

Review of the Skills and Workforce development agreement

Information request 1

The approach to the study targets many of the issues with the VET system that are not working within the VET system

Quality assurance needs to be strengthened but not in a way as to tie down the RTO,s with more paperwork.

QA also needs to be the same for private and public RTO,s and big and small RTO,s

Benchmarking hours will be beneficial if followed by RTO,s and funding covers the variations across RTOs, especially in thin markets with RTO,s traveling from interstate

Funding needs to be simplified across the States and applications for funding applications need to be simplified and require information in a standardised format across the States.

Changes need to be made in how skills shortages are identified especially in thin markets. Small business is a large part of our economy which is not catered for within the VET funding system and by State authorities

Qualification development is cumbersome and does not meet the needs of industry and is in a language industry does not use.

Quality framework needs a major overhaul and needs to be representative of industry and part time and casual work force

In relation to a National Careers Institute all industry must be included and not just the big employer industry's

Information request 2

NASWDS,s are not meeting the objectives of workforce development especially in small business areas and thin markets. The Australian economy is being upheld by small business, yet mum and dad businesses cannot access funding to training employees as they cannot afford to make staff full time.

Employees also don't want full time employment as they then are unable to access government assistance payments, so skills and knowledge training does not take place.

State Governments also refuse to fund thin markets and discourage interstate RTO's who specialise in thin market areas.

Existing workers with no skills recognition are also ignored with funding

Government needs to work with businesses to provide training at no cost, as this is the stumbling block for most company's.

Federally the Government provides millions of dollars of funding for equipment to non for profit organisations to encourage their growth, employment and skills development especially for supported employers. However the VET sector and State Governments do not allow funding for training in most of these industry's at a Cert II level to allow development of skills and employment benefits and growth.

In NT, SA, WA and QLD There is the opportunity to deliver specialised training to remote communities who are running industry's eg laundries for mines, aged care etc but no allowance in a thin market to provide the RTO,s the opportunity to deliver training.

Small business especially regionally and remotely is not providing the information on training products and services specific to those industry's.

Government employees in most states are also exempt from training funding thus leaving them in a black hole in regards to the necessary access to skills and knowledge.

Yes a stable funding base needs to be across the board both with business, public and private RTO,s.

Businesses are not employing full time employees and the VET funding is not keeping up with the future needs of the country.

Information request 3

In the future we need to see funding available for skills development with skills sets, micro courses, inclusion for part time and casual workers across all industry's not just in certain industry's.

Online learning does have its place however when a training company tries to take a unit of operating washing machines out of a laundry traineeship, anything that requires an actual skill or performance should not be able to be done online.

Information request 4

The removal and lack of funding by both State and Federal governments and the inclusion of enrolment fees for VET courses has seen the decline in training which in turn has effected the targets. Small business and thin markets are disadvantaged yet RTO,s with small numbers make up a large number of RTO,s

Australia performance is not on track due to the obstacles for employers to provide training, the lack of support, the growing red tape for small employers which is put upon them by the RTO,s due to all the regulations and compliance set by ASQA, state and federal governments

Lack of funding evenly across VET providers not only for traineeships but all areas of training and all employees

The indicators are outdated, and not fit for purpose and do not paint an overall picture of training

Information request 5

The roles and reforms summary describes what should be done, but at a State and territory level does not happen and is discriminatory of private RTO,s and small business and thin markets which when totalled together make up a large number of trainees

The reform directions in the NASWD are clear however the State Governments do not fulfill the directions, including their roles and responsibilities.

As an RTO who trains across the states and territory's, the different tender systems, information systems, student management systems data requirements etc is a mine field. There is no support for outcomes, and we see within our industry a lack of compliance to the Standards between public and private RTO,s in how we are treated and the blind eye which is turned to the public RTO,s.

There is no encouragement for anything except traineeships for new entrants.

No consideration for thin markets, rules of application for funding that can only be met by large RTO's and large company's.

Paperwork which is repetitive, pre enrolment documents, enrolment documents, separate permission documents, financial documents all differing, differing information which must be kept on web sites

Training plans which all vary, different information required to be kept, request for different records of funding, fee for service, enrolment payments, etc it's a mess.

If all the States worked together to agree to stream line the system from the tender process to data requirements, to ensuring basic compliance is across the board, encourage, regional and remote training, encourage training in non for profit business within their own industry's, not just any training will do attitude. Funding needs to be standardised across the States and incentives for smaller RTO,s who deliver industry specific, quality training nation wide including access allowance to deliver in remote regions.

Information request 6

Within some of the States the emphasis is always on skills shortages in major areas, whilst this is very important it then leaves thin markets at a disadvantage in some states and the inability to access funding for all industry. The federal government should be overseeing all the States so they are on a level playing field and taking all variables into consideration.

One example, ACT do not allow an RTO to deliver laundry training so who is providing the Government linen service with training as per the requirement of the laundry standard.

If State Governments provide linen to be processed in correctional centres or by government owned laundry's then the States should provide funding for skills for employees in these industry's which they currently don't, which means they are in breach of the Australian Standard for Laundry Practice, same thing is happening in aged care facilities

The provision of training and funding needs to be across the board in all States and Territory's and should be accessible to all industry's, employees, full time, part time, casual, government and non-government employees. Not different in every State and Territory.

Information request 7

The current market structure is not efficient and will not meet the needs of Australia current and future training needs. As Stated one third of private providers have less than 100 students. These are the RTO,s who cover the thin markets, specialised areas, are industry focused and who will see that industry needs are met however these are the RTO,s overlooked by competitive tender markets due to their size. These are the RTO,s who are being swamped with paperwork stopping them from delivering the high quality training industry demands

EG to apply for funding in SA we have to have a trainer within the State, this is not possible with a small RTO without a funding contact so not training in either industry we deliver is available for the whole state.

Victoria, you must have 50 trainees with one company and 50 trainees in another State with the same company to be able to apply for funding, again in small markets this leaves no availability for training and a State Minister who will not provide exemption. NSW have the same rule however will provide availability to ensure industry needs are met

These are the RTO,s forced to jump through ASQA compliance hoops and State government compliance hoops whilst watching larger private RTO,s and public RTO,s walk all over the system.

EG In NSW a public RTO with the same qualification on scope as ourselves for years has not been delivering training and now leases our resources, doesn't have assessment tools which are complaint, and now hires us to deliver their training, where have the audits been for the past 10 years on them whilst we get grilled by ASQA.

Major reform is needed, and it cannot be one size fits all.

Information request 8

Yes there are ways to improve VET service, quality and responsiveness. Skills organisations should be the ones developing the training packages and must be made up of industry professionals industry associations, and those in differing areas of the industry, however they must be current in the industry not a TAFE head of department who has not stepped foot in a workplace for 20 years.

Working on an IRC the cross sector groups is a great idea to remove duplicated training packages or out dated content, however within our group we were successful in doing this, and have struggled with the aged care sector group in communication over relevant areas in need of change which cover an important area of aged care within the laundrys which is overlooked.

The Vet market is challenging for regulators, but the regulators need to stop trying to put a round peg in a square hole. ASQA need to show compassion and own its mistakes instead of sending small RTO,s to the wall whilst letting large RTO,s do what they want.

They need to listen to industry when industry is asking for common sense

They need to simplify the standards and not constantly deliver changes and understand that Small RTO,s are a main part of their businesses and don't have numerous staff to comply with all the paperwork but have brilliant industry professionals delivering high quality training who are giving up under the weight of compliance and regulations.

Consumer protective arrangements are not effective, there are those of us who comply and those who look for loop holes and run away with the dollars and poor outcomes leaving the good guys with more compliance and trying to pick up the pieces.

Information request 9

Skills needs assessments are 50/50 hit and miss as they don't represent a lot of industry who don't advertise as word of mouth is usually the best form of obtaining staff, leaving industry with an unfair playing field.

Priority skills needs is the biggest load of rubbish, and plays only to the big end of town players both public and private RTO,s

All skills should be a priority and that's where more training will be encouraged and delivered

Nationally consistent skills demands forecasts will always vary from State to State due to the placement of industry. Industry though associations and industry body's know where skills, knowledge and training is required, and small micro industry without a voice should be given the opportunity to respond and be heard.

Information request 10

The VET market has declined dramatically in numbers over the past few years after enrolment fees for on the job training were introduced and existing workers were not longer funded.

Within our industry training stopped overnight. Currently only the jails are training in laundry's in 2 State industry cannot afford training due to low profit margins and increasing costs.

Access is now harder than ever for employers, employees, and compliance by RTO,s

Consult with industry and don't pretend to do so.

NSW removed Cert II laundry from funding on the grounds of consultation with industry, when pushed for details, no consultation had taken place they had been told to cut the number of funded qualifications. This removed access to training for supported staff, inmates and school leavers.

Information request 11

We cannot meet the demands of students requesting to access training who are not in industry even with our own training school facilities as we cannot access funding to do so and no one will pay fee for service

User preferences are influenced by training with not costs attached. Employers want training but don't want to pay for it as they see the time of the floor as payment enough.

Within the VET market we are limited to who we can train, where we can train, and the funding provided in different states which makes training and travel impossible. Also no funding to encourage training at training facilities or upgrades to equipment to assist with industry needs.

Standardise across all States and Territories applications, funding, documentation

I don't disagree with the reports but if it means we are swamped in more red tape and compliance then the industry will see the loss of excellent trainer and assessors and the big end of the market will take over, make millions and deliver sub standard training.

Information request 12

Totally agree with the Joyce review it is not only confusing for students but for RTO,s and is a road block to industry to encouraging training to employees.

The numbers of student would increase especially with existing workers and those looking to get into training in a specific area if funding was returned and large enrolment fees we axed.

Industry cannot afford it

The employees themselves cannot afford it.

Thus industry does not train

Ours is an industry in growth in all sectors, aged care, health care, hospitality but no training is happening due to the costs, the lack of certain States with support for the industry, and affordability for RTO,s to deliver training interstate.

Individual State policies are also a barrier to providing training for industry

Information request 13

The rationale as I understand it priority skills and TAFE get the main cut of the funding basket and they rest get what is left over, and to make that go further in some States they then cut certain qualifications.

The different pricing of qualification through tender in different states makes hard for an RTO to deliver qualifications in some states and territories.

The pricing schedules also make it hard for employers and students to understand why it is one price in one state and another elsewhere which is of putting to some National Company's.

Also Cert II quals are funded in some states and not in others

Existing workers funded in some and not in others

Skills sets and short courses funded in some states and not in others

Qualifications are not funded in all States with the example of QLD they don't want to fund thin markets, which is where small business and small RTO,s with excellent training fit it which then in turn sees whole industry's unable to access training and skills development.

NT pay up front for training funding prior to you having students which then if you don't get students your have to refund the money.

We try to deliver training in QLD but when the funding is half of NSW and we have to pay travel and accommodation and deliver quality training its easier to say no. and in thin markets or specialised industry that means no training is available.

Some states wont fund government employees, NT, QLD, NSW but the government departments cannot get access for traineeships as they are told there is no budget.

If funding was the same around the country it puts everyone on a level playing field, and allows the RTO,s to work out a business plan with out having to say no not applying in that State.

If the paperwork was consolidated the same would happen with web sites. Instead of pages of NSW want this, QLD want this, SA, want this which is very confusing to a student.

The current funding and pricing arrangements do not support the governments shared goals for VET it actually discriminates against niche and thin markets in the hands of certain States leaving skills shortages and a lack of skills and knowledge training in some industry's

Nationally funding and pricing should be set and not by the States

Within VET consideration needs to be given to the niche and thin markets to support small business

Enrolment fees need to be reasonable, if the States and ASQA in the rules state you cannot at any one time charge more than \$1000 then that's where the enrolment fee should sit. Not at \$2600 where invoicing and chasing of money then takes over from valuable training time.

Again this is something that needs to be looked at where all states are the same.

Funding also needs to align with the time to delivery training, You cannot expect to be paid \$5000 for a full Cert III on the job training qualifications, be on site for endless hours and travel from interstate. EG 19 UOC's delivered over 13 visits \$384 per visit, for a trainer to be onsite for 6 hours and travel interstate, car hire, accommodation, meals, wages, super, insurance. This is why we say no to training.

Information request 14

With co funding VET in schools, if the states are to manage the funding then the emphasis must be on all qualifications being available not just the ones seen as priority, to encourage school leavers into different occupations which are not on the careers radar

Information request 15

Encouragement into the VET sector is not given priority yet talk to anyone who has a VET qualification and they will tell you it keeps them in employment

University degrees don't keep small business running and that is who is keeping the country afloat at the moment.

VET costs should be kept lower to encourage trade skills and university should be at higher costs as the job positions warrant the higher income on completion.

VET skills are being lost due to a lack of encouragement within the general public

Information request 16

Certain industry and employers with small margins will struggle to provide funding for VET training and struggle with the enrolment fees. They look at time of the floor with training as being a major cost to the employer.

However company's such as nursing homes who make substantial profits then refuse to train staff in areas such as laundrys should be contributing, as they ensure staff are trained in cleaning and hospitality, nursing etc, yet where is infection control needed?

Government funding should be tied to the number of UOC,s and hours being delivered and if the course is on the job training for VET

Information request 17

Data should be more shareable across the nation.

The data collected on student feedback is the worst information provided, it is repetitive and provides little evidence of satisfaction with student outcomes.

Compliance to data is out of control, especially at a state level and if working in different states and territory's where data is wanted in different ways.

The states need to agree on what data they want kept and want when applying for contracts, which relates back to what data has been kept by the RTO during training from fee payments to UOC,s to timelines of competition to

USI's, commitment ids, RTO state ID no,s TCID,

Fee for service, EFQ, E&T, booking keeping references

It is difficult and should be standardised which would make everyone's life so much easier.

Information request 18

Standardise everything across the states and territory's

Payments, Fees, funding applications, training plans, enrolment forms, documentation, website information etc we are one country.

This will help stream line the VET system, making it fair for all, cutting down the time wasted in processing numerous documents in different formats to suit the states.

Provide a fairer system so small, large, niche, thin markets, small business can grow and access skills and knowledge

Mum and dad businesses can get some training for the part time and casual staff which fits their needs

Existing worker training has stopped since funding stopped.

Information request 19

LLN this is where TAFE should be training and should be easily accessible for anyone.

RTO,s should also be able to easily recommend a student of to LLN training that suits their purpose.

VET should be there to ensure LLN skills are of a level required by industry however schools are where this should be happening not the VET system.

Yes schooling and VET could be better linked but not to the detriment of the schooling system which is over loaded as is and not the VET system whos job it is to teach skills and knowledge for industry

The Federal government needs to look at this in a bigger way.

Supported staff are not getting the training appropriate to the industry. Eg in the laundry sector, supported staff working in the laundry's are doing warehousing traineeships which have nothing to do with laundry operations, washing, ironing, infection control.

Inmates working in the jail laundry's, cannot access training in some states even though those laundry's are producing public hospital linen or TAFE have the funding for the jails but don't deliver the qualifications needed or don't have the qualified staff to deliver the training

Mine sites utilise contractors to run kitchens and laundry's with unqualified staff who cannot access funding for skills

Remote communities run the facilities at some of the mine site Utilising the local indigenous communities and don't provide the necessary training as their own RTO,s don't have the

qualifications on scope or in the case of QLD no RTO is going remote from interstate for \$5000 to deliver 19 UOC,s

The regulations of delivering training to unemployed and assessments required to provide competency even with a training school facility as so over the top its not worth looking at as the audit process is to complex and the time auditor expect someone to be onsite learning with little money is not economically viable.

Kind Regards

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