



# RAPS

## NEWSLETTER

### JULY 2015

#### PLEASE WELCOME JULIE EATON

RAPS are pleased to announce the appointment of Julie Eaton, as part-time VET in Schools Liaison Officer. Julie will be working with schools to promote careers in the retail and personal services industries and is keen to visit schools to provide information and career options for students making decisions for their future. Julie's contact details are:-  
Email: [Julie@rapstc.com.au](mailto:Julie@rapstc.com.au); Tel: (08) 9446 8177; Mob: 0427 330 538.

#### INDUSTRY NEWS

##### RAPS ENVIRONMENTAL SCANS 2015

RAPS are pleased to advise that the 2015 Environmental Scans will be available on line in the near future.

##### 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](#).

## **SMALL BUSINESS TAX FREE ASSET DEAL – 2015 BUDGET**

As of Tuesday 12 May 2015, Australian small businesses with turnover below \$2 million will be able to immediately deduct every asset they purchase valued up to \$20,000.

The government will extend the threshold for asset deductions from \$1000 to \$20,000. The new threshold will be in place until the end of June 2017 and is designed to support small businesses to invest in new assets to grow their businesses.

The \$20,000 threshold applies to each individual asset and small businesses will be able to apply the \$20,000 rule to as many individual assets as they want.

Most small capital purchases will be eligible for the new threshold, with the exception of assets that have specific depreciation rules, including in-house software and horticultural plants.

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

## **SEVEN TIPS FOR GETTING YOUR BUSINESS STARTED ON FACEBOOK**

If your business is not online, you're invisible and missing out on significant economic opportunities according to Small Business Minister Bruce Billson.

Research suggests that four out of five consumers research online before making a purchase, but only half of Australian small business have an online presence.

The world's largest social media platform should be a key strategy for small business owners to engage with new markets through a social experience.

The following are tips to engage with customers on Facebook:

- **It all starts with a page**
- **Make it personal**
- **Less is more when it comes to text**
- **Consider video as an essential part of your strategy**
- **Have a clear objective**
- **Learn about your audience**
- **Target the right people**

For more information on the tips above please click [here](#).

## **TIPS ON PREPARING YOUR BUSINESS FOR SEASONAL SPIKES**

According to NAB's latest customer analysis, the day before Good Friday has grown to rival Christmas Eve as one of the biggest days on the retail calendar.

Anticipating customer demands at key times of the year and preparing in advance can help you provide excellent customer service during the busiest times, keeping customer satisfaction consistently high and customers returning.

Keeping customer satisfaction high during seasonal spikes is important. With the big swing in volume of customer interactions, below are a few ideas that you can put in place now to maintain the same high quality of customer service during the most important season, and keep customers happy and the tills ringing throughout the year.

- **Plan working hours**
- **Improve your self-service offerings**
- **Reduce response time for customer requests**
- **Don't always compare yourselves to your competitors**
- **Keep staff morale high**

For more information on the tips above please click [here](#).

## **STATE NEWS**

### **STATE TRAINING BOARD NEWS**

#### **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.

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 is now available on the State Training Board's [website](#).

### **CHANGES TO THE APPRENTICENTRE**

From 1 July 2015, the Commonwealth Government's Australian Apprenticeship Network (AASN) will replace the current Commonwealth funded Australian Apprenticeship Centres (AACs) and will deliver a broader suite of services with a stronger focus on apprentice recruitment and job-matching. The AASN providers will also offer advice and mentoring support services for employers and apprentices throughout the course of the apprenticeship. To avoid duplicating the AASN services, the State Government will focus on fulfilling the statutory functions of administration and regulation and the ApprentiCentre will be renamed the Department of Training and Workforce Development Apprenticeship Office.

The ApprentiCentre website will be decommissioned on 30 June 2015 and the following details will be effective from 1 July 2015:

- Email: [apprenticeshipoffice@dtwd.wa.gov.au](mailto:apprenticeshipoffice@dtwd.wa.gov.au)
- Website: <http://www.dtwd.wa.gov.au/apprenticeshipoffice>

Please note that the contact number and physical address details of the Apprenticeship Office will remain unchanged.

As the new AASN services will offer face to face support for apprentices and employers in all regions across WA, the eight regional ApprentiCentre Offices will close as of 1 July 2015.

The Australian Apprenticeships Support Network (AASN) provider's that will replace the national network of Australian Apprenticeships Centres has been announced by the Australian Government.

To view the list of provider's please click [here](#).

## **NATIONAL NEWS**

### **NATIONAL SKILLS WEEK (24-30 AUGUST)**

Now in its fifth year, National Skills Week recognises, celebrates and informs students and the wider public on the diversity and benefits of undertaking Vocational Education and Training.

The primary focus of National Skills Week is to promote the diversity, possibilities and options for career outcomes, and to recognise the teachers, students, business and training providers who make it happen.

This year's theme *DISCOVER Your Incredible Journey to a Career* will embrace and bring into focus the skills that link to the job requirements of Industry and highlights future Industry trends.

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

### **HAIR AND BEAUTY TRAINING PACKAGE UPDATE**

The State Training Authorities are currently reviewing the proposed Beauty components of the *SHB Hairdressing and Beauty Services Training Package* and the supporting Case for Endorsement, prior to their submission to the Department of Education and Training in mid-June 2015.

### **AUSTRALIAN INDUSTRY AND SKILLS COMMITTEE ESTABLISHED**

A new industry and skills committee has been established to provide effective industry leadership to the vocational education and training (VET) sector in Australia.

Assistant Minister for Education and Training, Senator the Hon Simon Birmingham, announced the composition of the Australian Industry and Skills Committee on Friday 8 May 2015.

This Committee replaces a complex framework of 13 different committees and advisory bodies, ensuring that employers are central to the advice provided to governments on strategies to lift the quality and relevance of training needed across the Australian economy.

The industry-led body will also play the critical role of overseeing qualifications and training product development – ensuring the system is focused on industry needs and that Australian workers are highly skilled and job-ready.

Mr John Pollaers has been appointed as the Chair of the Committee. Under John Pollaers' guidance, the Committee will comprise twelve members from industry, including a member nominated by each state and territory. The Western Australian member is Mr Ian Hill.

The Committee will also have one industry peak body representative rotating annually. The Australian Chamber of Commerce and Industry has nominated the first member while the Business Council of Australia and the Australian Industry Group will participate in future rotations.

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

## **STRENGTHENING THE VET SECTOR – 2015 BUDGET**

The Federal Government is investing around \$6 billion this year to support training that gives apprentices and vocational students the high quality training they need for modern Australian workplaces.

This includes the \$664 million Government's Industry Skills Fund, to help employers to skill their staff so they can grow their businesses, increase exports and create more jobs.

Young employed people will receive skills linked to real jobs, and support to be able to re-engage with work, training or school, through the Government's two youth training pilots, which are being trialled in 32 sites across Australia.

Under the Training for Employment Scholarships, around 7,500 scholarships of up to \$7,500 are assisting employers take on and train unemployed young people.

The Youth Employment Pathways programme offers up to \$2,000 of assistance to eligible community service organisations to help disengaged 15-18 year olds get back into school, start VET or move into the workforce.

From 1 July, more than 350,000 apprentices will be supported through the Apprenticeships Network in the first year, for which the Budget provides up to \$200 million in 2015- 16.

Around 78,000 employers are expected to also receive incentive payments in the first year to help with the costs of employing and training an apprentice.

The 2015 Budget also provides for Government funding to enable students to undertake higher level diploma and advanced diploma training through the VET FEE-HELP scheme.

The Government has also introduced tougher new Standards for Registered Training Organisations, and continues delivery of \$68.7 million over four years to enable the national training regulator, the Australian Skills Quality Authority, to undertake regulatory reform and enforce the standards.

To read more about what the 2015 Budget means for the VET sector, please click [here](#).

## **GROWING JOBS AND SMALL BUSINESS PACKAGE TO HELP JOB SEEKERS TO SECURE A JOB**

New measures will focus on making job seekers more employable, reducing the costs of taking on new staff, and bringing job seekers and employers together.

The *Growing Jobs and Small Business* package will assist employers to grow and to employ young job seekers, mature workers, parents and the long-term unemployed.

The Federal Government is investing \$6.8 billion to establish *jobactive* to improve the quality of services delivered to job seekers and employers.

This includes a \$1.2 billion national wage subsidy pool to support employers and assist job seekers into work.

From 1 November 2015, eligible employers will receive up to \$6,500 if they hire an eligible young job seeker under 30 years of age, an Indigenous job seeker, a parent returning to the workforce, or a long-term unemployed job seeker, and up to \$10,000 under the Restart programme for workers aged 50 or older.

The *Growing Jobs and Small Business* package will assist job seekers to secure a job and employers to find the employees they need to grow their businesses.

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

## **MOBILITY GRANTS OPEN UP STUDY OPPORTUNITIES INTERNATIONALLY**

Australian vocational education and training (VET) students have the chance to pick up valuable new skills through exciting overseas study opportunities in 2016.

Assistant Minister for Education and Training, Senator the Hon Simon Birmingham, said the 2016 Endeavour Mobility Grants will provide around \$8.3 million to support at least 2500 Australian VET, undergraduate and postgraduate students in having an international study experience.

Short-term grants (\$2000 per student) and language support grants (\$1000 per student) are available to VET students as part of the Mobility Grants initiative.

Mobility grants will support VET students studying at TAFEs, private vocational colleges and other registered training organisations to undertake short-term study in another country.

In the 2015 round, the Government supported more than 1000 VET students to study overseas – up from 150 in 2009.

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

## **NEW RETAIL SERIES LAUNCH**

The New Retail Series – a series of innovative training pilots focusing on the contemporary skills requirements has been underway since February 2015 with the second training pilot, Series 2: Online Retailing, commencing in June 2015.

Participants in Series 2 will engage with online e-learning modules to develop their skills across two key areas; social media in retail and content development for online retailing platforms.

Participants will be supported throughout the duration of the program by a mentor with expertise in the content areas and education delivery. Employers and employees will have an opportunity to provide feedback based on their experience, will inform the ongoing development of nationally recognised training products for online retailing.

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

## **RAPS CONTACTS**

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