

2008/09

Annual Performance Report to DEEWR



Construction and Property
Services Industry Skills Council

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KEY ACHIEVEMENTS & IMPACT

The Board of Directors of the Construction and Property Services Industry Skills Council (CPSISC) is pleased to present its Annual Report for the 2008/09 financial year. During this period, the organisation has realised a number of key achievements:

- > Developed a new **CPSISC Environmental Scan**, enhanced to provide ground-up strategic intelligence and data involving extensive research across our industry sectors. CPSISC backs its research with key events such as our national conference "Meeting the Challenges", held at Star City Casino in July 2009. The topics covered, workshop debate and issues explored, have informed our Environmental Scan and organisational planning processes. As an 'early alert' trends-based report, the Scan highlights the key issues facing our industries and importantly, the implications for skills development, training products and the Vocational and Technical Education (VTE) system more broadly. Two of the key areas identified in the current Scan are *green jobs and sustainability*. Formally recognised by the National Quality Council (NQC), fellow Industry Skills Councils (ISCs) and organisations such as the Australian Chamber of Commerce and Industry (ACCI), the Scan is a key direction-setting document for CPSISC's strategic focus and activities. Building on its initial success, CPSISC is growing its capacity to further update the Environmental Scan via direct input from industry representatives, newsletter feedback and web-based data and intelligence reporting mechanisms. Once again, this valuable insight into the future shape of industry will support both government and industry to anticipate and put in place the required strategies to meet identified workforce development needs.
- > A new and innovative **Workplace Literacy Strategy**. Workplace literacy is a key challenge that we face in our industries. The 2006 *Australian Literacy and Numeracy Survey* by the Australian Bureau of Statistics indicated that 46% of Australians are unable to meet literacy and numeracy challenges in the workplace.
- Research shows that a 1% improvement in workplace literacy can lead to a 2.5% increase in productivity, and a 1.5% improvement in GDP. Our industries, especially Construction followed closely by Security, have the lowest literacy scores of any Australian industry. The worrying thing is that there has been little improvement over a ten year period. CPSISC is currently piloting the new strategy for full implementation in a year's time. At a recent consultation regarding literacy, a construction worker stated "*we usually bluff it at work or get our mates to help*". This is typical of the challenge facing all trainers, employers and employees across our industries. There is little value in blaming the school system. All Australians have responsibility for building the skills base of our nation to ensure workers achieve their full potential.
- > Provided input into key government policy on training strategies to deal with the **global financial crisis**. CPSISC has worked collaboratively with the Department of Education, Employment and Workplace Relations (DEEWR) and other ISCs to ensure smooth implementation of government policy. CPSISC also works cooperatively with its state and territory Network of Construction and Property Services (CAPS) industry advisory bodies with regular teleconferences and an annual meeting to work through key challenges facing us all.
- > Important new work involving **sustainability** and its incorporation into our training packages. We have developed resources with the Department of the Environment, Water, Heritage and the Arts (DEWHA) to support the Government's *Energy Efficient Homes Ceiling Insulation Initiative*. The highly visual suite of resources will enable implementation of this billion dollar initiative. DEEWR also worked closely with us to enable these developments to occur and we would like to thank them for their outstanding support. In addition, units of competency have been extensively built into the CPC08 Construction Training Package with 'Work

KEY ACHIEVEMENTS & IMPACT

effectively and sustainably in the construction industry standards being included in every qualification. Many other initiatives relating to sustainability are discussed later in this paper.

- > Worked closely with a range of **COAG** (Council of Australian Governments) groups on a number of initiatives to ensure **consistent national licensing** across our industries (including security, plumbing and property licensing). These initiatives are critical to ensure a competitive business infrastructure within Australia.
 - > In the property services industry, review of the **PRM04 Asset Maintenance Training Package** which has been incorporated into the new CPP07 Property Services Training Package. Asset maintenance is the last of the three property services packages to be pulled into our integrated training framework for the industry.
 - > In the construction industry, finalised the review of its three training packages resulting in the **CPC08 Construction and Plumbing Services Integrated Framework Training Package**. CPSISC ran implementation workshops in every state in Australia throughout March and April 2009. In many cases, state licensing people and OHS regulators assisted us to ensure that providers were well versed on requirements. We were particularly keen to make sure that providers were aware of the new qualifications structure which provides improved career pathways. The intention is to avoid non completions of Apprenticeships by providing 'taster' qualifications to allow better career choices. CPSISC wants to attract, train and retain people in the construction industry.
 - > Developed a new and innovative online **Resource Centre** to give providers, employers and learners the tools they need to understand our industries, make the most out of existing resources and networks, and deliver quality training and assessment outcomes based on training packages. Our goal is to make the VTE sector more accessible and easily understood by all players in our industries. In this vein, we
- are removing jargon and using plain English where possible, and brokering sharing of information, resources and good practice in implementation between RTOs. The Resource Centre is the linchpin of our future focus on implementation. It will ensure the quality products we already have (and those being developed) are used for maximum success in VTE outcomes for our industries.
- > Explored options for future **cooperation with State IABS** at a CAPS (Construction and Property Services) Network conference in Sydney in November 2008. The meeting discussed strategies for improving cooperation, and examined ways we could improve the current endorsement process for training packages. CPSISC has now developed a **continuous improvement model** for updating training packages and this is live on our website. The web-based model enables clients to insert key issues and track progress, thereby avoiding any misunderstandings about whether issues have been heard or actioned. A further CAPS conference has been planned for Alice Springs in October 2009 as we believe that cooperation with state IABS is critical for a healthy VTE system. In recognition of the important role played by IABS, CPSISC has funded three equity projects in 2009:
 - **The Construction Diaries** (project targeting Indigenous participants of a construction pre-employment program in the Katherine region to raise awareness of the issues surrounding training Indigenous Australians from regional and remote areas for careers in construction).
 - **Women in Technical Security** (project aims to improve awareness of women in non-traditional roles, and to increase workforce participation of women in technical security)
 - **Women in Non-Traditional Trades** (project aims to raise awareness of career pathways and opportunities in building design as an alternative to architecture).

KEY ACHIEVEMENTS & IMPACT

- > Worked closely with several government departments to redress areas adversely impacted upon by skills shortages. Projects range from **environmental initiatives** with DEWHA, to **building career pathways for mature workers** in partnership with Multiplex Constructions and the NSW Department of Education and Training (DET). This latter project has been widely applauded by DET NSW and rolled out around Australia by Multiplex.
- > Continued to **build strong relationships with international colleagues** including a strategic engagement tour to the UK, Brussels and India in May 2009. The visit was of critical importance to CPSISC as it gave us the information needed to respond to proposed new policy initiatives such as credit systems for articulation to higher education, institutional training, use of skill sets in construction, and on the application of the European VTE system and its likely application in Australia. The outcomes of the visit have informed our strategic and business planning processes and enabled benchmarking of our standards to ensure that we are at the 'head of the pack' in terms of international developments. CPSISC was able to brief Lord Young, Minister for Apprenticeships in the UK, on the Australian VTE system. We also provided useful advice on training strategies used in both Sydney and Beijing to ensure adequate numbers of trained staff to cope with the London Olympics. As a direct result of our visit, the British Security Association has forged linkages with the Australian Security Association. Similarly, the Qualifications and Curriculum Authority in the UK is sending a representative to the annual conference for Government Skills Australia. They will also meet with the CEO's forum of Australian Skills Councils so that information can be shared efficiently. Our visit to India resulted in the Confederation of Indian Industry indicating that they are likely to adopt the Australian Skills Council model for use in that country. Our CEO has been invited back to India to present at an international conference in September 2009.
- > CPSISC has a major role to fulfil as an industry leader, responsive to the needs of our industries by being good listeners, and more importantly, by keeping us at the leading edge of international developments. It is our job to drive change in such a manner that we get the best possible outcomes for our industries, and to ensure that the government of the day adopts exciting new and achievable programs that will build our skills base. CPSISC will continue to strive to ensure that its training packages and related resources and processes, are easily adaptable to the changing needs of industry, and transparent to build industry confidence, while we focus our future efforts on effective implementation strategies.

OUR VISION, MISSION, KEY OBJECTIVES & ROLES

Our vision

Enterprises in the construction and property services industries will have access to world class skills and workforce development that will support our industries' enterprises to achieve business success and make them a 'first choice' for work by Australians.

Our mission

To articulate and advocate the training, skill and workforce development needs of the construction and property services industries by articulating and advocating their training, skill and workforce development needs.

To facilitate the delivery of services by the national VTE system that meet the needs of the construction and property services industries through the development of strong partnerships and provision of high quality advice, research and products.

Our key roles

- > Develop and promote national training standards and qualifications.
- > Provide advice and assistance to companies and training providers on the use of these national standards and qualifications.
- > Help promote jobs and careers in the construction and property services industries by encouraging quality training and highlighting career pathways.
- > Work with industry to identify training needs and priorities and to influence the allocation of training places.

- > Collect and analyse strategic intelligence to use to provide industry leadership, representation and advice in order to:
 - influence government policy, priorities and regulatory arrangements (including occupational licensing); and
 - continue to build a quality training culture in the industries.

Our challenges

- > To improve career pathways through the implementation and take-up of the latest training packages.
- > Effectively implement Skilling Australia initiatives.
- > Provide strategies to minimise skill shortages.
- > Skill the workforce to adapt to increases in technology and to work sustainably.
- > Facilitate more flexible and improved assessment processes.
- > Harmonise licensing.

Priorities

To address these challenges, the Board of CPSISC has set the following priorities for 2008-2011:

- > boost training provision in its industries, especially in key areas such as sustainability and technological advancement by identifying and articulating industry skill needs and priorities;
- > improve completion rates;
- > enable and promote workforce development by increasing participation in, and outcomes from, training for the existing workforce;

OUR VISION, MISSION, KEY OBJECTIVES & ROLES

- > improve the availability, accessibility and quality of skills recognition products and services;
- > focus on innovation in training delivery and on the quality of training outcomes;
- > stay ahead of international best practice to ensure that Australia's training is leading edge;
- > support nationally consistent licensing arrangements;
- > explain the importance of making careers in the industries attractive and work in the industry rewarding; and
- > use industry networks and 'on-the-ground' intelligence to identify emerging trends.

Strategies

The CPSISC Board has agreed to the following strategies to meet the priorities.

INDUSTRY LEADERSHIP AND INFLUENCE

- > Work with Skilling Australia, providers and enterprises to ensure our industries are allocated needed training places and to increase the uptake of apprenticeships, traineeships and training opportunities for existing workers.
- > Influence government policies and priorities and industry reforms by:
 - advocating greater innovation and flexibility in training delivery for all pathways;
 - using units of competency to help build nationally consistent licensing frameworks; and
 - advocating the role of workforce development, skills recognition and improved career pathways in increasing labour force participation and retention.

PRODUCTS

- > Develop and renew national training packages through the new continuous improvement process.
- > Develop skills recognition and assessment tools.
- > Produce marketing materials promoting best-practice.
- > Enhance NICS careers advice tools.
- > Develop training package user guides and a web-based system to disseminate resources.

SERVICES

Provide timely and informed services:

- > to governments on industry training needs and priorities through the provision of research, information and advice using mandated processes (such as the *Training Package Development and Endorsement Process*) and other opportunities;
- > to enterprises, registered training organisations and accreditation agencies on the uptake and use of CPSISC products; and
- > about industry career paths and qualifications through registered training organisations, schools, Australian Apprenticeships Centres and other agencies.

NETWORKS AND PARTNERSHIPS

Continue to build strong networks and partnerships with:

- > state and territory industry advisory bodies and councils – and with other stakeholders – to collect and analyse 'on-the-ground' intelligence to strengthen the quality of our policy development and advocacy;

OUR VISION, MISSION, KEY OBJECTIVES & ROLES

- > industry organisations, government agencies, registered training organisations, Australian Apprenticeships Centres and other organisations to deliver effective outcomes for the construction and property services industries;
- > other Industry Skills Councils to build the role and brand of ISCs and to help provide industry leadership in the national VTE system.

Effective governance

Continue to focus on effective governance and management of the ISC to:

- > ensure strong industry leadership and effective oversight by the Board;
- > engage at all times in ethical conduct;
- > effectively manage staff;
- > ensure sound financial management;
- > deliver contracts and projects on-time and within budget; and
- > manage organisational growth to maximise opportunities through *Skilling Australia for the Future*.

Implementation

We action and monitor these strategies through the annual CPSISC Business Plan which contains detailed performance measures and financial planning (including project priorities). We continually evaluate our Business Plan and where industry's priorities change, and as agreed by the Board, may update activities to ensure the organisation can respond to the ongoing skill needs of the construction and property services workforce.

- > To support the development, implementation and continuous improvement of high quality, nationally recognised training products and services, including enhancing innovation, rationalising materials where there are cross-industry synergies, and improving efficiency.
- > To assist industries, enterprises and their workforce to integrate skill development with business goals.
- > To support accurate industry intelligence on future directions, including provision of strategic advice on industry skills and training needs to the National Industry Skills Forum.
- > To research, collect, plan, coordinate and provide input into national research, and develop strategies relating to education and training within the industries.
- > To act as the principal voice of the industries on issues related to vocational education and training for employment.
- > To market the advantages of recognised training to all users and stakeholders relevant to the Industry Skills Council.
- > To give strategic advice regarding education and training to employers, existing workers and new entrants.

PERFORMANCE INDICATOR 1

INDUSTRY LEADERSHIP & INFLUENCE

CPSISC acts as a focal point for gathering industry intelligence through numerous mechanisms ranging from face-to-face meetings, to hosting major industry events such as the "Meeting the Challenges" Conference (Star City Casino, Sydney, July 2009), to participating in industry working groups, committees and awards days. We rely on key bodies such as the HIA, MBA, AIG, REIA and CFMEU to source quality data upon which to make key decisions. These groups have economic research specialists who produce comprehensive forecasting reports which provide strong insights into future developments impacting on industry. Qualitative data collected during on-site conversations with employers and employees responsible for doing the job, also informs our work. One of the key platforms of the Australian VTE system is that it is industry led.

The CPSISC Board uses the intelligence gathered from industry to play a critical role in setting the direction of the organisation's activities and devising responses which directly meet industry skill needs. CPSISC has provided responses to numerous key policy papers affecting VTE, including several joint responses with the other 10 ISCs. Some of these responses include:

- > *Training for the Recovery* - National Centre for Vocational Education Research (NCVER)
- > *Training Products for the 21st Century* - COAG and the NQC
- > Response to AQFC's *Proposals for Strengthening the AQF* - Submitted to the Australian Qualifications Framework Council, July 2009
- > Advice to MCVTE on *21st Century Training Products Final Report* - Submitted to the Ministerial Council for Vocational and Technical Education (MCVTE), June 2009
- > Skills Australia's *Foundations for the Future* - Submitted to Skills Australia and DPM's office, May 2009
- > COAG *Skills and Workforce Development Sub Group Paper* - Submitted to NQC, November 2008
- > Review of Australian Higher Education Discussion Paper - Submitted to NQC, July 2008
- > Joint ISC report *Sustainability: an industry response* - Submitted to NQC but broadly distributed, April 2009

CPSISC has been commended on the quality of its Environmental Scan by the National Quality Council. The knowledge and information contained in the Scan put CPSISC well ahead of future trends in its industries, and well placed when called upon to assist the Federal Government to produce learning resources to enable implementation of the billion dollar Ceiling Insulation Initiative. CPSISC demonstrated that it could respond immediately to both government and industry needs. Approximately 4,000 people will be trained for this purpose using our resources over the coming year. The expected spin off in other areas such as manufacture of insulation materials is expected to be ten-fold. It is hoped that the trained ceiling insulation workers can be retained within the construction industry (in ceiling insulation or another capacity) once the initial heavy demand is met. Knowledge gleaned from the Environmental Scan was also shared through key initiatives such as the Training for the Recovery forum held at Parliament House.

The forum considered the longer-term implications for the training system of the global financial crisis and how the system should be positioned to support the recovery phase. CPSISC contributed valuable industry intelligence to inform strategies for skills preparation for the recovery.

PERFORMANCE INDICATOR 1

INDUSTRY LEADERSHIP & INFLUENCE



Kareena Ballard (CPSISC Chair) with Tim Noonan, European Trade Union Confederation Director on Strategic Engagement Visit (United Kingdom, Belgium and India, May 2009)

Exchanging ideas and experiences helps build our capability in providing solutions for industry. CPSISC's recent strategic engagement tour to the UK, Brussels and India was of critical importance in building connections and forging strong relationships with international colleagues and industry counterparts.

As a key requirement of the new Training Package Quality Principles, CPSISC continues to benchmark world best practice in its industry training packages by utilising its strong international networks and relationships. The visit provided intelligence to enable us to benchmark standards and remain at the forefront of industry trends, and information needed to respond to proposed new policy initiatives relating to credit systems for articulation to higher education, institutional training, use of skill sets in construction, and on the European VTE system and its likely application in Australia. CPSISC briefed Lord Young, Minister for Apprenticeship in the UK, on the Australian VTE system, and provided advice on training strategies used in Sydney and Beijing to ensure appropriate numbers of trained security staff for the London Olympics.

The visit has directly resulted in new linkages being established between the British and Australian Security Associations, and UK Qualifications and Curriculum Authority attendance at the Government Skills Australia annual conference, and CEOs' forum of Australian Skills Councils. Our visit to India resulted in the Confederation of Indian Industry indicating they are likely to adopt the Australian ISC model, and a further invitation for our CEO to present at an international conference in September 2009.

In the past, CPSISC has also been a member of a number of Council of Australian Governments (COAG) Action Groups for the mutual recognition and harmonisation of occupational licenses in the construction and property industries. Participation has focused on job roles such as builders, carpenters, joiners, bricklayers, plumbers and gas fitters, property agents and pest and weed controllers. CPSISC is now working with COAG groups to ensure that national licensing is achieved in property development and management areas. It is anticipated that this work will take several years to complete.

The two primary advisory committees operating under CPSISC are the Construction Industry Advisory Committee (CIAC) and Property Industry Advisory Committee (PIAC). These committees comprise key industry players such as the Construction, Forestry, Mining Employees Union (CFMEU), Housing Industry Association (HIA), Master Builders Association (MBA), a state industry advisory body (IAB) and a representative of a regulatory agency. The industry advisory committees are the primary advisers to the CPSISC Board on skills issues. Under each industry advisory committee sits a series of reference groups established to consider specific issues and gather industry intelligence. Key players in the plumbing sector have met on numerous occasions over the past year with good outcomes in terms of revisions to qualifications. The next meeting is scheduled for 17 September 2009.

PERFORMANCE INDICATOR 1

INDUSTRY LEADERSHIP & INFLUENCE



Property Services Industry Advisory Committee (PIAC)

In the construction industry, CPSISC gathers intelligence through a variety of sources, for example, through attendance at regulators' forums for the building industry where support for revisions to key qualifications is gained. Attendance also provides inside information on key issues concerning regulation, allowing us to plan for the future. In the Brick and Blocklaying sector, CPSISC has a committee chaired by Geoff Noble of the Australian Brick and Blocklaying Training Foundation Ltd. That committee conducted research on the status of apprenticeships in the industry as improving completion rates for apprentices are at the core of the future success of the industry. The committee produced a report which provides a detailed analysis of the industry including strategies that can be used in the future to overcome skills shortages.

CPSISC has established four Registered Training Organisation (RTO) networks to help to identify emerging delivery and assessment issues, and prepare resource materials for our industries. CPSISC's National Plumbing and Services Training Advisory Group (NPSTAG) is the longest standing

RTO network and has produced extensive resource materials which are kept up-to-date and are freely available to providers on the big cookie website <http://npstag.brightcookie.com>. It has developed numerous strategy documents dealing with skills issues in the Plumbing sector. NPSTAG is undertaking a plumbing best practice pathfinders training project involving the use of technology on-site using QTI m-players and safety glasses fitted with a web cam and MP4 player, for use in on the job assessments.

CPSISC has a Construction and Property Services (CAPS) Network of state/territory IABs. We teleconference with them every six weeks, and meet annually. The next meeting is in Alice Springs in October 2009. The Rudd Government has made it very clear that the states are key players in the VTE system in Australia and that their views are to be carefully listened to. The CAPS Network is one of a number of important sources of advice and information on skills needs and workforce development issues, particularly in the context of gaining state/territory and regional perspectives. Many IABs are contracted by their state governments to collect this information and CPSISC has received excellent cooperation from VTE authorities across the states. CPSISC has built clear roles for IABs into its intelligence gathering and continuous improvement processes to ensure their views and up-to-date advice on latest issues are captured.

The process of developing new and revised training packages requires the establishment of networks of employers, licensing bodies, training providers and State Training Authority (STA) representatives for particular industry areas. CPSISC has developed two tailored Stakeholder Engagement Strategies for the Construction and Property Services industries to facilitate consultation. Key players such as Boral, Theiss, Multiplex and Comet have been involved in CPSISC training package reviews and attended many of our functions.

PERFORMANCE INDICATOR 1

INDUSTRY LEADERSHIP & INFLUENCE



Graduating apprentices at the CITC Awards

CPSISC is regularly required to provide responses to research papers. We have again provided input into TAFE NSW planning processes including providing support relating to hours of funded training for our industries. We would particularly like to thank the New South Wales Government for their level of engagement. The ACT Government also have been very consultative, inviting our CEO to speak at their recent *Lets Talk VTE Forum*. CPSISC also attended the Construction Industry Training Council (CITC) Apprenticeship Awards and the day was a glowing success as usual.

Our website has been completely revised to make it more user-friendly and client-centred for particular stakeholder groups. The revamped format is contemporary and highly visual and makes the site much more accessible and navigable. With the addition of an innovative Resource Centre which includes an area dedicated to industry networks and discussion forums, the site continues to be one of our key communication points for industry.



Daniel Fitzpatrick, Apprentice Carpenter, receiving the industry's most prestigious training award, "The Construction Industry Outstanding Apprentice for the year 2009" from Mr Rob Douglass, Assessing Operations Manager, ACT-Country South NSW, IAG Personal Insurance Claims & Assessing and Mr Andrew Barr MLA, Minister for Education and Training

PERFORMANCE INDICATOR 1

INDUSTRY LEADERSHIP & INFLUENCE

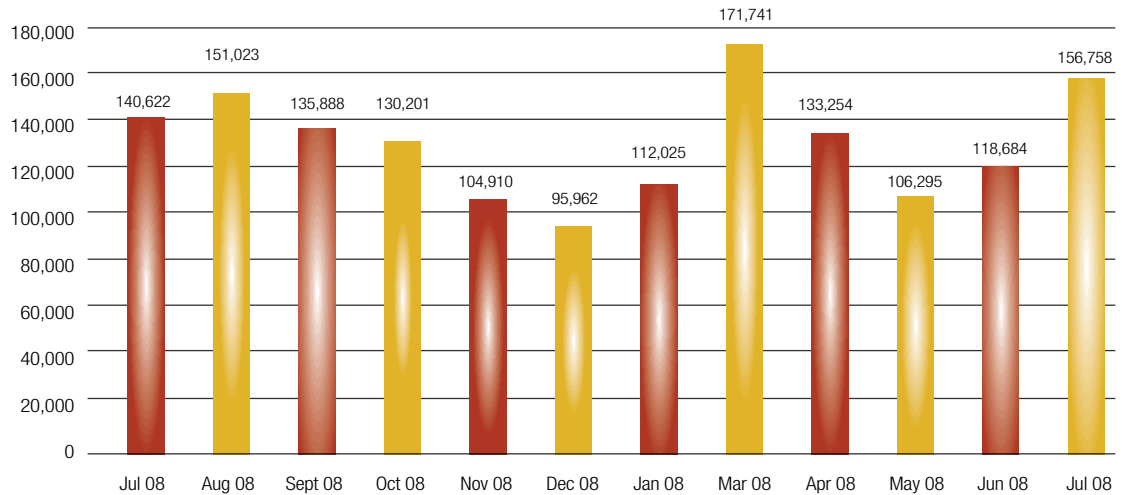


Figure 1 - CPSISC Website Hits per Month

Figure 1 above shows the number of hits on the CPSISC website per month over the reporting period. These hits have more than doubled over the previous year which is evidence of industry’s growing online interaction with CPSISC and the value of information and outcomes delivered. Industry interaction with our website is expected to grow over the coming year with the continued expansion of our new Resource Centre, and increased use of the continuous improvement register.

CPSISC has further enhanced its leadership capacity by implementing web-based technology through the Resource Centre and continuous improvement register to facilitate discussion of industry skills issues, and engagement of RTOs in devising implementation solutions.

CPSISC’s Board and staff have maintained ongoing communication with STAs on a range of key issues impacting on our industries, particularly related to licensing and regulation. CPSISC takes every opportunity to advise and liaise with STAs by formally involving them in project steering committee meetings and other structured consultations, and informally through face-to-face/telephone discussions and attendance at events of mutual interest, for example the 2008 National Training Awards in Darwin. Such events provide forums where STAs, together with a large number of enterprise and industry representatives, are in attendance and meetings can be readily facilitated.

PERFORMANCE INDICATOR 2

HIGH QUALITY PRODUCTS

CPSISC's training packages and other resources are leading edge, agile and able to respond to the changing needs of industry. Our continuous improvement process for training packages has been developed and implemented through our website (see Figure 2). The online 'improvement register' enables stakeholders to provide feedback, input into proposed changes to packages, and to track progress. This has empowered stakeholders, giving them confidence that their views have been heard, and appropriate actions taken.

From a quality assurance perspective, CPSISC ensures that through analysis of information collected through the register, stakeholder views are taken into account and used as the basis for updating training packages and related materials. CPSISC would like to see further streamlining of training package review and development

processes, and a fully operational NTIS which will play a key role in assisting providers to maximise effective use of training packages.

A key feature of CPSISC's resource development efforts during the reporting period focuses on its Training Package Implementation Strategy 2008-2011. This strategy is currently in the second of three major stages with an online Resource Centre, and User Guides for our major industry training packages now established (see Figure 2). The Resource Centre has been designed to provide targeted information, networks, resources, tools and templates to support training package implementation for three major audiences: trainers and assessors, employers, and learners/job seekers across construction and property services sectors. The User Guides provide specific training package information and links (eg to the NTIS) for all users.



Figure 2 – New products available on the CPSISC website home page

These innovative new products on the home page of our website strengthen CPSISC's capacity to provide relevant and up-to-date support and guidance to the industry stakeholders who use our training packages. As a key strategy within the Resource Centre model, CPSISC is establishing sector-based *Training Cooperatives* to bring RTOs together to share existing resources and cooperate to develop new resources.

This strategic model for developing and centralising resources was also used when CPSISC worked with NPSTAG recently to develop resources for the Plumbing and Services sector. The aim of the project was to build networks across the plumbing and services RTOs and industry, and for those networks to cooperate to maintain and update training support materials. Other countries such as India have shown interest both in the Australian Industry Skills Council model, and in using a cost effective mechanism for producing and distributing resources.

CPSISC has almost finalised integration of our six former training packages down to one for Property Services, and one for Construction. The last remaining package to be reviewed, Asset Maintenance is almost complete and will be included in the CPP07 Training Package over the coming months.

PERFORMANCE INDICATOR 2

HIGH QUALITY PRODUCTS

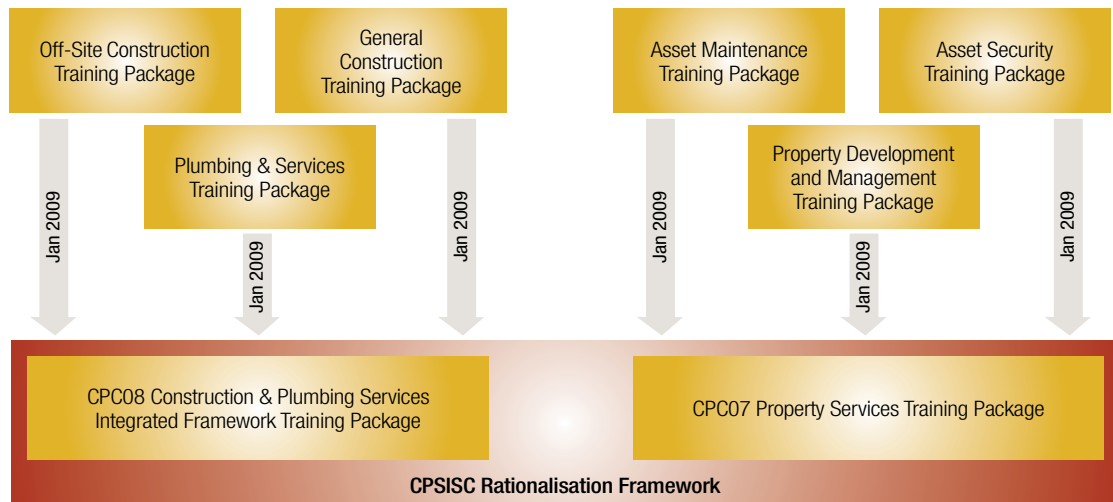


Figure 3 – CPSISC Rationalisation Framework

CPSISC has been involved in extensive training package redevelopment activities in the last year:

Property services

In August 2007 the new CPP07 Property Services Training Package was endorsed including the Property Development, Sales and Management sector and the Spatial Information Services sector - thereby establishing a distinctive Property Services Training Package. In May 2008, the redeveloped Security sector was endorsed as part of CPP07 Training Package. The Access Consulting sector was also redeveloped, endorsed and included in September 2008. Only the PRM04 Asset Maintenance Training Package is yet to be incorporated. The review of PRM04 is in its final stages with the redeveloped sectors due to be submitted for endorsement as extensions to

CPP07 Training Package in the next few months.

Under CPSISC’s continuous improvement process, a number of revisions were made to CPP07 to ensure its currency and continued alignment with industry needs. Many of these changes focused on typographical corrections, updating of superseded imported units, and modifications to packaging rules. The most significant inclusion was 21 new skill sets developed for the Spatial Information Services sector in close consultation with industry. These skill sets provide additional pathways for people wishing to pursue career advancement or skills development in the sector. To support the quality implementation of skill sets within CPP07 for the Security and Spatial Information Services sectors, a number of delivery and assessment guides have also been developed. These guides will support property services trainers and assessors to achieve quality and consistency in implementation outcomes for the skill sets.

PERFORMANCE INDICATOR 2

HIGH QUALITY PRODUCTS

Building and construction

The CPC08 Construction and Plumbing Services Integrated Framework Training Package was released in January 2009. The Training Package incorporates revised qualifications from the superseded BCG03 General Construction, the BCF00 Off-Site Construction, and the BCP03 Plumbing and Services Training Packages. The primary aim of the review was to better align the three packages and encompass them within a broad framework that would avoid duplication of skills and allow for more flexibility in qualifications.

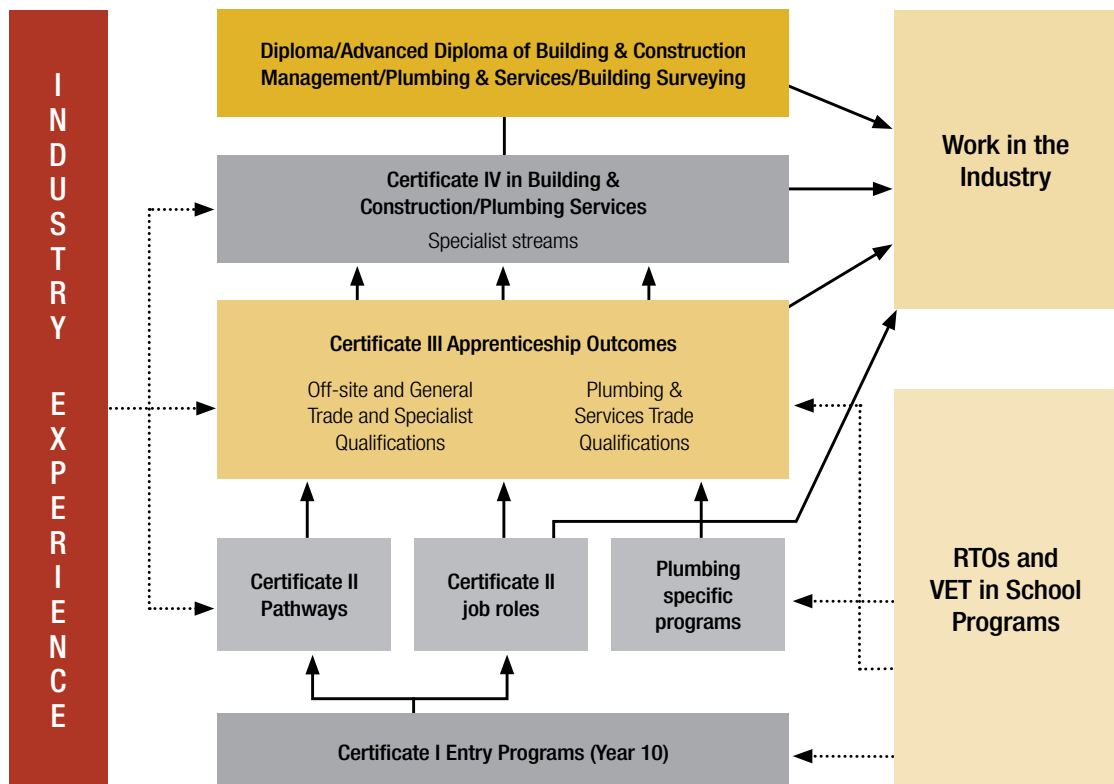


Figure 4 - Structure of qualifications for the new CPC08 Training Package

PERFORMANCE INDICATOR 2

HIGH QUALITY PRODUCTS

CPSISC conducted implementation workshops for the new package in every state in Australia in April 2009 with attendance by over 600 providers and employers.



CPC08 Implementation workshop in Hobart, April 2009

NSW again provided excellent cooperation, with the licensing body and VETAB (Vocational Education and Training Accreditation Board) attending and presenting jointly with CPSISC. The workshops would not have been possible without strong cooperation with state IABs and we thank them for their generous assistance and teamwork.

CPSISC will continue to work with key stakeholders of both CPP07 and CPC08 Training Packages throughout the remainder of 2009 and into 2010 to assist in their implementation and to manage their ongoing maintenance through the continuous improvement processes. Our new online continuous improvement register has streamlined this process, maximising stakeholder feedback opportunities and ensuring training package improvements are timely and responsive to their needs.

PERFORMANCE INDICATOR 3

HIGH QUALITY SERVICES

The Productivity Places Program (PPP) has seen significant change over the last twelve months. This program has moved from a nationally managed system with the Commonwealth Department of Education, Employment and Work Place Relations (DEEWR), to a state/territory-based program. This change in operation has seen a shift in qualification priorities and program management. Each state and territory manages the program in different ways which has provided challenges over the last 12 months.

CPSISC has supported and guided our industries through these new arrangements and will continue to do so in the future. This support is for all levels of industry including small, medium and large employers and RTOs. A key focus of support has been to provide guidance to employers who operate businesses over several states/territories on how to navigate through the different systems. RTOs have similar cross-border issues, and CPSISC has also worked hard to provide support and guidance to industry RTOs over the last 12 months. CPSISC has maintained, and is continuing to build, quality RTO networks to ensure a high level of support through the transition.

The last twelve months has also seen CPSISC build on its positive partnerships with the state and territory governments. As these governments are now managing PPP, CPSISC has relied on its government networks to be kept informed and abreast of changes to enhance the support we provide to industry and RTOs under the program.

Last year, CPSISC produced a Training Need Analysis (TNA) tool and trialed this with industry. As a result of the trial, it became apparent that a more intelligent TNA was needed to better service our industries. As a result of this finding, CPSISC joined a consortium of other ISCs to develop and trial a new TNA. The new TNA proved of more benefit to industry by promoting positive workforce development strategies. The TNA is a very flexible web-based system which can be customised and tailored to the needs of each enterprise. The latter industry trial was a large success and as a result, the tool is now being used by CPSISC to further support industry to promote effective workforce development.

CPSISC has also continued to heavily support Skills Australia. The Chair of Skills Australia was a key speaker at our "Meeting the Challenges" Conference this year. CPSISC has provided strategic industry advice and intelligence to Skills Australia over the last 12 months and will maintain this level of support in the future. In this vein, CPSISC will provide up-to-date industry intelligence and advice to inform a workforce futures discussion paper currently being developed by Skills Australia. This paper will allow Skills Australia to develop a national workforce development strategy.

CPSISC is also reviewing its own workforce development strategy with a view to continually improving the quality of services provided. This strategy will have an element of stakeholder consultation to ensure that each industry sector has input into workforce development initiatives carried out by CPSISC.

Through its new Workplace Literacy Strategy, CPSISC is improving services to employers and RTOs to ultimately improve the language, literacy and numeracy (LLN) skills of the construction and property services workforce. CPSISC will be working with employers and RTOs to raise awareness of LLN issues to be addressed in training programs, and enhance the skill development of workers by building LLN into training implementation. This innovative strategy will see CPSISC playing a key advisory role to build the LLN knowledge base of employers, facilitate employer access to LLN support in training and broker their access to WELL funding. CPSISC will also provide professional development services to RTOs to build their capacity to integrate LLN support into delivery and assessment processes.

PERFORMANCE INDICATOR 4

EFFECTIVE NETWORKS & PROJECTS

Developing, supporting and enhancing a range of effective industry networks are critical to meeting CPSISC's vision and mission, and delivering on our key roles. CPSISC has spent the past year participating in and strengthening key networks, and building capacity with new networks to further enhance our engagement and delivery strategies. As part of our key networking role, we collate and distribute up-to-date and relevant industry news and information electronically to over 6,000 stakeholders bi-monthly.

At the strategic level, CPSISC has been an active participant in two key ISC networks: the ISC Forum and ISC Chairs' meetings. We believe that these networks provide invaluable opportunities to share ideas and develop best practice within the ISC community. These networks also allow the ISCs to present joint responses to key government reports such as *VET Products for the 21st Century*, and *Skilling Australia initiatives*.

At an operational level, CPSISC has been a strong advocate and participant in structured networking activities in collaboration with the other ISCs. CPSISC is a founding member of the WELL ISC network that has actively promoted the WELL program to employers and assisted in educating key stakeholders about the Australian Core Skills Framework.

CPSISC's successful engagement with peak organisations is integral to meeting our corporate goals. Relationships with strategic industry networks are built into our corporate governance structures as evidenced by the membership of the CPSISC Board and its two Industry Advisory Committees. The members of our governance structures are themselves representatives of peak organisations and the pinnacle of key employee and business networks. The organisations include:

- > AEPMA (Australian Environmental Pest Managers' Association)
- > Australian Institute of Building (AIB)
- > AiG (Australian Industry Group)

- > AMWU (Australian Manufacturing Workers Union)
- > ASIAL (Australian Security Industry Association Limited)
- > BSCAA (Building Services Contractors Association of Australia)
- > CFMEU (Construction, Forestry, Mining and Energy Union)
- > CEPU (Communications Electrical Plumbing Union)
- > FPAA (Fire Protection Association Australia)
- > HIA (Housing Industry Association)
- > LHMU (Liquor, Hospitality and Miscellaneous Union)
- > MBA (Master Builders Association)
- > NFIA (National Fire Industry Association)
- > REIA (Real Estate Institute of Australia)
- > SSSI (Surveying and Spatial Sciences Institute)
- > WMAA (Waste Management Association of Australia).

These organisations, along with other member organisations, play a critical role in providing input and direction to CPSISC's strategic planning processes by drawing on their own extended networks. They also perform a vital role in communicating CPSISC's work outwards to their networks and the wider industry. These organisations also play a very active role in participating in project steering committees, reference groups and other advisory mechanisms for CPSISC projects, and in driving consultation processes throughout their networks. This is critical as we strive to ensure that our products and services are industry-led and responsive to industry needs. The input from these strong industry networks ensures the relevance of key industry documents such as the Environmental Scan and the appropriateness of CPSISC's responses to industry needs such as the CPSISC WELL Strategy.

PERFORMANCE INDICATOR 4

EFFECTIVE NETWORKS & PROJECTS

The state and territory Network of Construction and Property Services (CAPS) industry advisory bodies is also another of CPSISC's significant networks which has operated since CPSISC was formed. The Network aims to work cooperatively to address common issues of concern, exchange ideas and facilitate best practice across our industry sectors. Each year, CPSISC facilitates a conference of network members and periodic scheduled teleconferences throughout the year. At the annual conference, each state and territory industry advisory body delivers a presentation highlighting an example of industry best practice in training and skills development. These best practice initiatives are documented and collated into a CAPS Network booklet highlighting best practice initiatives for broad distribution to industry, government agencies, regulators and RTOs as an informational item and a promotional tool.

The relationship between CPSISC and some of the state and territory construction IABs was strained by the development of the CPC08 Training Package. CPSISC committed to rebuilding and strengthening the relationship to ensure greater service to industry and other key stakeholders. A meeting of CAPS Network chairs and executive officers was conducted to facilitate the strengthening of effective working relationships. As a result of our efforts, the relationship is now on a more stable basis with a number of joint projects currently underway. Members of the CAPS Network also participate on the steering committees for projects and some CAPS members have chosen to go on to CPSISC's tender panel of consultants.

In line with government policy changes initiatives over recent years, ISCs have been given a greater role in supporting the implementation of training packages. The future directions arising from the paper *VET Products for the 21st Century* reinforce this direction. CPSISC has been working to build long-term ongoing relationships with RTOs servicing our areas of coverage to help support the implementation process. These networks operate with plumbing and services,

surveying and spatial information services and building and construction. Each of these networks facilitates the sharing of information amongst members and between themselves and CPSISC, and cooperatively shares in the development of learning and assessment resources for use by network members. Some networks are also involved in professional development activities for their members.

A new innovation being introduced through CPSISC's web-based Resource Centre is the development of additional RTO networks or cooperatives utilising internet technology. These 'virtual' networks will undertake the information sharing and resource development roles of the established RTO networks but will not have to rely on occasional meetings and workshops etc. The website offers a members-only section for blogging, posting resources under development for peer review and final products.

Another significant group with which CPSISC is working to further enhance engagement is regulators. We are building on recent training package reviews, the COAG mutual recognition and harmonisation processes, and the current national licensing agenda to expand and consolidate our engagement with this critical group. CPSISC is regularly invited to attend and present at regulators forums, such as those conducted by Building Licensing Australasia and the Security Regulators Forum.

CPSISC has used the relatively new *Training Package Development and Endorsement Process 2008* in particular, the development of the Environmental Scan, to strengthen the strategic engagement with the STAs. The development of the Environmental Scan involves engagement with the STAs and their contribution of significant data input. It is significant that the completed Environmental Scan has also proven a valuable resource to the STAs. The sound relationship with STAs has ensured that our recent Cases for Endorsement have progressed smoothly through the endorsement process under the continuous improvement model.

PERFORMANCE INDICATOR 4

EFFECTIVE NETWORKS & PROJECTS

This past year has also seen CPSISC involved in significant international networking activities. A high-level CPSISC delegation met with key personnel in the UK Qualifications and Curriculum Authority, international trade unions, the UK spatial information industry and the European security organisation. The delegation also met the UK Minister with portfolio responsibility for apprenticeships. Our CEO was invited to present at international conferences in New Delhi and Rome. A measure of the quality and relevance of these presentations has been further discussions with the view to CPSISC contributing at an international level in areas of shared interest. CPSISC also hosted numerous delegations from a number of countries such as Canada, New Zealand, Malaysia, South Africa and Hong Kong. As a result, we have been approached to develop ongoing working relationships with some of these countries. Nations such as New Zealand and South Africa are seriously considering adopting some of our standards.

Overall, the last twelve months has seen the CPSISC Board and staff actively engaged in a broad range of networking activities to advance CPSISC's role in developing national standards and supporting workforce development for the construction and property services industries.

ONGOING PROJECTS

Corporate Plan Projects	Summary	Progress (July 2008 to June 2009)	Impact
1. Asset Maintenance Review	This training package was endorsed in 2004. The review will incorporate contemporary industry requirements.	The review of the six sectors of PRM04 commenced in October 2008 and will be completed by the end of 2009.	<ul style="list-style-type: none"> > Better career pathways > Duplication removed > Completes rationalisation of all property services training packages.
2. RTO Networks	This project will fund and support groups of RTOs who train and assess against units of competency, skill sets and qualifications in CPC08 and CPP07 Training Packages.	<p>RTO networks have been established for the following areas:</p> <ul style="list-style-type: none"> > Construction management > Spatial information > Plumbing and services > Security > Property development, sales and management. 	<ul style="list-style-type: none"> > Expert industry intelligence/ advice > Streamlined continuous improvement processes > Better access to consistent, high quality support materials > Improved sharing and cooperation between RTOs.
3. Corporate Governance	A review in January 2007 identified that there was already in place a culture of openness to continuous improvement at the Board level. No major governance structural issues of concern were identified. However, the Board revisited all aspects of governance during the year to ensure continuing best practice.	A Review Committee was established and tasked with the job of simplifying our constitution. An Extra General Meeting will be held in late 2009 to accept the changes.	<ul style="list-style-type: none"> > A more representative Board with simplified election processes > Performance in accordance with legal and other conformance obligations > Further improvements planned.
4. Workforce Development Advice to Enterprises	The Commonwealth Government has allocated 711,000 training places over five years to ensure that Australians develop the skills that industry needs.	The program commenced in April 2008 with 20,000 Certificate II and III places allocated to job seekers until 1 July 2008.	<ul style="list-style-type: none"> > Provide training opportunities for new entrants. > Improve the skills of existing workers.
5. Training Package Implementation	Web-based Resource Centre providing the central link to all aspects of CPSISC training package products and processes. Contains User Guides for learners, trainers/assessors and HR managers to translate units and qualifications into effective learning and assessment strategies.	Stage 1 of the project was completed in June 2009. Stage 2 will build on the information and resources contained in the Resource Centre. RTO working groups will be established to share resources and a comprehensive resource database developed.	<p>First 'port of call' for stakeholders, including employers, providers and learners</p> <p>Consistency in delivery and assessment outcomes</p> <p>Up-to-date relevant information to meet industry needs</p> <p>Access to sector relevant resources</p> <p>Increased collaboration.</p>

ONGOING PROJECTS

Corporate Plan Projects	Summary	Progress (July 2008 to June 2009)	Impact
6. Industry Intelligence and Advice	Formal and informal research to provide up-to-date relevant advice to our stakeholders, including, government, Skills Australia and the National Quality Council.	Continual update Planning IAB annual conference (CAPS Conference) Promotion of Environmental Scan.	Forum to collect industry expertise on skills issues and future directions Relevant advice to state/territory IABs Strengthening of CAPS Network Stakeholder access to latest data via Environmental Scan Participation in Skills Australia event.
7. Continuous Improvement	Model, processes and supporting documentation and web-based register for the implementation and recording of continuous improvement initiatives.	Written policy developed Database developed to track all issues Continuous improvement to units and qualifications in the following sectors: plumbing and services painting units re sustainability focus review high risk work licensing units review construction management qualifications and re-align to meet licensing requirements.	A clear model for stakeholders to recommend improvements to the CPC08 and CPP07 Training Packages Open and transparent reporting processes Increased stakeholder involvement and feedback Better linkages between training packages and national licensing requirements.
8. Networking	CPSISC contributes to national ISC networks, including ISC CEO network and the Workplace English, Language and Literacy (WELL) network.	CPSISC CEO has attended and made regular contributions to the ISC CEO network meetings CPSISC staff are involved in the ISC WELL network meetings and events VTE information sharing with other countries, such as New Zealand.	Effective contributions by CPSISC to group ISC discussions CPSISC part of key decision making processes Promotion of reciprocal arrangements for our industries.

ONGOING PROJECTS

Corporate Plan Projects	Summary	Progress (July 2008 to June 2009)	Impact
9. Strategic Engagement	Implement formal structured industry engagement both in Australia and overseas using CPSISC Engagement Strategy.	CPSISC delegation visited the UK, Belgium and India in May 2009 Linkages strengthened and established with key bodies to ensure continued adoption of best practice and world class Australian standards Engagement Strategy developed and included in Corporate Plan.	World class standards for our industries Sharing of information and adoption of VTE models at the international level eg India have decided to adopt the Australian ISC model following our visit Increased stakeholder satisfaction with CPSISC services Relationships built with overseas VTE providers.
10. Marketing and Communication	Promote CPSISC products and services through effective use of marketing tools.	Bi-monthly newsletters distributed to over 6,000 stakeholders Sponsorship of key stakeholder functions Preparation for Meeting the Challenges Conference completed with event scheduled for July 2009.	Raised profile of CPSISC and its services with industry and the government Conference encourages debate and produces key papers and speeches from players and industry leaders including ACTU.
11. Equity	CPSISC is working to ensure equity group participation in training for its industries is continually increased.	Commencement of draft report outlining the issues, challenges and strategies.	Increase of equity groups in training and employment in our industries.
12. New Business	For CPSISC to establish relationships with key organisations and scope funding from various sources.	New projects completed in 2008/2009: WELL Strategy LLN mapping of paving qualifications Development of skill set guides for the Security and Spatial sectors Up-skilling of mature aged workers in Fire Protection.	Enhanced services to stakeholders Industry benefits through additional projects targeting key areas Networks with key stakeholders to develop and deliver target driven projects.

OTHER PROJECTS

Department of the Environment, Water, Heritage & Arts

EDUCATION FOR SUSTAINABILITY GRANTS PROGRAM

Information from DEWHA Grant contract:

“The Education for Sustainability Grants Program aims to support projects that facilitate changes in community attitudes and behaviours in support of sustainable development in Australia. Education for Sustainability equips individuals, organisations and communities to deal effectively with the complex and inter – related environmental social and economic challenges they encounter in their personal and working lives, in a way that protects the interests of current and future generations. It develops knowledge, skills and values that promote action and behaviour in support of sustainable future.”

Go-Green Australian Apprenticeships Sample Training Programs (STPs) have been developed by CPSISC to make the National Training Framework more accessible to industry. The cross industry, suite of Australian Apprenticeship STPs provide industry with ‘ready to use’ examples of training package implementation methods that relate to the environment or sustainability. With the developmental work completed now, the objective of this project will be to use this and other practical sustainable implementation resources (including training guides) to promote sustainable Apprenticeships and Traineeships to industry and appropriate stakeholders.

Department of Education, Employment & Workplace Relations

WORKFORCE INNOVATION PROGRAM

Information from DEEWR:

“The Workforce Innovation Program is an element of the broader Australian Government approach to workforce development. It provides funding for innovative, one-off projects that address workforce skills needs. It is designed to support industry stakeholders increase productivity by piloting workforce development solutions that help them better utilise emerging technologies and processes.”

The Workforce Innovation Program is an industry-led, cooperative approach to addressing the current and future skills needs of industry. The aim of the Workforce Innovation Program is to help industry use a workforce development approach to address its skills needs. The objective of this project is to support individuals, enterprises and industry to quickly build their skills for sustainability capability through additional and targeted training of existing workers. This targeted training has significant and immediate impact to industry.

OTHER PROJECTS

Business Plan Projects: Equity

CPSISC is committed to inclusion of all equity groups identified by governments, for example, Indigenous Australians, people in remote areas, people from non-English speaking backgrounds, women in non-traditional roles, and people with disabilities. CPSISC invited tenders from pre-approved organisations to assist them with projects that will meet the objectives of their diversity strategy.

THE CONSTRUCTION DIARIES

This project purposely targeted Indigenous participants of a construction pre-employment program in the Katherine region. The 'Construction Diaries – Building Foundations for the Future' project is an on-line web diary that followed the progress of an Indigenous pre-employment training program in construction. The aim of the diary was to raise awareness of the issues, both positive and negative surrounding training Indigenous Australians from regional and remote areas for careers in the construction industry. The diary consisted of:

- > participant profiles outlining their background, and reasons why they are interested in pursuing training/a career in the construction industry
- > weekly entries following the progress of participants
- > interviews with participants, trainers and guest speakers at various points throughout the program, and photos/video footage.

WOMEN IN TECHNICAL SECURITY

This project was engaged to improve awareness of women in non-traditional roles, and to increase workforce participation of women in technical security. The aim of the research project was to identify the following:

- > employment opportunities for females in Technical Security in NSW
- > key indicators so that a benchmark employment profile is developed
- > an assessment process to measure candidates against the employment profile for technical security
- > employers and RTOs that will be able to facilitate the most effective training process
- > develop materials that will assist career advisors to promote in high schools the proposition that technical security is a suitable career path for females
- > an adequate number of employers to participate in a pilot program for fifteen females to commence a traineeship in technical security for start up January 2010 (date coincides with introduction of CPP07 as basis for NSW licensing).

WOMEN IN NON-TRADITIONAL TRADES

There is currently a nation-wide shortage of suitably qualified drafters, CAD operators and building designers. These occupations fall within the architecture sector, an industry that is traditionally male dominated. This project aims to raise awareness of a career pathway that exists within architecture and the opportunities that it can provide. Building design is a challenging and creative career alternative to architecture.

The Service Industries Training Advisory Council (SITAC) produced a five minute promotional multimedia video showcasing the stories of two current students undertaking the Certificate IV in Residential Drafting, and one fully qualified individual employed in the industry. The professionally produced promotional multimedia video will be provided to CPSISC shortly and will be suitable for web downloads and also on DVD.

OTHER PROJECTS

This product will be an easily accessible awareness raising tool that can be used for career advice purposes. In order to showcase women in non-traditional roles and the retention of mature age workers, snapshots of the individuals include:

CASE 1: A mature aged person who has extensive experience 'on the tools' in the construction industry since leaving school, looking for the opportunity to learn new skills within an area that they are already familiar with.

CASE 2: A mother of two small children with a household to run. Focus is on the challenges she faces, managing the time constraints, why she chose to pursue the pathway, and her expectations once she is qualified.

CASE 3: A role model female who has attained the qualification and is now employed within the industry. Focus is on:

- > how the qualification has changed her life
- > what it is like working in the field
- > what career pathways and employment prospects there are
- > advice to other women wanting to enter the profession.

To promote this exciting career pathway to as large an audience as possible the multimedia video will be included on the Construct My Career and CPSISC websites.

EVALUATION

The 2008-09 year has been very successful for CPSISC in terms of the breadth and quality of our achievements, and our capacity to respond to change driven by industry. We have established ourselves as a key player within our industries, the local VTE community, and among our counterparts overseas. This is evidenced earlier in this report by the examples of work undertaken and the results we have achieved.

From a governance perspective, our Board continues to provide strong leadership, guidance and valuable conduits to industry, as well as monitoring and improving its own performance. The Board is assisted in this regard by a professional consulting firm which specialises in providing expert advice on Board operations. The Chair has worked closely with our CEO and other Board members to ensure a strong alignment between the strategic goals and operational activities of CPSISC. The Board also continues to work to improve the effectiveness of the Industry Advisory Committees in their role of contributing to industry's broader input to the ISC.

We are keeping abreast of industry trends and skills needs through a range of research and networking activities, and feedback mechanisms. This capacity will be further enhanced in the coming year through increased use of the networking arm of our new Resource Centre. The section of the Centre will facilitate RTO and sector discussion forums and blogging of issues surrounding training package implementation and skills development. Sector training cooperatives are already established to enable RTOs to work together to share information and resources. A range of intelligence gathering mechanisms inform our Environmental Scan which is the linchpin to strategies devised to respond to the needs of our industries.

CPSISC is also working hard to liaise and consult with STAs, Commonwealth and state/territory government representatives, and our CAPS Network of IABs to facilitate the best possible VTE outcomes for our industries.

CPSISC has a strong performance orientated culture. Staff are actively encouraged and supported to continue to develop their skills. Several staff are undergoing training on a part-time basis to gain formal qualifications. Other staff are continuing their professional development through short courses and attending relevant conferences. All activities are recognised and encouraged through the organisation's performance management system.

CPSISC is striving to plan and implement strategies that will enhance our capacity to be even more effective and responsive to stakeholder needs in the future. DEEWR's funding commitment together with a number of other successful funding bids has meant the ISC has been able to take a more strategic focus towards developing products and services. This strategic focus will see our role increasingly shift from traditional training package development and review, to a more dynamic and responsive client-driven role focusing on continuous improvement and implementation support.

CONCLUSION

2008/09 has once again seen CPSISC make a significant impact in identifying and addressing workforce development needs for the construction and property services industries. Through a range of activities from brokering of the latest industry intelligence and expanding local and international networks, to keeping pace with technology, and producing quality resources, CPSISC has proven itself to be a highly effective and responsive ISC.

CPSISC has demonstrated innovation in delivering a strategy for training package implementation that is highly accessible, visual and caters specifically for the individual needs of our three main audiences: employers, RTOs, and learners/job seekers. In addition, we have forged stronger relationships with the UK, India and Belgium as champions of the Australian ISC model and providing guidance on issues surrounding apprenticeships and security.

We have actively contributed to a range of key government initiatives to work in partnership with government, employers and RTOs to meet the challenges facing the VTE system. These challenges relate to the global financial crisis, sustainability, technology, access and equity, licensing and regulation and implementation of the training system.

We have implemented efficiencies and reduced duplication in products and services by completing the process of training package rationalisation (from six packages down to two). As an organisation we have consolidated and grown, and continually aim to improve our performance and find efficiencies in systems and structures. The Board has implemented sound and effective governance, produced high quality training and assessment products, and ensured that our products are used effectively.

Additionally, our professional networks with employers, commonwealth and state/territory governments and training providers are strong and effective and assist the Skills Council to maintain excellence in its work and achieve real outcomes for Australian industry.

TRAINING PACKAGE DATA

TRAINING PACKAGE	No of Units of Competency	No of Qualifications
CPC08 Construction and Plumbing Services Integrated Framework Training Package	535	52
CPP07 Property Services Training Package	394	27
PRM04 Asset Maintenance Training Package	305	15
TOTAL	1,415	93

CPSISC BOARD OF DIRECTORS

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Real Estate Institute of Australia (REIA)

Lindsay Fraser (Deputy Chair)
Construction, Forestry, Mining and Energy Union (CFMEU)

Noel Hamey (Treasurer)
Surveying and Spatial Sciences Institute (SSSI)

Jim Barrett (Director)
Australian Industry Group (AiG)

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National Fire Industry Association (NFIA)

Tim Ferrari
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Tom Roche
Australian Security Industry Association Limited (ASIAL)

Steve Endor
Australian Environmental Pest Managers Association

Paul Howlett
Waste Management Association of Australia (WMAA)

Glenn Thompson
Australian Manufacturing Workers Union (AMWU)



Construction and Property Services Industry Skills Council
Email: info@cpsisc.com.au Web: www.cpsisc.com.au
PO Box 151 Belconnen ACT 2616
Phone: 02 6253 0002 Fax: 02 6253 0004