

OUR SERVICE PERFORMANCE

Training and Skills

*Skilling Queenslanders
for Work (SQW)*

Assisted
12,434
disadvantaged
Queenslanders

Invested
\$4.25
million for
340 full-time traineeship
opportunities and
12 months employment
with 61 local councils
and one statutory
authority

As at
30 June 2018
30,874
Queenslanders assisted
under SQW
with 16,664
securing a job

Highest VET
participation rate
(27.2 per cent) of all
jurisdictions
877,200

Vocational education
and training (VET)

Training
participation

11.9%
increase in
Indigenous Australian
trainee commencements
and 9% increase in
completions

9%
increase
in trainee
commencements

Table 1. Training and Skills service standards

Service standards	Notes	2017–18 Target/Est.	2017–18 Actual
<i>Effectiveness measures</i>			
Proportion of all attempted competencies successfully completed		93%	92.6%
Proportion of Queenslanders with higher qualifications	1, 2, 3	60%	60%
Proportion of VET graduates in employment or further study	1, 3, 4	87%	82.9%
Number of completions:	5		
Apprenticeships	6	11,500	8900
Traineeships	7	11,000	12,500
School-based Apprenticeships and Traineeships (SATs)		5000	4900
Proportion of graduates satisfied with the overall quality of their training	1, 4	89%	88.2%
Proportion of employers satisfied with graduates of:	1,8		
Nationally accredited training		85%	80.7%
Apprenticeships and traineeships		83%	80.5%
<i>Efficiency measure</i>			
Average cost per competency successfully completed	9	\$600	\$595

Notes:

- Confidence intervals for estimates derived from sample survey responses need to be considered when interpreting relative performance.
- Sourced from the Australian Bureau of Statistics' *Survey of Education and Work*, Australia, May 2016 data cube: Table 1.12 Non-school qualification at Certificate III level or above, persons aged 20 - 64 years, 2016.
- While the department actively influences this measure (including through the *Higher Level Skills* program and providing funding for other higher level qualifications based on industry advice), it is affected by a range of factors including the economy, higher education providers, the Australian Government and the vocational education and training (VET) sector.
- Sourced from the annual *National Centre for Vocational Education Research (NCVER) Student Outcomes Survey*. The last survey was conducted in 2016 and relates to students who graduated in 2015.
- Departmental data shows that overall vocational student numbers have increased since 2014–15 suggesting alternate Australian Government and state-funded programs, including the Queensland Government subsidised *Certificate 3 Guarantee* program, are being chosen by students. Apprenticeship and traineeship measures include School-based Apprenticeships and Traineeships.
- The target reflects the national trend of reductions in apprenticeships following a decrease in Australian Government incentives and a reduction in the number of opportunities in the job market.
- Traineeships have been supplemented more recently through the *Skilling Queenslanders for Work* program which is a \$240 million commitment over four years and incorporates traineeship programs.
- Employer satisfaction estimates are obtained from the biennial national survey, *Employers' Use and Views of the VET System*, which was last conducted by NCVER in 2015. The 2015–16 Estimated Actual is statistically equivalent to the 2015–16 Target/Estimate.
- This figure is calculated by dividing the Training and Skills service area budget by the number of successful VET competencies (individual study units) directly funded by the department.

EVERY QUEENSLANDER PREPARED FOR THE FUTURE

Support Queenslanders to skill and re-skill for the changing world

Through planned investment of \$768.9 million under the 2017–18 *Annual VET Investment Plan*, the government continued to support Queenslanders to develop skills to access available jobs, develop their careers and be competitive in a changing job market.

Key features of the plan leveraged our ongoing market strengths and included demand-driven training arrangements underpinned by a network of pre-qualified suppliers (PQS) and published subsidy levels for all subsidised qualifications and skill sets aligned to industry identified skills needs.

By providing access to quality, supportive and affordable vocational education and training (VET) through a range of programs and initiatives, the government has continued to build the skills that help shape the lives of Queenslanders, and lay the foundations for a prosperous economic future.

Engage with community and key agencies to identify skilling needs, inform training investment and direct resources

Ongoing engagement with industry and a formal network of industry advisors remained critical to the identification and prioritisation of the skilling needs for Queensland industry, employers and individuals.

In partnership with VET Industry Advisory Organisations, we gathered industry advice on a range of issues underpinning operational effectiveness and suitability of current VET investment programs in Queensland.

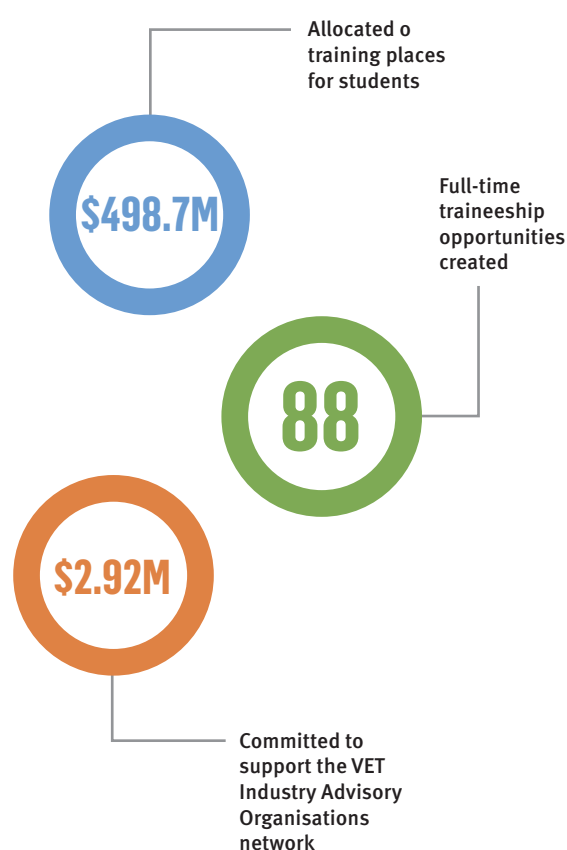
To inform VET investment planning, Jobs Queensland continued to provide independent strategic advice on anticipated skills demand, future workforce planning and development, and the apprenticeship and traineeship system in Queensland.

The Skilling Queenslanders for Work (SQW) initiative is a \$420 million investment over six years to support up to 54,000 disadvantaged Queenslanders into work. Training that improves an individual's skill level, employment prospects and social inclusion is a priority under the initiative. To ensure that skilling needs are identified and supported through the initiative, Regional Priority Jobs Committees and the Local Government Association of Queensland continue to play a critical role in ensuring funding is aligned to local employment opportunities.

In partnership with VET Industry Advisory Organisations, we gathered industry advice on a range of issues underpinning operational effectiveness and suitability of current VET investment programs in Queensland

Key achievements in 2017–2018

- Allocated \$498.7 million of the 2017–18 VET Investment Plan to training places for students, supporting pathways to employment or career progression under the key investment programs: *User Choice*, *Certificate 3 Guarantee* and *Higher Level Skills*. An additional \$209.7 million of funding was provided in public provider grants supported public training providers to deliver quality training to students in the contestable training market.
- Assisted private sector employers through \$1.88 million in funding to employ 188 former SQW participants as trainees or apprentices.
- Invested over \$64 million for 352 community-driven projects to develop skills and provide training and job opportunities to approximately 12,000 vulnerable Queenslanders.
- Created 88 full-time traineeship opportunities and 12 months of employment with community-based organisations through a \$1.76 million investment.
- Invested \$4.25 million for 340 full-time traineeship opportunities and 12 months of employment with 61 local councils and one statutory authority.
- Commenced planning for the delivery of the \$85 million *Advancing our Training Infrastructure* initiative to refresh and renew priority TAFE sites across Queensland.
- Introduced the *Regional Skills Investment Strategy* – a \$9 million, four-year initiative that supports selected regions to identify current and emerging jobs and design tailored training solutions to ensure a supply of skilled local people to meet skills demand.
- Committed \$2.92 million to support the VET Industry Advisory Organisations network, to ensure the Government’s investment in VET is meeting industry’s immediate skilling needs. This work complemented the role of Jobs Queensland in advising Government on anticipated and future skills demands.
- Provided more than \$3.25 million to Queensland group training organisations to increase employment opportunities for apprentices through the *Queensland Group Training* program.
- Increased the core training requirement on all major government and government owned corporation building and or civil construction projects with a contract sum of over \$100 million (including GST) from 10 per cent to 15 per cent of the total labour hours to be undertaken by apprentices and or trainees and other workforce training.



CASE STUDY: WORK SKILLS TRAINEESHIPS

**“GLADSTONE
WORK SKILLS
TRAINEESHIPS
PROVE SUCCESSFUL.”**

With funding of \$647,500 from *Skilling Queenslanders for Work's* first funding round for 2017–18, a Gladstone-based organisation has assisted 36 local job seekers to gain new skills and hands on experience, which has already seen 34 participants (94 per cent) either find new jobs or take on further training. The five-month paid Work Skills Traineeships delivered Certificate I-level training in business, construction or conservation and land management and an opportunity to gain experience completing real tasks related to their training in operating work environments. A range of other support also ensured each participant was prepared for the next step on their career path.



image: Scott Gibbs, Gladstone Engineering Alliance

Respond to environmental and economic issues by directing training investment to support industry and community recovery

In 2017–18, the level of VET investment for different industry sectors continued to be influenced by a range of factors including government priorities; professional, regulatory or industrial relations requirements; established recruitment preferences of industry; and the relevance of training pathways to occupations in the sector.

Additionally, through targeted regional community-based interventions, the government continued to support communities to self-determine their industry focus and collaborate to identify local training solutions.

The *SQW Community Recovery* program assisted with the clean-up and rebuild program across Queensland as a result of widespread damage and severe flooding from ex-Tropical Cyclone Debbie. The program provided community benefit and delivered a visible and lasting impact on social and public infrastructure within local communities.

Key achievements in 2017–2018

- Introduced the *Regional Skills Adjustment Strategy* – a \$10 million two-year initiative for TAFE Queensland to increase training opportunities in specific regions and industry sectors facing economic uncertainty.
- Partnered with industry to support the growth of skills required for employment and career development in priority industries for Queensland such as:
 - *National Disability Insurance Scheme (NDIS) Training and Skills Support Strategy* – a 3-year industry-led strategy to address high regional employment demand and support the development of a skilled workforce capable of delivering services to meet the needs of NDIS participants, and
 - Tourism – a \$40 million commitment in coordinating key training and skills actions relating to the government’s *Advancing Tourism 2016-20* plan and the *Queensland Tourism Workforce Plan 2017-20*, developed by Jobs Queensland.
- Invested \$2.36 million in six projects that helped communities to clean-up and rebuild following ex-Tropical Cyclone Debbie. These funded projects provided 115 job opportunities in affected communities.



CASE STUDY: NATIONAL DISABILITY INSURANCE SCHEME

“BUNDABERG JOB SEEKERS TRAINED FOR NDIS CAREERS.”

With the National Disability Insurance Scheme rolling out across Queensland, Bundaberg’s growing community services sector has already snapped up the first participants to complete a local *Skilling Queenslanders for Work* project.

When the group first joined the project, they each undertook a skills assessment to develop an individual training and support plan to assist their studies towards earning a Certificate III in Individual Support. The community group that delivered their training and other support also organised local businesses to host each participant to complete their required vocational placement.

Now eight of the nine exited participants have gone on to find new jobs, which is a positive sign for future intakes of the \$81,000 project which aims to assist a total of 45 people.



image: Amanda and Anna, Impact Community Services

Evolve capability in data analytics to forecast and model training and skilling priorities

Data analytics has provided an evidence base to inform the government's training and skills development investment decisions, evaluate performance outcomes, and improve our understanding of the training and skills market. Forecasting and modelling complemented and supported our engagement with industry and communities to identify skilling needs, inform training investment and direct resources.

Key achievements in 2017–2018

- Completed an analysis of course costs for qualifications subsidised by the Queensland Government to inform future planning.
- Completed and implemented an annual forecast of training commencements to inform budget planning and management for training and skills delivery.
- Implemented an Investment Support Forecast to assist in understanding and recasting the anticipated VET expenditure across the forward estimates period.

Performance of the Queensland VET sector

Queensland is leading the nation in new apprenticeship and traineeship commencements. Across 2017-18 Queensland saw growth in apprenticeship and traineeships, with 23,900 new apprenticeships, an increase of 5.6 per cent compared to 2016-17 and 16,900 new traineeships, an increase of 9.0 per cent. This growth was especially pronounced in commencements by Indigenous trainees, which increased by 11.9 per cent to 2400 and continued a pattern of increases since 2014-15.

Despite overall publicly-funded VET participation in Queensland being stable in 2017-18 compared to the previous year, the number of Indigenous VET students increased by 7.2 per cent to 19,700, the highest number of Indigenous students in the last five years. Correspondingly, 8100 VET qualifications were achieved by Indigenous students in 2017-18, again the highest number in recent years and a 9.0 per cent increase compared to 2016-17.

A reported 88.2 per cent of surveyed VET graduates in Queensland said they were satisfied with the quality of their government-funded training in 2017, the highest rate in recent years and 2.9 percentage point increase relative to 2016. The proportion of these graduates who also reported they were in work or further study was 82.9 a small increase since 2016, and though the corresponding rate for Indigenous graduates was lower at 72.5 per cent this outcome gap, 10.4 percentage points, has narrowed significantly since the 19.6 percentage difference reported in 2015.

Engage consumers to better inform them about their skilling and training options

During 2017–18 the department continued its commitment to helping Queenslanders make informed decisions about the skilling and training options to support them to participate and prosper in the economy.

Key achievements in 2017–2018

- Provided in-market support for regional Queensland consumers and training providers via the state-wide network of the department's regional offices.
- Continued to provide state-wide online and call centre assistance to support Queenslanders with vocational education and training enquiries.
- Consulted with VET consumers, employers and influencers to develop a *VET Consumer Strategy*, a roadmap to work and engage with consumers to promote the importance of VET.

Set clear expectations for providers through the Queensland Vocational Education and Training Quality Framework

Through the Queensland VET Quality Framework, the department has consolidated Queensland's comprehensive and systematic approach to achieving quality from state-funded VET and formed a mutual reference point and basis for continuous improvement.

Key achievements in 2017–2018

- Continued to strengthen oversight of pre-qualified suppliers (PQS) entry requirements and performance, undertaking market performance reviews on an ongoing basis and assigning dedicated Contract Managers to further support quality outcomes.
- In partnership with the Queensland Training Ombudsman and the Australian Skills Quality Authority, investigated complaints about training delivered in Queensland.
- Further enhanced the risk-based approach to auditing and built audit capacity and capability, resulting in more efficient audit processes.
- Provided updated Statement of Expectations to TAFE Queensland and Central Queensland University to reinforce the Queensland Government's focus on creating jobs in a strong economy.

“APPRENTICE OF THE YEAR ON PATH TO SUCCESS.”

Gemma Hartwig’s earliest recollections are of tinkering away on machinery at the family farm in Dalby. With her uncle, grandfather and great grandfather all working in mechanical trades, becoming a diesel fitter wasn’t just a career choice, it was in her blood.

Ms Hartwig secured an apprenticeship with a local company and was able to finish school and fast track her career.

“The school-based apprenticeship allowed me to do something I really loved and begin a qualification all while I finished school. I learnt a lot of really great skills in teamwork, communication and leadership. Being a female in a male-dominated profession has given me the opportunity to make a difference.

“I am starting my own business called ‘She Can’ which offers advice and support to women who are thinking about, or who have already, become an apprentice in a male-dominated profession. I would have found a service like this really valuable when I was doing my apprenticeship.”

Gemma’s passion for her trade has already netted her some significant wins, including the School-based Apprentice of the Year Award at the 2014 Queensland Training Awards and scooping the coveted Australian Apprentice of the Year Award at the 2017 Australian Training Awards.



image: Gemma Hartwig, Australian Apprentice of the Year 2017