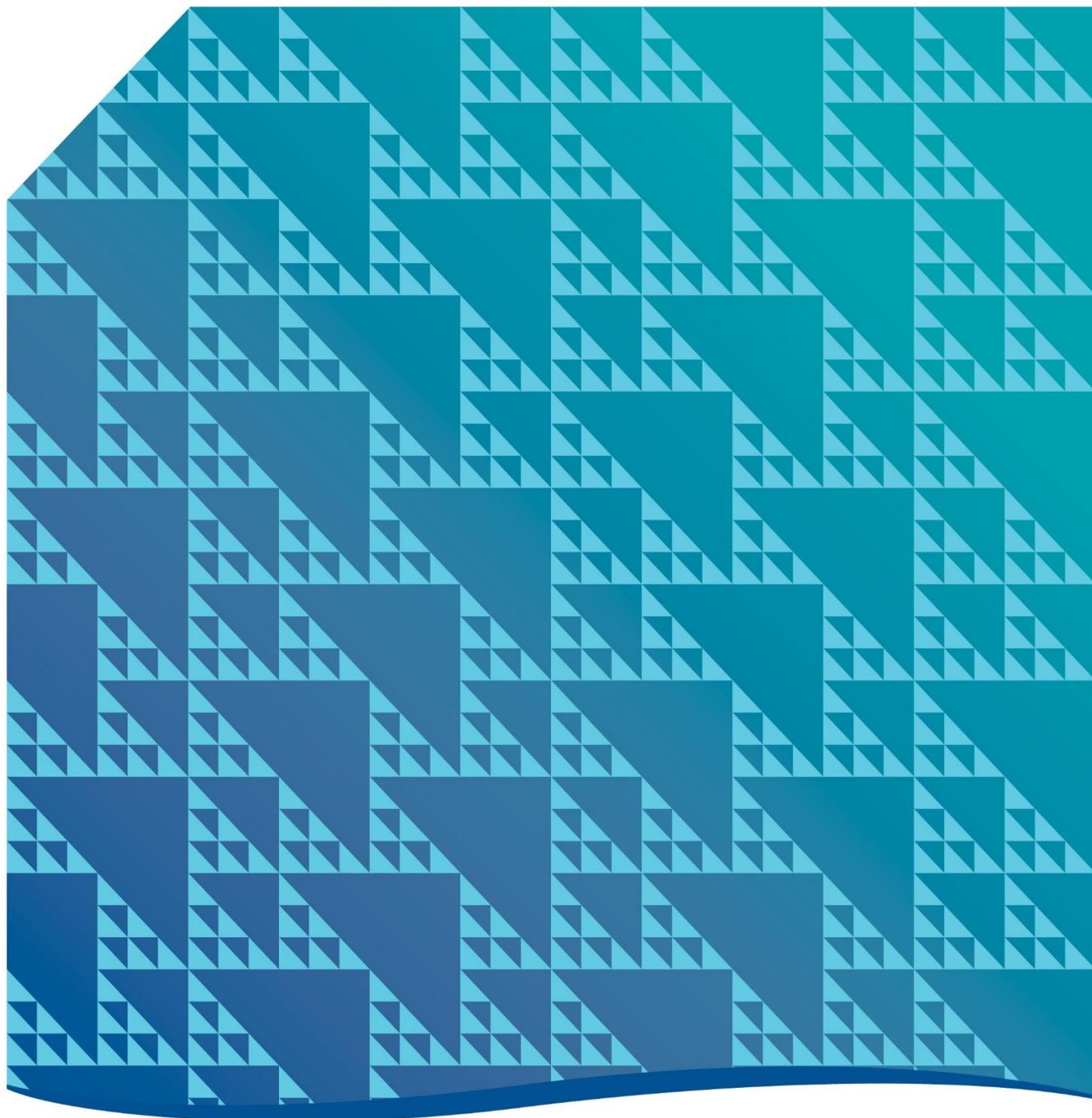


2017  
Strategic Community and Industry Partners  
Ministerial Forum

# Feedback Report





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# Outcomes of the Forum

The forum provided each SCIP with the opportunity to provide an overview of the challenges and opportunities affecting their sector. This provided a unique opportunity to hear directly the views of SCIPs on training and workforce development issues and opportunities.

The insights and ideas raised at the forum will inform the government's training and workforce development investment priorities.

The information received will also be used to enhance a collaborative knowledge sharing network across all branches of the Department of State Growth to ensure a coordinated approach to interaction and investment across all industry sectors.

## Insights

Many of the themes raised throughout the forum were consistent across sectors. Below is an overview of the insights and issues raised throughout the 2017 Strategic Community and Industry Partners' Ministerial Forum. . Following on from this, a summary of work that is already underway to address some of these issues and further options for future action are provided.

### Development of middle level management and leadership skills

- Strategic partners agreed that capability for middle management is an area that is relevant to all sectors and where more attention needs to be directed.
- Skills such as supervisor skills, report writing, time management and project management, delivered in a flexible way that won't interrupt work needs, is of key importance in many sectors.
- The need for contemporary management training for venue operators in the tourism and hospitality sector was one example of this.

### Input into the MyEducation website portal

- There was consensus that the promotion of careers in schools needs to showcase and better reflect the reality of work and the benefits of VET pathways. It was suggested that this could be done through a collaborative approach between the Department of Education and the Department of State Growth SCIP network.
- The provision of relevant, localised industry and community sector data will better inform students, parents and teachers of the opportunities and potential pathways offered through VET. It will also help to address pre-conceived perceptions around what it is like to work within community and industry sectors in Tasmania and beyond.

### IT Solutions – every business is a digital business

- It was agreed that every business is a digital business and evident from the SCIP round-table presentations that the future impact of digital disruptive technologies will impact across all industry and community sectors.

- TasICT indicated that an overall ICT strategy for Tasmania could be valuable, and this would need to involve consultation with all SCIPs. SCIPs were supportive of this suggestion.

#### Flexibility and responsiveness of training packages

- As the backbone of the VET system, training packages need to be flexible and responsive to the evolving needs of industry and the changing nature of work, the responsiveness of training package content was raised as an issue.
- SCIPs were encouraged to promote communication channels, newsletters, and subscribe to mailing lists with the relevant Skills Service Organisations (SSOs) for their sectors.

#### Demographic challenges and diverse workforce

- Each SCIP noted that demographic change is impacting their current and potential workforce.

#### Pre-employment training

- The SCIP network noted that the pre-employment skills of potential employees need to be supported and promoted. Skills such as, financial literacy, digital literacy, literacy and numeracy skills etc.

#### Job Actives – their role and value

- The potential for the better relationships with the Job Active and employment provider network was discussed.

#### Working with RTOs

- The importance of getting the right training delivered in the way that industry needs it delivered was a key part of the discussion. Supporting trainer and assessor development and improving trainer knowledge of industry, were topics raised by several SCIPs.

#### Community engagement and participation – changing perceptions of VET

- It was agreed that work needs to be done to address the overall perception of VET. The variety of job roles and career pathways that can come from participating in VET needs to be promoted further.
- The role of all stakeholders in continuing to build public confidence in the VET system was discussed.
- The need to support integration of skilled migrants and consideration of the potential avenues for utilising the skills of their partners/family was raised. It was agreed that we could work towards building social capital for migrants within the SCIP network.

#### Regulatory change and compliance competence

- It was noted that some industries have experienced an increase in regulatory and legislative compliance requirements.
- The adverse effects these changes may have on the capacity for smaller enterprises to operate in a competitive market was raised by SCIPs as an issue.

### Availability of consistent and universal data sets

- A number of SCIPs mentioned it was difficult to get an accurate single point of data to represent the status of their workforce.
- The possibility of a combined approach to data sharing across the SCIP network was raised by some SCIPs for further consideration.

### Review of Workforce Development Program

- Skills Tasmania presented an overview of the review and refresh project currently being undertaken on the Workforce Development Program.
- SCIPs supported this approach moving forward and will continue to provide input into this approach.

## Response

### Development of middle level management and leadership skills

We are:

- Providing support to entry level workers by supporting the development of pathways including traineeships for existing workers. The Government continues to support traineeships and apprenticeships as a great way to build middle level management pathways into current work.
- Promoting the existing option for RTOs to enhance a traineeship or apprenticeship with middle level management skills by selecting the relevant elective units and incorporating them into a qualification. This flexibility can be tailored by an RTO to suit individual employer needs.
- Through the Skills Fund we are supporting the *Aged Care New and Emerging Leaders Program*. This program is linked to the *Aged care Leadership Capability Framework* and builds individual and organisational capacity. It results in a Diploma of Leadership and Management.
- The National Disability Service is being supported to deliver their *Disability Industry People and Culture Strengthening Project* with specific strategies to:
  - increase employment opportunities for people with disability across the full spectrum of ability including psycho-social disability; and
  - support school leavers with a disability who are seeking employment, as well as their families and services who are supporting them towards achievement of this goal.

### Input into the MyEducation website portal

We will:

- Continue to facilitate discussions between the Department of Education, Beacon and the SCIP network to develop a collaborative working approach. This will be an ongoing discussion.
- Consider the potential of feeding data from workforce development plans, into a shared information portal such as MyEducation.

## IT Solutions – every business is a digital business

We are:

- Providing funding to TasICT to deliver the *Generations Programs* in schools. The Program promotes careers in STEM and the development of an interactive website and app for the ICT industry to engage with students, educational partners and the public regarding industry jobs, training and workforce information. The Program also aims to understand how ICT will impact all industries.
- Investing in the *Generations/ITs Your Career Mk2 Ministerial Signature Project* finalising committed school visits and industry placements from the *Generations and ITs Your Career* projects, and identifying how to embed those activities in other organisations to sustain activity and momentum.
- Supporting TasICT to develop a Workforce Development Microsite for the development of an interactive website and app. This will provide a platform for the ICT industry to engage with students, educational partners and the public regarding industry jobs, training and workforce information.
- Investing further to support other industry sectors to undertake the pre-planning and education required to set up their industry sectors to be ready to embrace and utilise tools similar to the Aged Care Hub, tailored to their sector. Funding for TasICT to support the development of the TasICT Microsite is an example of this.
- Considering the possibility of an ICT strategy for Tasmania, which will involve consultation with all SCIPs. The work done through the TasICT Generations Project will also help to inform this.

## Flexibility and responsiveness of training packages

We will:

- Continue to play a role in promoting to industry that they have a critical role to play in shaping the future development of training packages. SCIPs should consider becoming involved with their relevant Skills Service Organisation (SSO) and Industry Reference Committee (IRC) as a voice for their sector and encourage RTOs in their sector to do the same.

## Demographic challenges and diverse workforce

We are:

- Supporting a wide variety of applicant-led innovative projects that target disadvantage and barriers to training and employment through the *Training and Work Pathways Program*. Projects must articulate a clear pathway to employment and/ or further education outcomes.
- Providing funding of \$600 000 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.
- Providing \$2 million over two years through the *Small Business Grants to Support Apprentices and Trainees Pilot Program*, which will 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. This program complements the Payroll Tax rebate for larger businesses who take on an apprentice or a young Tasmanian.
- Investing \$4.1 million through the *Employment Partnership: Jobs Action Package*, to increase labour market participation and productivity across the state.

- Supporting a scoping study by the Tasmanian Seafood Industry Council (TSIC) to look at developing an online database to connect job-seekers with prospective employers.
- Supporting the *Fruit Skills Tasmania Project* which involves the drafting a ten-year workforce development plan to enhance regional and sector development.
- Investing in the *Aged Services Sector...Not just for Older People! Project*, which aims to increase the number of young people entering into the Aged Services Sector, through providing structured career paths, awareness raising, career awareness program for year 9 & 10 students, and a school based apprenticeship program.
- Supporting The Work Lab through the *Guidelines for Self-sustaining Employment Hubs* project to identify the process and learnings from Huon Valley Works (the Huon Valley Employment Hub – a project of the Geeveston Community Centre) and to produce a guide to assist stakeholders, such as SCIPs, who are considering creating similar responses to local workforce development.

### Pre-employment training

We are:

- Assisting 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. This is being done through the *Work Readiness for Growth Industries Program* where registered training organisations, eligible organisations and leading employers are working together to provide this service.
- Supporting the collaboration of Tasmanian Building Group Apprenticeship Scheme (TasBGAS), TasTAFE and the Beacon Foundation to develop and deliver a pilot program for School Based Apprenticeships in the Tasmanian Building Industry. The *Construction School Based Pilot* will provide opportunities for 12 students to undertake a Certificate II in Construction as a school based apprenticeship. Training will be delivered by TasTAFE (under existing deed funding) and supported by the Beacon Foundation and TasBGAS. The purpose of this deed is to provide governance and reporting which will oversee the pilot and capture lessons learned to provide evidence of successful practices which will enhance uptake and completion of school based apprentices by the Tasmanian Building Industry.
- Supporting the Kingborough Council to run *Learn Train Work*, a taster training program that gives youths at risk of disengagement training, experience and networks with industry (hospitality and commercial cookery).
- Supporting Neighbourhood Houses and Avidity Training & Development to provide community training of Cert II in Skills for Work and Vocation Pathways in Neighbourhood Houses at Beaconsfield, Ulverstone, and Northern Suburbs (Launceston).
- Supporting the Tasmanian Chamber of Commerce & Industry (TCCI) to deliver part I of the *Making My Way to Work* (including Skills Ambassadors) program aimed at communicating job readiness requirements to job seekers.
- Continuing to provide significant support to TasTAFE foundation skills, including literacy and numeracy and employability skills training.
- Continuing our partnership with Whitelion and the *Whitelion Work Ready* program with \$600 000 in funding over three years to the not-for-profit organisation to help young people gain the skills that will make them employable.

## Job Actives – their role and value

We will:

- Initiate discussion with the Australian Government with the aim of developing a working relationship to facilitate the issues and opportunities raised by SCIPs in this area.

## Working with RTOs

We are:

- Investing \$3.2 million for the new Drysdale Centre of Excellence, to provide the high-level of training required in the industry. The centre will operate as a central and recognised hub for the state's hospitality industry delivering broader, deeper and more industry driven skills.
- Continuing to liaise with RTOs in forums such as the Skills Tasmania RTO PD sessions. These are designed to relay advice received from businesses and SCIPs and discuss topics such as Endorsed Registered Training Organisation (ETRO) requirements, regulation compliance and quality provision of training.

## Community engagement and participation – changing perceptions of VET

We are:

- Supporting the *TasICT Generations Project*. This is a good example of student outreach and working to change the perceptions of an industry. This model has the potential to be utilised by other industry and community sectors.
- Providing a \$4.1 million for our *Employment Partnership: Jobs Action Package* to increase labour market participation and productivity across the state.
- Providing almost \$1.1 million over four years to support training and development through the new *A Workforce for Now and the Future Program*. This program involves two initiatives: the Civil Construction and Transport Training Facilities project and the *Driving for Jobs Program*. Both of these initiatives address the workforce and training requirements specific to these sectors and help build a solid workforce base while providing more opportunities for Tasmanians to enter these sectors.
- Building support for women to explore options and prepare for a rewarding career in Transport & Logistics, particularly in truck driving roles, through the *Women Behind the Wheel Project*. This has been an initiative of SRT Logistics and TransTrain and provides real work experience and a full industry introduction program for up to 10 participants.
- Continuing to build a collaborative network of supportive Tasmanian workplaces that value their employees and strive to improve business results through the *Employer of Choice (EoC) Program*. Part of the current EoC entry criteria includes the ability of a prospective EoC to embrace diversity in the workplace, including employing people with disability or varied cultural backgrounds and participating in community activities.

## Regulatory change and compliance requirements

We are:

- Regularly liaising with the Red Tape Reduction Taskforce and responding to issues raised by individuals and businesses.

## Availability of consistent and universal data sets

We will:

- Work to ensure the data we receive from SCIPs and wider industry representation is sound, and an accurate reflection of the status of each sector.
- Continue to analyse data gathered from Workforce Development plans to assist in providing accurate information for forward planning and future investment. Skills Tasmania are currently undertaking a metadata analysis of workforce plans to determine best practice and will share this with SCIPs.

# Review and refresh of the Workforce Development Program

## Co-design – of Workforce Development Program

- There was support around the room for approaching the future design of the *Workforce Development Program* through a collaborative approach.
- The project guidelines for this work have been completed and once approved by the Minister will be shared with SCIPs.

## Cooperative approach to working on shared areas of interest

- As was evident throughout the discussion, there has already been a lot of great work done which could be picked up and developed to suit other industry and community sectors.
- The question was raised of ‘how we plan projects and get transparency so we can ‘piggy back’ and learn from what’s gone before’.
- Knowledge sharing and joint SCIP network meetings could be considered. It would be a good opportunity for SCIP network members to attend project completion presentations, to get an overview of the successful elements and lessons learned from workforce development projects.

## Strengthening and enhancing the MoU structure

- The Department of State Growth will be working with each SCIP to revisit our MoU arrangements, with the aim of creating more opportunities to get real and practical value out of the unique and informative relationship between government and Tasmanian industry and community sectors that the SCIP network provides.
- The opportunity of working holistically on a shared project across sectors e.g. middle-level management skills and project management skills sets, are some of the avenues a strengthened MoU could support.

## Ongoing communication

- The SCIP network, as the voice of Tasmanian industry and community sectors should continue to promote within their sectors the need for future planning and activities that support strategic workforce planning development.
- The regular face to face meetings between Skills Tasmania and the SCIPs will continue.

# Next steps

- The future design of the Workforce Development Program will advance through a collaborative approach with all SCIPs. Each SCIP will have an opportunity to contribute further to the discussion on this.
- The Department of State Growth will continue to strengthen the valuable relationship between the Department of State Growth and SCIPs by re-visiting the MoUs.
- Work currently being done through working collaboratively and finding ways to connect with all relevant government departments such as the Department of Education will continue.
- We would like to continue to hear what actions SCIPs are planning to address the issues raised throughout the 2017 Forum.



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