



CPSISC Training Package continuous improvement plan 2009-2010

Overview

This Continuous Improvement Plan details the changes that will need to be made to the endorsed components of Construction and Property Services Training Packages for the period 2009-2010. These changes will enable the Training Packages to continue to meet the existing and emerging skills needs of the Construction and Property Services Industries. These skills needs have been identified in the *CPSISC Environmental Scan 2009-2010*.

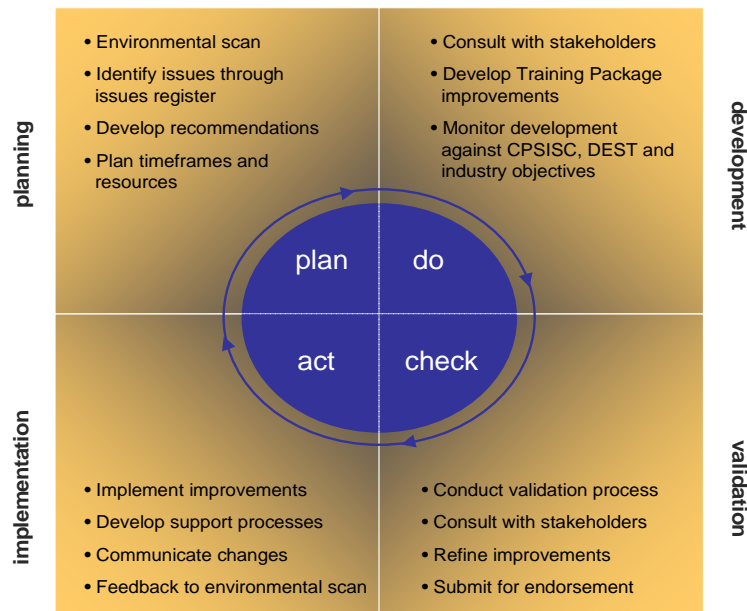
While the Plan identifies as far as is practicable, the activities, intended outcomes and anticipated timelines for endorsement over the three year period, these of course are less clearly defined for the latter two years. The Plan may also be subject to modification in response to changes, for example, in industry skills requirements or the policy and regulatory environments.

The Plan has been developed in consultation with industry stakeholders including enterprises, employer and employee representatives, licensing and regulatory bodies, STAs, RTOs and DEEWR. Continuous improvement of Training Packages is open and ongoing. As such, any stakeholder may pass on concerns about the suitability and implementability of a Training Package at any time to CPSISC.

Methodology

Implementation of the Plan is based on a four-staged methodology to continuous improvement. The methodology is based on Deming's Plan-Do-Check-Act model for continuous improvement as shown in the diagram below. The model is a cycle of continuous improvement which begins with planning, followed by the development work, validation of the changes, and final implementation of the improvements to the Training Package.

CPSISC Continuous Improvement Process





The four stages of continuous improvement are described in the following pages.

Planning

The initial stage of continuous improvement focuses on gathering information through a broad Training Package environmental scan. The scan is strategic in nature and provides the latest industry intelligence on existing and emerging skills trends, as well as analysis of the broader workforce development needs and impact of the Training Package (current and future). The environmental scan will usually also highlight some common issues that have been experienced by most industries in Australia such as skills shortages, changing demographics etc.

Other issues will need to be analysed at the operational level, for example coverage of specific enterprise requirements for jobs or functions. This involves an 'operational' analysis covering tasks such as scoping of issues through an issues register, and mapping of jobs to qualifications and units of competency. This provides essential information regarding the coverage of all major functions required by industry, together with the key issues impacting on the industry's skill requirements and capacity of the Training Package to respond to those needs.

A series of recommendations for changes to the Training Package can be developed based on the findings from the broader environmental scan, operational analysis and identification of issues. The final step in the planning phase is to allocate timeframes and resources to the recommended improvements to the Training Package.

Development

This stage focuses on developing or redeveloping the endorsed components of a Training Package. The development work will be based on extensive national consultation including representatives from industry, small/medium and large enterprises, small and large RTOs, STAs, ITABs, ISCs, DEEWR etc.

A development plan will also be produced and agreed. The development plan will vary in complexity depending on the extent and nature of the changes required, for example it would vary between a short-term action plan to a major review of part of a Training Package. It will include a methodology which details aspects such as:

- scope, timeframes, deliverables and a consultation process
- use of an issues register to gather intelligence
- use of Specialist Reference Group/s across functional areas
- format and content requirements determined by DEEWR, CPSISC and the NTIS.

The development process will be carefully monitored by CPSISC and, depending on the scope of work, a Project Steering Committee. This will ensure that the results are compatible with the continuous improvement objectives as well as other CPSISC and DEEWR priorities (eg relating to rationalisation). This will also ensure the outcomes are compatible with stakeholder objectives.



Validation

The validation process is critical to ensuring the modifications to Training Packages meet stakeholder expectations. Again, it will involve wide targeted consultation with Training Package stakeholders involved in the development process.

The validation process will be based on the activities and timeframes described in the development plan, and centred around use of the CPSISC website. The website provides a simple means for stakeholders to provide feedback and comments on draft changes, and to notify issues through the established issues register. The website also provides ongoing information about the continuous improvement process and changes made, to keep stakeholders updated on progress and the impact of the changes made.

Feedback gathered through the validation process will be used to make further refinements to the quality improvements. If applicable, Specialist Reference Groups can be reformed to comment on final changes and/or discuss proposed solutions to any identified problems.

Once the final version of the changes is agreed by stakeholders, it can be finalised. A case for endorsement is then prepared including an impact statement, and forwarded to DEEWR and the NQC for endorsement. Activities focused simply on scoping of Training Package issues will not need to be submitted to the NQC for endorsement.

Implementation

This final stage of the continuous improvement process centres on communication. Industry stakeholders will be informed of the quality improvements together with necessary actions for implementation. Key groups to be targeted within this process include:

- STAs
- other ISCs
- State/Territory ITABs
- industry groups including employer and employee representatives
- training providers including RTOs, GTCs, AACs etc
- key public providers.

Industry stakeholders and STAs will need implementation advice on such things as equivalence of units, licensing requirements and suggested implementation approaches.

Analysis will then be conducted to determine the need for support materials to ensure the effective implementation of the improvements. Analysis may also need to be conducted of the availability of suitably qualified RTOs that are able to deliver the new arrangements. To ensure a consistent and quality approach towards implementation, professional development of RTOs may be required, or strategies to ensure Language, Literacy and Numeracy support etc.



Key principles for continuous improvement of Training Packages

The following are key objectives to be achieved through the continuous improvement of CPSISC Training Packages:

- Improvements are based on a national consultative process and supported by a justification for the change
- All issues raised and actions taken are detailed within an Issues Register for each industry sector
- Changes to Training Packages follow DEEWR guidelines as stated in the *Training Package Development and Endorsement Process 2008*, this Continuous Improvement Plan and the CPSISC Rationalisation Framework
- Harmonisation of licensing requirements with Training Package competencies and qualifications resulting in better alignment of the training outcomes with regulatory specifications
- Environmental sustainability embedded and continuously enhanced in all relevant competencies and qualifications
- Competencies and qualifications meet emerging skill demand to be implemented nationally to enhance consistent recognition, training opportunities and skilled workforce mobility
- Competencies to be combined into viable qualifications that can be delivered in a timely and efficient manner to ensure retention and completion rates
- To ensure better approaches to on and off-the-job training and assessment, competencies and qualifications should not impose artificial rigidities in terms of assessment requirements that may militate against workplace delivery of training

Major continuous improvement activities for the three remaining Construction and Property Services Training Packages, including the industry imperatives for the activities and timeframes, are detailed in the tables in the following pages. Each of these activities will be underpinned by the methodology described in the previous pages, and the key principles noted above.

Currency of CPSISC Training Packages

CPSISC Training Packages have received extensive revision over the past year and are generally completely up-to-date.

Construction

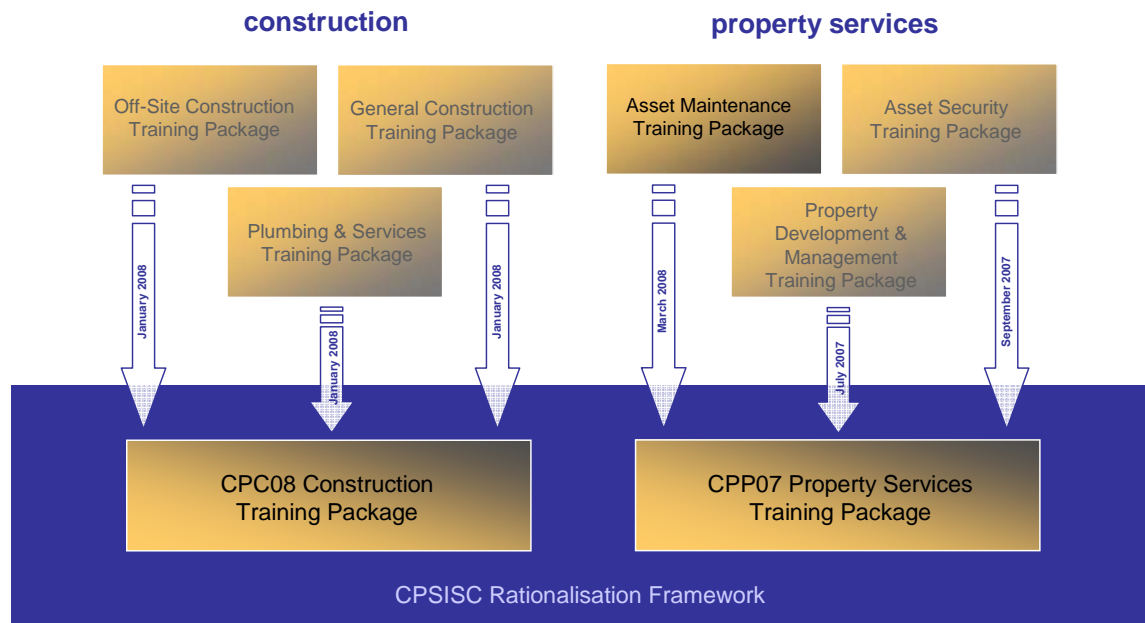
The three Construction Training Packages have been merged into one Construction Training Package (CPC08).



Property services

Two of the Property Services Training Packages, i.e. Asset Security and Property Development and Management have been merged into one Property Services Training Package (CPP07). The sole remaining Package, Asset Maintenance, is currently under review and once endorsed, will complete the rationalisation process.

CPSISC has led the way in terms of rationalising Training Packages under the CPSISC Rationalisation Framework. This progress is illustrated in the diagram below.



Following the review of PRM04 Asset Maintenance Training Package in 2009 and its incorporation into CPP07, all CPSISC Training Packages will have completed a process of rationalisation and will have moved into the continuous improvement phase.



Continuous improvement activities (2009)

No.	Scope of work, industry, sector & occupations/skills involved	Industry imperatives for the work	Other
PRM04 Asset Maintenance Training Package			
1.0	Review Training Package and incorporate sectors into CPP07 Property Services Training Package including: <ul style="list-style-type: none"> - planning project scope, deliverables and timeframes - establishing a project issues register - developing endorsed components - conducting national consultation and validation - preparing a case for endorsement - communicating and implementing changes. 	<ul style="list-style-type: none"> ▪ Review of PRM04 Asset Management Training Package and rationalisation into four sectors within a broader property services framework ▪ Emerging skills needs in waste management (eg high technology recycling and specialist services in waste minimisation including manufacturing production and packaging strategies) ▪ Emerging skills needs in fire protection services (i.e. technology for fire protection systems and growing regulatory and Commonwealth environment protection requirements) 	<p><i>Likely qual. levels affected: All qualifications</i></p> <p><i>Timelines for start of work & submission to NQC: March 2008-October 2009</i></p>
CPP07 Property Services Training Package			
2.0	Establish issues register for all sectors on the CPSISC website	<ul style="list-style-type: none"> ▪ Mechanism for raising issues related to coverage and implementation of the Training Package (both cross and specific sectoral issues) 	<i>completed</i>
2.1	Scope improvements to the Property Development, Sales and Management Sector including: <ul style="list-style-type: none"> - environmental scan - use of issues register - national consultation 	<ul style="list-style-type: none"> ▪ Plan necessary improvements based on analysis of issues raised through the environmental scan COAG national licensing project, issues register and consultation (ongoing) ▪ Analyse outstanding issues related to the suitability of the Facilities Management qualifications (Pilot running - existing workers/apprenticeships - wait for results) will inform review work ▪ Review Cert IV Stock & Station Agents qualification 	<p><i>Likely qual. levels affected: Not applicable</i></p> <p><i>Timelines for start of work & submission to NQC: TBA</i></p>

No.	Scope of work, industry, sector & occupations/skills involved	Industry imperatives for the work	Other
		for use in Tasmania <ul style="list-style-type: none"> ▪ Annual review of imported units for each sector ▪ Scope & develop higher level quals for Building Designer 	
2.2	Scope improvements to the Spatial Information Services Sector including: <ul style="list-style-type: none"> – environmental scan – use of issues register – national consultation 	<ul style="list-style-type: none"> ▪ Plan necessary improvements based on analysis of issues raised through the environmental scan, and RTO network issues register and consultation (ongoing) ▪ Some minor changes to units already identified ▪ Scoping work to develop a new Advanced Diploma qualification ▪ RTO network 	<i>Likely qual. levels affected: Not applicable</i> <i>Timelines for start of work & submission to NQC: TBA</i>
2.3	Scope improvements to the Security Sector including: <ul style="list-style-type: none"> – environmental scan – use of issues register – national consultation 	<ul style="list-style-type: none"> ▪ Plan necessary improvements based on analysis of issues raised through the environmental scan, COAG security licensing project, issues register and consultation (ongoing) 	<i>Likely qual. levels affected: Not applicable</i> <i>Timelines for start of work & submission to NQC: TBA</i>
2.4	Scope improvements to the Access Consulting Sector including: <ul style="list-style-type: none"> – environmental scan – use of issues register – national consultation 	Plan necessary improvements based on analysis of issues raised through the environmental scan, issues register and consultation (ongoing)	<i>Likely qual. levels affected: Not applicable</i> <i>Timelines for start of work & submission to NQC: TBA</i>
CPC08 Construction, Plumbing and Services Integrated Framework			
3.0	Ongoing analysis of web-based issues register for all sectors	<ul style="list-style-type: none"> ▪ Mechanism for raising issues related to coverage and implementation of the Training Package (both cross and specific sectoral issues) (ongoing) 	<i>Likely qual. levels affected: Not applicable</i> <i>Timelines for start of work & submission to NQC: February 2008 - ongoing</i>
3.1	Scope improvements to the Plumbing and Services Sector including: <ul style="list-style-type: none"> – environmental scan – use of issues register 	<ul style="list-style-type: none"> ▪ Plan necessary improvements based on analysis of issues raised through the environmental scan, issues register and consultation (ongoing) 	<i>Likely qual. levels affected: Not applicable</i> <i>Timelines for start of</i>

No.	Scope of work, industry, sector & occupations/skills involved	Industry imperatives for the work	Other
	<ul style="list-style-type: none"> – national consultation 	<ul style="list-style-type: none"> ▪ Analyse current pre-requisite requirements relating to hydraulic designers in the plumbing and services qualifications (partially completed) ▪ Analyse coverage of emerging skills needs in environmental sustainability (eg rainwater harvesting, installation of water-wise plumbing and irrigation systems and use of recycled grey water etc) (ongoing) ▪ Review packaging of Certificate III qualifications in plumbing and services (i.e. changes may require two mandatory streams (i.e. water and sanitary -also to increase the requirement to achieve the qualification from completion of four streams of the available six to five streams) (ongoing) 	<p><i>work & submission to NQC: TBA</i></p>
3.2	<p>Scope improvements to the Construction Sector including:</p> <ul style="list-style-type: none"> – environmental scan – use of issues register – national consultation 	<ul style="list-style-type: none"> ▪ Plan necessary improvements based on analysis of issues raised through the environmental scan, issues register and consultation ▪ Scope & develop higher level qualifications for Building Designers ▪ Scope use of Building Surveying quals with industry and regulators ▪ Articulation of higher level qualifications in construction and property into higher Ed. 	<p><i>Likely qual. levels affected: Not applicable</i></p> <p><i>Timelines for start of work & submission to NQC: TBA</i></p>