



Community Services, Health & Education
Training Council Inc.



FINANCIAL ADMINISTRATIVE & PROFESSIONAL
SERVICES TRAINING COUNCIL
INCORPORATED



Food, Fibre & Timber Industries
Training Council (WA) Inc.



Creative and Leisure Industries Training Council



LOGISTICS TRAINING COUNCIL



RAPS
retail & personal services training council



ueea
training council

utilities
engineering
electrical
automotive

30 June 2017

WA Training Council Network's Response to the WA Labor Plan for Jobs

The WA Industry Training Council Network comprises nine organisations. Our network is extensive and the key stakeholders include employers, employee and industry organisations. We work closely with service providers such as Registered Training Organisations, Apprenticeship Support organisations and Government agencies.

Industry Training Councils play a vital leadership role in WA's workforce planning and development by advising the State Training Board and the Department of Training and Workforce Development on strategies to attract, retain and skill a capable and sustainable workforce. Industry Training Councils provide:

- high level, strategic information and advice that informs the State Training Board on the training needs and priorities of industry in Western Australia;
- market intelligence on skills supply and demand, in particular current or emerging skills shortages; and
- recommendations for training strategies that support industry's skills development needs.

WA Labor Plan for Jobs

The WA Training Council Network congratulates the WA Labor Party for their pre-election Plan for Jobs. The Network welcomes the commitment of the government to create a more vibrant and diversified economy with a broader range of industries and jobs.

It also supports the commitment to rebuild WA's training system and reinstate the TAFE brand.

The WA Training Council Network also welcomes the Local Jobs – Local Content focus and the introduction of Western Australian Industry Participation Plans to increase local content on government contracts.

The focus on stronger partnerships with the training sector to increase training opportunities and create apprenticeships and traineeships, where practical, is also strongly supported.

Feedback on the WA Labor Plan for Jobs

Each Industry Training Council has a Board of Management that is representative of its industry coverage and their members take a leadership role amongst industry. The Chief Executive Officers have workshopped the Plan for Jobs document together so that a collective response could be developed.

WA Training Councils provide strategic information and advice to the State Training Board and the Department of Training and Workforce Development on industry workforce development and training needs including skill shortages. Training Councils make recommendations to support their industry's skill development needs.

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The following information is based on the 14 headings contained within the Executive Summary of the Plan for Jobs and looks at ways that the Industry Training Councils could contribute to the strategies mentioned in the Plan. The Network would appreciate the opportunity to discuss this further with the Minister for Education and Training with a delegation from the Network.

For further information, please contact Ms Jillian Dielesen, Chief Executive Officer of the Logistics Training Council who has coordinated the response.

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WA Labor – Plan for Jobs

1. Deliver more local content and local jobs on government projects

- Western Australian Industry Participation Plans (WAIPPs) will deliver more local jobs on all large government infrastructure projects and through procurement
- Enshrine WAIPP in legislation and apply it to contracts that meet set criteria across all government bodies

Our response:

The WA Industry Training Council Network welcomes this initiative, as it will foster opportunities for local businesses to maximise employment for WA apprentices and trainees. The Network believes that it could contribute to this initiative:

1. When a project is being initiated by the WA Government, Industry Training Councils are in a good position to provide input regarding the skills required for the project. We can identify the relevant apprenticeship and traineeships that may be required, identify any workforce issues (ie skill shortages) and recommend strategies to address those issues. This could be done in conjunction with the State Training Board and the Department of Training and Workforce Development.

To ensure that this is a common practice, it could be factored into the formal process of Tender development.

2. At the initiation of the project, Industry Training Councils through their extensive networks could provide input into strategies that would maximise local content using local products and services available in WA. Examples are in the attached addendums.

It is noted that when there is a large project that may run over several years, there is a need for a Project Workforce Development Plan to look at all facets of the workforce that is being impacted. The Training Council Network has extensive experience in all aspects of Workforce Planning.

2. Support local businesses to tender for government work through ICN WA

- Support local small and medium businesses to compete for government contracts
- Invest \$1 million per annum to revamp the Industry Capability Network (ICN WA)
- ICN WA will assist businesses to develop WAIPPs which identify the number of local jobs, apprentices and trainees that will be created if their bid is successful
- Support government agencies to identify and source local suppliers through ICN WA

Our response:

The membership of the Industry Training Councils includes local small and medium businesses, and all Industry Training Councils have communication tools through newsletters, databases, and social media to promote the ICN WA. We would encourage stakeholders to join the ICN Network so that they have the opportunity to showcase their capabilities.

It is important to note that some small to medium businesses are limited in business capacity and capability to participate in some of this activity. We encourage Government to provide support services through training to increase their skills in running their own business. Services such as

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enterprise development, mentoring and advice would be advantageous. The Training Council Network would promote any such services to their stakeholders.

3. Increase local content requirements on State projects of strategic significance

- Declare major projects such as METRONET projects of strategic significance that require additional local content
- Develop a passenger rail rolling stock manufacturing strategy with guaranteed levels of local content

Our response:

As previously mentioned, when a large State based government project is being initiated, it is essential that impacts on the workforce and skills are considered and that a Project Workforce Plan be undertaken. The relevant Industry Training Council/s, working alongside the State Training Board, could facilitate this plan and provide recommendations to ensure that long-term employment opportunities are recognised and that the appropriate skill development resources (ie qualifications, training programs) are available.

To formalise the above arrangement, it is suggested that the State Training Board be contacted by the relevant Government agency and they would then facilitate Industry Training Council engagement.

Through industry engagement, Industry Training Councils and the State Training Board could identify local capacity and capability and provide strategic advice as required. The networks of the Industry Training Councils include industry leaders, peak bodies and as such, they could maximise local content by suggesting innovative approaches.

Additionally, when projects of 'strategic significance' are announced, and given these projects are well planned from a workforce point of view, a recommendation from the Training Council Network is that the relevant Industry Training Council/s be invited to provide input into this process if required.

It is important that a strategic outlook is maintained for developing the State Priority Occupation List (SPOL) and Western Australian Skilled Migration Occupation List (WASMOL) as identified by the Resources Industry Training Council (RITC), in order to provide timely industry forecasts to ensure industry has access to adequately skilled personnel to prevent another skills deficit within industry. According to the RITC, if lead-time and experience is taken into account then changes caused by an ageing workforce and a declining number of students pursuing science, technology, mathematics and engineering (STEM) subjects in school and universities, could affect the level of skills and experience industry has access to.

Additionally, the RITC notes that although the use of temporary skilled workers in the WA resources sector is small, less than 1% of the sector's workforce, these workers are essential to filling skill gaps in the WA resources sector workforce. Failing to do so could result in future skills deficits occurring should another resources boom occur within industry. The RITC advises this could happen relatively soon, given the strong demand from interstate for a number of occupations due to high levels of construction activity, and this demonstrates how quickly the need for these occupations could increase in Western Australia.

4. Support for Aboriginal owned businesses

- Adopt an Aboriginal Procurement Policy to increase the amount of work awarded to Aboriginal owned businesses

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Our response:

A limiting factor of Aboriginal owned businesses in securing contracts with government and private enterprise is the level of skills needed to run and grow a small business. The Training Council Network suggests the facilitation of contextualised small business training and support to the specific industry. For example, the Certificate IV in Small Business is an excellent qualification to improve enterprise development and governance. However, it is generic and for all types of small businesses. The Industry Training Councils could develop contextualised curriculum and resources for each of their sectors.

Assistance from the Government for Industry Training Councils to connect with existing Aboriginal support networks would enable us to better identify their training and workforce development needs.

5. Develop a 20-year State Infrastructure Strategy to drive investment

- Establish Infrastructure WA to facilitate infrastructure planning for the next 20 years
- Publish a State Infrastructure Strategy to provide more certainty for business investment

Our response:

Industry Training Councils, working with the State Training Board, can complement the State Infrastructure Strategy with an accompanying 20 year Workforce Development Strategy that identifies projected skills requirements. Given the rapidly changing nature of work, this will need to be an iterative and dynamic process broken down into more immediate workforce development planning requirements.

The 20 year Workforce Development Strategy would inform the State Training Board in its development of the State Training Plan. The State Training Plan analyses economic and labour market data and predicted forecasts, and is supported by industry intelligence. This ensures that training priorities are aligned with State and National VET priorities State Government policies.

Through the State Training Board, Industry Training Councils would provide input into the State Training Plan and subsequent workforce development strategies.

6. Secure more manufacturing work for WA

- Require skilled work agreements for future mining development to maximize local content
- Create Defence West to secure more defence contract work for WA
- Drive the manufacturing sector by delivering more local content on government projects

Our response:

As Industry Training Councils undertake extensive research and consultation in regards to workforce requirements and skills, we are well placed to identify local capacity in the manufacturing sector. Each Industry Training Council maintains an industry network and as such, are a vehicle to gather and disseminate any information on specific manufacturing capabilities.

In reference to future diversity in manufacturing, Industry Training Councils could provide advice on what the future jobs are expected to be and what skills are required. Please refer to the Utilities, Engineering, Electrical and Automotive (UEEA) Training Council Addendum for further information.

The Resources Industry Training Council suggests that some occupations recently removed from the WASMOL relevant to the resources sector could affect future jobs and skills required in a local context,

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as the demand for local talent increases. Industry Training Councils welcome the opportunity to work closely with the Government on future WASMOL development.

It is recognised that to develop new industries, the government needs to support appropriate skills development. Initially, these may be considered as “Thin Markets” and as such it may not be feasible for RTOs to deliver qualifications in these areas. These areas may require additional funding or support until the market is established enough to be sustainable. Curriculum and resource development resources may also be required. As the Training Council Network are experts in this field, they would be well placed to assist.

7. Expand our industry and technology parks

- Establish an Industrial Lands Authority and remove the barriers to investment and expansion at industry and technology parks including AMC and Bentley Technology Park
- Develop Meridian Industry Park in the northern suburbs and undertake an in-depth study into the creation of a technology park north of Two Rocks
- Develop technology parks and serviced industrial land in key regional centres

Our response:

Industry Training Councils recommend that any new development, including industry and technology parks are accompanied with an Industry Skills Development Plan to ensure that employment opportunities are maximised, and that the skills required for the current and future workforce are considered and planned for.

Industry Training Councils, through the State Training Board, would welcome the opportunity to provide input into this area.

8. Deliver quality training to support job growth

- Re-establish TAFE as a single brand delivering quality training and education across WA
- Transform TAFE’s into Industry Skills Centres
- Ensure quality training is delivered by private training providers through an ongoing audit process

Our response:

The prime function of Industry Training Councils is to provide strategic advice to government through the State Training Board and the Department of Training and Workforce Development. As such, the Training Council Network strongly supports all of the focus in this area.

Advice to ensure that the investment in training meets the labour and skill requirements of the future

Currently, the State Priority Occupation List (SPOL) is the main mechanism in identifying priority occupations so that the investment in training can be targeted to areas where there are training needs and potential gaps. Industry Training Councils have a major role in this process by undertaking consultation with industry and providing qualitative evidence to identify priority occupations. Whilst the system has merits, there are areas that could be improved, particularly in the use of Australian and New Zealand Standard Classification of Occupations (ANZSCO) codes and the analysis of data. The Training Council Network would encourage a review of the SPOL methodology to improve on the existing process.

WA Training Councils provide strategic information and advice to the State Training Board and the Department of Training and Workforce Development on industry workforce development and training needs including skill shortages. Training Councils make recommendations to support their industry’s skill development needs.

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Industry Training Councils recognise that the Plan for Jobs mentions a stronger focus on Regional Skill Needs Identification. Through their networks, Industry Training Councils are well placed to assist in this area.

Value for Money and the Investment in Training

The main source of funding for Vocational Education and Training is through the Department of Training and Workforce Development. Industry Training Councils believe that they could play a stronger role to ensure that the WA government gets value for money for their investment in training. As an example, public training providers enter into contracts with DTWD to deliver training to apprentices. As part of that contract, it could be stipulated that RTOs must work closely with the respective Industry Training Council to ensure that delivery meets industry's needs. Industry Training Councils could provide advice to RTOs (as well as Government) and facilitate partnerships between RTOs and industry. By including it in any contract, it would become a formal requirement.

As mentioned above, the Training Council Network already provides advice on areas of skill shortages to ensure that funding is directed to priority areas. This could be further enhanced by providing advice on any over-supply or under-supply of training places. Often RTO activity is based on demand from students, but not necessarily on where the jobs are. If Industry Training Councils had more of a formal role in this, improved targeted delivery could be achieved.

Industry Training Councils are extremely relieved to see the freeze on TAFE fees as the high fees have demonstrated to be a severe disincentive for industry to engage in training in some sectors. The Network would be happy to see further work in this area, particularly in lower level qualifications such as Certificate II qualifications. The removal of entry level incentives for Certificate II qualifications in 2012 has had a huge impact in several industries. Figures show that traineeships commencements in June 2012 were 77,900 and by 2016 these numbers had fallen to 38,000. Ms Sandra Pattison, General Manager, Statistics, NCVER (2012) stated "the impact of changes to apprentice and trainee incentives payment will more clearly emerge in forthcoming quarters. It remains to be seen whether commencements return to previous levels". Clearly they have not. As an example, Retail and Community Pharmacy are two industries where this has had a major impact on employment. Both of these industries employed large numbers of entry level trainees with many continuing on to higher levels. Since the removal of Certificate II incentives, the commencement for Certificate III and Certificate IV qualifications have also declined dramatically. Reintroducing employer incentives/assistance for small and micro business for those industries where Certificate II entry level training is essential would be a positive step forward and would create additional jobs with a gain of longer term employment.

The Retail and Personal Services Training Council has included as an addendum a proposal which outlines a plan for jobs in the Retail and Community Pharmacy sectors.

Another area that needs reviewing is pre-apprenticeships. Currently, the enrolment fees for pre-apprenticeships are over \$2,000 in some cases and as such are not affordable for many students. Industry sees pre-apprenticeships as ideal pathways to trade apprenticeships.

Industry Skills Centres

This initiative is strongly favoured by Industry Training Councils and initial consultation with their stakeholders is extremely positive. Having a single point of contact for industry, unions, apprentices and trainees would be extremely useful. Currently it is very difficult for both employers and potential students to navigate the current system.

Industry Training Councils already have comprehensive networks of industry stakeholders and are independent not for profit organisations. As such, Industry Training Councils believe that they could

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sit on the relevant Boards of Management of Industry Skills Centres to ensure that planning and decisions meet industry needs.

The Training Council Network would like to build on the concept of Industry Skills Centres being a one stop shop but also as a “Leadership Centre” for vocational training. The Industry Skills Centre could develop a state-wide Strategic Industry Skills Development Plan that would inform the development of new product, increase industry engagement into the process.

The Training Council Network would like to expand further on the concept by suggesting a number of synergies with the Innovation Hubs. By co-locating the two, the Centre could be a vehicle to grow jobs and educational opportunities, unlock ideas, develop new products and services, and foster innovation.

The Food, Fibre and Timber Industries Training Council believe that the current model at Muresk Institute could be used as a basis for a combined Industry Skills Centre and Innovation Hub. More information on this proposal is included in their Addendum.

A recent project ‘Centres of Specialised Training Model’ (2016), funded by the Department of Training and Workforce Development and carried out by the Resources Industry Training Council recommends an increase in Centres of Specialisation (COS). This would ensure delivery of high quality training, improved student outcomes and meeting the state’s long-term training goals and priorities. For example, Australian Centre for Energy and Process Training (ACEPT) provides a good model of how this works in its delivery of specialised training for the manufacturing, oil and gas sectors. The findings of the report reinforced the need for the WA Training Sector to work closely with industry from the outset in the development of a COS, considering the extent of planning and investment required to be recognised by industry and the wider community for excellence.

Quality of Training Delivery

Ensuring that training delivery provides students with the appropriate skills is a key driver of Industry Training Councils, and all of the volunteer Board of Management members are passionate about this area. As such, the commitment to improving the quality outcomes of training by the WA Government is extremely well-received.

Industry Training Councils would welcome the opportunity to work closer with RTO regulators to identify issues. The Training Council Network currently meets bi-annually with the Training Accreditation Council (TAC), however this has been an initiative of the Network and is not a Department of Training and Workforce Development service deliverable. Industry Training Councils believe that they could strengthen this by working closely in identifying issues, working with auditors where required, and also providing advice to RTOs. However, to ensure that there are tangible outcomes in this area, it needs to be a formal relationship.

One of the compliance requirements of RTOs is to have an industry network to provide input into delivery and assessment strategies. Some RTOs work extremely closely with their relevant Industry Training Council/s eg the Industry Training Council sits on the RTO’s Industry Advisory Group and alternatively, the RTO participates in relevant workshops/advisory groups facilitated by the Industry Training Council. The Resources Industry Training Council has been actively working with the regulatory bodies and other training councils to evaluate the training quality of programs and to provide a stronger connection between training and experience for industry. For instance, the Resources Industry Training Council’s involved in evaluating issues concerning High Risk Work Licences, and the Verification of Competencies Project currently underway. In view of the importance of these relationships, the Training Council Network would encourage a formal requirement be established to support this.

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VET Regional Partnerships

The Training Council Network is pleased to see a focus on ensuring that industries based in the regions have access to vocational training.

As with any industry development, Industry Training Councils welcome the opportunity to have input at a 'planning level' and would like to work closely with the Regional Development Commissions to ensure that the future skill's needs of the region is recognised. As some of development is 'aspirational', it is even more important that future skill requirements are researched and identified.

As such, the Network questions the role of the existing Workforce Development Alliances as they were seen to be a valuable group to inform workforce issues and requirements. Industry Training Councils believe that formal engagement with either the Alliances or the Development Commissions would ensure better consultations for regional skill research.

Thin Markets (Craft Apprenticeships)

Industry Training Councils welcome another initiative listed in the Plan for Jobs in regards to the commitment to allow apprentices from craft industries with small numbers to still study within TAFE and Western Australia.

Several of these craft industries have been severely impacted by the withdrawal of WA RTOs for some apprenticeship delivery and employers are very reluctant to send their students to other states. Industry Training Councils would like to offer their expertise to RTOs to look at alternative delivery structures so that markets are more sustainable. Industry Training Councils are active in promoting apprenticeships and traineeships to their industries and would continue to do so.

The Training Council Network also strongly advocates promoting vocational occupations (and subsequent training) as destinations of choice. So often, professional occupations are seen as better than trade or non-trade occupations and this is particularly obvious in the school sector.

9. Invest \$425 million in tourism

- Invest \$425 million to promote WA so it becomes one of the world's great tourist destinations
- Promote WA through increased investment in destination and event marketing and the Perth Convention Bureau
- Develop more landside tourist opportunities for the burgeoning cruise ship sector
- Encourage a more tourism friendly hospitality culture by cutting red tape

Our response:

The Training Council Network welcomes the future development of Tourism. The Network urges any substantial developments be accompanied by Industry Skill Development Plans to ensure that current and future skill needs are planned for.

In the case of tourism, the Network would also urge the government to consider not just the direct occupations, but also in the industries that support them. These industries could include Technology; Logistics and Transport, Hospitality, Cultural Products and Retail. Often developments in one industry impact on the workforce of another.

To maximise employment and skill development opportunities, Industry Training Councils would welcome input into any planning mechanisms. FutureNow, the Industry Training Council for the Tourism Industry has included specific information in their Addendum.

10. Brand WA and Asian strategy to grow our market share

- Establish 'Brand WA' to provide a consistent but flexible approach to marketing WA across all industries
- Establish the Asia Business House and develop formal networks and a business portal focused on Asia
- Host an annual ASEAN Dialogue and develop a whole of government Asian engagement strategy
- Invest \$2 million in an international education strategy to increase WA's market share of overseas students

Our response:

The Training Council Network would promote "Brand WA" through stakeholder engagement and encourage its network to use the Brand for marketing purposes.

International Education is a key element of the State and WA has the potential to be the "state of choice" for vocational qualifications. Due to an extensive knowledge of the WA Vocational Sector, Industry Training Councils are able to identify appropriate qualifications that could be marketed to international students and have an extensive range of industry contacts and these could be used to facilitate any partnerships required.

It is also important to note that international students studying locally may impact on local students, particularly with issues such as limited access to work placements. Industry Training Councils could provide advice on this and also facilitate openings with industry stakeholders.

The Hairdressing Training Package Certificate III in Hairdressing is an Apprenticeship only pathway in Western Australia, however the State Training Board has put a B classification on this apprenticeship which allows international students only to access the training Institutionally. However, if these students go into the workplace to gain the required on the job components there is no award to cover them and in many cases they are used instead of employing apprentices. If there is no workplace component they have a non-equivalent qualification to that of an apprentice.

11. Growing our agriculture and fishing industries

- Support our primary industries to grow their export market share including into Asia
- Identify opportunities to grow high return niche agricultural markets
- Work with industry to develop a manufacturing food hub in Kemerton, in the South West
- Introduce country of origin labelling for seafood sold in restaurants to grow the fishing industry

Our response:

As with any industry development, the WA Training Council Network urges that workforce planning be undertaken. Growing markets will result in more jobs, often in regional locations. New markets mean new jobs which can have a different skill make up. Industry Training Councils can provide advice on how the vocational sector can respond to growing markets.

An example of this would be the "Transform the Peel" project. Several Industry Training Councils were engaged in consultation with the Peel Development Commission to discuss the impact of the project on jobs and skills. As some of the development is aspirational, the challenges were to identify what jobs will be required and what skills will be needed.

To formalise this process, it is important that Industry Training Councils, through the State Training Board, are recognised by appropriate government agencies.

12. Invest \$14.5 million into a New Industries Fund

- Invest \$14.5 million into a New Industries Fund to provide grants to accelerate new and emerging businesses
- Invest \$4.5 million into regional Start-ups as part of the New Industries Fund

Our response:

Industry Training Councils, through their extensive research and consultation are able to identify where new and emerging industry exist. They are well placed to facilitate “Think Tanks” in their respective industries to do this.

It is important to note that often Start-ups and developing businesses require additional skill development. The Training Council Network would encourage government to support small businesses by resourcing that skill development. As part of the process, it is important to ensure that there are a range of business development training products as well as other support mechanisms, ie mentoring. Industry Training Councils welcome the opportunity to engage in this area.

13. Foster innovative industries and promote renewable industries

- Promote and facilitate business investment into renewal technology manufacturing in WA including off-the-grid solutions and technologies
- Foster Innovation Hubs creating collaborative environments to support small and medium businesses
- Sponsor Science Industry Fellowships to build relationships between WA companies and universities

Our response:

The WA Training Council Network discussed in depth the creation of Innovation Hubs and linking them to Industry Skills Centres. The concept involves having independent centres that would involve a variety of stakeholders from industry.

The Innovation Hubs could showcase the latest technologies aimed at improving productivity, environmental sustainability and safety. New technologies require new skills and the Training Council Network could work with the respective industry stakeholders and training service providers to develop new training products.

The relationship between the Industry Skills Centre and the Innovation Hubs would ensure that any innovation be accompanied by appropriate development of training products. Currently, there are issues with the VET sector in responding to technology changes. It is felt that as this is a strong focus of the Innovation Centres, RTOs could be more responsive.

Another service that could be offered by the Centres to businesses accessing the Innovation Hubs is advice on workforce and skill development. This would be a crucial service to start ups and businesses who are trying to grow their capacity and capability.

The Industry Skills Centre and Innovation Hubs would engage a range of service providers to meet training needs. This could include apprenticeship and traineeship qualifications, short courses, non-accredited training (on a fee for service basis).

The Food, Fibre and Timber Industries Training Council have provided examples of this model in its addendum.

14. Driving Innovation and ICT for a digital economy

- Establish an Innovation Office and develop an Information and Communications Technology (ICT) vision and policy
- Invest \$17 million to roll out science programs in primary schools
- Utilise the increased focus on Asia and existing trade relationships in USA, UK and Europe to attract foreign investment into Start-up businesses
- Appoint a Science, Technology, Engineering and Maths (STEM) advisory panel of industry, researchers and educators to identify future job opportunities and training needs
- Appoint the State's first Minister for Innovation and ICT

Our response:

Industry Training Councils are a strong advocate for an increased focus on incorporating STEM skills into vocational training. Industry has recognised that STEM skills are crucial, however there have been criticisms that much of the current vocational delivery does not focus on skills such as critical and analytical thinking, research skills and problem solving.

Industry Training Councils would support the inclusion of the State Training Board in being a member of the STEM Panel and would work with the State Training Board to identify future jobs and subsequent skill needs.

Industry Training Councils would also welcome strengthening the link between VET and STEM, particularly in the Schools Sector and would be able to assist in developing curriculum in VET qualifications.

Addendums Attached:

- Construction Training Council
- Financial, Administrative and Professional Services Training Council
- Food, Fibre and Timber Industries Training Council
- FutureNow – Creative and Leisure Industries Training Council
- Logistics Training Council
- Retail and Personal Services Training Council
- Utilities, Engineering, Electrical and Automotive Training Council



Construction Training Council Addendum to WA Training Council Network's response to the WA Labor Plan for Jobs.

In response to WA Labor's Plan for Jobs, the following provides additional responses relevant to the Construction sector.

1. Deliver more local content and local jobs on government projects

Although there is currently a significant downturn in the sector the workforce continues to maintain its high numbers of tradespeople. However, with the ageing population and reduced apprenticeship commencements, the move to deliver more local content and jobs on Government projects is welcomed.

There is a requirement for contracts to include apprentices on each project. However, there needs to be closer scrutiny to ensure apprentices are allocated to specific projects and only counted for the contract they are mainly working on. This should increase the numbers of apprentices employed on Government contracts.

Given the inevitable upturn in the economy, the Construction Training Council will continue to heavily promote apprenticeships and traineeships across the sector. This will assist it meeting the increase in activity as skills shortages may occur.

2. Support local businesses to tender for government work through ICN WA

The Construction Training Council, in conjunction with the Financial and Property Services Training Council, is completing research into the business skills required by new small to medium sized sub-contractors. The proposed training will ensure new business owners are aware of all the requirements for establishing and running a business. Advice on how to tender for Government work through ICN WA could be included within future training.

The Construction Training Council has an extensive network of employers and will provide any assistance it can to ensure local businesses are aware of the ICN WA.

3. Increase local content requirements on State projects of strategic significance

The METRONET project will provide a significant number of jobs in the Civil Construction sector. To meet the demand the Construction Training Council will work closely with the industry to establish any additional traineeships that may be required. Currently, an additional traineeship is being established in Traffic Management at the request of the industry.



4. Support for Aboriginal owned businesses

The Construction Training Council has previously established a Certificate II program in Building Maintenance aimed at Indigenous students in remote areas. It is proposed that this established program be used as a Traineeship for Indigenous businesses throughout Western Australia. This will encourage employers to employ trainees on a program that is scoped specifically to suit small businesses and provide training organisations with sufficient funding.

5. Develop a 20-year State Infrastructure Strategy to drive investment

The establishment of this Strategy will be utilised by the Construction Training Council to identify the skills needs of the future. It will also enable development of any qualifications or training programs to meet emerging technologies.

The Construction Training Council is currently finalising a report on the need for changes to Training Packages to meet the emerging technologies as they impact on the sector.

6. Secure more manufacturing work for WA

As the Construction sector moves towards more of a manufacturing industry rather than the current on-site construction operation, there will be a need for increased skills at both manufacturing and on-site 'assembly. This shift is expected within five years and will require Training Packages to be more flexible, less prescriptive and more adaptable to rapid change. The Construction Training Council has a representative on the National Industry Reference Committee (IRC) and will move to have these changes implemented.

The Construction Training Council work closely and co-operatively with industry stakeholders, including registered training organisations, to ensure they are involved in any changes

7. Expand our industry and technology parks

The Construction Training Council is working closely with industry to identify new technologies that will affect the sector. Again, changes in skills needs and demands are at the forefront of planning for new technologies therefore we would welcome involvement in planning for these parks.

As the Construction Training Council is part of the Construction Training Fund it has been involved in the establishment of a new industry centre targeted at developing young people into the tradespeople of the future. The Construction Futures Centre will be promoted all of the Construction sector, schools and colleges, parents and teachers as well as the students themselves.



8. Deliver quality training to support job growth

The Construction Training Council works closely with all relevant agencies to ensure training meets the needs of the industry. Through its strategic and working groups it has regularly had input to changes to training programs, apprenticeships and traineeships.

The Construction Training Council was instrumental in developing and establishing a Certificate II VET in Schools program that is also used as the Construction Industry pre-apprenticeship. Since 2014 this has been the preferred program for schools and has significantly increased the number of students entering the industry. Through this development the cost of delivery has reduced significantly. It has also reduced cost to the student. The major strength of the programs is to ensure that all of the training fully articulates to a trade qualification.

Given the current economic situation it is suggested that the program could be expanded, as an advanced pre-apprenticeship delivered over an extended period to ensure that young people can continue their training in the event of being unable to find a job. This extension to the pre-apprenticeship was previously developed by the Construction Training Council.

As previously stated, the current Training Package does not meet the needs of industry. The Construction Training Council will endeavor to promote change and assist in the improving the outcomes for apprentices, tradespeople and industry. The need for change has been recognised by the industry during research by the Construction Training Fund.

9. Invest \$425 million in tourism

As per main document.

10. Brand WA and Asian strategy to grow our market share

As per main document.

11. Growing our agriculture and fishing industries

As per main document.

12. Invest \$14.5 million into a New Industries Fund

The Construction sector employs the majority of its workforce on a sub-contract basis. Following an apprenticeship or traineeship, workers are expected to be able to run a small business. In conjunction with the Financial and Property Services Training Council we are currently developing a 'Business Skills' program for the industry. Ex-apprentices have difficulty in establishing a business due to lack of training and understanding of the implications of starting a new business.



13. Foster innovative industries and promote renewable industries

The Construction industry will face major innovation and technology changes in the next five to ten years. The Construction Training Council is working to keep industry informed as changes are looming.

Changing skill requirements will require more flexible training approaches and potentially up-skilling programs.

One of the sectors that does warrant consideration is the solar energy and hot water industry. As battery technology improves there is expected to be a move to 'off-the-grid' energy. This will impact in less reliance on the current power infrastructure and reduce the demand for more fossil fuel power stations. However, the base load demand of the state will need to be met when generation from solar or wind fluctuates. The promotion of the renewables in an off the grid environment will result in growth in maintenance and breakdown cover for consumers not connected to the grid. In these situations consideration could be given to either providing a grid connection based on low cost or provision of a maintenance and breakdown contract by the current supplier.

Any of these changes will require a change in skills and need to consideration in updated Training Packages.

14. Driving Innovation and ICT for a digital economy

As per main document



FINANCIAL ADMINISTRATIVE & PROFESSIONAL SERVICES TRAINING COUNCIL INCORPORATED

FAPSTC Addendum to WA Training Council Network's response to the WA Labor Plan for Jobs.

FAPSTC concurs with all of the comments and the context of the response to WA Labor's Plan for Jobs, however highlights extracts from its own response some matters that add to this context.

1. Deliver more local content and local jobs on government projects

While large projects will have key industry workforces, the FAPS Training Council notes that they will also have less visible, but no less important support workforces. These workforces will include administration, business services, project management and finance professionals, and in most cases asset maintenance professionals, such as cleaners and security officers. As such, FAPS Training Council could offer support to other ITCs and stakeholders by way of intelligence, skills shortage/workforce issues, training and traineeships to support employment and skilling of local workers for project support roles.

2. Support local businesses to tender for government work through ICN WA

The FAPS Training Council notes that skill gaps are likely to exist in small businesses, regardless of their industry of operation, in the occupations and skills relevant to our industries. Specific examples being drafting of tender documents, project management, financial management, procurement and reporting. These gaps, if unaddressed will make it difficult for many small businesses to take advantage of this proposed policy. A review of available training and support services available to address these gaps, and their appeal and accessibility to small businesses will likely be necessary to maximise the outcomes intended. Funding of skill sets for micro and small business owners and employees should be given serious consideration to maximise the capacity of WA small businesses.

3. Increase local content requirements on State projects of strategic significance

As per Item 1.

4. Support for Aboriginal owned businesses

The FAPS Training Council has established a relationship with the Indigenous Business Association. We believe through this and other connections with Indigenous service providers we can leverage expertise, resources and infrastructure, to facilitate working relationships and to promote, inform, report on and generally support culturally appropriate training and mentoring of Indigenous business owners to address skill and knowledge gaps that will likely limit their ability to take advantage of this proposed policy. Consideration should be given to the funding of skill sets for this cohort which would allow them to undertake targeted training.

5. Develop a 20-year State Infrastructure Strategy to drive investment

As per Item 1. The FAPS Training Council may need to adapt its outputs given our occupations are spread across all industries and projects. An occupation-specific output, or an industry-specific output focussed on a particular group or occupations may be more appropriate.

Promoting Quality Training To Industry

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6. Secure more manufacturing work for WA

FAPS Training Council has the capability to undertake qualitative and quantitative research into the support services required for industry and strategies to skill local workers for specific projects such as this.

7. Expand our industry and technology parks

As per Item 1.

8. Deliver quality training to support job growth

The FAPS Training Council already works closely with the Apprenticeship Office to assist in determining the basic framework for assessing training contracts, including most of those currently deemed high risk. Formalising the existing working relationship and promoting the ITCs to industry as a source of unbiased, industry-focussed advice could help improve awareness and use of employment-based training and understanding of what many employers find an onerous and complex system. It could also improve understanding and perceived value of vocational qualifications amongst employers and industry. While this may not be a concern in some industries, it is in some FAPS Training Council industries and occupations. This could be factored into the model for the Industry Skills Centres.

Industry Skills Centres could also provide resources and infrastructure to support ongoing efforts by many of the ITCs in building and maintaining the industry currency of secondary teachers delivering vocational qualifications under auspice arrangements. Poor practice and quality has been an issue in this space and with additional resources and promotion by the State government the ITCs are already well-known, with established relationships across public, Catholic and independent schools and can provide much needed support to improve this space and the industry/employer perceptions of qualifications obtained during secondary schooling. The VETiS Register should be mandated to prevent qualification creep and delivery of inappropriate qualifications done often, for tertiary articulation purposes only. The role of universities in the vocational place should also be explored further.

While FAPS Training Council does not have any craft apprenticeships in its remit, it does have a number of para-professional and support occupations which are often not viewed as destinations of choice. This reflects poor wider understanding of the growing professionalization of many administration and support occupations and the potential career pathways within them. Executive Assistants, HR and marketing professionals, payroll and accounts administration professionals, office managers, are key examples of occupations and careers that need to be better promoted, from the school level upward.

9. Invest \$425 million in tourism

As per Item 1. Feedback indicates skill gaps in this industry that relate to occupations in the FAPS Training Council remit, such as marketing and small business management. Upskilling in these areas is unlikely to be achieved through completion of full qualifications and consideration for funding of skill sets for small businesses is imperative for this strategy to achieve the desired outcomes.

10. Brand WA and Asian strategy to grow our market share

No additional comments.

11. Growing our agriculture and fishing industries

As per Item 1.

12. Invest \$14.5 million into a New Industries Fund

The FAPS Training Council has strong and growing engagement with the start-up sector. Start-ups are fundamentally different to established small businesses and research will need to be undertaken to determine their specific skill gaps and training needs, and their preferences for upskilling. The FAPS Training Council is well placed to leverage existing relationships to undertake this research and has provided advice and support to organisations delivering entrepreneurship-focussed training in schools.

13. Foster innovative industries and promote renewable industries

As per Item 1. There are a number of service providers in this space who could potentially work more effectively and efficiently if able to leverage hubs and skills centres. The ITCs, with extensive project and stakeholder management expertise are ideally placed to oversee this and to assist with these services at hubs and skills centres, to maximise outcomes. The ITCs may also be able to assist in sourcing and supply of adjunct training in relation to emerging technologies which are not encompassed in current training products, especially those that are occupation and/or industry specific.

14. Driving Innovation and ICT for a digital economy

This plan would could prove an opportunity for WA ITCs to take the lead in national training package work in terms of ensuring STEM is embedded in qualifications. For example, the FAPS Training Council is represented on PwC's Skills for Australia Business Administration Project Working Group and will be advocating for an increase in STEM content in these qualifications, in line with industry demand for digital literacy in this workforce.

WA Labor – Plan for Jobs Addendum.

The Board of Management of the Food, Fibre and Timber Industries Training Council met on Wednesday 21 June 2017 to workshop the WA Labor Plan for Jobs.

Below are responses to some of the initiatives listed in the Plan as well as some innovative ideas that came up in the discussion that could result in employment opportunities in the Food, Fibre and Timber Industries.

The ideas are just that, innovative ideas that the Food, Fibre and Timber Industries Training Council did not want to lose – hence their inclusion in this document. They are examples of innovative capacity that the Food, Fibre and Timber Industries Training Council has.

Industry Skills Centre and Innovation Hubs.

The Food, Fibre and Timber Industries Training Council is strongly supportive of combining Industry Skills Centres and Innovation Hubs.

As suggested in the WA Training Council Networks submission, this idea builds on the concept that the Industry Skills Centres are a “Customer Hub” for industry and prospective students.

This concept allows for the centre to focus in innovative thinking, new training product development and most importantly quality training delivery to all facets of the market.

In collaboration with the Industries Training Councils, the Centres could drive education and training leadership and set strategic direction for the state.

The preferred model would be an independent centre (i.e. not linked to one TAFE) that is driven by the industry sector. This would enable user choice, encourage competition and drive the best service providers to deliver the best product to industry. The Training Council recognises that the Jobs Plan does suggest that they are linked to TAFE. In this case, TAFE could be used to deliver the ‘government funded’ training at the Centre but also partner with other providers to provide sector leadership. Independent governance of the Hubs would be essential so as to ensure industry responsiveness.

Concept: Muresk Institute - Northam

The Muresk Institute Advisory Committee (MIAC) is putting in a Concept Plan to become the Industry Skills Centre and Innovation Hub for the WA Agriculture and Food industries. The Food, Fibre and Timber Industries Training Council strongly support this.

Muresk Institute can be considered to be already operating as an Industry Skills Centre. It has demonstrated to industry that it has a strong customer focus as well as a high degree of responsiveness in developing training solutions to the industry.

Muresk Institute has also demonstrated innovative approaches by partnering with organisations such as the Dohne Breeders, Murdoch and Curtin Universities and Kalyx Australia. These organisations are facilitating research out at Muresk Institute.

Thin Markets (Craft Apprenticeships)

The Food, Fibre and Timber Industries Training Council welcomes the commitment by the WA Government to allow apprentices from craft industries with small numbers to still study within TAFE and Western Australia.

The Furniture and Textile Fabrication industries were significantly impacted by the exiting of delivery in apprenticeships by the then Polytechnic West in 2014. Due to that, several apprenticeship areas under our coverage are no longer being delivered in WA, including:

- Certificate III in Textile Fabrication-Canvas goods fabricator (inc sail makers)
- Certificate III in Flooring Technology-Floor Finisher (installers of timber, resilient and textile floor coverings)
- Certificate III in Furniture Finishing-Furniture Finisher/French Polisher
- Certificate III in Upholstery-Upholsterer
- Certificate III in Furniture Making (Wood Machining)-Wood Machinist

Polytechnic West's decision was based on declining enrolments and 'thin markets'. Since the publication of our report, delivery of the above apprenticeships have been undertaken by Eastern State RTOs and students have had to travel over to either Queensland or Sydney. In most cases, it has been unsuccessful. The RTOs have failed to grow the market, there has been very little consultation with WA industry and employers have been reluctant to send their students interstate. In some of the delivery areas, there have been no new enrolments in the past two years.

As such, the Training Council undertook a research project "Thin Markets – Improving workforce developing opportunities in thin markets of the Food, Fibre and Timber Industries" The project aimed:

- To better understand the nature of VET thin markets; and
- To propose innovative approaches by relevant stakeholders to enhance the provision of training in thin markets in Western Australia including within the Food, Fibre and Timber industry sectors.

A copy of our report is located here. <https://www.ffittrainingcouncil.com.au/our-reports-and-submissions>.

Concept: Management of Thin Markets

One of the suggested recommendations included better monitoring of the market status of training products being delivered in Western Australia where there is evidence of a thin or thinning market. A collaborative approach was suggested to develop strategies to thicken the market so that it becomes and then remains viable.

One strategy for this was to create Thin Market working groups. Appendix 4 on page 94 has an outline of how this could work. This strategy is yet to be implemented and the Food, Fibre and Timber Industries Training Council would welcome further discussion about this.

"Thickening" Markets for Apprenticeship Delivery

There is a need to look at different ways of "thickening the markets" to make delivery of apprenticeships in WA more sustainable. There are a number of ways this can be undertaken, including:

- Extensive marketing of apprenticeships to businesses. Marketing of apprenticeships and traineeships is a function of the Apprenticeship Support Services Network (ASSN). It is general by nature, i.e. not industry specific. Consultation by the Food, Fibre and Timber Industries Training Council has revealed that many employers may have an understanding of apprenticeships but very little knowledge of traineeships. In most instances, they are unaware of ASSNs and have never received any material or information on Apprenticeships and Traineeships. As such, the Food, Fibre and Timber Industries Training Council would support further marketing of VET qualifications in WA, particularly to small businesses.
- Different delivery strategies by RTOs – The Food, Fibre and Timber Industries Training Council recently came across an innovative approach to delivery of apprenticeships in the Floor Covering area. The Board of Management of the Food, Fibre and Timber Industries Training Council strongly supports further research into models such as this as it may help grow the number of apprenticeships in our industries. See Concept 1 below.

Concept: Potential Innovation in Floor Covering Apprenticeships

For consideration within an Industry Skill Centre context, this idea is based on an industry supported example used in other states.

In WA there are limited number of apprentices in Floor Covering and the balance of the workforce is largely unqualified. Employee earnings are said to be over \$100,000 pa.

The industry, including most manufacturers, wholesalers, and retailers, and some installation contractors, are concerned at the poor quality of installation by untrained staff, which in turn affects the durability of the product and therefore customer satisfaction.

Industry believes it can provide at least 20 more apprenticeships within two years with the proposed training model and then expand steadily from there, while providing, as a side benefit, the upgrading of community facilities.

The Food, Fibre and Timber Industries Training Council has not researched the outcomes of this model so therefore is not endorsing it. However, it is an example of an innovative approach that may address issues of thin markets.

It should be noted that this model may not be accepted by the WA government because a contract is in place with another service provider (TAFE Queensland). TAFE Queensland currently deliver the qualification to a minimal number of apprentices. However, there is concern by TAFE Queensland about future viability. WA Industry has also voiced concerns about the program.

Using Manufacturer Support for materials and Community Facilities for training sites. The idea includes:

- The central pillar of this model is block release training provided for apprentices using materials donated by manufacturers to re-floor community facilities (eg a community hall).
- The donations are often worth \$20,000 or more per block release and apprentices have the opportunity to work with a wide range of floor coverings, with additional support from manufacturers etc.
- Sometimes the blocks are residential and in regional areas, depending on what is available, given apprentices some unique experiences.

In addition to this, the program is backed by electronic log books, electronic resources and workplace training and assessment.

Industry Innovation = Job Creation

The Board of Management identified that for many industries there was a lack of a focus on industry development by the WA Government, particularly for the non-mining sector. Again, this is why the strongly support the Industry Skills Centre/Innovation Hub model.

In workshopping the Jobs Plan, the Board had a general conversation on how industries collaboratively can come up with innovative ideas that would result in more jobs. To illustrate this, two ideas came up at the workshop that could be explored further.

Concept: WA's Jarrah Residue and Thinnings Material.

In a general discussion about Metronet and the creation of jobs, it was brought up that you could create more jobs by using WA timber to make the railroad sleepers. So, instead of cement sleepers (high environmental impact, potentially imported), you would utilise Jarrah from forest thinnings or residue (low environmental impact, money stays in WA, local and regional jobs/training). These sleepers could even be engineered similar to a crane mat to utilise even smaller individual sections of timber. This would facilitate job growth in the forestry sector through apprenticeships and traineeships, as well as use an underutilised resource.

Concept: Increase jobs in the forestry sector by using the underutilised "Yellow Stringy Bark" stock.

****Description of stringy bark utilisation is given below**

A significant but limited stock of stringy bark trees exist in plantations in the Great Southern. This timber has a high value once extracted.

The idea:

- Demand for the timber is low.
- The timber stock has a high shelf value but is not being used due to current demand for the material and its limited long term availability.
- A Timber Innovation Hub could source the best use of and return on this timber. This might include exploring the timber's potential for use on infrastructure projects.
- The product could help sustain local timber mills which often operate on low staffing levels due to either lack of stock or lack of demand.
- The plantations could be used for training current and future forestry workers and timber machinists in the region. Training in harvester and forwarder operation have been identified as needed by the industry.
- The Innovation Hub could also work on solutions to make these plantations more economic to harvest.
- New tree growth within these plantations is far more beneficial to the atmosphere than retaining mature trees - so there is a marked environmental benefit.
- Once harvested, fine processing could be undertaken by local or metropolitan employers who undertake to employ apprentice timber and wood machinists. This would address the thin market which now dictates it is uneconomic to train these apprentices within WA and requires them to be trained in Queensland. Once local training becomes available demand for apprentices will increase.

- It would also provide a future highly skilled workforce for similar projects - especially if the Innovation Hub managed to reduce the cost of recovering and relocating this timber.
- The increased volume of timber processing trades and workers in training would also allow a Timber Industry Training Centre to re align its training to far better suit current needs.

** (Yellow stringy bark timber may be used in wharf and bridge construction; as railway sleepers, cross-arms, poles, piles and mining timbers; and for general house framing and cladding, flooring and decking, linings and joinery)

If you would like to discuss this addendum, please don't hesitate to contact our Chief Executive Officer, Kay Gerard on 9361 2800 or kay.gerard@ffitc.com.au

FutureNow, Creative and Leisure Industry Training Council

***'Plan for Jobs'* comment**

The Labor *'Plan for Jobs'* policy references several industry sectors that fall within FutureNow's remit. These include;

- Tourism
- Hospitality
- Events
- Information Communications Technology (ICT)
- Digital Gaming and Animation

This addendum responds to the points made in *'Plan for Jobs'* in relation to these areas and their subsets using current data gathered from West Australian industry and training partners. The approach has been to identify barriers to workforce participation that relate to education and training and associated funding arrangements as well as describing general workforce development opportunities that FutureNow is involved with in these sectors.

The response also refer to areas that the *'Plan for Jobs'* policy omits and describe how these underpin the achievement of some of the more explicit jobs targets within the document.

Detailed information on the summary below is available from FutureNow Creative and Leisure Industries Training Council.

Tourism, Hospitality and Events

1.1 Overview

'Plan for Jobs' places emphasis on the Western Australian tourism sector as a key mechanism to transition the State economy to one that is diversified and service led. In the context of the highly competitive global tourist market Western Australia's differentiation must extend beyond natural and built attractions and be supported by the evolution of a stable, highly skilled tourism workforce with the capacity to offer sophisticated service that will meet the expectations of discerning national and international visitors. There is a risk to the State's brand and a potential loss of market share if poor performance in Western Australia's service economies occurs. The development of an internationally benchmarked service ethos requires investment in a workforce that believes tourism and hospitality occupations offer them viable long term careers.

While *'Plan for Jobs'* outlines projected tourism infrastructure and marketing expenditure as a driver of jobs growth, it is largely silent on the other pillar required to build capacity in this sector, namely the development of accompanying tourism, hospitality and events workforce development strategies.

1.2 Barriers to participation

Attraction and retention in the tourism, hospitality and events workforce is currently limited by a range of factors including poor remuneration, an increasingly casualised workforce, high apprenticeship attrition rates within the hospitality sector, a decline in accessible training and a lack of appropriately skilled managerial staff. Industry advice indicates that marketing and digital literacy skills in tourism are not keeping pace with current e-commerce trends or the growing number of disruptive platforms and that this is therefore limiting full participation. For example once the Perth Stadium is operational, small or micro businesses must be able to develop packages and know how to market their product, while larger organisations will need to focus on higher-margin products to attract highly profitable markets, or differentiate themselves by offering niche products such as adventure travel.

To those outside these industries, the current downturn in the State's economy and reduction in employment may mask the current high skills shortages for chefs and cooks, the impending shortages that will exist in the hotel sector as new hotel rooms are completed and capability gaps in the events area in which cultural, sporting, culinary and conference activity is projected to grow.

2 Workforce development principles for Tourism, Hospitality and Events

Some observations on general workforce planning approach for these industries are outlined below.

2.1 A long term differentiated approach

A long term and flexible approach to education and training strategies that recognises the multidimensional character of tourism and hospitality service industries is required to build employment in the sector. This includes a sophisticated understanding of large employers such as Crown Resorts who need experienced managerial staff with higher level full qualifications to microbusinesses whose owners require short course e-commerce training. The training requirements and capability building of the Tourism, Hospitality and Events workforce extends far beyond those captured within the qualifications used for most apprenticeships and trainees critical as these are.

This workforce increasingly requires the skills represented by higher level qualifications such as Diploma, Advanced Diplomas and Higher Education. These qualifications contribute to sector capability in business management and governance, entrepreneurship, e-commerce, facility with industry specific technologies, the strategic thinking to foster collaboration with other parts of the economy and leadership within all parts of the industry.

Examples of funding policies that could assist with this capacity building include;

- Further addressing the affordability of training options.

The government's capping of public provider fees is welcome but may not go far enough. The escalation of the cost of training at a state level and the capping of Commonwealth VET student loans is reported to be continuing to inhibit the growth of a coherent workforce pipeline and therefore new jobs in these sectors.

- Skill set funding

The funding of Nationally recognised training package skill sets for industry participants wishing to upskill without undertaking full qualifications would provide more timely and responsive options for businesses.

- Reinstating traineeship funding for existing workers

Existing workers in the sector are not currently able to access funding to enable them to progress towards higher level qualifications and leadership roles in the industry. In 2016 FutureNow worked with the Travel and Tourism sector to establish a Diploma level traineeship for this purpose, however funding arrangements mean that take up is restricted to new entrants to the sector.

In the absence of appropriate support for existing workers to formally upskill, many businesses are relying on workers to carry out duties for which they are underqualified. This has led to a shortage of workers both at the managerial level and senior more strategic positions in the hospitality, tourism, travel and events sectors.

2.2 The future – anticipating skills needs and a sector recruitment campaign

A long range approach needs to address training requirements for projected growth in industry sectors that is known to be imminent. These include a range of jobs within the hotel accommodation space. Accessible training arrangements are also required for industry subsets that are predicted to evolve as the sector develops. These include occupations such as the guiding services that will enhance visitor experiences for the cruising industry, outdoor recreation skills to support the burgeoning trails sector and the increasing demand for Aboriginal tourism experiences.

The 'Plan for Jobs' policy stated support for programs within regional TAFE colleges will be a positive factor in supporting local workforce development in areas where skilled migration programs has been one of the major avenues for employment in Tourism and Hospitality businesses.

An industry led, government supported campaign to promote tourism, hospitality and event careers could contribute to capacity building. The sectors need to be positioned as major growth industries that offer sustainable and diverse career pathways to both school leavers and mature workers.

2.3 Coordination

- Cross industry convergence

A strategic approach that recognises the convergence that exists between the industry sectors required to support West Australian tourism jobs growth is needed. Unique heritage and contemporary built environments in metropolitan and regional WA, vibrant accessible public spaces, a world class and identifiable Western Australian cultural product and indirect, complementary service support industries such as logistics, transportation and retail are critical to the success of the sector.

- International Education

'Plan for Jobs' correctly identifies International Education as a significant growth element within the tourism space. Job creation in the form of guiding support services to international students and their families is an example of the way that this visitor cohort could be further supported. Conversely an employment matching service between the tourism and hospitality and international education sectors could be developed to link Mandarin speaking students seeking part time work with Western Australian tourism and hospitality businesses that urgently require these skills. This would help

integrate the students and build the capacity of the local businesses to service the increasing Chinese tourist market.

- Business mentoring programs

A range of State Government funded mentoring programs exist for tourism, hospitality and events businesses. Outcomes across the various programs appear to be similar despite the programs being delivered to different subsectors. Industry reports a lack of awareness of applicable programs available for businesses in tourism, hospitality and event management. A consolidated register of available programs could be created and administered from a centralised entity such as Tourism Western Australia.

3.1 Cultural Tourism

Cultural tourism is a major driver of global tourism and as such should be regarded as central to the success of jobs creation within the tourism economy. This is clearly demonstrated by the enormous success of the VIVID festival in New South Wales, blockbuster exhibitions in the National Gallery of Victoria, the success of MONA in Tasmania and of Craft and design- making industries in South Australia.

Western Australia's creative industries are not mentioned as part of the '*Plan for Jobs*' document. However the importance of cultural activity within the Tourism economy is referred to in *WA Labor, Creative WA, Supporting the Arts and Creative Industries*. Commonwealth funding cuts to the Australian creative sector and the downturn in the State economy as well as economic barriers to training are impacting on the sustainability of a Western Australian cultural product. This is despite the proven success of events such as PIAF, the Fringe World Festival and cultural exchange programs with China by organisations such as Black Swan State Theatre Company. FutureNow supports advocacy by peak bodies such as the West Australian Chamber of Arts and Culture for a sustainable level of government support to sustain this critical sector both in a professional and training context.

It is important to note that the 'gig' economy that has eroded some of the traditional occupations in Tourism have a similar impact in the cultural arena. The 2016/17 Perth Fringe Festival which saw box office sales exceed \$10m continues to be the fastest growing such festival in the world. While it is an excellent platform in providing audience exposure for emerging performers, its self-funding model means that artists consistently report they are unable to make the format work for them financially, with many producing shows at a loss.

At the same time Western Australia's flagship and emerging performing arts organisations who are required to maintain industry benchmarked remuneration levels and meet fixed operational costs report challenges competing with the ever growing 'gig' economic model.

3.2 The Galleries and Museum sector (GLAM)

The state government's recent \$428M investment in a new museum for Western Australia is being seen as recognition of the rapidly expanding contribution cultural tourism makes to the economy. There was nearly 20% growth in arts tourism over the four years to 2015 and more than one in four international tourists visit galleries and / or museums.

However this infrastructure planning needs to be met with investment in a skilled workforce. A number of qualification offerings for the Museums and Galleries sectors have disappeared in Western Australia in recent years, and there are currently no qualifications in the curatorial area, a situation industry wishes to see

rectified. Local students wanting to enter the industry must currently complete their qualifications online or move interstate to study, as a result of which these qualifications are out of reach for many.

The Galleries, Museums (GLAM) and Heritage sector in both metropolitan and regional WA is a component of the State's overall cultural landscape that faces a shortage of appropriately skilled 'forward facing' service staff. FutureNow is working with industry to establish a solution to the current lack of training pathways within both the vocational and higher education sectors. This will become increasingly important as the new Western Australian museum draws to completion in 2020. Training support for 'craft' industries in the 'Plan for Jobs' policy is welcome as it may be applied to support to small volume but highly visible training options such as those in the GLAM sector.

4 Hospitality attrition rates for Apprentice Chefs.

The food and beverage industry's greatest workforce challenge is the recruitment and retention of quality candidates. The shortage of chefs in WA remains severe and stems from dozens of new positions being created in new hospitality venues and from constant vacancies at established venues due to the high attrition rate associated with the occupation.

Current conservative estimates predict that at least 300 cooks or chefs will be needed for Perth's 24 new hotels, with another 100 chefs or cooks required at the non-accommodation venues of Elizabeth Quay, Perth Stadium, and Riverside and more still in venues in Perth's surrounding suburbs undergoing redevelopment. Of major concern are the low rates of completion by commercial cookery apprentices (approximately 33%), the decline in commencements of the apprenticeship and the attrition rate of qualified chefs who leave the state to travel or change industries due to working conditions and low remuneration.

Possible strategies to address continually low cookery apprenticeship commencement and completion rates are as follows;

- An information program targeted at potential apprentices to highlight career pathways, social benefits, and opportunities for international career transferability. This model was used to promote realistic advice about hospitality careers to secondary students in FutureNow's Hospitality Ambassador program. The highly successful program, which used motivated young chefs as role models ran from 2012 – 2015 but was discontinued due to Training Council funding cuts in 2016.
- An employer education program that focusses on the incentives available when taking on an apprentice or trainee including the benefits of contributing to the professionalisation of the industry.
- A targeted mentoring program for Hospitality apprentices within the first six months of their cookery apprenticeship. There is industry evidence that the majority of apprenticeship cancellations occur during this period. A formal mentoring program for apprentices within this cohort in addition to the realistic pre apprenticeship advice offered under schemes such as the Ambassador's program may assist with addressing the low apprenticeship completion rate and build resilience within apprentice chefs. It is notable that the continuity and support provided to apprentices within the auspices of not for profit Group Training Organisations (GTOs) produce much higher completion rates for their apprentice cohorts.

5 Accreditation and quality factors with the Tourism and Events sector

The tourism and the events sectors have increasingly low barriers to entry in relation to starting a small business. Service quality issues with untrained operators in areas such as Airbnb (accommodation), tour

guides, event organisers and caravan park owners may have a potentially detrimental effect on WA's tourism brand and the growth of long term sustainable jobs. The proliferation of these businesses at a time of growth within the tourism and events sector suggests that existing credible training and professional accreditation should be supported by government where applicable.

Consultation with the Event management sector highlights that capability and career progression particularly for Professional Conference Organisers (PCO) in the local Events sector is hampered by the project driven nature of the industry and by a lack of scale. This has seen larger events such as Margaret River Gourmet Escape being managed by East Coast based companies that have the necessary experienced workforce. While enrolments in Events training qualifications are strong, most students are restricted from undertaking the Certificate III in Events through a traineeship as many employers cannot provide ongoing work for the duration of the training contract. FutureNow is currently investigating the viability of Group Training models to address this issue.

7 The Events sector and outdoor broadcast capability.

Sporting, cultural and tourism events require live or outside broadcast services. This area is resistant to digital transformation in that it will always require a physically present film crew and as such, demand remains strong for this specialist workforce. Currently film crews are flown in from the east coast for major events and the imminent opening of the Perth Stadium is predicted to further increase the demand for jobs.

North Metropolitan TAFE has strong employment outcomes for graduates of the Advanced Diploma of Screen and Media (Outside Broadcast) however VET Student loan capping has required a contraction of the course and less opportunity for industry involvement. FutureNow is currently monitoring the employment outcomes for graduates and is working with industry to examine the potential to develop a traineeship in this qualification.

8 Aboriginal Tourism

'Plan for Jobs' references the potential of Western Australia's unique Aboriginal cultural tourism offering. Aboriginal tourism is impacted by the size of the State and the spread of businesses in which more Aboriginal tourism businesses operate in the State's north, but the majority of visitors travel to the State's south. Initiatives that have been introduced to address the disparity between supply and demand include the Aboriginal Tourism Development Program, development of Tourism sites of Aboriginal significance in Perth, the Camping with Custodians program and the Coalition Tailored Assistance Employment Grants programme.

In addition, industry advice is that operator capacity is can be negatively impacted by a lack of small business management expertise. FutureNow and the Financial and Property Services Training Council are currently working with WAITOC to establish suitable training content that may assist business owners in these areas.

9 Outdoor recreation and Adventure Tourism

Western Australia is a destination point for numerous adventure and outdoor recreation pursuits. Growth in this sector must be matched by quality products, services and facilities that enhance the participant experience while maintaining safety and sustaining the natural environment.

Western Australian businesses report a lack of adequately qualified and experienced staff and there are instances of staff being recruited from the east coast to fill labour shortages. However the seasonality and casualisation of the recreation workforce makes it difficult to sustain year-round employment. As with the events sector this makes the traineeship model less viable.

There is a lack of training providers delivering outdoor recreation qualifications in Western Australia at the level required by industry to fill labour shortage roles. Large numbers of students are undertaking outdoor education and outdoor recreation courses in senior high school but they have no further training options. FutureNow is currently working with industry, peak bodies and the training sector to investigate the re-establishment appropriate training pathways.

Digital Games development and Animation

9.1 Overview – Creative Digital technologies job creation opportunities

While regarded as a fledgling industry within the Screen and Media sector, Games Development, which more accurately straddles Screen and Information Communications Technology has successfully addressed the issue of monetising digital content. Globally the sector's value is nearly twice that of the Music industry and on a par with the Film industry with strong projected annual growth rates. While currently small in Western Australia, these industries have substantial potential to grow into important economic drivers for the state. The digital-first nature of these sectors coupled with the time-zone advantages enjoyed by Western Australia mean that, for this type of work, the state is not challenged by its physical isolation. Given the exponential growth of Games and Animation internationally, industry is hopeful they will be viewed as prime candidates for targeted investment and is confident that Western Australia could be a hub for these sectors.

'Plan for Jobs' recognises the potential of Western Australia's games development industries and the loss of market share to states such as Victoria where significant government investment has been made. At the state level, sales of local content have fallen in line with reduced government investment. The commitment of funding support through the New Industries Fund outlined in *'Plan for Jobs'* is therefore welcome as is the acknowledgement of the importance of interactive gaming in the form of Virtual and augmented Reality in WA Labor's *Creative Industries policy paper, Creative WA*.

9.2 Digital gaming job creation strategies

Industry advises that any potential effort to significantly grow the Animation and Games Development sectors will need to be met by timely initiatives to attract students to associated qualifications in both ICT and Creative disciplines in order to develop a large enough local workforce in the medium term. It is likely in the shorter term that a mix of local and international expertise will be required. As has been mentioned previously in this paper, the affordability of training options in both VET and Higher Education needs to be maintained to develop a skilled workforce and grow the sector.

FutureNow's consultation also suggests that rigorous industry consultation is needed to establish the specific mechanisms required to develop the sector in Western Australia. There is also a strong industry position that the needs of the sector be *explicitly* represented either through Screenwest or the establishment of a new body.

Information Communication Technologies (ICT)

10.1 Overview

Digital technologies continue to grow in Australia and are outpacing many projected growth forecasts.

The WA Office of the Government Chief Information Officer launched *Digital WA: Western Australian Government ICT Strategy 2016-2020* in May 2016 and in November 2016 the first *WA Innovation Strategy* was launched. Both of these initiatives align with the national Innovation Agenda and point to an increased awareness of the potential of STEM industries including information communication technologies. *'Plan for Jobs'* recognises the significance of STEM occupations and has committed to this with the establishment an Innovation and ICT Office in WA. The policy's focus on expanding coding skills and appropriate maths education in schools and on teacher upskilling recognises the critical nature of these capabilities for a future skilled ICT workforce.

Games development, connected devices (the internet of things, or IoT), data storage, network design and data analytics continue to be areas of significant growth. It is however cybersecurity which is emerging as the area of primary focus for local industry with regards to potential skills and labour gaps, with the growing number of connected devices being employed in the resources sector amongst leading concerns. Cybersecurity is the particular field which industry perceives is not always appropriately sourced with migrant labour and as such they want to see the occupation suitably supported with qualification offerings and awareness raising initiatives locally.

10.2 ICT sector consultation

FutureNow's consultation with the sector demonstrates concerns with current and future capability. These coalesce around changes to State and Commonwealth skilled migration policies and with falling enrolment patterns.

- There is a significant shortage of skilled ICT Security Specialists as well as a skills gap in this area across the broader ICT workforce.
- Industry recognizes the need to improve the skills base locally and that it is left vulnerable to changing market conditions globally by relying on Western Australia remaining an attractive option for skilled migrants. Industry expects that new skilled visa rules will lead to a further decline in the coming year.
- The tech start-up sector are also concerned about recent changes to skilled migration and report significant concerns around accessing appropriately skilled Developers and Programmers.
- Western Australia may be left short of skilled ICT workers with adequate exposure to the workplace when recruiting for more senior roles. As with many industries, workers working overseas and returning with world-class skills and experience is the informal solution to this problem. Industry suggest that skilled migration policies that may be viewed as 'isolationist' could have undesired consequences if our own workers are not able to access these international pathways
- Certain ICT niche areas in Western Australia notably mining and health technology may not be as affected by labour costs as would be sectors such as mass technology manufacturing or customer facing service oriented technology businesses. There is beginning to be a conscious effort to develop these industry sub sectors.

- Some low-to-medium level vocationally-oriented ICT roles will continue to be replaced by the technology itself, as others shift overseas. This leaves a pathway gap with fewer entry level roles available for graduates to “cut their teeth” in. At a secondary level formalising industry links to give students access to work placements and internships as captured in the new P-Tech model may be a useful method of creating exposure to the sector.
- Enrolments and completions at VET and higher level study have been in steady decline for some time and currently stand at less than half the level they were ten years ago. There is considerable industry concern around how to meet the projected uplift in demand for ICT skills when enrolments are dropping. Remuneration concerns and a perception that after the dot-com bubble, ICT workers found it difficult to find jobs, may be behind a long term decline in enrolment in ICT qualifications at the VET and tertiary level. The affordability and accessibility of education and training pathways remain important within this context.
- Industry work around content mapping of overseas qualifications has raised concern in some areas and contributes to industry’s preference to source labour locally where possible, making initiatives to address falling enrolments and completions vital.
- The pace of change possible with regards to training and education content is not always adequately able to meet the pace of change within industry.

FutureNow will continue to monitor the points above including the effects of changes to State and Commonwealth skilled migration policies and also supports a concerted industry led marketing drive to improve ICT enrolments at VET and Higher Education levels.

LTC Addendum to WA Training Council Network's response to the WA Labor Plan for Jobs

The Logistics Training Council concurs with all of the comments and the context of the WA Training Council Network's response to WA Labor's Plan for Jobs, however provides the following additions specific to the LTC's industry coverage.

1. Deliver more local content and local jobs on government projects

The transport and logistics industries are integral to all projects that occur in Western Australia. The Gorgon Project could not have occurred without the high level services provided by these industries to ensure products reached their destination in the Mid-West in a timely manner. This project saw road, rail, aviation and maritime all come together for a common goal. The LTC through its networks was able to assist the industry in identifying what skills were needed to allow this to occur. Therefore, a blueprint has already been set for future projects to ensure local content and local jobs are able to be provided. We believe that the LTC is well positioned to support the Government in the future.

The LTC also believes that it is essential that training not only occurs for the highly visible industries, but for those that are vital as support services for all projects. As it is not uncommon for many companies to subcontract their work to subcontractors, it is important to ensure that skill development is filtered through and paid for at the appropriate level of the process. Where individual contractors are working within tight operating margins, it is important to direct training and its funding to these contractors. This ensures all participants have the opportunity to improve their workplace skills and strengthens their businesses for long-term participation in their industries. The LTC looks forward to working with the Government to identify a more appropriate mechanism for allowing this process to occur.

2. Support local businesses to tender for government work through ICN WA

The road transport sector is categorised by a large proportion of small and medium enterprises (SMEs), with many family-owned and operated. Access to any training, especially business training, is problematic and expensive. SME's need assistance if they are to be able to tender for government work, and ICN WA will certainly improve this situation. However, the availability of funded skill sets focussed on business and logistical skills would be of great benefit and would give SME's greater capability to not only tender, but also successfully achieve outcomes for the Government. The LTC through its networks will be able to identify those skills needed in the transport and logistics industries.

3. Increase local content requirements on State projects of strategic significance

As previously stated in the WA Training Council Network's submission, Industry Training Councils are well placed to be able to identify the capability and capacity of our local workforce to be able to complete State projects of strategic significance. *METRONET* is an example of one such significant project which the LTC believes it will be able to provide support and input into the anticipated workforce needs of the transport and

logistics sector as they implement this project. The LTC has already identified occupations in demand and areas of skills need through its development of previous Workforce Development Plans; annual feedback provided on the State Priority Occupation List; and industry snapshots. By working closely with the Government and industry stakeholders, the LTC is confident it will be able to provide support for *METRONET* and other major projects for the State.

4. Support for Aboriginal owned businesses

The LTC currently works closely with many of its industry sectors who have developed Aboriginal workforce strategies, however there is an identified a gap in the number of transport and logistics Aboriginal-owned businesses. Through the LTC networks, we believe that we will be able to support Aboriginal communities and the Government as they implement strategies to increase support.

5. Develop a 20-year State Infrastructure Strategy to drive investment

It was stated in the WA Training Council Network's submission that Industry Training Councils have the capacity and capability of producing forward-looking Workforce Development Plans that would complement a 20-year State Infrastructure Strategy. Transport and logistics is integral to all infrastructure work that occurs in this State, both through the construction and operation phases, and the inclusion of the LTC network in any development of this type is vital to ensure business investment is occurring where required.

The LTC welcomes the opportunity to participate with both the Government and the State Training Board in the development of a State Infrastructure Strategy that is complemented by a long-term Workforce Development Plan.

6. Secure more manufacturing work for WA

The LTC is well positioned to work with its transport and logistics industry stakeholders to identify support services that will be required to ensure that the manufacturing projects that occur in WA have the resources to produce the products and the mechanism to transport it.

7. Expand our industry and technology parks

The transport and logistics industries have identified a need for Intermodal Logistics Hubs throughout the state where rail, road, aviation and in some instances maritime, all come together to ensure a smooth movement of product, as well as result in potential growth due to cost saving and innovation. The LTC, through its industry stakeholders, can assist the Government in identifying suitable locations for the Hubs and ascertaining what the required anticipated workforce needs would be to support the Hub's activities.

8. Deliver quality training to support job growth

The LTC fully supports all comments in the Network's submission regarding the delivery of quality training to support job growth. Due to its knowledge of industry's skill requirements and the workplaces they operate in, the LTC believes that it is well



positioned to assist regulators in identifying appropriate training environments and quality training delivery. The LTC has been working with both the regulator and the Department of Training and Workforce Development to identify inadequacies in the current regulatory framework that are allowing some poor training practices to occur. The LTC would like to continue in this role and believes a more formalised engagement process would be appropriate.

The LTC believes that the lack of appropriate regional training in Transport and Logistics qualifications is a concern as these occupations underpin all other activity and encourages regions to grow and develop. Many of these skills are transferrable, so offer the opportunity to strengthen other regional activities, where transport and logistics is not the primary focus, but additional to their tasks. LTC industry stakeholders welcome the opportunity to be able to provide the Government with the required industry intelligence identifying where the training is required in the regions.

9. Invest \$425 million in tourism

The transport and logistics industries play a significant role in supporting the tourism sector. The maritime industry, which has seen an increase in tourist boats and visiting cruise ships, has been growing steadily in this space. The LTC has assisted this sector in identifying skills gaps and has worked closely with industry to ensure suitable training is delivered. The aviation sector is another growing part of tourism in WA, especially in remote regions. A suitably skilled aviation workforce is vital to WA's economy and the future growth of the tourism industry. The LTC looks forward to working closely with other relevant Industry Training Councils, industry stakeholders, and the Government in identifying the workforce development needs that will be required to grow tourism in our State.

10. Brand WA and Asian Strategy to grow our market share

Transport and logistics is a global industry and the Asian market is vital to the future growth of the sector in WA. LTC will work with all stakeholders to assist in identifying where opportunities may exist.

11. Growing our agriculture and fishing industries

Through its work with the road and maritime industries, the LTC has identified workforce development needs which impact on both agriculture and fishing. The fluctuating nature of these industries, and the ability of many of the workers to move into more mainstream sectors such as truck driving, off-shore oil and gas, or maritime tourism, means it is important that the LTC continues to work closely with other Industry Training Councils who have a greater engagement with these sectors. The LTC also believes that it should be included in any discussions regarding the workforce needs of these sectors as the crossover is substantial.

12. Invest \$14.5 million into a New Industries Fund

The LTC can assist in identifying new and emerging industries in the transport and logistics industries. An example of this is the impact of drone technology on many current occupations eg pilots of ships entering ports are now using drones to assist in the positioning and steering of the ship. It is perceived by this sector that drones could potentially replace the role of the pilot on the ship.

13. Foster innovative industries and promote renewable industries

As per item 12 above.

14. Driving innovation and ICT for a digital economy

Many transport and logistics businesses, particularly those involved in the supply chain and logistics area, have identified the growing impact of digital disruption and are exploring what it will mean to their current and future workforce. The LTC is currently investigating how these industries can be more innovative and how to best utilise ICT to improve output, as well as assist the workforce to achieve its goals.



A proposal for jobs creation in the: Retail and Community Pharmacy Industry Sectors

Western Australia's economy has shifted dramatically in recent years, with the slow and steady decline of mining and difficult conditions experienced in major industry sectors, particularly the construction and retail industries. The downturn in the resources sector, cooling housing markets, and subdued consumer spending, with a notable increase in competition, combined this has resulted in further contraction of volume and margins across the retail sector. As the economy remains sluggish, the expectation is that the retail sector will not improve in the short term. Micro and Small business retailers, who employ less than 25 persons, are concerned that the longer-term outlook of uncertainty is becoming more of a reality.

In Western Australia business continues to see:

- significant slowing in the economy
- increasing Government debt
- further slowing and uncertainty in the resources sector
- employment intentions of businesses further diminishing, and
- growing unemployment levels

Historically low interest rates have previously supported the economy, interest rates are at an all-time low, yet consumer confidence continues to unfavourably fluctuate and consumer debt is at the highest levels ever. Slow wages growth has further impacted as retail businesses in Western Australia continue to be sluggish. Over the last 6 years, retail turnover has stayed stable to flat at best and has been further impacted by higher cost of business.

During the last five years, micro, small and medium sized retail businesses has been subjected to extreme pressures with huge reductions in turnover and trading profits and high increases in their cost of business. Property rental/leasing, utilities, penalty rates and payroll tax continues to be concerning issues for this sector. Leasing and/or re-leasing of premises are one of the main contributors to the cost of business increases.

Landlords and/or property management groups are constantly driving greater return on investment. Previously lease rates were able to be negotiated at an agreed value plus CPI (approx. 3-5%). Currently the re-leasing policies and conditions being applied when lease renewals become due have a significant impact on small business. Excessive re-lease increases applied give no consideration or acknowledgement to the current property market values or economic conditions that tenants (retailers) are, and have been working within. Increases in the vicinity of 25-30%, plus annual CPI adjustment are not unusual. Combined, this is well beyond the current CPI and in many cases market value relative to the location.

The overall impact on business is:

- re-leasing is non-negotiable
- in many cases a store re-fit was a condition of lease renewal that could cost the tenant an additional expense of around \$200,000.00. Short-term and Pop-up Shops are not required to do this.
- small businesses have become insolvent
- owners have experienced lock-out, end-of-lease closures, or have walked-away or re-located
- some have declared bankruptcy.

All of these issues have contributed to high retail vacancies in commercial areas, stand alone and suburban and regional shopping centres. In many cases these practises have affected the micro and small retail businesses where conditions or circumstances have forced many to close. This applies especially where many family owned and operated businesses have just walked-away or closed the business at the end of lease. Evidence of these outcomes are obvious when walking through suburban shopping centres, and indeed the city centre, where locally owned and operated small business retailers are rapidly disappearing. Retail has endured prolonged negative trading conditions which commenced in October 2008, with the major impact of the economic shift during May 2009. Since then retail businesses have had to contend with continual:

- long-term reduced trading turnover
- reduced trading and net margins
- significant increases in the costs of business
- increased trading hours
- depleted capital reserves

Combined, these factors have resulted with several companies making critical decisions to move operational expenditure models which previously provided considerable capital expenditure benefits and provide greater cash flow management. Many retail businesses have survived this longer than anticipated retail downfall, with the owners and family having to work longer hours and becoming more involved in the day to day operations of the business, which in many cases, covers a 7-day period. This has resulted in under-employment within the retail industry.

Small business retail proprietors have exhausted cash reserves, taken out loans and used personal assets as surety. Many have restructured or reduced staff levels and a change of employment status has been necessary, from full-time to part-time or casual. Termination or resignations of employees have not been replaced. Due to cash-flow problems account payment periods have been extended and stock holding has been reduced to ensure that businesses can better endure more critical periods. Each of these desperate moves, place the business in an unfavourable situation of uncertainty. For many small business owners today, survival has become more of a key focus than growth.

Despite the ongoing challenges, retail remains one of the largest and most resilient employing industries in Australia, playing a vital role in driving and supporting the Australian economy.

Given all of the above commercial detractors, the retail sector continues to be second largest employing sector in Western Australia. Job growth in Australian retail is projected to grow by 8.4% by 2020 of which 11% of job vacancies are expected to occur in Western Australia.

The retail sector employs the largest number of young workers between the ages of 15 and 24 years (approximately 410,000) across Australia.

Perth has amongst the highest square meterage per 1,000 persons in Australia approximately 2,550,000+ m²

source: Planning Institute of Australia June 2015

During the last 2 years. WA has experienced the worst retail trading levels of any major state. Despite this, significant retail development continues.

Currently, approximately \$2.5 billion worth of shopping centre redevelopment is earmarked for completion between 2019 and 2022. Expansions will include most major shopping centres in metropolitan Perth and near regional centres, this includes:

- *Whitfords City, Westfield - Cannington, Midland Gate, Garden City, Morley Galleria, Karrinyup, Mandurah Forum*

Additionally, Aldi's long term expansion plan in WA will see up to 70 new stores developed across the state with 1200 new permanent jobs to be created state wide. Similarly the above shopping centre expansion and re-development will share the same need of increased staffing levels.

In all, shopping centre redevelopment, expansion and new entries into the market creates increased need for trained retail staff from Certificate II in Retail Services through to Certificate IV in Retail Management.

Governments have failed to recognise the economic recovery opportunities available to them by involving the service sector as having a role in assisting in the economic solution. Retailing is about creating high volume of employment and the "rotation of money".

Reduced interest rates, the introduction of small business stimulus and concessions and company tax reductions have had little or no impact on micro and small retail businesses. The broader retail sector could have been utilised to assist governments introducing policies and support to the largest private employer group industry that would:

- stimulate increased spending
- motivate employment

This would result in:

- increased employment
- increased consumer spending
- increased inventory value held in retail
- encourage business expansion
- the rotation of money through industries and other services

Failure to recognise that a major industry has experienced issues and difficulties over a long period, and lack of assistance, has caused many WA retail micro and small business consulted to believe that the “*GFC that we didn’t have in 2009, arrived in 2016*”

Today the retail market is more complex than ever before and customer expectations of retail staff are more demanding. Retail is a competitive industry in a competitive environment, it is a complex and diverse industry with varying needs across multiple industry sectors.

Customer service is about people, by the people;

The face of retail as we know it has changed, customers have changed, the buying process has changed and consumer expectations have changed. Today the consumer is mobile; their loyalty can no longer be relied upon and loyalty needs to be re-earned and nurtured. Shopping should be an enjoyable consumer experience, an enjoyable experience will always be remembered. Consumer comment has revealed, that in recent years the “good-feeling” shopping experience has failed in delivery at the point of sale and often in after sales service.

Consumer sentiment indicates a belief that customer service is getting progressively worse, and today the level of customer service provided across industry is considered “mediocre” at the very best.

Due to the difficulty of attracting quality staff and the costs of recruitment, it was necessary for retailers to focus on retaining the average staff that they have, at the risk of continuing average service delivery. In retail today, a business owner or manager would be better served by directing their focus on how to address and improve “customer engagement and retention”, compete harder and better meet the changing customer expectations.

In WA, all children must be in school, doing further education, or employed, until the end of the year they turn 17 years and 6 months or until they turn 18. However, a student may leave school to undertake an apprenticeship or traineeship. This can raise concerns that maturity and knowledge levels may vary between in-school delivery and the workplace requirements of a new-entry trainee.

Generally, the Certificate II in Retail Services qualification delivered through the school system has had little or no industry relevance or support from

employers as the delivery fails to include sufficient content knowledge or workplace experience.

The retail industry has suggested that the biggest issue which needs to be addressed is a single package unit that includes relevant industry and workplace information.

The qualification should give the participant an understanding and knowledge of the retail industry. It also needs to provide details and information of the varied and diverse career pathway options available within the retail industry to prepare them to undertake future supervisory roles and more senior and specialised positions.

The retail sector is suffering from a shortage of workers who are skilled and have relevant experience in the retail industry. Retail is often the first job for many young Australians either as:

- a career pathway or as
- a transition period during study.

Since the removal of employer incentives in 2012, micro and small business retailers who have employed young people with institutional qualifications and have found that the individuals have no understanding of the industry, made no contribution to the business and did not understand “what a job is”, therefore were not employed.

It was reported on the 23 June 2017 that, TAFE Directors Australia reveal that in 2012 — the year the demand-driven system kicked into fourth gear, TAFE had 1,165,622 students enrolled nationally. By 2015, the figure had dropped to 866,815. Surprisingly, there was not a corresponding rise in private and other enrolments.

Overall, the VET sector shrank from 1.9 million in 2012, to 1.6 million in 2015.

The complex, recipe of wild and experimental policies, poor implementation, declining funding in real terms, demand-driven funding for universities, and the apocalyptic VET Fee-Help scheme have all contributed to the current situation”.

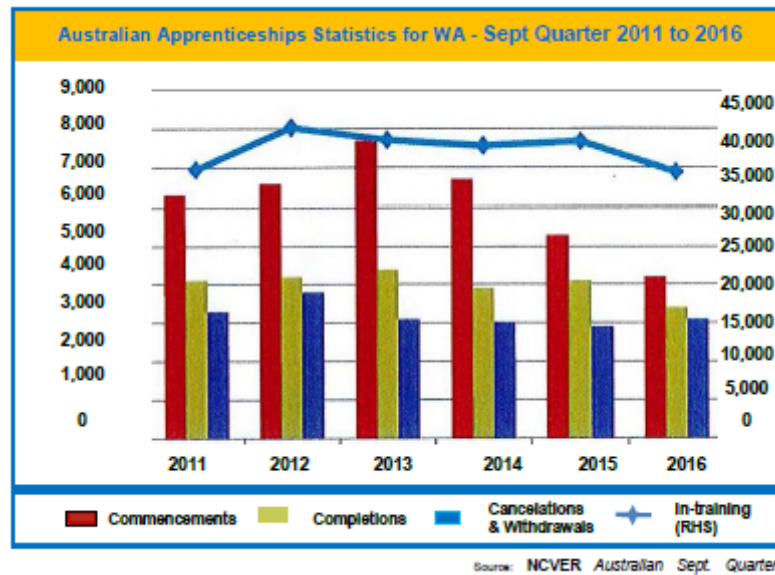
Source: The Australian 23 June 2017

Australian Apprenticeships Statistics for WA September Quarter 2015 to 2016 were as follows:

In September Quarter 2015, there were 42,600 apprentices and trainees in training, by the September Quarter 2016 there were 38,200, a decrease of 10.3% compared to the previous year. Decreases from the previous year were seen in:

- Commencements (- 4,200) and Completions (- 3,400)
- while Cancellations and Withdrawals (+ 3,100) increased.

Source: NCVET 8th June 2017



The graph above shows the level of apprenticeship and traineeship entries in 2012, during which notice of the discontinuation of employer subsidies for Certificate II was issued, and the dramatic commencements increase in 2013. Since 2014, entry into apprenticeships and traineeships has progressively fallen to the now lowest level since 2006. Apprenticeships and traineeships in June 2016 represent just 2.7% of the total workforce,

The removal of the actual employer incentive payments at the Certificate II entry level which was applied in June 2012, has impacted dramatically on enrolments in traineeships. The lack of entry level training has compounded up the ladder with a serious decline in the uptake of higher qualifications, in retail. This applies to Certificate III in Retail Operations, Certificate IV in Retail Management and the Diploma of Retail Leadership.

Certificate II in Retail Services and the Certificate II in Community Pharmacy are the primary entry levels into the retail sectors and yet there are no incentives available for employers to train people at this level. Both of these Retail Services Certificate II qualifications provide a pathway to work in a diverse range of retail settings including speciality retailers, supermarkets, department stores, and quick service restaurants. The Certificate II in Community Pharmacy provides a pathway to higher levels that includes skilled pharmacy assistant, and progress into pharmacy management or a dispensary technician position.

The impact of this is that many young people are not currently offered the opportunity to participate in long-term training and improving their career prospects.

Previously, many micro and small retailers employed young people and provided training that included the Certificate II in Retail Operations qualification. This proved to be beneficial to the participant, the employer and the industry. The incentives program encouraged employment, contributed to business growth and provided a greater contribution to the economy. Many recipients and beneficiaries of the incentive policy remain in the industry. Many of these are still employed within the original organisation holding more responsible and higher level positions.

The retail sector is very diverse, ranging from micro businesses such as a small newsagent to high-end specialty retail such as electrical, furniture, jewellery and fashion etc. and the skills needs and knowledge will vary within each sector. Training qualifications provide the core work skills, general knowledge, and industry-based professional competencies relevant to industry requirements. To ensure that the required qualification outcomes are achieved, ongoing support of effective delivery, through on-the-job training and workplace experience, with the trainee having continual availability and access to mentoring by an experienced individual.

During consultations, employers who are involved in a broad cross-sector of the retail industry stated very strongly that:

- they would not employ people with a Vet in Schools qualification as applicants have not had the skills or experience in the workplace to be employed and paid the retail wage for that level
- the comment used to describe the recipients of a VET in Schools Certificate II in Retail Services is that they are 'useless' and many fail to have the aptitude or attitude for employment in retail
- have no understanding of the retail industry or the responsibilities required of them in the workplace
- the qualification holds no credibility for a job application, in fact, in many cases it is a barrier, as employers have no confidence in the qualification

An Australian Industry Group report reported that European experience has demonstrated that in the absence of public intervention the market produces less than the optimal proportion of apprentices. This has clearly been the case in Australia where employers are sensitive to the economic cycle which contributes to a variation in the number of apprenticeships.

This is why employer incentives in the form of either direct subsidies or incentives are required to reduce employer costs and encourage them to engage apprentices/trainees. However, incentives do not motivate companies that have already decided to train. Direct subsidies are more effective in encouraging companies to start training rather than for companies which are already training.

Source: Ai Group - Making Apprenticeships Work (April 2016)

The government should not be tempted to concentrate support on trade apprenticeships alone. Retail is one of the largest employer sectors and the largest employer group of youth – 15 to 24 year olds.

The removal of entry level incentives for Certificate II qualifications in 2013 had a huge impact in several industries. Figures show that traineeships commencements in WA - June 2012 were 77,900 and by 2016 these numbers had fallen to 38,000.

Ms Sandra Pattison, General Manager, Statistics, NCVET (2012) stated *“the impact of changes to apprentice and trainee incentives payment will more clearly emerge in forthcoming quarters. It remains to be seen whether commencements return to previous levels”*. Clearly they have not.

As an example, the Retail and Community Pharmacy sectors are two industries where this has had a major impact on employment. Both of these industries employed large numbers of Certificate II entry level trainees with many continuing on to higher levels. Since the removal of the employer incentives, employment and participation in higher level qualifications has also declined dramatically.

Retail is a large complex industry, all considerations by Government regarding industry employment initiatives should include and recognise the high level of technical skills required by a retail employee.

Retail is a large industry employer, particularly within the youth sector should be categorised and considered on the at least the same level as trade and the non-trade industry skilled group, not a non-skilled group.

Retail is an ideal industry available to address the issue of:

- return to work
- retraining
- long term unemployed

Summary:

Reintroducing employer incentives or assistance for small and micro businesses in both of these industries, where Certificate II entry level skills' training is essential, this would be a positive step forward and would create additional jobs with a gain of longer term employment.

The re-introduction would give people the opportunity to gain an entry level traineeship by supporting businesses with subsidies/incentives.

The benefits of entry level traineeships are:

- longer term employment (12-month traineeship)
- the opportunity to establish a career pathway
- increased employment

A better trained and skilled retail worker is essential to restore consumer confidence, satisfaction and stimulate increased spending.

Good quality training is relevant to every business, training:

- empowers people to develop their full capacities
- raises productivity, of both workers and of enterprises
- encourages people to seize employment and social opportunities
- influences and contributes to the economy

Trained staff become an asset to the company and training and developing entry level employees should be recognised as an investment in the future workforce.

Employer Incentives work to change employer behaviour to offer jobs for apprentices and trainees.

Staff employed in a customer-centred operation need support and be well trained to meet the complex skills-levels required to provide exceptional customer service as a standard to today's consumer. Frontline staff is the interface between the customer and the business. To effectively compete, retailers need to ensure that employees at this level are effectively trained and equipped to deliver high standards, reflecting the culture determined by the business.

To best achieve this, employers need to have confidence in the qualifications that are delivered on-the-job, not institutionally, and consider that the qualification must include competencies that are relevant to the needs of the individual, the business and the industry and form the basis of delivering a progressive career pathway.

Traineeships allow people to learn work skills on the job, and earn while they learn.

Given the current retail environment, improved customer service, support and retention is essential for small business to better compete with the larger more dominant retail organisations. A buoyant, healthy, welcoming and skilled retail environment also benefits the image of Western Australia through tourism. Tourists love to shop, they spend, better service and higher-level sales and service skills in retail the tourist dollar spend will increase, as will the whole experience of visiting Western Australia.

Skills gained from working in a customer service environment are lifelong skills and highly transferable

Utilities, Engineering, Electrical and Automotive (UEEA) Training Council Response to WA Labor Plan for Jobs

UEEA Training Council supports the Governments plans to create a viable and sustainable workforce, creating training and employment opportunities across a wide range of industries.

The key factors to enable the success of job creation initiatives will be:

- Broad consultation with industry regarding current and future skills and job role requirements.
- Identifying the capacity of the training sector in Western Australia (WA) to adapt to increased demand for current and future skills training.
- Setting achievable targets; short, medium and long-term.

UEEA Training Council, although supportive of WA Plan for Jobs, have concerns that the training sector in WA does not currently have the capacity to support a large-scale job creation initiative, particularly around the skill requirements of projects such as METRONET, consideration should be given to the following:

- Will a foundry be commissioned to produce track and rolling stock components and, if so, how and where will training be delivered?
- Engineering trades such as sheet metal workers, fabricators, fitters, industrial electricians and electro/mechanical engineers, will feature heavily in the Metronet project. Does the training sector have the appropriately skilled trainers to deliver the training that will be required?
- Will the rolling stock be propelled by electric or diesel motors? As this poses other training issues around capacity and appropriately skilled trainers.
- Will training for vehicle trimming be reinstated in WA to cater for rolling stock training demand?

As the METRONET project commences, UEEA Training Council believes that initial consideration should be given to importing components to build rolling stock, which will continue to require the majority of job rolls and skill requirements as building rolling stock from scratch, whilst building the capacity to manufacture the bulk of the rolling stock at a later date.

The majority of the highlighted issues around METRONET apply equally to any large infrastructure project, such as the proposed expansion of the Australian Marine Complex in Henderson for future shipbuilding and marine work.

TRAINING FOR THE FUTURE

- **TAFE the Future of Training**
- **METRONET**

North Metropolitan TAFE (NM TAFE) Automotive Training Delivery

The recent decision by NM TAFE to effectively remove all automotive training delivery from the northern corridor (Joondalup) and deliver the training from the Midland campus, will have a negative impact for automotive apprenticeships and school-based programs within the expanding northern corridor. The automotive industry will now find it increasingly difficult to recruit and train local people with issues such as:

- Access to school-based programs (future apprentices).
- Choice of local provider.
- Inability to promote local automotive careers (impact of travel to Midland campus).

History

Over the last eight years, the former Engineering and Automotive Training Council (EATC) held major concerns regarding the lack of support for automotive programs, at the previous Westcoast Institute of Training (WCIT), by WCIT Management which effectively stalled the capacity of the training sector to offer appropriate automotive training in the northern corridor.

UEEA Training Council has been approached by Career Link, who provide support for school-based programs with a cluster of schools. Career Link are concerned that they will find it increasingly difficult to offer automotive programs through NM TAFE given the unacceptable expectation that northern corridor VETis students will have to travel to the Midland Campus.

There is a duty of care issue relative to the excessive travel school students will be expected to undertake. If the proposal goes ahead, school students in the northern corridor will simply not take up any automotive programs.

The UEEA Training Council and the Automotive Holdings Group met with campus management at UEEA in the later part of 2016 to put forward a proposal that the Trades North training facility in Clarkson be considered for automotive training to deliver school-based programs and first-year apprenticeship delivery. The second and third-year higher end apprentice delivery would be delivered at either the Midland or Carlisle campus.

A further meeting was then convened on-site at Trades North where suitable working areas were discussed. A cost analysis was conducted by Building Works Management (BMW) which was found to be cost prohibitive.

The UEEA Training Council believes that the initial proposal to retain some of the building and construction trades within the Trades North facility lead to excessive relocation costing, and that a more workable solution would be to relocate some of the building trades to the Balga campus, which is better suited to the construction trades.

Consideration should also be given to a public/private partnership with Motor Trades Association of WA (MTAWA).

The UEEA Training Council came up with an initiative to enable NM TAFE to possibly partner with MTAWA to enable automotive training delivery to continue in the northern corridor. Meetings were held between both parties with MTAWA offering to co-fund any infrastructure requirements to enable the initiative to proceed. NM TAFE's management declined the offer.

The automotive presence within the northern corridor continues to grow at a rapid pace. The industry needs a local training provider to enable them to offer jobs, careers and achieve training outcomes for licensed occupations.

The northern corridor needs an automotive training facility now and moving forward and the current decision to move the training to Midland will have a detrimental effect upon automotive employment within the northern suburbs.

Consideration may also be given to partly utilising the Trades North facility at Clarkson for the proposed METRONET training delivery in conjunction with a future northern area Industry Skill Centre.

Quality Assurance in Training

A McGowan Labor Government will:

- Introduce a quality control system, including an ongoing audit process, for privately registered training providers seeking to deliver government funded training with an increase in on-site audits and a focus on outcomes.

The UEEA Training Council supports the introduction of a quality control system, including an ongoing audit process for all registered training organisations seeking to deliver government funded training with an increase in on-site audits and a focus on quality outcomes.

SUPPORTING SMALL BUSINESS

Agricultural Sector

- **Jobs for Regions**
- **Training for the Future**
- **Business Growth into Asia**

With the governments' support for growth in the agricultural sector and the focus upon new and emerging technologies, UEEA Training Council would recommend that the government reconsiders a proposal put forward by the EATC in 2015 for a dedicated Centre of Excellence for agricultural machinery training delivery at the Muresk Institute.

The proposal had the support of the Farm Machinery and Industry Association of WA.

Following consultation with industry, South West Institute of Technology (now South Regional TAFE), Muresk Institute and EATC, the Department of Training and Workforce Development (DTWD) agreed to commission design plans for the proposed centre through Building Maintenance Works (BMW) and further consultation was held with all stakeholders and the architects (***Refer to Appendix A - Proposal Letter to Establish Agricultural Automotive Centre of Excellence***).

Funding for the project was intended to come from the Royalties for Regions initiative, but the project was subsequently put on hold.

The UEEA Training Council strongly believes that by accepting the recommendation to reconsider the proposed dedicated Centre of Excellence, the benefits will be as follows:

- The Muresk Institute will become a showcase Centre of Excellence for all things agricultural in WA.

- It will provide industry with a class-leading facility to demonstrate new machinery and technologies to Australian and overseas investors.
- It will place WA at the forefront of Australian agricultural training delivery.

State Infrastructure Strategy

- **Building a Stronger WA**
- **Training for the Future (Apprenticeships and Traineeships)**
- **Jobs for Regions**
- **Aboriginal Procurement Policy**
- **Aboriginal Small and Medium Businesses**

The UEEA Training Council supports the Labor Government's plans to build important infrastructure by way of establishing the necessary mechanisms to allow unsolicited infrastructure proposals to be evaluated.

Large infrastructure projects will create training across a wide range of industries and employment opportunities both in metropolitan and regional communities.

One such project that the UEEA Training Council believes should be revisited is the building of a "Water Pipeline" from Lake Argyle to Kalgoorlie and then back to Mundaring Weir. This project will require designing, planning, earthworks, manufacturing of pipeline components and associated hardware, civil construction, construction of access ways, construction of small power generation sites and construction of pumping stations.

As with many infrastructure projects, this project will create thousands of job and training opportunities not only in the construction stage, but the ongoing operations and maintenance activities across the State.

These include, but not limited to:

- Engineering – civil, designers, planners, electrical, fabrication, mechanical
 - Building & Construction – civil, building
 - Plant – operators, mechanics
 - Electrical – electricians, fitters, instrumentation, cable layers
 - Telecommunications & Electronics
 - Computer technicians
 - Automotive – mechanical light & heavy, electrical
 - Water – operations, treatment, maintainers
 - Generation - renewable energy, operator maintainers
 - Manufacturing – piping and all associated components
 - Plumbing
 - Refrigeration and air-conditioning
- **Local Jobs – Local Content**
 - **Supporting Business in Regional WA**

This project will also create opportunities for the expansion of small regional businesses in local communities as Service Centres to support the project.

It would also have a flow-on effect on Remote Communities, similar to the Ord River irrigation scheme, by way of opening up the interior arid desert environments to agricultural and horticultural opportunities.

The potential to expand the agricultural and horticultural industries into regional and remote communities would be unrestricted and only limited to the ability of Government to:

- Consult with the agricultural and horticultural industries on future growth and employment opportunities that will attract and retain Small to Medium Enterprises in these regional communities.
- Work with the agricultural and horticultural industries to identify opportunities to grow these markets including export opportunities.

This will create job and training opportunities in the areas of, but not limited to:

- Agriculture
- Horticulture
- Food processing
- Business administration
- Hospitality
- Transport and logistics

This major infrastructure project will result in more regional and remote people of all ages in WA having access to training and skilled jobs across a wide range of industries.

Agricultural Automotive Centre of Excellence

Proposal

1. Establish an industry led world-class Agricultural Mechanical Technology/Machinery Training Centre.
2. The Department of Training & Workforce Development (DTWD) proposes to establish an Agricultural Mechanical Technology Centre of Excellence in the WA Wheatbelt at Muresk Institute. (**Attachment 1 – Aerial site map**)
3. Muresk Institute is a state government funded educational facility which incorporates a working farm of 898 hectares. Muresk is located in the centre of the Wheatbelt an hour's drive east from Perth. Muresk has cost effective accommodation for 180 persons with dedicated catering and recreational facilities.
4. The proposed facility would be funded through a Royalties for Regions bid and would comprise of a significant purpose built workshop with machinery storage and classroom space utilising current technologies developed within the agricultural industry.
5. DTWD is seeking the OEMs in principle support for the concept of the centre for apprenticeship training and for the loan and rotation of machinery and emerging technologies.
6. The South West Institute of Technology (SWIT) would be the training provider of choice and offer the AUR 30414 Certificate III Agricultural Mechanical Technology (currently in draft until release in Dec 2015) under apprenticeship arrangements. The program has 24 core units and 12 industry relevant elective units (select from 45 units) over a three year period
7. SWIT currently offers quality, blended, customised delivery platforms. This is either through traditional block release or a blend of on-site assessments through supported online platforms. Ultimately SWIT will design training and assessments models that are compatible with the clients' operations.
8. SWIT have partnered with Kangan Institute (Victorian State Training Provider) for the provision of a supported online learning experience. This platform is proven to reduce the traditional off-the-job training (by approx. 40%) for apprentices to attend face to face block training off site. This in effect increases apprentice attendance in your workplace thus increasing your productivity.
9. It is proposed that the training program would be delivered over 3 to 5 one week residential blocks per year with the additional requirement for students to access online content 2-3 hours per week. This would be further supported in the workplace via SWIT lecturers providing on-the-job assessment.
10. The State Government provides Travel and Accommodation Assistance for apprentices for their off the job training. The accommodation subsidy currently fully covers the cost for students' accommodation and meals at Muresk for the duration of their training blocks plus there is travel assistance via airfares or a per kilometre allowance depending on the location the student.
11. SWIT understands the importance to protect client intellectual property and will ensure these concerns and requirements are addressed as a priority. This can be achieved through separating and scheduling training for individual OEMs Dealership apprentices.
12. Brand specific training will be offered as required.

APPENDIX A

- 13. The new facility would be available for OEM product launches and staff development and upskilling.
- 14. It is anticipated that the new facility will be operational early in 2017.

Regards
Duncan Anderson

MANAGING DIRECTOR
South West Institute of Technology
17 June 2015

Attachment 1 – Aerial site map

