



RTO Forum - Friday 18 November 2011

Presentations

Welcome and Agenda Setting for the day – Jillian Dielesen, CEO

Jillian greeted the attendees and went through general housekeeping rules, giving an outline of events and introducing staff and speakers for the day.

Michael Taremba gave a short review of the RTO survey results. The response came from a broad range of industries and the total number of respondents was up 63% from the previous year. Michael went on to outline the most relevant facts of the survey and will advance the data to the respondents in due course.

Paul Gale, Manager, Workplace Projects, Department of Training and Workforce Development

- **Skills shortages in WA**

With \$250 billion earmarked for investment in the State in the coming years, labour demand in WA is set to rise by 3.8%. A recent study forecasts that 166,700 additional jobs will be required in WA by 2015. There are also projections for a demand of 297,800 jobs by 2015 (a quarter of current workforce) but the supply amounts to only 222,000 through natural population growth/migration. This will leave a potential deficit of 75,900 workers by 2015. Skilling WA was set up as a workforce development plan for WA to address this shortage.

- **Skilling WA**

Skilling WA has five strategic goals; growing the workforce through participation, both through migration policy and population growth; the attraction and retention of skilled workers; skills development and utilisation and planning and coordination. A six month review has highlighted a number of achievements towards the policy goals including the allocation of 22.7 million for 7,500 training places and the development of Pilbara cities plan. The number of those in training has increased 12% from 127,974 in 2008 to 143,553 in 2010. The state-sponsored skilled migration program aims to bring 3,500 visa holding workers into Western Australia using the SPOL in the coming years, and the department advocates for change in federal migration policy to allow the State to meet its job needs. Future projects include the development of a skilled migration issues paper and migrant support services project and marketing skilled migration to WA.

Cameron Baker, General Manager, Skills and Engagement, TLISC

- **Website Announcement**

Cameron announced that the E-scan is again open to applicants, highlighting the fact that the e-scan informs both priorities and how funding is delegated. He also announced that the TLISC will soon have a new website.

- **Industry Overview**

An overview of the Transport and Logistics industry is given showing the number of T&L businesses in Australia, the increase in employment in recent years, the number of truck drivers and projected freight task, as well as emerging issues such as the ageing workforce, new and emerging technologies and a cleaner environment; issues relating to future challenges in attracting retaining and developing workers, such as competition for workers and regulatory and VET reform are broached along with the acknowledgement that cross-border issues remaining between ASQA and TAC involving a shift from the AQTF approach.

- **Skills Demand**

Occupations in skill demand were identified as the following; truck drivers of all varieties, T&L and warehousing managers, supervisors and schedulers, forklift operators, T&L trainers and assessors, however, it is also mentioned that there are considerable disparities in the data sets.

- **TLISC's role**

The TLISC sees its role as a provider of training products and services, analysis and intelligence to the T&L workforce in order to improve productivity and skills. On the topic of Skills Connect, we were informed that the Minister has to sign off on who receives funding from the first round of the NWDF and that co-contribution varies from state to state.

- **TLISC Strategic Activities**

A workforce data report is being prepared that contains a comprehensive analysis of the labour and skills needs of the T&L industry in the medium term (2012-2016). Reports are also being prepared on the ageing workforce in freight forwarding and on employer attitudes to training. The 2012 Annual Environmental Scan is under way, which will enable the Skills Council to plan around the workforce development needs within the industry.

Ian Kent, General Manager, Planning and Strategy, Toll Group Resources

- **Toll Outline**

Ian first outlined his own role within Toll and followed with a general overview of Toll including annual revenue, number of employees, acquisitions and countries where Toll operates. We were shown the operating structure of the organisation and how Toll Global Resources is made up of 5 subdivisions including Toll Marine Logistics in Darwin. The Toll Australian workforce is made up of more than 20,000 employees carrying out the full range of logistics tasks with the resources sector as the main focus.

- **Toll's People Strategy**

The culture of a business is seen as crucial to Toll's People Strategy and staff retention and attraction practices. 16 trucks didn't leave their bays last week because there simply weren't drivers for them. Training is viewed as providing a range of positive effects, including a better skilled workforce, improved efficiency, increased job satisfaction and a safe working environment. Poor supervisors in an organisation, however, usually results in a high-turnover and poor skills in the workforce. Certificate III is being offered in Driving Operations in response to the difficulty involved in driving

road trains but there are considerable literacy issues that need also to be addressed. Toll operates in 56 countries but hopes for a single culture with people as the central focus.

- **Future of the Industry**

The resource boom next in the next 5 years will see growth predominantly in WA and Queensland. The growth in the next three years alone in iron ore will be equal to the growth experienced in the same area in the previous 27 years. The transport and logistics task is set to double by 2022, causing labour shortages across all sectors. With the labour market so tight, people strategy is crucial. Succession planning is the process of enabling the bike rider to become the road train driver, or whatever they want to be. Toll Fast is the program designed to lay out the training to allow this to happen.

Steve Bowler, Lawyer, Clayton Utz

- **National Harmonisation of Occupational Health and Safety Laws**

Occupational health and safety will be harmonised across Australia but the State government is not agreeing to a number of points. The increased penalties outlined in the Act were seen as too punitive by WA and the State will adopt penalties that amount to half of those proposed. According to the legislation, if a union delegate wants to investigate something, they do not have to give notice, a condition which will not be accepted by WA, neither will the right of the H&S representative to direct workers to cease work be realised, instead the State will put that decision in the hands of the individual workers. With regard to the reverse onus for 'discriminatory conduct', WA will not adopt the provision that places the onus on the defendant to provide proof of not breaching the act. This relates to discrimination against an employee for raising OH&S issues.

- **New or Expanded Duties**

The primary duty of care no longer is the responsibility of the employer alone. Workers are defined in the act as anyone who works with an organisation, including subcontractors and volunteers and it is the employer's responsibility to ensure that everyone adheres to safety conditions. All managers now have a positive duty to exercise 'due diligence' to ensure the particular body complies with its safety obligations. The consultation obligations of an organisation are broader under the Model Act and failure to consult with all other concurrent duty holders is an offence.

- **Implications for business**

Jurisdictional differences will cause incomplete harmonisation resulting in increased regulatory burden but generally there will be a reduction in cross border regulations for multi-state businesses. Businesses should prepare for increased implementation costs and a greater risk of liability. Businesses are advised further to review their policies and procedures and to test the implementation of same to ensure 'on the ground compliance' before the Act comes into effect.

Lucinda Pita, Senior Program Officer, Training Curriculum Services, Department of Training and Workforce Development

- **National Committees Structure Outline**

Lucinda first gave an outline of the National Committee's structure and explained the purpose of a number of councils, including the Standing Council for Tertiary Education, Skills and Employment (SCOTESE) the National Advisory for Tertiary Education, Skills and Employment (NATESE) and the National Skills Standards Council (NSSC). She went on to discuss the roles of the regulators, Australian Skills Quality Authority (ASQA) and the WA Training Accreditation Council (TAC).

- **Continuous Improvement Process**

Any changes to a qualification and/or unit of competency that affect the outcome must be submitted to the NSSC for endorsement. Sustainability skills (green skills) will be listed in units of competency or qualification outline and foundation skills will be explicitly listed in the unit of competency. The core, elective and imported elective units are to be proportioned according to a one third, one sixth rule. Training packages are to be streamlined so that any mandatory material will be in the training package, while guidance or advice material will come in a companion volume.

- **Training.gov.au**

Where a training package is revised (including ISC Upgrades and NSSC Endorsement required changes), transition to the new/revised training package is expected to take place within 12 months of the training package release date. Foundation Skills, which includes literacy and general employability skills, is not an industry training package but can be imported into other training package programs.

- **VETinfoNet Survey**

A large percentage of users do not use the example training programs and refer to the nominal hours for units of competency on a regular basis. Improvements to the Implementation Guide, such as streamlining the guide and increasing its speed to market are being investigated. Improvement suggestions of VETinfoNet are to be forwarded to Travis Cacciola (travis.cacciola@dtwd.wa.gov.au).

Jillian Dielesen, CEO, Logistics Training Council

- **LTC Training Awards**

The awards were held in order to foster pride in the industry and to encourage participation in the State Training Awards. Jillian added, however, that due to other commitments, the awards will not take place in the next 12 months.

- **Workforce Development Plan**

In addition to the main arguments to increase workforce participation, the LTC also identifies the need to recognise the qualifications of non-English speaking workers and a general lack of education among employees with regard to Drug and Alcohol Policy. The LTC supports the Employer Nomination Scheme and 457 visa program but only as a supplementary policy to sourcing local workers to meet WA's skills shortage needs. The industry also needs properly identified career pathways and an improved public image to enhance attraction and retention. Owner drivers are not being paid for their services within a stipulated time frame and there is a general lack of facilities on the road. Training and productivity suffers from a lack of funding, interest and trainers and Workforce Development is being hindered by a shortage of managers and

succession planning. There is a long timeframe to progress through licences in the road transport industry and a lack of harmony between regulations and qualifications.

- **Projects**

In terms of projects, the Transport and Logistics Workforce Gauge has been completed and a career pathways project to highlight industry pathways is under way. The LTC is also involved in developing retention strategies by speaking with businesses that do so well and passing on advice to those experiencing difficulties holding on to staff.

- **TLWAG**

TLWAG is going well, getting industry to speak about issues affecting the sector. It is a great opportunity to see what's going on in the rest of the country, seeing how they deal with issues and overcome problems. Work will continue on the E-Scan and will begin on SPOL over the next period. Jillian discussed the process of reviewing SPOL. Mining, construction, education and health all dominate the SPOL List. The talk concludes with a discussion on how the RTOs can to stay compliant and the changes relating in TAE and staff keeping PD. For further information, please follow this link http://www.nssc.natase.gov.au/_data/assets/pdf_file/0020/61427/NSSC_Communique_2_-_November_2011.pdf

Cameron Baker –post presentation discussion

- **Training Packages Review**

Training packages are under review with aviation are under way. The qualification for screening is causing issues and there is an engineering review under way for Maritime, Engineer Watch Keeper, Engineer II and Engineer III. There are new training packages, such as the unmanned aerial vehicles (UAV) used by the defence. There is also a review for aviation but changes need a long lead time.

- **Driving Operations**

Certificate IV is part of the new package but every state thinks that it is problematic and no-one in WA is currently participating. RTOs are advised to bring their issues to the attention of the TLISC by making use of the Continuous Improvement Register <http://tlisc.org.au/have-your-say/> and/or emailing Jillian or Norma who will pass on to Cameron.

- **Training Package Changes**

Skills packages continue to evolve and change and it is an uphill battle to keep packages and retain consistency. Skills Australia has been empowered to set the agenda but the road transport shift into driving operations is problematic. The decision to remove the suffixes from competency is going to be undertaken by TLISC.

- **RTO Participation in Unit Creation**

RTOs have not viewed as industry in road transport, and have not previously been involved in the consultation process. Consultation will, in the future, involve RTOs, but steering committees will not involve only RTO's as balance is needed. RTOs are encouraged to attend departmental meetings to learn of new policies.

The LTC will be investigating webinars as new forms of communication and we are waiting on a response on the TAC/ASQA search issues on Training.gov.au.

Presentations from the forum are available on our website as follows:

<http://www.logisticstc.asn.au/rtonetwork.asp>