

2018–19

# Annual VET Investment Plan



Queensland  
Government

# Queensland's VET sector is **strong and vibrant**



Over **1/4 million** Queenslanders undertake publicly funded training every year



## Delivery profile – course enrolments

Certificate I & II

**28.5%**

Certificate III

**48.8%**

Certificate IV+

**22.7%**

## Queensland's impact on the National VET landscape

2017 VET activity – Queensland as a proportion of total VET activity in Australia based on student residence.

### Qualification (Certificate I and above) enrolment



2,523,004  
Australia



645,293  
Queensland

**25.6%**  
of all enrolments


**above** population share

### Overall share of students, program and subject enrolments

Total VET students –



4,054,998  
Australia



896,431  
Queensland

**22.1%**  
of total students

**above** population share

Source - National Centre for Vocational Education Research (NCVER) Total VET students and courses 2017



## Minister's message

The vocational education and training (VET) sector plays an important role in the Queensland Government's goal of creating jobs for a strong economy.

The Department of Employment, Small Business and Training is providing advice, support and funding to grow our state economy, encourage Queensland's small business sector, and respond to the current needs and future plans of industry, employers and individuals.

While the future of work is being debated and reimagined, the reality is training and re-skilling will continue to prepare job seekers and workers for the roles and responsibilities the economy needs now and in the years ahead. Developing a skilled and flexible workforce improves our economy's productivity, helps more people start or further their careers and encourages businesses to establish and grow here in Queensland.

The government's funding of \$777.9 million under the 2018–19 Annual VET Investment Plan (the plan), will support us in creating jobs for a strong economy. The Plan enables an efficient, effective training market that offers affordable, quality and attractive options for prospective students, trainees and apprentices.

Queensland has a vibrant, diverse and respected VET sector. While TAFE Queensland continues to fulfil its traditional role as a premium provider of training in Queensland, it is also meeting the demands and expectations of an evolving VET market.

Our partnerships with pre-qualified suppliers, both public and private, maintain choice for individuals and industry across a broad range of industry areas, and imposes performance standards that provide a focus on quality training outcomes.

Through the User Choice, Certificate 3 Guarantee and Higher Level Skills programs, we are supporting Queenslanders to undertake training that leads to real jobs or career advancement. The Certificate 3 Guarantee continues to achieve excellent results, with a recent survey of students who completed a qualification in 2015–16 finding that 82 per cent

were in employment or further training 12 months later. This latest destination survey has also found the share of people who are in jobs has continued to increase over previous years.

In addition, the Skilling Queenslanders for Work initiative is expanding in 2018–19, with \$80 million to assist more than 10,000 unemployed and underemployed people. This will fund projects and traineeships tailored to the individual needs of disadvantaged job seekers, and will help them compete for the opportunities available in their local job market. With over 16,600 people finding work as a direct result of participating in the Skilling Queenslanders for Work initiative so far, it is exciting to build on this successful program.

Jobs Queensland continues to provide strategic advice on future skills demand, training pathways and workforce needs to guide training investment for Queensland. A conduit between industry and government, Jobs Queensland's advice focuses on industry and regional engagement. Its current and future initiatives foster a skilled and productive workforce in Queensland's industries and regions.

Underpinning our commitment to quality training, we have a strong, independent umpire in the Queensland Training Ombudsman, to protect and promote a fair training system for students, training organisations and employers. The Office of the Queensland Training Ombudsman completed 170 formal enquiries and has run presentations for over 1700 stakeholders on their rights and responsibilities in the Queensland training sector.

Through the 2018–19 Annual VET Investment Plan, we are guiding and supporting a training sector that meets current demands, plans for future growth and responds to emerging needs. With the support, input and commitment from all of our stakeholders within the VET sector—a high quality and equitable system will position Queensland's workforce to take advantage of the opportunities presented by a dynamic and growing economy.

**The Honourable Shannon Fentiman MP**  
Minister for Employment and Small Business  
Minister for Training and Skills Development

# Queensland VET landscape

## Training integrated with employment and small business

The establishment of the Department of Employment, Small Business and Training during 2017–18 has provided a significant opportunity for the Annual VET Investment Plan to work in closer partnership with a range of other programs and services to provide all Queenslanders and small businesses with the opportunity to develop the skills required to participate and prosper in the economy.

While the programs within the plan already focus on providing skills for jobs, and small businesses are significant participants and beneficiaries of the VET sector, the new department provides an opportunity to enhance how VET investment can better support these key government objectives. Some of the Queensland Government's key employment and small business strategies that will complement the plan include:

### Employment

#### Back to Work – Regional Employment Package

- Back to Work Regional is a \$305 million initiative designed to give businesses the confidence to employ regional jobseekers and provide an economic boost to regions facing challenging times.
- Employer Support and Youth Boost payments of up to \$20,000 are available to employers who meet all the program eligibility criteria.
- Employer Support Payments and Youth Boost Payments are available for employers who hire an eligible unemployed jobseeker, with applications open until 30 June 2020.

#### Small Business

- Advancing Small Business Queensland Strategy 2016–20 is creating an environment for Queensland to be the place for small business to start, grow and employ. This includes being a stronger advocate for small business, simplifying service delivery and connecting small business to opportunities.

- The Office of Small Business also seeks to position Queensland as the state for small business creation, growth and job generation through the delivery of targeted programs and services; manage the government's business services online through Business Queensland; and leverage the Advance Queensland agenda to foster entrepreneurship and innovation by small businesses.

### Skills for Queensland

The Queensland Government recently released the Skills for Queensland discussion paper seeking feedback from stakeholders on key issues that aim to strengthen the VET sector to meet the skills needs of individuals, industry, employers and businesses, specifically:

- meeting the need for skills through industry advice and market settings
- role of providers in delivering VET services
- encouraging all Queenslanders to participate in VET.

Feedback from stakeholders will contribute to the development of a VET strategy that will outline the Queensland Government's longer term vision for VET, build on existing initiatives and identify new initiatives to create a flexible, agile and responsive sector for the future.

### The Queensland Training Ombudsman

Since its establishment in September 2015, the Queensland Training Ombudsman's office has provided Queenslanders with dedicated support to resolve training issues or make complaints.

By offering a free, confidential and independent service to review and resolve enquiries and complaints from anyone in the VET system, including students, apprentices, trainees, employers, training providers and other stakeholders, the Office of the Queensland Training Ombudsman strengthens the state's VET sector by improving consumer protection and providing a clear pathway for complaint resolution.



The Queensland Training Ombudsman also plays an advocacy role by reporting on systemic issues in the VET sector and advising the government on ways to improve them.

## Jobs Queensland

Jobs Queensland supports Queenslanders into the jobs of the future by fostering a skilled and productive workforce now and in the years ahead.

As an independent statutory entity, it brings together industry, industry associations and peak bodies, regions, communities, employers and unions, around the state to provide advice to the Minister for Employment and Small Business and Minister for Training and Skills Development on:

- skills it anticipates are required for particular industries and regional areas
- future workforce development and planning
- apprenticeship and traineeship system in Queensland.

Its research agenda assists government to determine the right skills mix for Queensland for the future, by working and collaborating with industry to obtain advice on future skills demand and workforce planning and development.

Jobs Queensland's advice has helped to shape this plan and its board remains focused on enabling industries and regions to grow and prosper—which will lead to more job opportunities and Queenslanders who are appropriately skilled to meet employment demand, both now and in the future.

In 2018–19, Jobs Queensland will continue to progress a substantive body of work, with a particular focus on industry and regional growth and demand. This work includes:

- leading research on the Future of Work and the possible implications in the areas of employment and skills policy within Queensland
- leading work to inform government on how to help support social enterprise activity to deliver economic and social outcomes for Queensland
- undertaking a strategic review of the Certificate 3 Guarantee program
- continuing work on anticipated skills needs, with a particular focus on industries and regions

- delivering a workforce development plan for Townsville and undertaking other place-based approaches to anticipating skills needs and workforce planning and development
- continuing to lead workforce planning and development activity across a range of priority government initiatives including the Advancing Queensland Tourism Strategy, the National Disability Insurance Scheme and the Advance Queensland Industry Roadmaps
- developing a Workforce Planning Hub for small to medium businesses providing materials and tools to build capability in workforce planning and development
- providing ongoing advice to direct investment in the \$4 million Training in Emerging and Innovative Industries Fund.

Findings and recommendations from these projects will be considered with industry and will help inform VET investment planning for 2019–20 and beyond.

## Strong public provider

The Queensland Government recognises that the VET sector requires strong, efficient and sustainable public providers to meet the diverse skills needs of industry and the economy, and the employment aspirations of Queenslanders.

VET investment arrangements in Queensland remain contestable to provide consumers, both students and employers, with choice to select the approved registered training organisation, known as a pre-qualified supplier (PQS), that best meets their needs, and to drive efficiency through competition. The programs outlined in the plan also provide for demand-driven funding through PQS to support eligible students and employers to influence the flow of government funding without additional administrative processes or further 'red tape'.

However, the government acknowledges that, while this investment model has advantages for stakeholders, TAFE Queensland can face significant challenges when competing with lower cost and smaller nimble suppliers.

The 2018–19 Annual VET Investment Plan will therefore continue to provide a range of strategies to support TAFE Queensland to perform their important role in the VET system—

as a core provider of trade and technical training, pathways to higher education and statewide services through a network of campuses, and as a quality benchmark for the system.

### **TAFE Queensland partners with Professor Jimmy Choo OBE**

In September 2017, TAFE Queensland partnered with world-renowned fashion icon and artisan turned educator, Professor Jimmy Choo OBE, to deliver a series of events around innovation and creativity in the fashion industry. The partnership provided TAFE Queensland students with invaluable access to an industry leader and aided the facilitation of successful learning outcomes. TAFE Queensland is a key contributor in fashion design education.

### **Continuing focus on quality**

In May 2017, the Queensland Government released the Queensland VET Quality Framework as part of the commitment to achieving quality outcomes from the state's investment in VET.

While most providers of VET in Queensland already operate to a high standard, the

framework outlines the department's approach to quality oversight of publicly-funded VET, detailing the many integrated measures that work to build confidence in the system and investment in skilling strategies.

The framework is used to guide the development and ongoing refinement of operational policy, procedures and guidelines, and helps stakeholders understand the system and their roles—at both national and state levels. During 2018–19, further strengthening of oversight controls include the development of a Strategic Audit Plan and rollout of a control self-assessment approach that leverages PQS internal monitoring of performance in relation to compliance.

The PQS Review Panel provides oversight of all aspects of the department's PQS process, including application, assessment, monitoring, compliance and contentious issues. The panel also monitors the ongoing effectiveness of the framework and will provide guidance and oversight of future measures that result from economic conditions and changes to the national VET policy landscape.

Further details about the Queensland VET Quality Framework can be found at [www.training.qld.gov.au/docs-data/strategies/qualityframework](http://www.training.qld.gov.au/docs-data/strategies/qualityframework).



# Supporting Queensland communities

While Queensland has a strong network of regional economies and communities, economic and labour market changes are not experienced consistently across the state. As some regional economies transition or change to meet new market opportunities, their skills profiles need to adapt.

Demand-driven funding through the plan actively supports the decisions of individuals and employers across Queensland—directing the flow of government funding whenever an employer contracts an apprentice or trainee, a job seeker responds to an opportunity for training, a school student works with their school to include a VET qualification in their senior studies, or when a worker decides to develop their skills.

As a result, the VET investment profile is different in each region across Queensland as the training undertaken is reflective of the industries in our local economies, the preferences of local residents, decisions made by local employers, and the profile of the registered training organisations that operate in the region.

Additionally, to foster vibrant regional communities and enable Queenslanders to access the skills they need for local jobs, career progression or business opportunities – the Queensland Government pays location loadings, in addition to the government contribution for the training, to support the costs of delivery into country (regional) and remote areas of Queensland, and Cape York and Torres Strait communities.

## Regional Skills Investment Strategy

The Regional Skills Investment Strategy (RSIS) is a \$9.0 million four year initiative introduced in 2017–18 that aims to support selected regions to identify current and emerging jobs and design tailored solutions delivered under the Annual VET Investment Plan to ensure a supply of skilled local people to meet skill demand.

Project locations are identified by the RSIS Advisory Committee comprising of representatives from the department, Jobs Queensland, Local Government Association of Queensland and Department of State

Development, Manufacturing, Infrastructure and Planning. The committee recommends priorities based on analysis of economic and labour market data, local intelligence, local employment opportunities and government priorities.

In 2017–18, six RSIS projects were rolled out across Queensland worth \$2.1 million. Initial project locations include Mackay, Central Highlands, Central Western Queensland, Bundaberg, Ipswich and Southern Downs. These projects are supporting regional communities to collaborate on local workforce issues related to skilling and training and identify local solutions and outcomes.

The RSIS is bridging the gap between existing training opportunities available through the plan and current workforce skill needs in targeted regions throughout Queensland. Through these projects, it is anticipated that the department will be able to tailor training solutions to meet local skills needs, which may include targeted investment in skill sets or other specific training outcomes, revised eligibility arrangements to support local participation, or support for local community or industry projects.

In 2018–19 a further 12 RSIS projects are expected to be rolled out across regional Queensland.

### Case study

Mackay was one of the initial project locations supported by the RSIS Advisory Committee, with Mackay Regional Council being selected to deliver the project due to their knowledge of local and economic employment issues and their capability to coordinate service delivery between stakeholders and partnering agencies. The council have elected to engage with three focus industry sectors being agriculture, mining support services and community services/health over a two year period in the region.



# Support for priority groups

## Skilling Queenslanders for Work

The Skilling Queenslanders for Work initiative supports unemployed and under-employed Queenslanders through training and work placements to assist them in gaining employment and improve social inclusion.

In 2017–18, 352 community sector-driven projects worth around \$64.5 million were approved for delivery across Queensland to provide nationally recognised training, skills development and job opportunities to 12,006 disadvantaged Queenslanders.

In 2017–18, the First Start program allocated \$4.25 million across 61 local councils and one statutory authority for 340 traineeship positions to provide wage subsidies to employ additional trainees over 12 months. Of these positions, 25 formed part of the Commonwealth Games Indigenous Traineeship program coordinated by the former Department of Tourism, Major Events, Small Business and the Commonwealth Games. Further funding was also made available in 2017–18 for community-based organisations to create new traineeships with \$1.76 million allocated to 30 community-based organisations to employ 88 trainees.

In addition, \$1.88 million was paid under Work Start incentives in 2017–18 to private sector employers in Queensland, ineligible under Back to Work, for employing a former Skilling Queenslanders for Work participant as a trainee or apprentice.

## Aboriginal and Torres Strait Islander people

The Queensland Government is committed to providing Aboriginal and Torres Strait Islander people with the skills they need to successfully transition into the workforce.

To encourage and support greater participation by Aboriginal and Torres Strait Islander people, the plan provides:

- higher concessional government subsidies to enable PQS to reduce the co-contribution fee and/or provide increased learning support for the student
- location loadings in addition to the government subsidy for training to support the costs of delivery into country and remote areas of Queensland, and Cape York and Torres Strait communities
- subsidies for specific vocational qualifications, such as the Certificate III in Aboriginal and Torres Strait Islander Cultural Arts and the Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care
- additional community-based support for Indigenous students to achieve qualification and employment outcomes is available through the Skilling Queenslanders for Work initiative.

VET participation by Aboriginal and Torres Strait Islander students remains strong under the plan, with the proportion of total students increasing from 6.2% in 2015–16 to 7.1% in 2016–17 and 7.5% in 2017–18.

### Case study

The Local Government Association of Queensland (LGAQ) was approved funding of \$3.0 million over three years from July 2015 for the Capacity Building for Remote Indigenous Communities project—to build capacity across the local government workforce and provide opportunities for sustainable employment in remote indigenous communities. To date, over 1200 employees in Indigenous Councils have been trained with a completion rate in excess of 95 per cent, allowing locals to take over job functions previously undertaken by outside fly-in fly-out contractors and imported talent. The plan will support the continuation of this successful partnership with LGAQ.





## Young Queenslanders

The Queensland Government remains committed to supporting the transition of young people from school to further education and the labour market. Young people represent the future workforce of Queensland, so supporting young people to make successful transitions is a significant focus for the plan.

The plan provides a range of assistance for young Queenslanders, with a particular focus on supporting young people to engage in education, training or work, such as:

- higher concessional government subsidies
- additional support through the Skilling Queenslanders for Work initiative for those young people at risk of disengagement through programs such as Get Set for Work, Ready for Work and Youth Skills
- supported flexible training pathways outlined in a training and support plan tailored to the learner's circumstances and abilities, which may include foundation skills to address literacy and numeracy barriers or access to lower-level qualification
- providing free tafe in high priority qualifications to support Year 12 graduates in their first year post school to transition to employment.

VET participation by young students aged 15 to 19 years remains strong under the plan, with the proportion of total students increasing from 28.6% in 2015–16 to 31.2% in 2016–17 and 31.4% in 2017–18.

### Free tafe for Year 12 graduates

To support Year 12 graduates successfully transition to employment, the Queensland Government offers free tafe in high priority areas. Eligible Year 12 graduates must enrol and start training in a high priority qualification within the calendar year after leaving school. While completing a qualification, students gain experience in the workplace learning the skills employers need – giving them a competitive edge in the job market.

There are nearly 160 qualifications to choose from across a range of industries, including information technology, avionics, engineering, business, nursing, aged care and hospitality and commercial cookery. Some qualifications are delivered on campus or as part of an apprenticeship or traineeship.

These high priority qualifications develop the skills needed by employers and the Queensland economy, and are based on skills demand, advice from industry, and whether the qualification will lead to employment.

The full cost of training is covered, so students don't need to contribute to their training fees.

More information available at [www.training.qld.gov.au/freetafe](http://www.training.qld.gov.au/freetafe)





## Queenslanders with a disability

PQS are required to implement effective inclusive practice strategies for students consistent with the Queensland VET Inclusive Learning Framework; fully inform consumers of their training options prior to enrolment; and tailor training and assessment to suit an individual's learning and support needs. To encourage and support greater participation by learners with a disability, the plan supports inclusive practices through:

- Skills Disability Support, a targeted initiative providing specialised technology and services to PQS to assist their learners with disability to gain nationally recognised skills and qualifications
- higher concessional subsidies to encourage people with disability to undertake vocational qualifications
- additional community-based support to achieve qualification and employment outcomes is available through the Skilling Queenslanders for Work initiative
- foundation skills training to ensure Queenslanders enrolling in vocational qualifications are equipped with the required language, literacy and numeracy skills.

The National Disability Insurance Scheme (NDIS) will be rolled out in Queensland over three years, from mid-2016 to 2019, and will provide people with disability more choice and control over their disability supports.

VET participation by students with a disability remains strong under the plan, with the proportion of total students increasing from 5.1% in 2015–16 to 5.4% in 2016–17 and 5.8% in 2017–18.

### Case study

#### Breakthru Ltd

Breakthru Ltd was awarded \$181,600 under the Community Work Skills program to assist 50 disadvantaged Queenslanders in the North Queensland region to develop the necessary skills and acquire the qualification needed to secure employment within the community services industry.

With the rollout of the National Disability Insurance Scheme across Queensland, Breakthru recognised the progressive increase in demand for workers across the community services sector and in the range of skills and abilities required to meet this new demand. In partnership with local disability service providers and capitalising on the knowledge and skills of Breakthru's current National Disability Insurance Scheme transformation team, project participants completed nationally recognised training in the Certificate III in Individual Support. Using a 'place and train' model that focused on training in real life working environments, participants developed their employment capacity and gained the necessary skills to secure employment. Of the 50 participants assisted, 44 or 88 per cent completed accredited training, with 40 or 80 per cent successfully gaining employment upon project completion.

## Regional Skills Adjustment Strategy

Certain population groups are often more adversely impacted by economic change, and require additional support to navigate and engage effectively with existing services, training programs and emerging labour market opportunities. The adjustment process underway in many regions highlights the importance for government to selectively intervene, to encourage and support individual skills development pathways to leverage local jobs, and encourage employers to support the employment of skilled locals to build strong and diverse regional economies.

The Regional Skills Adjustment Strategy (RSAS) is a \$10 million two-year initiative managed by TAFE Queensland that targets specific regions facing economic uncertainty, and supports individuals to gain the foundation, employability and technical skills needed to transition to the jobs of the future.

The initiative targets those regions experiencing significant economic changes, particularly to their traditional industry base, to support workers to gain new skills required by their current employers, or to develop skills to support a transition to new job opportunities.

The assistance provided is tailored to suit the needs of each region based on community and industry consultation, and the population groups targeted, and may include:

- career planning and other assessments
- employability skills (may include literacy and numeracy, digital, and specific vocational skills)
- training (may include nationally recognised, industry recognised or non-accredited training)
- other individual support.

### Case study

#### RSAS Ipswich

TAFE Queensland is working with affected employees in the meat processing industry in Ipswich through the RSAS following the closure of Churchill abattoir and Baiada Poultry. Individual workers have received training and support aligned to their employment aspirations, and for those seeking to remain in the meat processing industry, TAFE Queensland is working with employers in the region to support the transition of workers.





# Priority industries

The level of VET investment for different industry sectors continues to be influenced by professional, regulatory or industrial relations requirements, established recruitment preferences of industry, and the relevance of training pathways to occupations in the sector.

Similar to previous years, there remains strong alignment between the level of VET investment and labour demand in sectors where there is an existing driver for VET qualifications, such as award or licence requirements, or established industry practice.

During 2017–18, investment was highest in skills related to the construction; community services; utilities; engineering; and hospitality sectors. These five sectors accounted for over 50 per cent of VET investment in 2017–18, and represents significant employment destinations for Queenslanders, accounting for over 40 per cent of all employment in Queensland as at February 2018.

The educational profile of these sectors confirms a diverse demand for skills, with some industries relying on the VET system to supply the majority of their entry-level workers (construction and engineering), others requiring a mix of VET and university graduates (community services), and others where the majority of the workforce do not hold post-school qualifications (hospitality).

## Advanced manufacturing

The advanced manufacturing sector is recognised as one of Queensland's top 10 industries— contributing around \$20 billion a year to the Queensland economy and is viewed by the Queensland Government as a critical driver of innovation and productivity.

Jobs Queensland's *Advancing Manufacturing Skills: A Skills, Training and Workforce Development Strategy for the Manufacturing Industry in Queensland* (the strategy) is part of the Queensland Government's *Advanced Manufacturing 10-Year Roadmap* (the roadmap) and outlines the transformation currently occurring across the industry due to impacts from increased globalisation of markets, Industry 4.0 and the move towards mass customisation of higher value product.

The strategy recognises the need for a highly skilled manufacturing workforce to contribute to the sector's competitiveness over time. As such, the VET sector is recognised as playing a critical role in developing the skills, training and workforce development necessary to assist Queensland manufacturers meet these demands.

The government will support the growth of the skills required for employment and career development in the manufacturing sector





through ongoing investment of over \$50 million under the plan. Priority training pathways for the manufacturing sector include certificate I to advanced diploma level training, supporting apprentices and trainees under the User Choice program, individuals (including school students) seeking entry-level skills under the Certificate 3 Guarantee program, and individuals (including existing workers) seeking skills to advance their careers under the Higher Level Skills program.

In addition to this investment and as part of the Queensland Government response to the strategy, the department will progress work around the priority actions identified by Jobs Queensland and develop industry leadership of workforce development for advanced manufacturing. This approach is intended to support the development of new training solutions to address emerging skills needs such as new work-based training pathways and employability skills for the manufacturing workforce, such as adaptability, resilience, digital literacy, and science, technology, engineering and mathematics (STEM) skills.

## National Disability Insurance Scheme

The Queensland Government is working closely with the Australian Government, local communities and the disability sector to ensure that the transition to the National Disability Insurance Scheme (NDIS) is effective in terms of the rollout of services to clients throughout Queensland.

Success of the rollout will be dependent on the development of a highly skilled workforce positioned to provide more than 90,000 Queenslanders with the reasonable and necessary disability support they need for day to day living, injecting approximately \$4 billion per year into the Queensland economy.

To meet this demand, it is predicted that the current disability services workforce will need to double before the scheme is fully rolled out in 2019, equating to an estimated 13,000 additional workers required in Queensland. Jobs growth is expected to include a range of roles such as support workers, specialist health practitioners, case managers, office administration, customer service and community engagement.

A Queensland NDIS NGO Workforce Strategy (WorkAbility Qld) has been developed by a

consortium of peak bodies in collaboration with key government agencies. The consortium includes:

- National Disability Services (NDS)
- Community Services Industry Alliance (CSIA)
- Queensland Council of Social Services (QCOSS)

WorkAbility Qld aims to work collaboratively with the sector, government and the National Disability Insurance Agency (NDIA) to meet the identified needs of the sector in Queensland, and build the sector workforce supply and capability to meet demand under the NDIS.

The plan subsidises a range of qualifications and skills sets to equip the NDIS workforce with the skills necessary to meet client needs as they emerge. For example, there are skill sets and qualifications offered in a range of community services areas, as well as a number of health qualifications—such as the Certificate III in Individual Support designed to align with personal care roles, and the Certificate III and IV in Allied Health Assistance designed for roles which support allied health professionals—and skill sets, such as Induction to Disability.

The department has partnered with the consortium to develop the NDIS Training and Skills Support Strategy (NTSSS), which represents an investment of \$5 million over three years to 2020 for training, support and workforce development activities in this sector. The NTSSS will leverage current programs and mainstream investment for this sector within the plan, and will parallel the rollout plans of the NDIS to actively support the supply of skilled staff to match employment demand from NDIS providers in regions.

NTSSS priorities for 2018–19 will include developing and trialling new approaches to upskilling the NDIS workforce; supporting new entrant pathways to grow the NDIS workforce; and improving the quality of VET outcomes for the sector.

## Advancing tourism

Tourism is an important driver of the Queensland economy, creating jobs, attracting investment and sustaining communities, and the government has a long-term commitment to grow the state's \$ 25 billion tourism industry and cement Queensland's position as a world-leading tourism destination.

Advancing Tourism 2016–20 is the Queensland Government's plan to grow tourism and jobs, and seeks to capitalise on the opportunity afforded by unprecedented growth in tourism to increase market share and boost tourism jobs.

Given the important role that tourism plays in the Queensland economy, it is vital that industry has the skills and experience to meet the growing demands of visitors who are seeking high quality services and experiences.

Jobs Queensland released its Queensland Tourism Workforce Plan 2017–2020 on 20 July 2017. The plan provides recommendations that can be owned by industry in partnership with government and actioned at a local level as well as statewide. The Tourism Workforce Plan as part of the government's Advancing Tourism strategy will inform VET investment during 2018–19 to continue to address the emerging skills needs of the sector.

During consultation to develop the Tourism Plan, industry requested Jobs Queensland develop 13 tourism regional specific plans and these are currently being finalised.

The government will support the growth of the skills required for employment and career development in the tourism and hospitality sectors through the ongoing investment of around \$40 million in training and skills under the plan.

Priority training pathways for the tourism and hospitality sectors include apprenticeships in commercial cookery, traineeships in hospitality and travel, VET in Schools opportunities, entry-level training in hospitality skills, and workforce development aligned to higher level qualifications.

In addition to this investment, the department will also implement a training skills and support strategy during 2018–19 to progress priority recommendations identified by Jobs Queensland and to develop industry leadership of workforce development for the tourism sector. This approach will support the development of new training solutions to address emerging skills needs such as alternate training pathways to support the entry of underrepresented groups, and skill sets for entrepreneurship and digital tourism.



# VET investment profile

## Planned investment

Queensland is continuing to work with other states and territories and the Australian Government on future Federal funding arrangements for training and skills, and has sought funding certainty and a fairer sharing of financial risk.

Whilst these funding negotiations are still in train, the Annual VET Investment Plan continues to strongly invest in the provision of skills for Queenslanders, by committing over \$770 million in 2018–19 as outlined below.

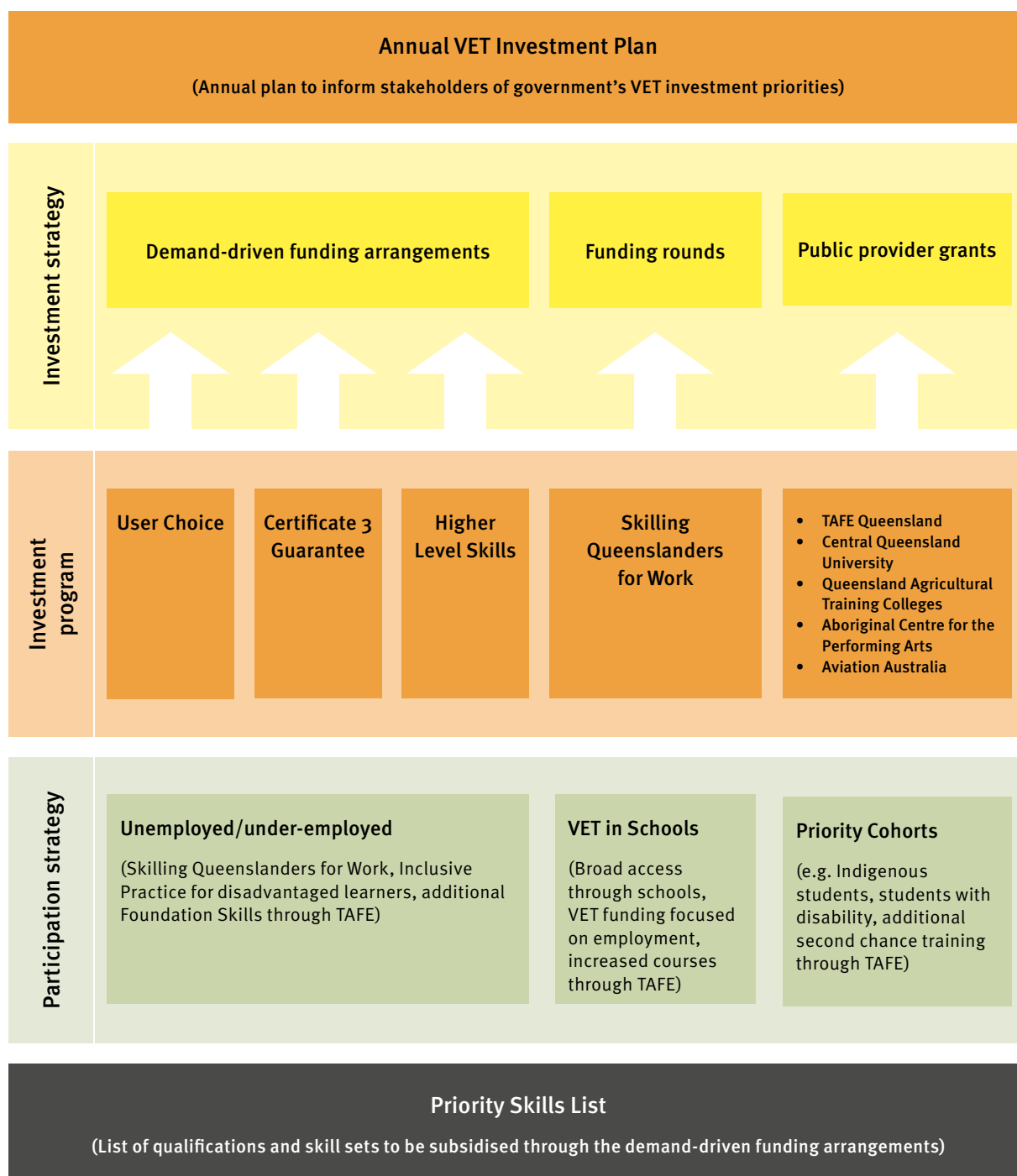
Investment program	2016–17 budget (\$M)	2017–18 budget (\$M)	2018–19 budget (\$M)
User Choice	\$220.3	\$212.0	\$202.0
Certificate 3 Guarantee	\$304.7	\$216.7	\$222.7
Higher Level Skills	\$60.0	\$70.0	\$70.0
Skilling Queenslanders for Work	\$60.0	\$60.5	\$80.0
State Contribution Grants	\$165.7	\$209.7	\$203.2
Total VET investment	\$810.7	\$768.9	\$777.9



# VET investment framework

The 2018–19 Annual VET Investment Plan is underpinned by a VET investment framework that supports demand-driven funding arrangements across a number of program areas, provides support for disadvantaged learners and other priority student cohorts, and provides a significant contribution to public providers to enable them to operate in a competitive VET market. The 2018–19 VET investment framework is outlined below.

Investment for key programs under this plan are outlined on the following pages and demonstrate the government's support of training opportunities across a broad range of industries.





## User Choice – \$202.0 million

The User Choice program is managed through demand-driven funding arrangements. The program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees. The funding priority of the qualification will determine the level of public funds contributed to training regardless of whether the qualification is an apprenticeship or traineeship. The User Choice funding priorities are determined from national and state data in conjunction with industry input, and are reviewed annually.

User Choice provides greater flexibility for apprentices, trainees and their employers to select an approved registered training organisation, known as a pre-qualified supplier, of their choice and to negotiate the type of training they require. In 2017, significant changes were made to the program to improve the consistency of subsidies provided under the Annual VET Investment Plan, and to promote apprenticeships and traineeships as effective

### Case study

Nicholas' decision to undertake an apprenticeship with Komatsu was a simple one, as it allowed him to satisfy two of his great interests – heavy machinery and farming. His dedication to his training impressed his employers so much that he was named their apprentice of the year in 2017, while his work ethic led to permanent employment with the company at the end of his qualification.

workforce development strategies for industry and employers.

### Target groups

- Apprentices and trainees employed under a training contract for a qualification funded by the department.
- Apprentices and trainees who have entered into their training contract while still at school (school-based apprentice or trainee).
- Experienced workers seeking a complementary pathway to a trade qualification.
- Year 12 graduates seeking to commence training in a high priority qualification.
- Participants on Skilling Queenslanders for Work (Work Skills Traineeships) projects.

### How is funding allocated?

The User Choice program provides a subsidy paid directly to a pre-qualified supplier for delivery of nationally recognised training to apprentices and trainees.

The level of subsidy is determined by the relative priority and indicative value of the qualification. Co-contribution fees are payable under the User Choice program and may be paid by the employer or an eligible third party, but cannot be paid or waived by the pre-qualified supplier.

Further details can be found in the relevant policies, guidelines, strategies and other documents available at [www.training.qld.gov.au](http://www.training.qld.gov.au).



### Top five User Choice industry investment sectors



Construction



Utilities



Engineering



Automotive



Hospitality

## Certificate 3 Guarantee – \$222.7 million

The Certificate 3 Guarantee is managed through demand-driven funding arrangements. The program gives eligible Queenslanders the opportunity to complete their first post-school certificate III qualification to gain a job or improve their employment status. The program supports the commitment to introduce and strengthen the national entitlement to a government subsidised training place up to the first certificate III qualification, including access to foundation skills and lower level qualifications.

### Target groups

- Working age Queenslanders without a certificate III or higher qualification achieved post-school.
- Individuals requiring foundation skills prior to entering, or integrated with, a vocational qualification.
- Disadvantaged learners requiring additional support through enrolment in a lower level qualification.
- Year 12 graduates seeking to commence training in a high priority qualification.
- School students enrolled in an eligible qualification under the VET in Schools funding framework.
- Participants on Skilling Queenslanders for Work projects.

### How is funding allocated?

The Certificate 3 Guarantee subsidy for a qualification is paid to an approved registered training organisation, known as a pre-qualified supplier, for delivery of nationally recognised training to eligible participants.

Pre-qualified suppliers may also partner with approved providers under Skilling Queenslanders for Work or other programs implemented by the department, such as Indigenous VET Partnerships.

Subsidy levels vary from qualification to qualification based on a number of factors, and are determined by the relative priority and indicative value of the qualification and are specified within the Priority Skills List.

Co-contribution fees are payable under the Certificate 3 Guarantee and may be paid by the employer or an eligible third party, but cannot be paid or waived by the pre-qualified supplier.

Further details can be found in the relevant policies, guidelines, strategies and other documents available at [www.training.qld.gov.au](http://www.training.qld.gov.au).

### Case study

Daniel undertook a Certificate III in Hospitality under the Certificate 3 Guarantee program. Excelling in the theoretical and practical components, Daniel completed his vocational placement at the Lakeview Restaurant in Caboolture. It was here that his passion for cooking really ignited as he was exposed to talented staff possessing a wide variety of skills. Daniel is now employed by Lakeview Restaurant with a view to becoming an apprentice chef.



### Top five Certificate 3 Guarantee industry investment sectors



Community services



Mining



Hospitality

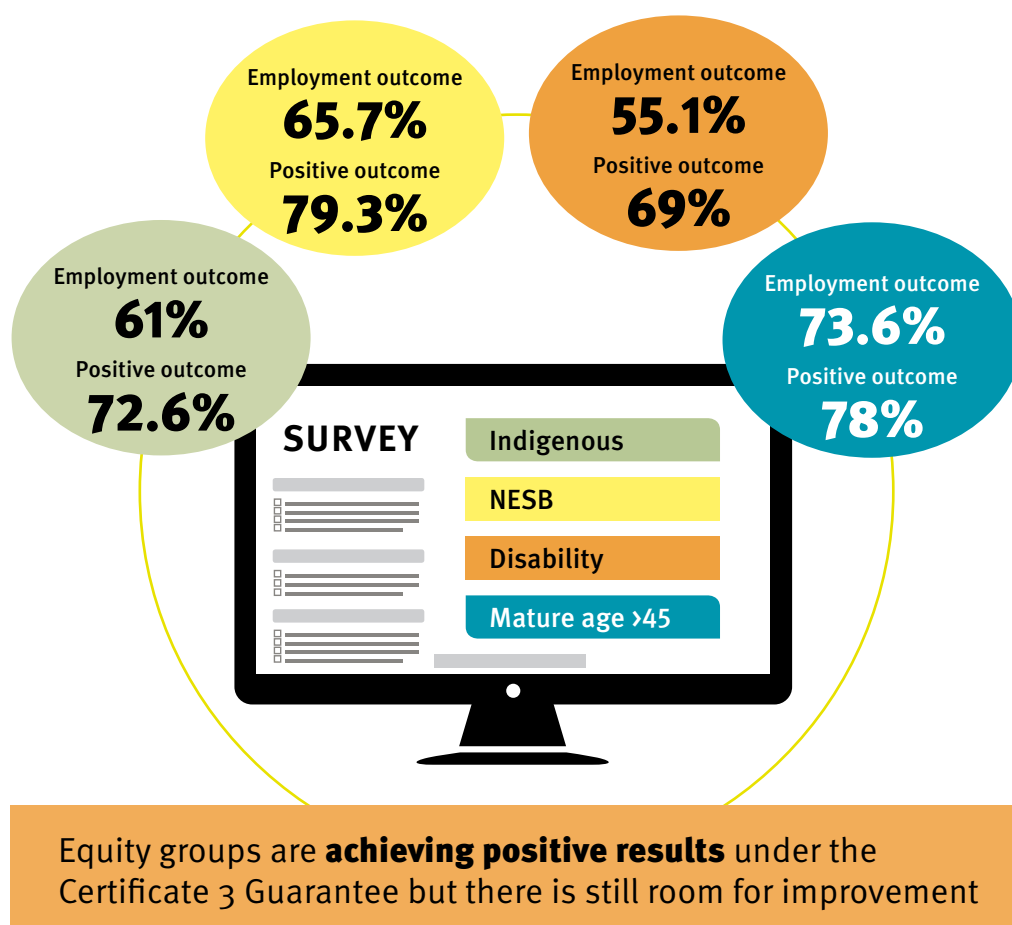
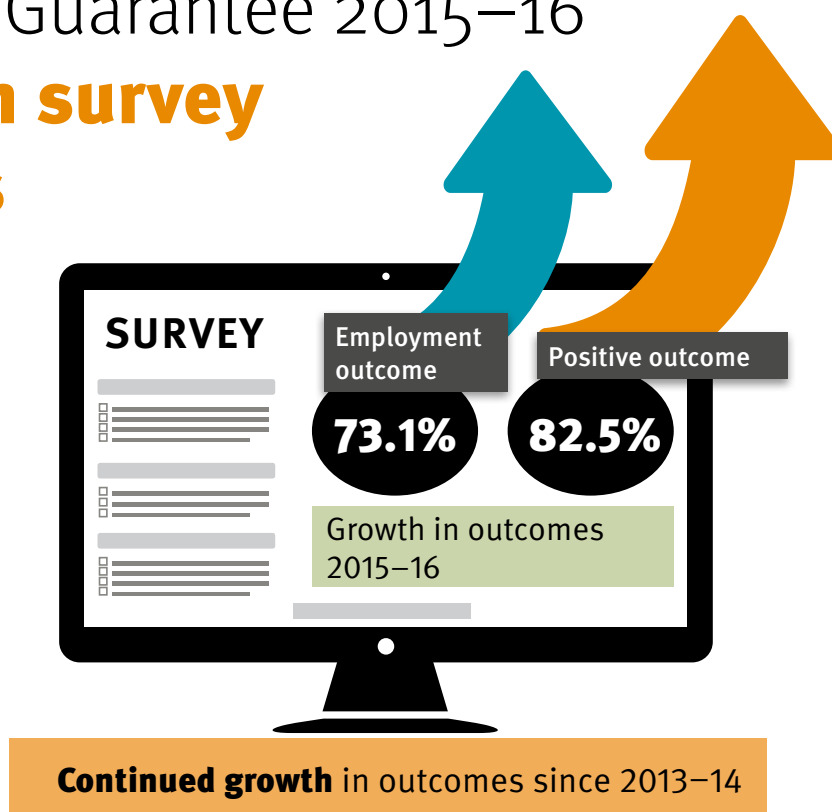


Primary industry



Construction

# Certificate 3 Guarantee 2015–16 destination survey key results



See back cover for full Certificate 3 Guarantee destination survey results.

## Higher Level Skills – \$70.0 million

The Higher Level Skills program is managed through demand-driven funding arrangements. The program provides eligible students and employers with access to a subsidised training place in a priority certificate IV, diploma or advanced diploma qualification, or a priority industry-endorsed skill set. The program will help individuals gain employment in a critical occupation, progress in their chosen career, or transition to university to continue their studies.

### Target groups

- Individuals seeking to gain employment in a targeted industry.
- Existing workers seeking to enhance their skills profile for career advancement.
- Individuals seeking a pathway to university aligned to priority occupations for industry and the economy.
- Employers seeking to implement a skills development plan to improve the productivity of their workforce.

### How is funding allocated?

The Higher Level Skills program subsidy for a qualification or set skill is paid to an approved registered training organisation, known as a pre-qualified supplier, for delivery of nationally recognised training to eligible participants.

Subsidy levels vary from qualification to qualification based on a number of factors, and are determined by the relative priority and indicative value of the qualification.

The level of subsidy is specified within the Priority Skills List and is available through the Queensland Skills Gateway located at [www.training.qld.gov.au/skillsgateway](http://www.training.qld.gov.au/skillsgateway).

Given the benefit to the workplace and individual, there is an expectation of higher levels of co-contribution. Co-contribution fees are payable under the Higher Level Skills program, and may be paid by the employer or an eligible third party, but cannot be paid or waived by the pre-qualified supplier.

Further details can be found in the relevant policies, guidelines, strategies and other documents available at [www.training.qld.gov.au](http://www.training.qld.gov.au).

### Case study

Working in an aged care facility but wanting to upgrade her skills, Belinda embarked on A Certificate IV in Leisure and Health under the Higher Level Skills program. Despite possessing a wealth of experience, Belinda still sought further insight into her clients' needs, and fresh ideas to plan their activities. Finding her training both professional and informative, Belinda also found her training provider flexible when facing health issues of her own. Since completing her qualification, Belinda has seen her enhanced knowledge benefit her workplace and clients.



### Top five Higher Level Skills industry investment sectors



Community  
services



Construction



Health



Hospitality



Business



## Skilling Queenslanders for Work – \$80.0 million

Skilling Queenslanders for Work is focused on providing direct assistance to those individuals that require additional support to gain the qualifications and skills needed to enter and stay in the workforce. Skilling Queenslanders for Work comprises a suite of programs that encourage equitable participation by a broad range of groups that generally face barriers or challenges in undertaking skills development or entering and remaining in the labour market.

The initiative invests in foundation skills to prepare individuals to participate in and complete vocational qualifications, as well as provide tailored support, job preparation skills, traineeship opportunities and paid work placements on community, public works and environmental projects. Funding will increase to \$80 million in 2018–19 to assist a minimum of 10,000 disadvantaged Queenslanders.

Training that improves an individual's skill level, employment prospects and social inclusion is a priority under Skilling Queenslanders for Work.

Skilling Queenslanders for Work complements the Certificate 3 Guarantee and User Choice programs by providing supported training places.

### Target groups

Disadvantaged groups being targeted include:

- mature-age job seekers (aged 45 years or older)
- Aboriginal and Torres Strait Islander people
- migrants and refugees from culturally and linguistically diverse backgrounds
- people with disability
- veterans, ex-ADF members and their families – new target group in 2018–19
- young people (aged 15–24 years), including those in and transitioned from out-of-home care
- women re-entering the workforce
- under-utilised workers, including workers who are marginally attached to the labour force or under-employed.

### How is funding allocated?

There are two statewide funding rounds each year with opening and closing dates published on the department's website.

Funding under Skilling Queenslanders for Work is provided to eligible community-based organisations and local councils to provide customised support and training, to help eligible participants to complete a qualification and transition to further training or employment.

Applications are assessed against published program-specific assessment criteria on a regional basis.

Seven locally-based Regional Priority Jobs Committees evaluate the community-based program applications. These committees review, prioritise and recommend applications for funding based on assessment criteria and regional needs. Committees are encouraged to take a strategic approach to prioritising projects ensuring a distribution of projects across different geographic locations and different equity groups, aligned to local employment opportunities.

Funding is also available under the initiative to incentivise local councils, community organisations and private sector employers to employ trainees and apprentices.

Further details can be found in the relevant Skilling Queenslanders for Work guidelines, fact sheets and other documents available at [www.training.qld.gov.au](http://www.training.qld.gov.au).

### Achievements to date

Since the reintroduction of Skilling Queenslanders for Work, a total of \$207.46 million has been invested across the state to provide nationally recognised training, skills development and job opportunities to 40,467 disadvantaged Queenslanders. This includes 1103 projects worth \$188.76 million under the community-based training programs to assist 39,359 participants; \$15.41 million for 1108 additional traineeship places allocated across 75 local councils, one statutory authority and 58 community based organisations and \$3.29 million paid to private sector employers for employing former participants as trainees or apprentices.

As at 30 June 2018, this has resulted in more than 16,600 Queenslanders successfully securing employment through their participation under Skilling Queenslanders for Work.

## Skilling Queenslanders for Work regional allocation 2017–18

Region	Funding amount	Target assist
Far North Queensland	\$3.711 million	703
North Queensland	\$4.762 million	1258
Central Queensland	\$6.099 million	1034
Darling Downs South West	\$4.992 million	843
North Coast	\$15.368 million	2790
Metropolitan	\$16.913 million	2907
South East	\$12.699 million	2471
<b>TOTAL</b>	<b>\$64.5 million</b>	<b>12,006</b>

The First Start program under Skilling Queenslanders for Work provides wage subsidies to local councils to employ additional trainees over 12 months. In 2017–18, \$4.25 million has been allocated across 61 local councils and one statutory authority for 340 traineeship positions. Additional funding was also available in 2017–18 for community based organisations to create new traineeships with a further \$1.76 million allocated to 30 organisations to employ 88 trainees.

## Case study

### Cerebral Palsy League of Queensland

Cerebral Palsy League of Queensland (CPL) was awarded \$48,500 to deliver a Work Skills Traineeships project that employed three disadvantaged job seekers from the Maryborough region. CPL employed participants as Work Skills trainees for six months to manage, market and retail artworks and other products created by local people with a disability in the Maryborough region.

The project saw participants set up retail outlets, such as pop up shops at local shopping centres and galleries, and market stalls at community facilities across Maryborough, Hervey Bay and Bundaberg. While completing nationally recognised training in the Certificate I in Business, participants completed tasks associated with customer service, sales, stock control, cash handling, workplace health and safety and hazard assessment. With all three participants successfully completing the project, 100 percent were successful in gaining continuing employment upon project completion.



# Skilling Queenslanders for Work Achievements

## Industry

Since 2015, the **top 5 Skilling Queenslanders for Work** industry investment sectors have been **construction, agriculture, business, general education and training, and community services.**

## Statewide traineeships

Since 2015, **1,075 additional traineeships** have been allocated across **75 local councils , one statutory authority** and **56 community organisations** across the state.

## Jobs and training

Since 2015, **26,254 participants** have completed a **Skilling Queenslanders for Work** program. **62% are employed**, in training or a combination of both.

## Investment

Since 2015, \$188.76 million has been invested in **1103 community-driven projects across the state** that will assist **39,359 disadvantaged Queenslanders.**

## Private sector investment

**\$3.29 million** paid to **private sector employers** for employing former SQW participants as trainees and apprentices.



## VET in Schools (VET funded)

VET in Schools (VETiS) is nationally recognised training undertaken by students while they are at secondary school. This training can be delivered by schools that are also approved as registered training organisations, or students can enrol in a course at TAFE Queensland or another registered training organisation.

The VET investment budget will only fund qualifications identified by industry as most likely to lead to employment and these are listed on the Priority Skills List on the department's website. Students can also complete a school-based apprenticeship or traineeship funded under the User Choice program.

VETiS funded through the VET investment budget complements the wide range of VET and vocational learning programs delivered by school and other registered training organisations and funded through the schooling system or by parents.

### Target groups

Secondary school students in Years 10, 11 and 12.

### How is funding allocated?

VETiS activity funded by the VET investment budget is managed through the Certificate 3 Guarantee.

Pre-qualified suppliers can access funding from the VET investment budget to enable school students to complete one VETiS qualification on the Priority Skills List at the certificate I or II level.

To access the VET budget for a certificate III qualification, students need to gain employment as a school-based apprentice or trainee.

Completing a certificate III qualification while at school will not exhaust a student's eligibility for a further government subsidy under other VET investment programs, regardless of the funding source for the VETiS activity.

Further details can be found in the relevant policies, guidelines, strategies and other documents available at [www.training.qld.gov.au](http://www.training.qld.gov.au).

### Case study

Currently undertaking a school-based traineeship with Northern Australia Primary Health Limited, Meagen works one day per week rotating between their Corporate Office at Douglas and their Headspace Office at Riverway Kirwan. Meagen is passionate about Aboriginal and Torres Strait Islander health issues and the Closing the Gap initiative, and plans to put the skills and knowledge she has gained during her traineeship to good use within her community.





## Foundation skill training

Foundation Skills are the core capabilities required for effective workplace and community participation, including language, literacy, numeracy and employability skills. Foundation Skills training provides opportunities for VET learners to build their foundation skills to the level required for the successful completion of a vocational qualification.

The department supports the use of the Australian Core Skills Framework (ACSF) and the Core Skills for Work developmental framework (CSfW) to benchmark learners' foundation skills capabilities and the use of the Foundation Skills Training Package for skills development.

### Target groups

VET learners who require additional assistance to build their foundation skills to the level required for successful completion of a vocational qualification.

### How is funding allocated?

The department is supporting Queenslanders to develop their foundation skills through the following programs:

- Skilling Queenslanders for Work – provides additional support for disadvantaged learners to build foundation skills while they participate in and complete vocational qualifications.

- Certificate 3 Guarantee – enables learners to access language, literacy and numeracy training while they complete vocational qualifications at certificate III level or lower, or to build skills prior to entering a vocational pathway.
- User Choice – enables apprentices and trainees to access language, literacy and numeracy training to improve their skills while they complete their vocational qualification.

### Other key points

Foundation Skills training must be tailored to the individual needs of the learner based on an evaluation of their current capabilities. Learners can be enrolled in a full foundation skills qualification or units of competency depending on their individual requirements.

The Australian Government runs a number of foundation skills programs including the Adult Migrant Education Program (AMEP) and the Skills for Education and Employment (SEE) program. Learners who meet the eligibility requirements for any Australian Government foundation skills programs should be directed to these programs in the first instance.

Further details can be found in the relevant policies, guidelines, strategies and other documents available at [www.training.qld.gov.au](http://www.training.qld.gov.au).



## State Contribution Grants to public providers – \$203.2 million

The Queensland Government's expectations of its five public providers is that they maintain and build on their status as premium providers of training and skills. The Queensland Government, industry, employers and students recognise that strong public providers are the cornerstone of a healthy training and skills sector in Queensland.

The State Contribution Grant supports public providers to support their ongoing presence in the contestable training and skills system, particularly the additional costs associated with quality teaching and teaching resources, including ongoing professional development.

In 2018–19, the government is structuring the State Contribution Grant to include an outcomes focus for public providers. For TAFE Queensland, CQUniversity and Aviation Australia, the State Contribution Grant will be a two part grant comprising:

- a base payment – a fixed and unconditional component of the allocated grant supporting the ongoing presence of quality public providers in the contestable training market
- an incentive payment that is linked to achieving agreed performance indicators.

## How is the funding allocated?

- TAFE Queensland – \$173 million
- CQUniversity – \$17.2 million
- Aviation Australia – \$4.7 million
- Queensland Agricultural Training Colleges – \$7.6 million
- Aboriginal Centre for Performing Arts – \$0.3 million.

Our investment in skills and training must take into account the need for training infrastructure that is aligned with and responsive to current and future training delivery demands—including technological advancements, new modes of training delivery, emerging industry sectors and their associated demands, and changing expectations of communities and employers.

Fit-for-purpose training infrastructure is integral to the delivery of quality training across Queensland. The Queensland Government will invest in refurbishing and modernising the training facilities for TAFE Queensland across the state, particularly through the Advancing Our Training Infrastructure commitment of up to \$85 million over three years.

Funding agreements developed between the department and the public providers outline the terms and conditions of the grants.



## Certificate 3 Guarantee destination survey results

### Annual survey comparison

Year	Response rate	Survey population	Employment outcome	Study/Training outcome	Positive outcome*
2013–14	46.8%	22,025	68.8%	32.6%	79.3%
2014–15	51.6%	44,346	71.8%	29.0%	81.1%
2015–16	51.2%	51,854	73.1%	30.9%	82.5%

### Equity breakdown 2015–16

Equity group	Proportion of survey population	Employment outcome	Study/Training outcome	Positive outcome*
Indigenous	6.9%	61.0%	30.4%	72.6%
NESB	8.9%	65.7%	32.4%	79.3%
Disability	5.8%	55.1%	30.9%	69.0%
Mature age (> 45 years)	21.9%	73.6%	14.2%	78.0%
25–44 years	35.4%	76.7%	23.8%	83.3%
Youth (20–24 years)	13.9%	72.4%	35.2%	82.9%
Youth (<20 years)	28.8%	68.7%	50.1%	84.7%

### Regional breakdown 2015–16 (based on training regional definitions)

Region	Employment outcome	Study/Training outcome	Positive outcome*
South East	73.6%	30.6%	83.5%
North Coast	72.8%	27.2%	80.9%
Far North Queensland	71.5%	32.8%	81.5%
Central Queensland	78.0%	28.8%	85.1%
Darling Downs South West	75.5%	28.9%	83.1%
Metropolitan	70.9%	33.2%	81.6%
North Queensland	73.4%	30.6%	82.6%

### Top 10 industries (ANZSIC) 2015–16 (based on employment at time of survey)

Construction	15.8%	Manufacturing	6.8%
Health care and social assistance	15.2%	Public administration and safety	5.1%
Transport, postal and warehousing	11.6%	Administrative and support services	3.7%
Accommodation and food services	10.0%	Education and training	3.7%
Retail trade	8.9%	Mining	3.7%

### Benefits of completing the certificate 2015-16

The most common benefits following completion of a certificate course were ‘Obtained a job’ (25.7%), ‘Improved general education skills’ (19.3%), ‘Gained extra skills for current job’ (19.1%) and ‘Improved resume’ (19%).

\*Positive outcome indicates that the participant was employed or engaged in further study, or a combination of both, at the time of the survey.



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