty Therapy
AUR20212	Certificate II in Automotive Air Conditioning Technology
AUR20405	Certificate II in Automotive Electrical Technology
SIF30108	Certificate III in Cemetery and Crematorium Operations
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 to find the following resources:

- Economic Outlook
- Industry Profiles
- Regional Profiles

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