

Administrative information

Name of IRC: Business Services IRC

Name of SSO: PwC's Skills for Australia

Name of Training Package: Business Services Training Package

Name of Project: Review Work Health and Safety (WHS) qualifications and Units of Competency (UoCs) with a view to align these qualifications with the global Occupational Health and Safety (OHS) capability framework and address identified deficiencies in Training Package content

Business Services IRC Chair Signature:.....

This case for change was established as a result of initial research and consultations outlined in the Industry Skills Forecast and Proposed Schedule of Work Industry Skills Forecast and Proposed Schedule of Work for the Business Services IRC and subsequent endorsement by the Australian Industry Skills Committee.

The case for change

This change for change is proposed in response to the following industry drivers for change:

Industry drivers

1. There is a need for WHS workers to be equipped with the skills and knowledge to provide effective advice on managing WHS whilst also boosting productivity and morale.
2. The alignment to the Global OHS Capability Framework will enable the promotion of a high standard of capability among WHS students and in turn informs employers and regulators as to the capabilities of WHS students.
3. There are seven dimensions that need to be encompassed within WHS qualifications:
 - Systems management approach
 - Organisational culture and its impact on OHS
 - OHS risk management processes
 - Measurement and evaluation of OHS performance
 - Knowledge management
 - Communication, engagement and influence
 - Professional and ethical practice
4. The ongoing relevance of the Certificate III and Certificate IV in Workplace Health and Safety has raised concerns within Industry. As a result, these concerns culminated in the identification of several vague and outdated electives in the current qualifications requiring review.

The rationale for the project, as established in the Business Services Industry Skills Forecast and Proposed Schedule of Work, are included in Attachment C- *Project Rationale* to this case for change.

Recommended changes

Update to 39 of the 70 current UoCs to reflect industry demands

1. Eliminate duplication in 4 UoCs
2. Create 4 new UoCs to address industry demands. These will encompass:
 - Risk management
 - Hazard categorisation
 - Influencing with impact (Developed in- conjunction with the Diploma of Leadership and Management)
 - Usage of WHS IT tools (Potential to import unit where applicable)
3. Align Advanced Diploma and Diploma to Global OHS Framework

See also Attachment A – *Training package components to change*.

Industry support for change

Industry views were captured via targeted stakeholder interviews and a focus group video-conference. The method and scale of stakeholder consultation undertaken in building the case for change is outlined in Attachment B – *Stakeholder consultation method and scale*.

Issues identified by stakeholders

1. There is a need for WHS workers to have increased interpersonal skills. This will encourage safe, open and transparent practices to enable employees to feel more comfortable to approach and speak to WHS staff about any worries or concerns.
2. Increasing risk management technical aptitude will allow students to identify, manage and mitigate WHS risks more effectively.
3. Expansion of current delivery methods will provide students with ‘real world’ experience, increasing the connection between training and its application within Industry.
4. Agility in organisations is becoming increasingly important. Therefore, ensuring students have a broad knowledge of WHS will provide a cross-over of functions to benefit a variety of employers across the sector.

Impact of change

Throughout the Case for Change process we have sought to gather multiple perspectives on impacts of the proposed changes to training package. Below provides a description of all expected impacts relative to stakeholders for Project 1G given the proposed changes.

Stakeholder	Impact
<i>Industry/Employers</i>	<ul style="list-style-type: none"> • Increased product knowledge • Increased staff satisfaction • Increased efficiency • Multi-function knowledge to be applied in industry • Improved underpinning WHS knowledge
<i>Registered Training Organisations</i>	<ul style="list-style-type: none"> • Increased future-fit WHS UoCs • Increased upskilling of trainers • Increased transferability of across industries • Alignment with global OHS capabilities
<i>Learners</i>	<ul style="list-style-type: none"> • Provide clear employment outcomes • Increased competency standards • Increased awareness of qualification benefits and outcomes
<i>Other training products</i>	<ul style="list-style-type: none"> • Improved learning outcomes in training products across the VET sector which use WHS UoCs.

Implications of not implementing proposed changes

Current state issue	Likely impact(s) if not addressed
<i>Relevance of training</i>	<ul style="list-style-type: none"> • With no change to WHS qualifications, employers will not see the benefits of VET training to their business. • Continued uncertainty amongst employers as to the relevance of certain VET qualifications and how they relate to which job roles. • This impact is likely to be exacerbated as job roles continue to change and the content and structure reflect more traditional roles.
<i>Interpersonal skills</i>	<ul style="list-style-type: none"> • With a heavy focus on some technical skills, employers will not see students’ applicability to their organisations without the ability to communicate effectively. • Learners are likely to seek alternate courses that equip them with both soft and technical skills, decreasing enrolments in WHS qualifications.

<i>Duplication</i>	<ul style="list-style-type: none"> • Completing learners unlikely to meet industry expectations due to insufficient WHS specific knowledge. • Removal of superfluous units will enhance importation in other training packages, as content will be increasingly industry relevant. • Potential to negatively impact on the perceived value of certain qualifications in industry.
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Timeframes

PwC's Skills for Australia anticipates that a Case for Endorsement for the BSB Training Package will be submitted to the Australian Industry and Skills Committee (AISC) by December 2017.

Implementing the COAG Industry and Skills Council reforms for Training Packages

The table below outlines how the changes recommended in this case for change support the CISC reforms for Training Packages:

Reform	Evidence of this being addressed
<i>Removing obsolete and superfluous qualifications from the training system</i>	<ul style="list-style-type: none"> • By conducting thorough reviews, superfluous and outdated UoCs that are no longer applicable to industry will be removed.
<i>Making more information available about industry's expectations of training delivery</i>	<ul style="list-style-type: none"> • We have used replicated feedback from industry consultation to recommend changes to best suit their needs now and for the future.
<i>Ensuring the training system better supports individuals to move easily from one related occupation to another</i>	<ul style="list-style-type: none"> • By creating agile and transferable skills that meet organisations needs, there will be increased flexibility to work in a variety of occupations. • WHS reaches a breadth of sectors, the creation of cross functional skills will enable students to work in a variety of organisations and industry sectors.
<i>Improving the efficiency of the training system by creating units that can be owned and used by multiple industry sectors and housing these units in a 'work and participation bank</i>	<ul style="list-style-type: none"> • The skills acquired in the updated WHS qualifications will be applicable to many sectors through its increased focus on meeting organisations and personal skills needs.
<i>Fostering greater recognition of skill sets</i>	<ul style="list-style-type: none"> • The development of skill sets across the BSB Training Package will assist people moving from singular to multiple projects. • Improved clarity in existing and imported units provides better clarity of learning outcomes in skill sets.
<i>Ensuring that accredited courses 'fill the gap' in training packages and provide for training courses to be developed as quickly as industry needs them and support niche skill needs</i>	<ul style="list-style-type: none"> • The creation of new units which are non-specific to program types or industries can be imported and contextualised in accredited courses. • Improved clarity in existing units allows for easier understanding around where 'gaps' might lie in the BSB Training Package.