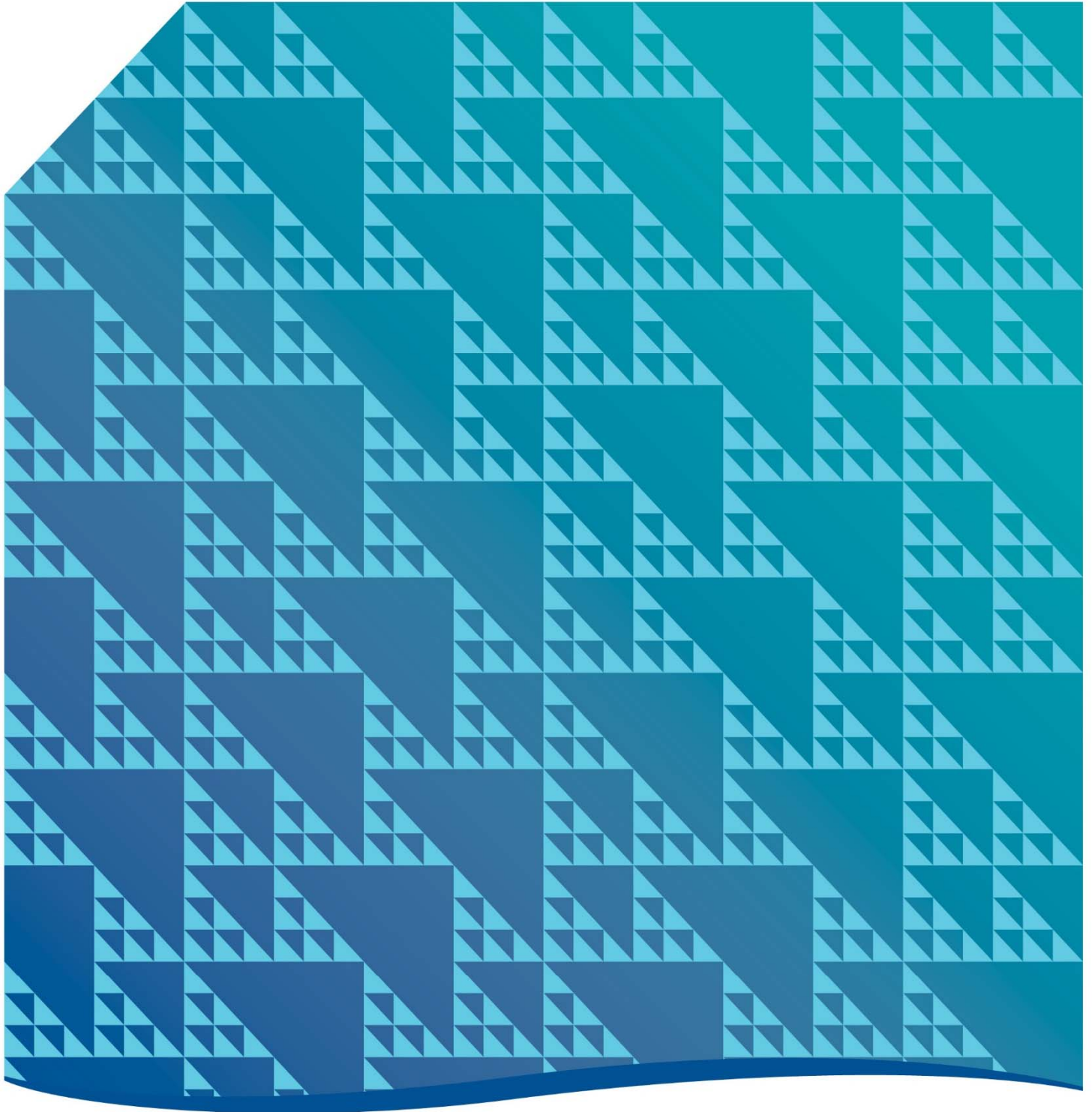


*“Grow your business, Grow your People”*

Regional Skills Forums - Feedback to Business





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# About the Regional Skills Forums

In 2017 Skills Tasmania replaced its annual Skills and Workforce Development Conference with smaller regional forums aimed at engaging small businesses across the state's regions. A total of six forums were held around the state throughout May 2017. The forums involved businesses talking to businesses about how they have used training to boost productivity, sharing of experiences with training and a general discussion about the local labour force challenges and opportunities.

The forums were a chance shine a light on the benefits to business of training, the Government support that is available but also to provide feedback on how the training system could be simpler and better support small business in Tasmania.

## About Skills Tasmania

Skills Tasmania is Tasmania's State Training Authority, developing policy and providing support, advice, opportunities and funding to deliver quality training to meet the needs of Tasmanians and our industries. Skills Tasmania sits within the Department of State Growth.

## Insights

### What were the themes?

Many of the themes raised throughout the forums were repeated region to region. Based on feedback from the regional skills forums, here are some common issues and questions that businesses have raised about the training system:

- there needs to be more on site, in-region training available
- what support mechanisms are available to address the suitability of candidates, social problems etc. and where do we find out about them?
- too often the right training is not available in a specific region or in the State
- who can we talk to about training for our staff?
- we need training tailored to specific business needs – how do we get that?
- we don't always need full qualifications sometimes we just need our staff to do a few units to fill the knowledge gaps – can we still get funding for this?
- who do I talk to if I have questions about the right kind of training needed for my staff?
- we aren't getting training tailored to our business from our Registered Training organisation (RTO)
- the quality outcomes of training differ from RTO to RTO
- it is difficult to find the right person to talk to or any information on funding available
- How do we find a good RTO who will deliver exactly what our business needs?
- How do I know if an RTO will provide quality training?
- What is the first step? How do we start to train our staff, or take on an apprentice or trainee?

# Our response to the...

## Complexities of the training system - we are:

- implementing several projects announced in the 2017-18 budget that will support business to take on apprentices and trainees
- working closely with Business Tasmania to coordinate advice around training and provide a list of key contacts for businesses to talk to about training options for their business.

## Need for training tailored to your specific business needs - we:

- have met with RTOs in Hobart and Launceston, telling them what we've heard from business and encouraging them to deliver regionally, and talk to you about tailoring training.

## Importance of working with quality training providers – we:

- have in place an Endorsed Registered Training Provider (ERTO) system designed to increase and assure the quality of government subsidised training for learners and employers in Tasmania. See page 6 for further information.

## Request for a face to face discussion - we will:

- continue to bring these types of forums into the regions
- promote names and numbers of people who can assist you with your business training needs
- encourage those of you who have attended the forums to spread the word in your local community, get everyone along to build a culture of training in the local region and support local workforce development and participation.

## Need for clear communication - we are:

- refreshing our website to make it easier for businesses to find the information they need
- working with the Commonwealth Government to coordinate, where possible, the provision of information on funding and programs.

## What is next?

- We will continue to strengthen our Endorsed Registered Training Organisation (ERTO) system to ensure quality training providers and business having meaningful information about what training is available
- We will work with ERTOS to promote the importance of tailoring training to individual business needs
- We will continue to support business to take on apprentices and trainees.

## Positive feedback from businesses already engaging with training

“By showing our employees that they have a development pathway in our business helps to keep them engaged and helps them to stay with us”

“We give our employees something back – so learning is valued in the business”

“We get training to suit our business through working closely with an RTO”

“By collaborating with other local businesses who need the same type of training as us, we can bring the RTO to us and share the cost”

“We use skills sets to fill knowledge gaps within our business rather than full qualifications”

“We engaged with advanced manufacturing techniques and it dramatically improved our productivity”

“Training our staff has boosted our productivity levels”

“We can take a holiday now and then! Because now we have trained staff to look after the business”

“The overall benefits of training our employees have outweighed any cost associated with training them”



# How can Skills Tasmania's programs assist your business now?

## Skills Fund

The Skills Fund Program subsidises the cost of training across a range of qualifications and skill sets. The Skills Fund has two streams - Existing Worker and Jobseeker.

The Existing Worker stream is aimed at supporting existing workers attain skills to further their careers and support workforce stability. This can be achieved via qualifications or customised skill sets.

The Jobseeker stream is designed to support individuals to attain skills via full qualifications or skill sets. There is no contribution required. Qualifications can be chosen from Certificate II to Certificate IV. Employers who collaborate with RTOs often use this stream as a recruitment tool, ensuring the training is adjusted to reflect their business needs.

For enquiries please contact Deb Doherty at [deb.doherty@skills.tas.gov.au](mailto:deb.doherty@skills.tas.gov.au) or call 03 6165 6012.

## User Choice (apprentices and trainees)

Employers can access subsidised training for their employees (apprentices and trainees) via the User Choice program.

For further information contact Deb Wilcox at [debra.wilcox@skills.tas.gov.au](mailto:debra.wilcox@skills.tas.gov.au) or call 03 6165 6060.

## Work Readiness for Growth Industries Program

Under the Work Readiness for Growth Industries Program registered training organisations, other eligible organisations and leading employers will work together to provide young Tasmanians with technical and work-ready employability skills to ensure they can be productive and capable employees from their first day on the job.

The Program focuses on six growth industries:

- building and construction;
- tourism and hospitality;
- aged care services;
- disability support services;
- agriculture (incorporating aquaculture); and
- advanced manufacturing.

For further information contact Bec Evans at [bec.evans@skills.tas.gov.au](mailto:bec.evans@skills.tas.gov.au) or call 03 6165 6015.

## Training and Work Pathways Program

The *Training and Work Pathways Program* can support a wide variety of applicant-led innovative projects that target disadvantage and barriers to training and employment. Projects must also articulate a clear pathway to employment and/ or further education outcomes.

Grants are available for innovative, targeted projects that support opportunities for people facing point-in-time disadvantage and experiencing barriers to participation in VET and employment. A range of organisations are eligible to apply, and projects can involve training, as well as a range of activities focused on both the supply and demand side of work and training. Projects can work with a range of stakeholders, including individual Tasmanians facing disadvantage, the organisations that support them (including RTOs), individual employers and broader industry sectors.

General applicants can apply for grants of up to \$80,000 per project. Grants of up to \$250,000 per project are available for those applicants who have previously delivered successful projects. More information at <http://www.skills.tas.gov.au/funding/trainingandworkpathways>.

The Contact Officer for the program is Kris McCracken at [kris.mccracken@skills.tas.gov.au](mailto:kris.mccracken@skills.tas.gov.au) or 03 6165 6037.

## Supporting Small Businesses with Apprenticeships and Traineeships Program

Funding of \$600 000 has been allocated to the Supporting Small Business with Apprenticeships and Traineeships Program over the next two years. Through this program small businesses are able to access a range of services that will assist in employing an apprentice or trainee.

The following organisations are being funded through this program to assist small businesses in their designated region:

### South

*(Incorporating the following Council regions: Brighton, Central Highlands, Clarence, Derwent Valley, Glamorgan Spring Bay, Glenorchy, Hobart, Huon Valley, Kingborough, Sorell, Southern Midlands and Tasman)*

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In-tellinc	Phone: 03 6165 1556
Business Enterprise Services	Phone: <a href="tel:0459391093">0459 391 093</a>
Tasmanian Chamber of Commerce and Industry (TCCI)	Cam Lawrence Phone: 0437894175 Email: <a href="mailto:apprenticeships@tcci.com.au">apprenticeships@tcci.com.au</a>

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### North

*(Incorporating the following Council regions: Break O'Day, Dorset, Flinders, George Town, Launceston, Meander Valley, Northern Midlands and West Tamar)*

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Tasmanian Chamber of Commerce and Industry (TCCI)	Cam Lawrence Phone: 0437894175 Email: <a href="mailto:apprenticeships@tcci.com.au">apprenticeships@tcci.com.au</a>
Work & Training	Peter Hunt, Team Leader - North <a href="mailto:peter.hunt@workandtraining.com.au">peter.hunt@workandtraining.com.au</a> Phone: 03 63360764 or 0417573645
Tasmanian Building Group Apprenticeship Scheme (TasBGAS)	David Fagan, CEO <a href="mailto:d.fagan@tasbgas.com.au">d.fagan@tasbgas.com.au</a> Phone: 03 62343844

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## North West

(Incorporating the following Council regions: Burnie, Central Coast, Circular Head, Devonport, Kentish, King Island, Latrobe, Waratah-Wynyard and West Coast)

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Tasmanian Chamber of Commerce and Industry (TCCI)	Cam Lawrence Phone: 0437894175 Email: <a href="mailto:apprenticeships@tcci.com.au">apprenticeships@tcci.com.au</a>
Braddon Business Centre Inc.	Phone: 03 64 319449

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## Program Contact

Enquiries about this program should be directed to Bec Evans on 03 6165 6015 or [bec.evans@skills.tas.gov.au](mailto:bec.evans@skills.tas.gov.au)

## Apprentice/trainee travel and accommodation allowances

Skills Tasmania provides travel and accommodation allowances to assist apprentices and trainees who are required to travel to attend off-the-job training either within Tasmania or interstate.

If you have any questions regarding travel and accommodation allowances phone Skills Tasmania on 03 6165 6055.

## Small Business Grants to Support Apprentices and Trainees - pilot program

The 2017-18 State Budget provided \$2 million over two years for a pilot program to help eligible small businesses across the state take on more apprentices and trainees.

Under the Program, employers who are not eligible to claim the [Payroll Tax Rebate](#) (Apprentices, Trainees and Youth Employees), can apply for a subsidy of up to \$4,000 for each apprentice or trainee they employ from 1 July 2017 onwards.

Guidelines and Conditions of the Small Business Grants Program can be found here [www.skills.tas.gov.au/funding](http://www.skills.tas.gov.au/funding).

The program commences in the 2017-18 financial year.

If you have any questions regarding this grant phone Skills Tasmania on 03 6165 6055.

## For a full list of Skills Tasmania Programs and funding opportunities currently available

Visit [www.skills.tas.gov.au/funding](http://www.skills.tas.gov.au/funding)

# How to find a Registered Training Organisation (RTO)?

## Endorsed Registered Training Providers

The Skills Tasmania Endorsed Registered Training Organisation (ERTO) System is designed to increase and assure the quality of government subsidised training for learners and employers in Tasmania.

ERTOs are able to access Tasmanian Government subsidies for training someone in your business.

For a full list of current ERTOs please visit: <http://www.skills.tas.gov.au/providers/rtos/endorsedrtoystem>

# Get support and assistance with a current apprentice or trainee

## Training consultants

Workforce Training Consultants provide advice to trainees/apprentices, employers and Australian Network Providers regarding training contract rights and obligations. They also:

- provide an education service to employers regarding the apprenticeship/traineeship system
- investigate and manage issues raised that may impact on the successful completion of an apprenticeship or traineeship
- provide counselling, conciliation and conflict-resolution services to manage these issues.

## Workforce Training Consultant contact details:

Jenna Read: 03 616 56058, mobile: 0439 183 364, email: [jenna.read@skills.tas.gov.au](mailto:jenna.read@skills.tas.gov.au)

Brendan Ivory: 03 64 777 387, mobile: 0418 143 509, email: [brendan.ivory@skills.tas.gov.au](mailto:brendan.ivory@skills.tas.gov.au)

Nathan Burton: (03) 64 777 386 mobile: 0418 130 657, email: [nathan.burton@skills.tas.gov.au](mailto:nathan.burton@skills.tas.gov.au)

# Keep in touch

## We want to hear from you

- Please contact any of our team listed on pages six and seven.
- Subscribe to Skills Tasmania Facts Skills Tasmania's regular newsletter visit [www.skills.tas.gov.au](http://www.skills.tas.gov.au)
- Subscribe to Business Tasmania Updates and News visit [www.business.tas.gov.au](http://www.business.tas.gov.au)



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