



# Best Practice Models

# 2008

The Construction And Property Services (CAPS) Network represents the workforce training and development needs of the construction and property services industries.

This collection of best practice stories represents the great work that the Network has been doing.



## The Construction And Property Services (CAPS) Network



The Construction And Property Services (CAPS) Network is an informal body comprised of representatives from the national skills council as well as Australian State and Territory building and construction and property services industry training advisory bodies.

The CAPS Network has a Memorandum of Understanding (MOU) and the key objectives of the Network are to:

- Foster a co-operative relationship on issues of mutual interest and in programs and projects undertaken by CPSISC, state industry training advisory bodies and other non-CPSISC projects;
- Share information of common interest and benefit to members;

- Promote the value of training to stakeholders within the building and construction and property services industries in Australia;
- Encourage research and development into training in the building and construction and property services industries; and
- Encourage and promote best practice initiatives in training for the building and construction and property services industries.
- To enhance the capacity of the Network to improve skills development in the building and construction and property services industries in Australia.

The CAPS Network teleconferences regularly and meets annually to discuss issues and ideas that affect the CPSISC and the State & Territory ITABS.

This year's CAPS Network conference was held in Adelaide on 6-8 July 2008.

The winner of the Best Practice Models this year was: Construction Skills Queensland!



## BEST PRACTICE STORIES

# Heritage and Artisan Support Project

South Australia's heritage architecture is a defining feature of the State. A stroll along North Terrace provides a vision of the foresight and commitment to the built environment among South Australia's founders. It is important that the building and construction industry preserves the skills to continue to maintain public buildings and also the magnificent architecture of a significant number of private homes throughout the State. Skills such as stonemasonry, decorative finishing, wrought iron, stained glass and traditional methods of timber framing are dwindling while the emphasis in contemporary training in the industry is geared to higher volume skills.

The Construction Industry Training Board has commenced a program designed to preserve a range of rare, heritage and artisan trades. This project aims to attract skilled tradespeople to learn these skills, build the pool of labour to maintain South Australia's heritage and to train future generations to create and preserve these buildings.

The first workshop, held over 5 days in November 2008, focused on traditional

heavy timber framing, including use of pegged mortice and tenon methods. The end result was a beautiful timber structure to provide a place for visitors to Monarto Zoo to relax in a shaded area. The workshop covered theoretical and practical aspects of traditional timber framing including timber selection and raising of the frame. A permanent story board tells visitors about the tree used for the timber, milling and the skills and methods of construction.

In addition to providing practical skills for participants, the workshop process and skills were on display for visitors to Monarto Zoo and promoted careers and interest in the construction industry, in particular the heritage trades. These elements are essential to the courses to follow, including stonemasonry scheduled for early 2009.

More information about heritage timber framing can be found at [www.timberframes.com.au](http://www.timberframes.com.au)

For information about future courses, contact Lisa Kennedy, Construction Industry Training Board, on 08 8172 9500 or [lisak@citb.org.au](mailto:lisak@citb.org.au)

## BEST PRACTICE STORIES

# Property Services Information Support Line

This project has now been funded for an additional 12 months by the NSW Office of Fair Trading.

### PROGRESS TO DATE

The project has achieved its initial objective, that was to establish an information and support service for the Property Services Industry.

### STAFF RECRUITMENT

After some months advertising and interviewing candidates we employed a suitable person as coordinator for the project. Hana Esber is a qualified Real Estate Agent and has previous experience in working in information centres and in government agencies. The ITAB also provided in-house training for the coordinator and arranged for OFT orientation meeting.

### INDUSTRY SUPPORT LINE OPERATION

The Property Services Industry support line operates between 8.30am and 4.30pm five days per week providing advice on CPD activities, Certificate of Registration and general enquiries

on all training and licensing matters. Our coordinator is able to answer most enquiries directly, and where this is not possible we have access to expert advice. Since our establishment we have developed a reputation for being able to deliver information effectively to a broad range of industry personnel.

### WEBSITE



The ITAB developed a new website for Property Services which relates to the needs of all stakeholders, including but not limited to, RTOs, Employers, Students, CPD providers.

Our original objective of developing a website that is bright and easy to understand and navigate has been achieved. The ITAB has received positive feedback from a large number of groups regarding the website since its launch.



## BEST PRACTICE STORIES

# Green skills for a sustainable workplace Go-Green Australian Apprenticeships



**A READY-MADE SUITE OF AUSTRALIAN APPRENTICESHIP SAMPLE TRAINING PROGRAMS, ACROSS INDUSTRY, FOR OCCUPATIONS THAT RELATE TO THE ENVIRONMENT, OR SUSTAINABILITY.**

This is a DEEWR industry pathfinder project managed by the Construction and Property Services Industry Skills Council (CPSISC). Business Skills Victoria has been contracted by CPSISC to develop Go-Green Australian Apprenticeships Sample Training Programs across the industry sectors.

The Business Council of Australia (BCA, 2002) indicated that *'we should aim for long-term behavioural change across all sectors (domestic, transportation, industry and agriculture), through a combination of education and general awareness for all sectors.....'*

Training Packages provide the essential infrastructure from which to build practical sustainable job examples. As a base, the appropriate Training Packages' packaging and customisation guidelines have been utilised for each job so that a recognised Australian qualification is issued upon completion.

### GREEN TRAINING PACKAGE APPLICATION

Strong support exists for the use of competency standards as a way to define training needs and to drive delivery of vocational education and training (VET) for industry. Government policy and industry acknowledges the need for more environmentally friendly industry practices. 'Go-Green' Australian Apprenticeships are a 'here and now' solution to industry sustainability via flexible use of existing Training Package qualifications across industry and a guide to the range of vocations to be considered when estimating future environmental vocational needs.

### ACCESSIBLE GREEN TRAINING

'Go-Green' Australian Apprenticeship Sample Training Programs are a 'ready to use' resource of Training Package implementation methods for sustainability training within Australian Apprenticeships. This makes the National Training Framework more accessible to industry.

## BEST PRACTICE STORIES

# Brookfield Multiplex Constructions – NSW Construction

### **BUILD-UP – A RESOURCE KIT TO SUPPORT HIGHER LEVEL CAREER TRANSITIONS IN CONSTRUCTION WORK**

As part of the NSW Department of Education Industry and Enterprise Skills Program resources have been developed to assist workers participate in training processes aligned to the new higher level Construction qualifications. These qualifications balance technical aspects of construction work with supervisory and management responsibilities. They also require skills in critical areas of competency such as safety and risk.

As part of the project an Introduction Booklet for each candidate along with Candidate Guides, Assessment Instruments, Trainer & Assessor Guides, RPL/RCC Guides, have been developed for the following units of competency:

**BCGBC4001A - Apply building codes and standards to the construction process for low rise building projects**

**BCGBC4009A - Apply legal requirements to building and construction projects**

**BCGBC4008A - Conduct on-site supervision of the building and construction project**

**BCGBC4012A - Read and interpret plans and specifications**



**BCGBC4021A - Minimise waste on the building and construction site**

**BCGBC4024A - Resolve business disputes**

**BCGBC4025A - Manage personal work priorities and professional development**

**BSBPMG407A - Apply risk management techniques**

Brookfield Multiplex Constructions initiated the project in partnership with CPSISC, and with other participating employers trialed the resources and provided Mentors from each workplace to assist the participants with their research and application to the assessment tasks. The participants came from a variety of backgrounds; Apprentices, Site Supervisors, and Trade Contractors and range from young people to mature aged employees.

Support for Mentors was encouraged and maintained by Back to Basics Business Training, the RTO who presented the program. Meetings with the Mentors and RTO took place prior to each Unit being presented to enable them to have input into the content and relevance of the material and the assessment process. The review by the Mentors (all of who have significant industry experience), provided valuable assistance in ensuring that the material is what was required by both employees and employers in this particular section of the construction industry.

The trialing has been completed. Program participants have given positive feedback and will receive Statements of Attainment for related competencies. The resources will be available towards the end of 2008 through the NSW Department of Education and Training's web-site: [www.skillsonline.net.au/](http://www.skillsonline.net.au/)

## BEST PRACTICE STORIES

# Career Promotion and School to Work Transition program

The BCITF in Western Australia implemented a landmark marketing programme in 2004 to promote the Building and Construction Industry as a first choice career option, raise awareness within industry of the BCITF subsidies and provide hands-on, experiential opportunities for students. The programmes within the scheme aim to foster collaboration between industry, training providers and the education sector.

During key periods throughout the year, there is a significant media campaign involving television, press and radio. The campaign directs people to the [www.nolimits.com.au](http://www.nolimits.com.au) website as the central point for obtaining further information about the industry. This marketing exercise generates a strong response with a measurably significant spike in visits to the "No Limits" website which reached a new high in the last financial year with 35,000 visits.

The programme includes a comprehensive suite of information materials about careers in building and construction including an interactive website, a 10-minute promotional video and a 44 page booklet launched to industry and the education sector. The materials were designed to appeal to young people and provide the community with a tool to assist in making an informed choice about career direction.

In forging an enduring relationship with the education sector, the Career Promotion program has involved other key strategies including:

- an extensive Schools Visitation Program which has included Big Mouth Ambassadors, volunteer industry representatives who work in the Building and Construction Industry and talk about their individual career pathways.
- a School to Work Transition Programme which funds secondary students enrolled in Certificate I General Construction programs and undertake work experience in the industry. The funding is to support employment of a mentor, the purchase of safety equipment and provide subsidies for compulsory Safety Awareness Training for work experience on building and construction sites. In the past year, 2,200 students were funded to undertake some form of school to work transition programme.
- subsidising senior secondary students for VET Structured Workplace Learning building and construction work placements.
- awarding of scholarships to some hundreds of young people who successfully complete a building and construction pre-apprenticeship course.



- "Try-A-Trade" taster courses fully funded by the BCITF for students in metropolitan and regional areas.
- recognition for talented apprentices through an "Excellence in Training" program. In collaboration with industry associations, group training organisations and training providers, the BCITF supports awards for individual apprentices who demonstrate high achievement in their on and off-the-job training.
- a mobile public information exhibit for display in public libraries across the metropolitan area supported with take-away information brochures, and the No Limits website.

To this day, the BCITF continues to promote careers in building and construction as a first choice career option for young people and the wider community through the One Industry – No Limits suite of programs.

Industry recognises the campaign and associated strategies as significant catalysts for the growth in apprenticeships and traineeships in the industry.

The BCITF continues to receive positive feedback from WA and stakeholders in other states about the quality of its information materials, and considerable interest from other industries.





## BEST PRACTICE STORIES

# Digital Stories for the Construction and Property Services Industries

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SITAC has been working with CPSISC to create digital stories for the construction and property services industries to support the NICS Career Fact Sheets.

### BACKGROUND ON THE FACT SHEETS

CPSISC is one of 10 organisations contracted by the DEEWR to develop industry-specific career information under the Careers Advice Australia initiative. Currently CPSISC's careers website Construct My Career includes downloadable and customisable print based career information fact sheets for 39 different occupations within Construction and Property Services industries.

These fact sheets are utilised principally by Regional Industry Careers Advisors (RICAs) who then distribute the information to schools and Local Community Partnerships within their regions.

### DIGITAL STORIES

The world of the majority of young people includes technology and with this in mind, SITAC worked with CPSISC to create short, informative Digital Stories that showcase careers and key occupations within Construction and Property Services industries. Information in the stories is consistent with the PDF and Word documents already uploaded on the Construct My Career website such as what the job entails, challenges and how people working in the job achieved their goals. However, the videos are also:

- engaging
- easy to download to a variety of devices including handheld and computers, update and contextualise
- short - no more than 2 minutes duration

### PROJECT OUTCOMES

- Two one minute overview videos of the Property Services and Construction Industries suitable for teachers, parents and students.
- Sector specific videos for:
  - Security
  - Real Estate
  - Cleaning
  - Pest Management
  - Fire Protection
  - Spatial Sciences
  - Waste Management
- Develop a lesson plan to assist teachers integrate video career tools ie discussion prompts for classroom exercises.

The first Digital Story and lesson plan to be completed was for the Security industry. To download the Security video or the lesson plan, go to: [www.constructmycareer.com.au](http://www.constructmycareer.com.au)

Storyboards currently exist for Real Estate, Cleaning and Pest Management, and the digital stories and lesson plans will be available soon.





## BEST PRACTICE STORIES

# Construction Skills Queensland 2008/09 Training Plan - Industry Priorities

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The Queensland building and construction industry is the strongest in the country.

With unprecedented levels of infrastructure investment and a strong demand for housing, the industry has experienced a long and protracted period of growth. This explosive growth has caused new problems, with the labour market operating at close to capacity and widespread skills shortages reported as a result. Construction Skills Queensland, as the centre of excellence for the Queensland building and construction industry, is committed to meeting the skills challenges of the fastest growing industry in the state.

However, the reality of a rapidly globalising market is that Australia and Queensland are exposed to an increasingly complex economic landscape. Recent developments in finance markets around the world have caused serious concerns at every level of Government and industry. In this environment of escalating uncertainty, the building and construction industry needs a clear plan for navigating periods of potential slowdown while maintaining the skills development so critically required in our state.

This year, Construction Skills Queensland is empowering industry-led solutions. By employing an extensive industry engagement model, Construction Skills Queensland has collected comprehensive industry intelligence in every region and at every level of the industry. Through analysis of this feedback and advice, Construction Skills Queensland has set a new skilling agenda for the development of this Annual Training Plan, establishing **six new industry priorities**:

1. Improved Pathways into the Industry
2. Improved Flexibility and Capacity of the Training System
3. Improved Apprentice and Trainee Retention
4. Infrastructure Skills Development
5. Specific Target Groups and Regional Strategies
6. Higher Level Qualifications

Through new and innovative funding systems, combined with strong partnerships with industry and training providers, Construction Skills Queensland has a wide range of specific initiatives that will maximise the impact of the Building and Construction Industry Training Fund (Qld) on the skilling agenda for the state. These bold new industry priorities will be supported by strong administrative, financial, marketing and research support, to maximise their uptake and success.

This year will see the centre of excellence expand in capacity and activity, as it works to deliver real skilling solutions that meet the needs of industry. This is a landmark year for the building and construction industry in Queensland. The advent of Construction Skills Queensland as the centre of excellence heralds a new period of empowerment for the industry, providing rapid and well-resources solutions to the bring **the right skills to the right place at the right time**.



## BEST PRACTICE STORIES

### Talent hunt gets off to early start – in primary

“Can we fix it? Yes we can!” Vince Ball is hoping that Bob the Builder’s refrain stays in children’s minds as they move through school.

Ball, the chief executive officer of the Canberra based Construction Industry Training Council (CITC), is working to redress skills shortages in the construction industry by going into schools to introduce the industry to the children, hoping to inspire secondary and primary students to find a career in construction. It’s a simple but innovative program, and Ball says there is no equivalent of which he is aware among CITC’s overseas peers.

After he had the initial idea in 2006, he says a working group spent half a year devising the program before going live in ACT schools in 2007. Lou Agnello, a Director from Manteena and Melissa Travers, Principal of Latham Primary School were members of the working group. The working group was fully supported by the programs patron, Senator Kate Lundy. At the heart of the program is the realization that to turn skill shortages around, you have to inspire young people to attain those skills. Ball says: “In the construction industry, we’re looking at big issues in 10 to 15 years’ time with skill shortages, particularly in the trades and technical side of the industry. The reality is that you can’t fix skill shortage problems in 12 months. We’ve taken this program initially into primary schools because we’re looking 12-15 years ahead.

“We’re in our second year with the primary schools, but this year we’ve extended the program into secondary schools. With the support of Canberra Institute of Technology (CIT) and the Housing Industry Association (HIA) we’re introducing ‘taster’

programs and all the training. The program has been so successful in the primary schools, we don’t want to lose those kids in years 7 to 10 so the secondary school element has been fast-tracked.”

Ball says the ACT Education Department has been a “fantastic” supporter of the program. The primary school CITC approached to run the pilot program in 2007 “picked it up and ran with it.”

The school did a six-week intensive program with the kids, with four teachers involved, in which the kids were given a homework project to choose a building they liked, do some research on the building, what it was for and how it was built. The kids had to incorporate a floor plan of a building, which could be any building they wanted – they could dream one up. Ball says some children chose iconic buildings such as Parliament House and the National Library. Some chose their school, other chose the houses their families had built.

“What the teachers were really thrilled about was that they had kids going into the National Library and looking at all the archive entries on the building,” says Ball. “They had kids arranging and doing interviews with the project managers on current projects here in the ACT, and they had kids doing Powerpoint presentations on ‘their’ buildings. We targeted years 5 and 6, but it was so popular in the first year, year 4 kids participated as well.”

He says “the education department, particularly, recognizes the way in which the program widens classroom learning. One of the challenges for the schools is connecting the kids to maths: they’re finding that our program shows that maths is relevant to everything, and helps them to connect with maths.”

At the end of the day Ball knows that not all of the children who have gone through the program will enter the construction industry, but he says CITC is happy that they’ve been “challenged enough to find out something that they are good at. We see it as a positive if they find another industry that they want to get involved in. This is all about providing opportunities to the kids, to challenge them, so that the kids can say: ‘Hey, I am good at this.’”

And while Bob the Builder is not a part of the program, he does help, says Ball: “It’s definitely a chord that’s in their minds that we can hit. We want to go back further still, into the preschools, and Bob the Builder can certainly help us there.”

Story was published in Careers in Construction and Infrastructure feature in the Weekend Australian, 25 October 2008



CAPS Networking Conference  
Adelaide 6-8 July 2008





The Construction And Property Services Network (CAPS Network) is made up of:



ACT Regional Building & Construction Industry Training Council



Building Industry Consultative Council Industry Advisory Body



Construction Industry Training Board (CITB) SA



Major Industries Training Advisory Council



Construction Industry Training Advisory Board NSW



Business Skills Victoria (BSV)



Construction Skills Queensland



Service Industries Training Advisory Council



Building and Construction Industry Training Fund (WA)



NSW Property Services Industry Training Advisory Board



Industry Services Alliance



Finance Property & Business Skills WA



Business Services Industry Skills Board South Australia Inc



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