



RAPS

NEWSLETTER

MAY 2015

INDUSTRY NEWS

RAPS WORKFORCE DEVELOPMENT & BUSINESS NEEDS EMPLOYER SURVEY

RAPS understands how valuable your time is, but would very much appreciate you completing the **employer** survey at the following link: [RAPS Employer Survey 2015](#)

WORKPLACE ESSENTIALS WEBSITE

The Workplace Essentials website provides small to medium businesses with a 'one-stop' gateway to find useful information, templates, links and resources that can help them to better plan, attract, develop and retain a skilled workforce.

The Department of Training and Workforce Development (DTWD) and their project partners have published a series of workforce planning and development brochures tailored towards small to medium businesses. All brochures are available on the Workplace Essentials [website](#).

THE IMPORTANCE OF BEING OMNI-CHANNEL FIT IN THE NEW AGE OF RETAILING

Omni-channel retailing is the seamless integrated approach to the customer experience through all available shopping channels and involves thinking about your customer experience in a different way to traditional multi-channel retailing.

Today's shopper simultaneously uses all avenues available to them and this means, as a retailer, you need to be wherever they are to ensure your business has an ongoing and relevant presence in their world.

Omni-channel blends all channels and you can no longer think of these as just your physical and online store spaces; it's all encompassing to include catalogues, mobile devices, kiosks and social media right through to your customer call centre. Place yourself in your consumers' world and that's the omni-channel world of retailing – it's a world where consumers are experiencing your brand, not just your different retail channels.

Retailers need to embrace this new wave of retailing, understand the implications for their business and learn how to communicate with their consumers.

To read more about some of the key implementation strategies of omni-channel retailing please click [here](#).

STATE NEWS

STATE TRAINING BOARD NEWS

Youth Matters: Employing Youth Workshop, Rockingham

In December, 2014 Audrey Jackson AM, Chair of the Youth Employment Committee, held an interactive workshop with local Rockingham employers along with Training Council and State Training Board members in understanding the employer's perspective regarding employing young people.

Participants at the workshop provided insight into the challenges facing employers and young employees during the sessions. This information will be used to assist in identifying barriers for both employers and young people and contribute to Phase 2 of the Youth Workforce Development Plan.

Youth Matters: Youth Survey

During the months of December 2014 to February 2015, the State Training Board conducted a youth survey which aimed to identify the barriers and challenges confronted by young people as they embark on education, training and employment.

The Youth Survey, which was completed through social media and in partnership with Student Edge, resulted in 1186 responses received, with the above mentioned winning prizes for their participation.

The survey forms part of Phase 2 of the State Training Board's Youth Unemployment Project. Data captured will be used to develop a draft Strategic Youth Workforce Development Plan.

The survey report has been sent to the Minister's office for review. The Board aims to publish the survey report on the State Training Board website soon.

For more State Training Board news, please click [here](#).

NATIONAL NEWS

SERVICE SKILLS AUSTRALIA RELEASE 2015 ENVIRONMENTAL SCANS

Service Skills Australia has recently released their 2015 Environmental Scans. To view the Wholesale, Retail and Personal Services Environmental Scan please click [here](#).

FLORISTRY TRAINING PACKAGE UPDATE

The validation stage of Draft 2 of the SFL Floristry Training Package review is now complete. We would like to thank stakeholders for their time and input. Feedback will now be collated and analysed prior to drafting the final material for submission in June 2015. For more information please contact [Liz Petrovic](#) or call 02 8243 1200.

NEW ARRANGEMENTS FOR TRAINING PRODUCT DEVELOPMENT FOR AUSTRALIAN INDUSTRY

On 21 April 2015, the Assistant Minister for Education and Training, Senator the Hon Simon Birmingham, announced the new model for Training Product Development for Australian Industry.

The new model places industry at the centre of training product development through industry reference committees which will be overseen by the industry-led Australian Industry and Skills Committee.

The new model will also:

- engage more employer feedback in training product development
- embed the national character of qualifications, not only for the benefit of seamless operations across borders, but also enhanced career opportunities for graduates of VET
- ensure the quality of VET qualifications is retained

The Department of Education and Training will soon be inviting expressions of interest to set up Skills Service Organisations (SSOs) to support Industry Reference Committees (IRCs) to engage with their industry sectors and facilitate training product development under the guidance of the committees.

Arrangements will be put in place to ensure a smooth transition to the new model which will be fully operational from January 2016. To view the fact sheet for more information please click [here](#).

NEW SUPPORT NETWORK TO INCREASE APPRENTICE COMPLETION RATES

The Australian Apprenticeships Support Network (AASN) will commence operations on 1 July 2015, replacing the existing national network of Australian Apprenticeships Centres, making it much easier for employers to recruit, train and retain Australian Apprentices. On 27 April 2015, the Assistant Minister for Education and Training, Senator the Hon Simon Birmingham, announced the successful organisations that will form the new Network.

The Apprenticeship Network introduces innovative new targeted services which will deliver tailored advice and support to Australian Apprentices and employers who need additional assistance prior to sign-up and in-training.

The aim of this new Apprenticeship Support Network is to improve apprenticeship and traineeship completion rates.

Eleven organisations make up the new Apprenticeship Network with services being delivered through more than 280 network provider sites. Strong coverage will also be achieved in rural and remote areas via outreach servicing arrangements in an additional 160 locations.

For more information please click [here](#).

NEW STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015

On 1 April 2015 the new *Standards for Registered Training Organisations (RTOs) 2015* came into full effect.

These new Standards strengthen student protection and provide new arrangements for RTOs relating to the use of third parties, including brokers and recruitment agents.

The Standards provide clearer and more detailed requirements around marketing, new requirements around trainers and assessors and other issues RTOs must take into account when enrolling students.

A guide to assist RTOs to understand their obligations under the new Standards is available on the ASQA [website](#).

RTOS BREACHING STANDARDS COULD BE FINED

For the first time Registered Training Organisations (RTOs) breaching standards could be issued with an immediate fine under the new infringement notice scheme that started on 2 April 2015.

Assistant Minister for Education and Training, Senator the Hon. Simon Birmingham, said that up until now the national regulator, the Australian Skills Quality Authority (ASQA) could only write warning letters, or take regulatory action such as cancelling or suspending a provider's registration.

Penalties for the fines range from a couple of thousand dollars to ten thousand for a single breach, and for multiple breaches there is the potential for the ultimate fine to be hundreds of thousands of dollars.

ASQA can still take RTOs to court for serious breaches, including where an RTO breaches a condition of its registration, and can suspend or revoke registration of an RTO.

For more information please click [here](#).

UNETHICAL BEHAVIOUR BY TRAINING PROVIDERS AND THEIR AGENTS TO BE STAMPED OUT

Assistant Minister for Education and Training, the Hon. Senator Simon Birmingham, has announced that changes to the VET FEE-HELP scheme guidelines mean unethical inducements to prospective students to sign up for a training course and take out a substantial loan are now banned.

Tough new national standards now apply to VET marketing practices, the information provided to prospective students and how individual learners are supported to meet the requirements of the training product.

Marketing agents offering inducements like laptops, meals, vouchers and prizes so that people sign up for VET courses they don't need and incur a debt they cannot repay, will be stamped out.

For more information please click [here](#).

NEW JOBACTIVE PROGRAM

On 1 July 2015, the Australian Government is introducing new employment services called jobactive to better meet the needs of job seekers and employers and improve job outcomes.

The successful organisations that will be delivering services under jobactive have now been announced.

Current Job Services Australia contracts expire on 30 June 2015. Under jobactive, Work for the Dole Coordinators will start on 1 May 2015 and other services will start on 1 July 2015 and operate for five years.

The Commonwealth Department of Employment has announced contracts to 66 organisations, including a number of TAFE Institutes, to deliver employment services as part of the new program.

Jobactive will provide \$5 billion over three years to deliver job services to 51 employment regions across Australia.

The new model will provide outcome payments at four, 12 and 26 weeks to ensure job seekers take up work opportunities, including seasonal work.

For more information and to view the full list of providers please click [here](#).

TRADE SUPPORT LOAN RECEIVES MORE THAN 20 000 APPLICATIONS

More than 20,000 applications have been received for the Trade Support Loans Programme that began in July 2014.

These loans can assist Australian Apprentices with everyday costs while they complete their apprenticeship over a four year period. Under Trade Support Loans, eligible Australian

Apprentices can access up to \$8,000 in their first year, \$6,000 in the second, \$4,000 in the third and \$2,000 in the fourth year.

Upon successful completion of an apprenticeship, Australian Apprentices will be entitled to a 20% discount on the loan. Similar to HELP loans for tertiary students, the loans become repayable once apprentices start earning a suitable income.

For more information please visit the Australian Apprenticeships [website](#).

INDUSTRY BODIES FORM AN ALLIANCE IN SUPPORT OF AUSTRALIAN BUSINESS

Family Business Australia and the Australian Made Campaign are coming together in partnership to help foster business collaboration and offer improved access to resources.

Approximately 70 per cent of Australian businesses are family businesses, many of which manufacture and grow the products they sell in Australia.

Family Business Australia Chief Executive Robin Buckham said she was proud to be working with the Australian Made Campaign to help grow stronger and healthier family businesses.

Leveraging heritage and country-of-origin branding can provide Australian businesses with powerful competitive advantages, and both organisations provide businesses with marketing tools to help them capitalise on those assets.

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