

Training and skilling

Skilling Queenslanders for Work (SQW)



○ **19,483**
disadvantaged
Queenslanders assisted
by SQW since July 2015

○ **7213**
Queenslanders assisted
2016–17

○ **9026**
have **secured a job**
as a result of SQW

Training participation 2016–17



Our key performance indicators

Service standards	Notes	2016–17 Target/Est.	2016–17 Actual
Effectiveness measures			
Proportion of all attempted competencies successfully completed		93%	93.4%
Proportion of Queenslanders with higher qualifications	1,2	60%	59.7%
Proportion of graduates in employment or further study	1,3	87%	83.4%
Number of completions:	4		
Apprenticeships		11,500	9,800
Traineeships	5	11,000	12,300
School-based Apprenticeships and Traineeships (SATs)		5,000	4,600
Proportion of graduates satisfied with the overall quality of their training	1,3	89%	85.4%
Proportion of employers satisfied with graduates of:	1,6		
Nationally accredited training		85%	84.9%
Apprenticeships and traineeships		83%	82.7%
Efficiency measure			
Average cost per competency successfully completed	7	\$525	\$601

Notes:

- Confidence intervals for estimates derived from sample survey responses need to be considered when interpreting relative performance.
- Sourced from the *ABS Survey of Education and Work, Australia*, May 2016 data cube: Table 1.12 Non-school qualification at Certificate III level or above, persons aged 20–64 years, 2016.
- Sourced from the annual *National Centre for Vocational Education Research (NCVER) Student Outcomes Survey*. The last survey was conducted in 2016 and relates to students who graduated in 2015.
- Apprenticeship and traineeship measures include school-based apprenticeships and traineeships (SATs).
- The target reflects the national trend of significant reductions in traineeships following a decrease in Commonwealth incentives for traineeships and a reduction in the number of traineeships opportunities in the job market. Overall vocational student numbers have increased since 2014–15, suggesting alternative Commonwealth and state-funded programs are being chosen by students, including the Queensland Government subsidised *Certificate 3 Guarantee* program.
- Employer satisfaction estimates are obtained from the biennial national survey *Employers' Use and Views of the VET System*, which was last conducted by NCVER in 2015.
- This figure is calculated by dividing the Training and Skills service area budget by the number of successful VET competencies (individual study units) directly funded by the department.

Queenslanders skilled to participate successfully in the economy and broader community

The Queensland Government provides subsidised training opportunities and initiatives to assist eligible Queenslanders to access VET and complete formal qualifications.

For more information about our Training and Skilling performance indicators, please refer to Appendix C.

A strong economy through prioritisation of skills and training funding increases

VET is recognised for the pivotal role it plays—skilling working-age Queenslanders who are unemployed or seeking a step-up, and setting them on a path to a brighter future.

Key achievements in 2016–17:

- committed an additional \$56.1 million to boost the investment in skills of the existing workforce and create more opportunities for those needing additional skills for employment through the *Annual VET Investment Plan* (totalling \$810.7 million)
- launched the *Queensland VET Quality Framework* in May 2017. The framework outlines the government's approach to overseeing quality in VET, including key stakeholder endorsement for the first time
- appointed Jobs Queensland Board members and provided direction on key priorities to the Board through the Minister's Statement of Expectations
- supported over 217,000 Queenslanders to access VET
- continued to provide support to Queensland's apprenticeship and traineeship system to ensure current and future skills demands are met.

Queenslanders supported to enter the workforce through targeted skills programs

Reinstated in 2015, *Skilling Queenslanders for Work* (SQW) is a \$240 million initiative over four years to support up to 32,000 Queenslanders. SQW provides nationally recognised training to people who are under-utilised or under-employed in the labour market, as well as building the skills of young people (including those young people in and transitioned from out-of-home care), Aboriginal and Torres Strait

Islander peoples, people with disability, mature-age job seekers, women re-entering the workforce, and people from culturally and linguistically diverse backgrounds.

Targeted programs focused on skills development were delivered by community-based organisations and local councils. Local community ownership of projects is a cornerstone of SQW's past success; helping to ensure future projects meet local skills needs, and deliver positive skills development and employment outcomes for participants.

Spotlight—Community services training in Caboolture

Funding of \$70,700 was awarded to an organisation in Caboolture under the first SQW funding round of 2016–17, supporting 20 disadvantaged people with barriers to training and employment.

Participants will acquire skills to enhance their employment opportunities in the community services and disability sectors while undertaking work-based tasks and the opportunity to shadow support staff in their roles.

The project commenced in August 2016 and 65 per cent of the participants comprise people with disability. Twelve participants have completed their training, with 50 per cent employment outcomes achieved to date.

Key achievements in 2016–17:

- invested approximately \$67 million for 367 community-driven projects to develop skills and provide training and job opportunities to approximately 13,000 vulnerable Queenslanders
- invested approximately \$3.75 million for 300 full-time traineeship opportunities and 12 months of employment with 58 local councils
- created 110 full-time traineeship opportunities and 12 months of employment with community-based organisations through a \$2.2 million investment
- provided training to communities including:
 - rural operations training valued at

- \$131,600 to 30 Aboriginal and Torres Strait Islander job seekers in Alice River
- business administration training for 120 job seekers in Mareeba to a value of \$251,100
- hospitality training valued at \$36,100 to 16 Aboriginal and Torres Strait Islander job seekers aged 15–24 years in Cherbourg
- provided \$455,100 to employ 24 local job seekers as Work Skills Trainees to undertake conservation and rehabilitation work at Jimboomba Community garden and Henderson Creek in Jimboomba
- awarded \$102,800 for delivery of a community services qualification to 36 local women and people from culturally and linguistically diverse backgrounds in Caloundra
- warehousing, community services and customer engagement training valued at \$83,300 to 45 young people from Pacific Islander backgrounds in Inala
- awarded \$229,000 to employ 10 job seekers as Work Skills Trainees for 20 weeks to upgrade community facilities in Sarina and surrounds.

Spotlight—Rockhampton organisation delivers successful training and skills

A community-based organisation in the Central Queensland region was awarded \$733,120 under the first SQW funding round of 2016–17 to deliver a project in Rockhampton. Forty local job seekers were employed for 18 weeks while completing a Certificate I in Construction and undertaking minor works in basic construction.

Work activities included redevelopment and re-establishment of waterways, refurbishment of parklands, designing parks and open spaces for public recreation, repairs to existing structures, building new structures, concreting, measuring, levelling and site preparations. Twenty-eight of the 32 trainees (88 per cent) who completed the traineeship have secured ongoing employment.

Public training providers delivering sustainable and responsive training services

The Queensland Government is committed to supporting TAFE Queensland as a premier public provider of VET, and providing Queenslanders with access to the skills needed to live and work in a modern economy.

Key achievements in 2016–17:

- provided a \$134 million VET Purchaser's Grant to support TAFE Queensland's operations in a contestable VET market with a further \$12.764 million provided to CQUniversity, \$1 million to Aviation Australia, \$7.6 million to Queensland Agricultural Training Colleges, and \$0.3 million to the Aboriginal Centre for the Performing Arts
- appointed a new board to support TAFE Queensland's role as a premier training provider
- provided additional funding to support the maintenance of the state-owned training assets
- completed a review of base funding for the public providers, effective from 2017–18
- clarified the government's expectations of TAFE Queensland and CQUniversity via formal Statements of Expectations
- delivered additional training and assessment services to 9433 Queenslanders under *Rescuing TAFE*.

Informed students making successful skilling and training choices through expanded pathway options

The department is committed to empowering VET consumers and influencers to make informed decisions about the qualifications and training providers that suit their needs, with the ultimate aim to improve outcomes for students, employers and government.

Key achievements in 2016–17:

- consulted with VET stakeholders and consumers to undertake market research to increase understanding of VET consumer decision-making
- continued VET consumer support through our digital and social media presence and the Training Queensland Customer Centre
- provided in-market support for regional Queensland consumers and training providers via the statewide network of the department's regional offices

- expanded opportunities for 2724 *VET in Schools* students under *Rescuing TAFE*
- implemented fee-free training for Year 12 graduates to support a successful transition to employment via the *User Choice* and *Certificate 3 Guarantee* programs.

Industry partnerships to identify skilling needs and prioritise training

Continuous industry engagement and a formal network of industry advisors are critical to VET in Queensland.

The VET Industry Advisory Organisations network was supported over 2016–17 to ensure the government’s investment in VET is meeting industry’s immediate skilling needs.

This work complements the critical role of Jobs Queensland in advising government on anticipated and future skills demands.

Key achievements in 2016–17:

- provided more than \$3 million to 27 group training organisations to increase employment opportunities for apprentices through the *Queensland Group Training* program
- contributed to the implementation of the *Gold Coast 2018 Commonwealth Games—Security Provider Training Strategy*, which will invest an estimated \$2 million in training for 1000 extra security guards
- allocated \$40 million to support the *Advancing Tourism 2016–20: Growing Queensland Jobs* strategy—supporting the state’s \$23 billion tourism industry to cement Queensland’s position as a world-leading destination.

Quality training supporting entry into the workforce through effective monitoring of registered training organisations

Providing effective and efficient oversight of training providers is critical to maintaining high standards and improving quality outcomes.

Key achievements in 2016–17:

- launched the *Queensland VET Quality Framework*, a comprehensive and systemic approach to quality in VET
- investigated complaints about the quality of training being provided by RTOs within Queensland with the

- Queensland Training Ombudsman and the Australian Skills Quality Authority (ASQA)
- improved quality in the sector with the VET Communication Protocol in collaboration with ASQA
- strengthened pre-qualified supplier entry requirements including a one-year minimum trading history in Queensland
- streamlined legal agreements to enable the department to swiftly address quality concerns and take appropriate compliance action
- established a risk-based approach to auditing and enhancing audit capacity and capabilities, resulting in increased compliance activity.