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## CPP Property Services

Industry Skills Forecast 2020

Submitted by Artibus Innovation

on behalf of the Property Services Industry Reference  
Committee

April 2020

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# Property Services Industry Skills Forecast 2020

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## Executive Summary

The 2020 Industry Skills Forecast for the Property Services industry provides an annual report on activities undertaken from March 2019 through to March 2020.

This report is presented in three sections:

- Section A provides an overview of new industry workforce practices, skills developments and trends to emerge since the submission of the last full Industry Skills Forecast in 2019. This provides the broader context for training package product development and the standards against which industry-led requests for the specific training package products were assessed
- Section B details the ongoing consultation with stakeholders throughout year
- Section C provides detailed accounts of the proposed projects. These projects are presented with staged deliverables.

### Overview of Changes, Opportunities, and Training Needs

The emergence of Covid-19 and the implementation of related restrictions are having a significant impact on the property industry. The impact varies from sector to sector with the Real Estate sector forecasting a significant downturn in revenue and employment while areas such as property, facility and strata management are generally seeing increased demand for service as usage of buildings changes.

“Finance and Facilities Management professionals have been one of the main areas where individuals can ‘add value’ to an organisation as they navigate through this difficult period.”<sup>1</sup>

Changes in building occupancy patterns are having unexpected impacts. Significant investment is required to maintain built environment assets regardless of their occupancy. Residential property is now permanently occupied which increases maintenance and service requirements, particularly in common spaces. Many service sectors, such as security and pest management, are rapidly introducing new service offerings to support the Covid-19 response.

All sectors of the property industry have rapidly responded by implementing technology solutions to maintain service. Where physical presence is required efforts have been made to ensure essential status is available to workers.

The important role associations play in disseminating information and advice to their sectors has been highlighted throughout this period. Associations have pivoted to a technology-based approach very rapidly in order to continue providing industry with critical information and supporting continuity of services and employment.

The Property IRC is mindful of the current impact of restrictions, but it is also preparing for the important role the property industry, as a major employment sector and economic contributor, will play in Australia’s economic recovery. Covid-19 has accelerated the demand and opportunities from digital delivery and has further confirmed the IRC’s future focused, streamlined and integrated approach to its training package developments.

In addition to Covid-19, the Property Services Sectors continues to be in a period of significant disruption. Digital technologies are converging with a heightened focus on building compliance and environmental performance. This disruption is being felt across all sectors of the built environment and will require a highly responsive skills

<sup>1</sup> Volep, M (2020), Recruitment Industry Changes During Coronavirus Pandemic, The Real Estate Conversation, accessed 24/04/2020 at <https://www.therealestateconversation.com.au/news/2020/04/21/recruitment-industry-changes-during-coronavirus-pandemic/1587430292>

ecosystem to ensure and grow productivity. The five main changes and opportunities in the Property Services industry are:

1. Digital management and delivery systems: the industry is using more digital management systems that bring workers in different sectors into common information management and reporting systems.
2. Technology: digital disruption and adaptation to new technologies across the built environment is influencing skills required to engage and utilise digital and robotic technologies.
3. Regulation: heightened regulatory requirements across the built environment is an expectation of clients.
4. Environment: the extent of environmental change and disasters is creating skill needs in flood and fire rectification and new challenges in the management of the built environment including hygiene skills and management.
5. Consumer (and client) demand: for sustainable, green, energy efficient, and digital technologies, and convergence across these demands.

Over the last 4 years the Property Services IRC has completed, or is finalising, the review and updating of the CPP training package. The IRC is now taking a future focussed view of the skills needs of its sectors.

Through this Industry Skills Forecast the Property Services IRC proposes a suite of training package development activity which addresses specific sector and occupation needs as well as system focussed projects that will provide an industry wide framework for responding to emerging skills needs in a more streamlined and responsive way.

The IRC supports the AISC and CISC agenda and proposes to develop training products with broader industry-wide application to reduce duplication and proliferation of qualifications. These proposed activities will develop frameworks and qualification structures which improve responsiveness by increasing utilisation of skill sets which supports mobility and responsiveness.

Training development in the Property Services industry needs to be undertaken in a way that is responsive to industry and sector needs. There is clear demand emerging for:

1. Industry-wide projects:
  - a. *Industry-wide skills to work with Integrated Digital Delivery (IDD) technology*; professionals with awareness and technological capabilities to use IDD for strategic, operational and management governance of the built environment.
  - b. *A cross-sector project supporting building performance and compliance*; Built Environment Auditing as a modular, industry wide qualification utilising skill sets to address sector specific needs.
  - c. *Property Pathways*; to encourage new entrants into the property industry by developing a purpose-built VET-in-Schools and pre-employment pathway to a range of occupations in the property sectors.
2. Sector Focussed projects
  - a. *Upskilling of cleaning professionals*; upskilling to work with new technologies and to meet demand for specialist cleaning to maintain and restore the built environment. The outbreak of the Coronavirus has demonstrated a nation-wide need for cleaning by staff with training and skills in 'deep cleaning' and 'hygiene' cleaning.

- 
- b. *Bushfire preparedness*; responding to the 2020 bushfire crisis, the IRC proposes the development of a planning and approval focussed qualification for all involved in bushfire planning, development and compliance reporting.
  - c. *Strata Management*; qualifications require updating to address regulatory changes and industry practice.
  - d. *Work Arising from previous activity*; work arising from previous training projects in response to defined industry needs in Pest Management, Investigative Security and Security Services.

## Section A: Overview of Changes, Skills Needs and Barriers

### 1. Industry workforce, skills developments and trends.

The Property Services industry encompasses a broad range of sectors providing services within the built environment, including:

- pre-build design and compliance assessment, and
- post-build sale, management, maintenance, security, cleaning and waste services.

The Property Services industry employed 930,900 workers across five sectors in 2019, with each of these projected to grow over the next five years to May 2024.<sup>2</sup> The industry is being impacted by significant continuing technological changes to the built environment, particularly new digital-enabled and green technologies and emerging environmental risks. In addition to the instability and change caused by these, are the social and economic impacts of the Australian bushfires and COVID-19 pandemic. The implications of these events for the Property Services Industry are unfolding but are expected to negatively impact the Australian population and economy.

The major new workforce skills and trends to consolidate since the submission of the last Property Services Industry Skills Forecast are:

- Integrated Digital Delivery (IDD) and emerging digital tools for Property Services: Industry-wide skills to work with Integrated Digital Delivery (IDD) technology: professionals with awareness and technological capabilities to use IDD for strategic, operational and management governance of the built environment.
- New technologies and performance based service contracts: Upskilling of professionals in the post construction sectors; upskilling to work with new technologies and to meet demand in automation, robotics and data driven management of the built environment.
- Preparedness for emergency responses: The outbreak of the Coronavirus has demonstrated a nation- wide need for cleaning by staff with training and skills in 'deep cleaning' and 'hygiene' cleaning.
- Bushfires early in the year highlight the increasing need for planning and preparedness skills in the built environment to minimise impacts of such events through design, planning and approval as well as response strategies.
- Increasing focus on building performance and compliance. The release of the Building Confidence Report has highlighted the importance of monitoring and reporting of built environment performance and compliance across a range of functions and services.
- Environmental sustainability, connected to building performance. There is a heightened awareness of the environmental impacts of the built environment and an increasing need for relevant skills to implement and monitor change.

The Property Services IRC has identified the convergence of skills needs across their value chain and is responding by proposing the development of industry-wide packages to ensure all sectors have access to the skills needed without duplication and creation of duplicated skills products.

<sup>2</sup> See Appendix B for an overview of the Employment Outlook.

In addition to the industry development activity the IRC has also identified sector specific packages which have experienced regulatory and practice changes or review requirements triggered by training package policy:

- The cleaning sector has been highlighted by the Covid-19 crisis as a critical sector and the review will ensure infection control practice and management is embedded in the related training products.
- The units in the Strata Management qualifications have been superseded and require updating to meet training package policy and to reflect a changing regulatory environment. Strata managers are also being impacted significantly by the Building Confidence Report, non-complying building materials and environmental performance expectations, all of which need to be included in the reviewed qualifications.
- Bushfire preparedness and planning requires the development of a sector specific qualification to ensure these critical skills are available to a range of occupations responsible for protecting life and property.

## 2019-2020 Continuing Projects

In 2019-2020 the IRC has been undertaking the review of the surveying and spatial qualifications to update and future proof the qualifications, remove duplication, and consider deletion low enrolment qualifications.

## Proposed Work 2020-2021

The IRC is proposing projects to further the skill development of the sector. Detailed cases are included in Section C of this Skills Forecast:

- Cleaning; a review of the Cleaning qualifications to update and meet emerging skill demands.
- Integrated Digital Delivery; the development of qualifications and skill sets in Integrated Digital Delivery to meet sector demand for workplace competencies in this transformational technology that is increasingly embedded in the built environment.
- work arising from previous training projects in response to defined industry needs in Pest Management, Investigative Security and Security Services.
- revised qualifications in Strata Management.
- development of bushfire design and protect skills and qualifications.
- client and regulatory demand for training in built environment auditing.



## Integrated Digital Delivery in Property Services

Data-enabled technologies in the built environment will have wide-ranging delivery implications across the industry's sectors, from those professions with ongoing responsibility for managing buildings and facilities, all the way through to those providing services and maintenance on an intermittent or as-needed basis. The Property IRC is in general agreement that the widespread adoption of IDD practices will be facilitated by the construction industry's implementation of Building Information Modelling (BIM) infrastructure and national digital policies.

IDD enabled systems are expected to impact all sectors of the Property Services industry and increase the connectedness of these sectors. The proposed project will develop a suite of competencies available to all sectors to support skills development needs. Globally, the integrated facilities management market is projected to reach USD 1.74 trillion by 2026 driven in part by IDD and Internet of Things (IoT) capabilities.<sup>3</sup> The 930,900 workers currently employed across the Australian Property Services industry<sup>4</sup> and future workers in these sectors will require the appropriate skills to work within IDD systems. The profile of skills which will be in demand is currently emerging, and is expected to range from the awareness and engagement skills to work effectively in buildings with IDD systems, through to the strategic, technical and managerial skills required to design or efficiently run buildings with IDD systems over the longer term.

While the emergence of IDD and BIM is creating new jobs, the larger impact will be in changes to existing roles across the property industry. Being mindful of the streamlining agenda of the AISC and CISC, the Property Services IRC is proposing to address this skill need by developing three qualifications to reflect the technical, managerial and strategic skills requirements. These qualifications will house units and skill sets that will be applicable across the property sectors allowing the entire industry to respond to the increasing reliance in built environment data and related technology changes. In addition to responding to existing skills needs, this project aims to prepare the industry for future impacts and opportunities.

### Industry Change 1: Integrated Digital Delivery (IDD) and T-Shaped for Professional

Workforce and Skills Development	Factors and Trends
<b>Skills identified by IRCs</b> <ul style="list-style-type: none"> <li>All IRC members identified that Integrated Digital Delivery awareness and engagement skills are required by the industry and sub-sectors. Specific IDD skills: <ul style="list-style-type: none"> <li>Use of IDD capabilities as part of compliance reporting</li> <li>Interconnectedness of Property Services industry and implications for practices and reporting</li> <li>Complex communication handling, information interpreting, and reporting</li> <li>Managing risk in IDD systems</li> </ul> </li> </ul>	<b>Driving demand for skills</b> <ul style="list-style-type: none"> <li>Digital technology – an intensification of uptake and use across the industry</li> <li>Digital policy: National Digital Council</li> <li>Digital tools developed by states: NSW eConveyancing</li> <li>Embedding of digital practices, e.g. submission of building design plans in some jurisdiction, such as Victoria</li> <li>Client and end-user demand for building inspection and performance reports (such as insurers, facilities managers, owners)</li> </ul>

<sup>3</sup> Global Integrated Facility Management Market, Forecast and Opportunities, 2019-2024. Cited in Fortune Business Insights <https://www.fortunebusinessinsights.com/industry-reports/facilities-management-market-101658> accessed 24th March, 2020.

<sup>4</sup> Labour Market Information Portal, 2020 Industry Projections – five years to May 2024, accessed online 24/02/2020 at <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>

Workforce and Skills Development	Factors and Trends
<ul style="list-style-type: none"> <li>Digital management extending to digital monitoring of traditionally people-managed areas, such as pests, security, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Compliance and administrative code being developed by Australian Building Codes Board (ABCB)</li> <li>Building crises and scandals, such as Mascot Towers, Sydney Olympic park</li> </ul>

## Cleaning

Commercial Cleaning Services in Australia is a \$12.8bn sector, and 2.6% annual growth projected between 2020-2025.<sup>5</sup> Demand is being driven by a growing trend of businesses to efficiently outsource cleaning, with major clients seeking cleaning as part of a multi-service property management contract.<sup>6</sup> Interior building cleaning is the largest segment of the industry (39.3%), followed by washroom services (17.1%).

The following cleaning trends were identified by the Property Services industry<sup>7</sup>:

- new demands for specialist cleaning skills (e.g. infectious, toxic<sup>8</sup>, trauma, mould, green building) in institutional environments (e.g. health, aged care, schools)<sup>9</sup>
- communication requirements to tender for contracts and manage staff<sup>10</sup>
- anticipated client demand for new cleaning technologies (e.g. robotics, IDD environments)
- an increase in franchise and contract cleaning requirements.<sup>11</sup>

The bulk of the current cleaning labour force is untrained, with a high rate of turnover.<sup>12</sup> However, the rise of performance-based contracts in an IDD context and specialist cleaning requirements are expected to have implications for vocational training that extend beyond the skills and competencies developed in current training package qualifications.

<sup>5</sup> Allday, A (2019), Commercial Cleaning Services in Australia, IBISWorld Industry Report N7311, accessed 29/01/2020 at <https://www.ibisworld.com.au/>

<sup>6</sup> Ibid, p.5.

<sup>7</sup> Artibus Innovation (2020), *ISF2020 Consultations with CPP IRC Members*, Commercial in Confidence.

<sup>8</sup> [https://www.apf.gov.au/Parliamentary\\_Business/Committees/House/Health\\_Aged\\_Care\\_and\\_Sport/BiotoinIllnesses/Report](https://www.apf.gov.au/Parliamentary_Business/Committees/House/Health_Aged_Care_and_Sport/BiotoinIllnesses/Report)

<sup>9</sup> Allday, A (2019), Commercial Cleaning Services in Australia, IBISWorld Industry Report N7311, accessed 29/01/2020 at <https://www.ibisworld.com.au/>. See p.13.

<sup>10</sup> Ibid, p.17.

<sup>11</sup> Ibid, p.5, 10-11.

<sup>12</sup> Shah, C & Dixon, J 2018, *Future job openings for new entrants by industry and occupation*, NCVER, Adelaide, p.29.

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**Industry Change 2: Contract Cleaning Specialisations and Technologies**

Workforce and Skills Development	Factors and Trends
<b>Skills identified by IRCs</b> <ul style="list-style-type: none"><li>• IRC members identified contract cleaning as requiring new skills within managed environments</li></ul>	<b>Driving demand for skills</b> <ul style="list-style-type: none"><li>• Climate: fire/floods increase demand for specialised cleaning after environmental disasters</li><li>• Requirements for cleaning in infectious, toxic and trauma environments</li><li>• Rise in contract cleaning in digitally managed environments</li><li>• Key role of cleaning in urban pest management in green buildings</li><li>• Increase in client demand for and use of robotic cleaning technologies</li><li>• As integral to risk management in managed building environments</li></ul>

## 2. Qualification Utilisation

### Circumstances in which employers do employ people with VET qualifications

Most of the property industry job roles require occupational licenses, these tend to be aligned with the attainment of qualifications or units of competence, although there is substantial state-based variance in the specific requirements. This occupational licencing drives significant utilisation of VET qualifications. The state-based variation in licensing requirements increases the complexity of training package development processes where competing requirements must be balanced.

VET activity is also high where qualifications are linked to industrial awards or enterprise agreements.

The National Centre for Vocational Educational Research (NCVER) found that employers' satisfaction with the VET system ranged from 72.1% for employers who require vocational qualifications as a job requirement, to 78.8% among employers who use nationally recognised training to meet their skills needs. In their 2019 report, *Employers' use and views of the VET System*, they found that over half of employers (50.9%) interviewed engaged with the VET system.<sup>13</sup> Of these, employers used VET under three specific circumstances:

1. because they have jobs that require vocational qualifications (34.2%), including specialised job skills and to meet legislative, regulatory or licensing requirements.
2. because VET meet their need for skilled staff and improving staff skills when employing apprentices and trainees (23.3%)
3. because they use nationally recognised training (other than apprenticeship and traineeships) for their staff training (19.9%).

A similar range of circumstances were identified for the Property Services industry<sup>14</sup> to explain why employers do employ people with VET qualifications:

- licensing requirements (historical and current) were identified as the reason for employing people with VET qualifications and skill sets in the following sectors (50%): Strata Management, Fire Protection, Real Estate, Pest Management and Security. Licensing requirements vary throughout Australia and some licenses require specific units and not the attainment of a full qualification.
- VET qualifications or skill sets as an entry requirement for working in the industry (50%), including sub-sectors that do not currently have licensing, such as Facilities Management, Building Design, and Surveying (for working supervised at an unlicensed level). The member for the Facilities Management Association commented that VET is well regarded by employers in their sub-sector and completed in addition to employers with degrees to allow them to move sectors.
- VET qualifications are either well-regarded by employers as evidence of professional development, used as professional pathways, or used to develop and hone employees' technical skills and knowledge (42%).

<sup>13</sup> NCVER (2019), *Employers' use and views of the VET System*, accessed 10/03/2020 at <https://www.ncver.edu.au/research-and-statistics/publications/all-publications/employers-use-and-views-of-the-vet-system-2019>. In the 2019 study, 7007 employers were interviewed between February and June 2019.

<sup>14</sup> Artibus Innovation (2020), *ISF2020 Consultations with CPP IRC Members*, Commercial in Confidence. These circumstances were identified in Artibus research with IRC members.

## Circumstances in which employers do not employ people with VET qualifications

A VET qualification is often essential for licensing and future employment in some sectors of the Property Services industry. In the following circumstances employers do not employ people with VET qualifications<sup>15</sup>:

- absence of a licensing or regulatory requirement as a reason not to employ people with VET qualifications
- cost, time, and/or poor skills of VET graduates as key reasons
- misalignment of full qualification with job function, absence of skill sets or micro-credentials that meet job requirements
- alternative professional pathways, such as an employee's role appropriateness, particularly where there are no VET qualifications.

## 3. Usage of non-training package products

When VET training is a condition of industry licensing requirements, VET training is used.<sup>16</sup> Where licensing conditions do not apply, Property Services employers do utilise training outside of the national system for a range of reasons, including:

- to fill an emerging workforce gap. This might be because the industry chooses to deliver training itself to meet a need, or because technicians have industry specific and contextual knowledge that they need.
- because of the limitations of the national system, such as VET being too slow to respond to skills gap, or concerns about quality of VET delivery by RTOs and via online delivery<sup>17</sup>
- vendor provided training such as software system training.

<sup>15</sup> Artibus Innovation (2020), *ISF2020 Consultations with CPP IRC Members*, Commercial in Confidence. These circumstances were identified by IRC members interviewed.

<sup>16</sup> Artibus Innovation (2020), *ISF2020 Consultations with CPP IRC Members*, Commercial in Confidence. Reasons identified in Artibus research with IRC members.

<sup>17</sup> Artibus Innovation (2020), *ISF2020 Consultations with CPP IRC Members*, Commercial in Confidence. Reasons identified in Artibus research with IRC members.



**Example: Employer use of Bespoke Training in Strata Management**

Strata Management is an example where the association provides its own training using a licensed North American training product adapted for Australian and New Zealand use. A total of 165 people have successfully completed the *SCA A100 Introduction to Strata Community Management*, offered by the Strata Communities Association (SCA). The SCA offers this course because an appropriate VET training product is not available or accessible.<sup>18</sup>

The reasons given for using non-VET training in the Property Services industry are similar to those given by employers across all industries. NCVER research<sup>19</sup> found that almost half of employers use unaccredited training (48.8%) for the following reasons:

- 57% to provide the skills needed for the job
- 36% to meet and maintain professional or industry standards
- 34.5% to meet highly specific training needs.

NCVER<sup>20</sup> also found that satisfaction with unaccredited training is higher (87.4%) than with accredited training (72.1-78.8%), possibly because employers have a greater degree of say over when, where, how, and what training is delivered.

<sup>18</sup> Bozkurt, T. (4/12/19), Professional communication with National Education Manager, Strata Communities Association.

<sup>19</sup> NCVER (2019), Employers' use and views of the VET System, accessed 10/03/2020 at <https://www.ncver.edu.au/research-and-statistics/publications/all-publications/employers-use-and-views-of-the-vet-system-2019>. In the 2019 study, 7007 employers were interviewed between February and June 2019.

<sup>20</sup> Ibid.

#### 4. Qualifications with low and no enrolments.

The Property Services IRC has undertaken to delete, where possible, qualifications and units of competency with low or no enrolments from its training package to support COAGs reforms to training packages and remove obsolete/superfluous training package components from the National Register.

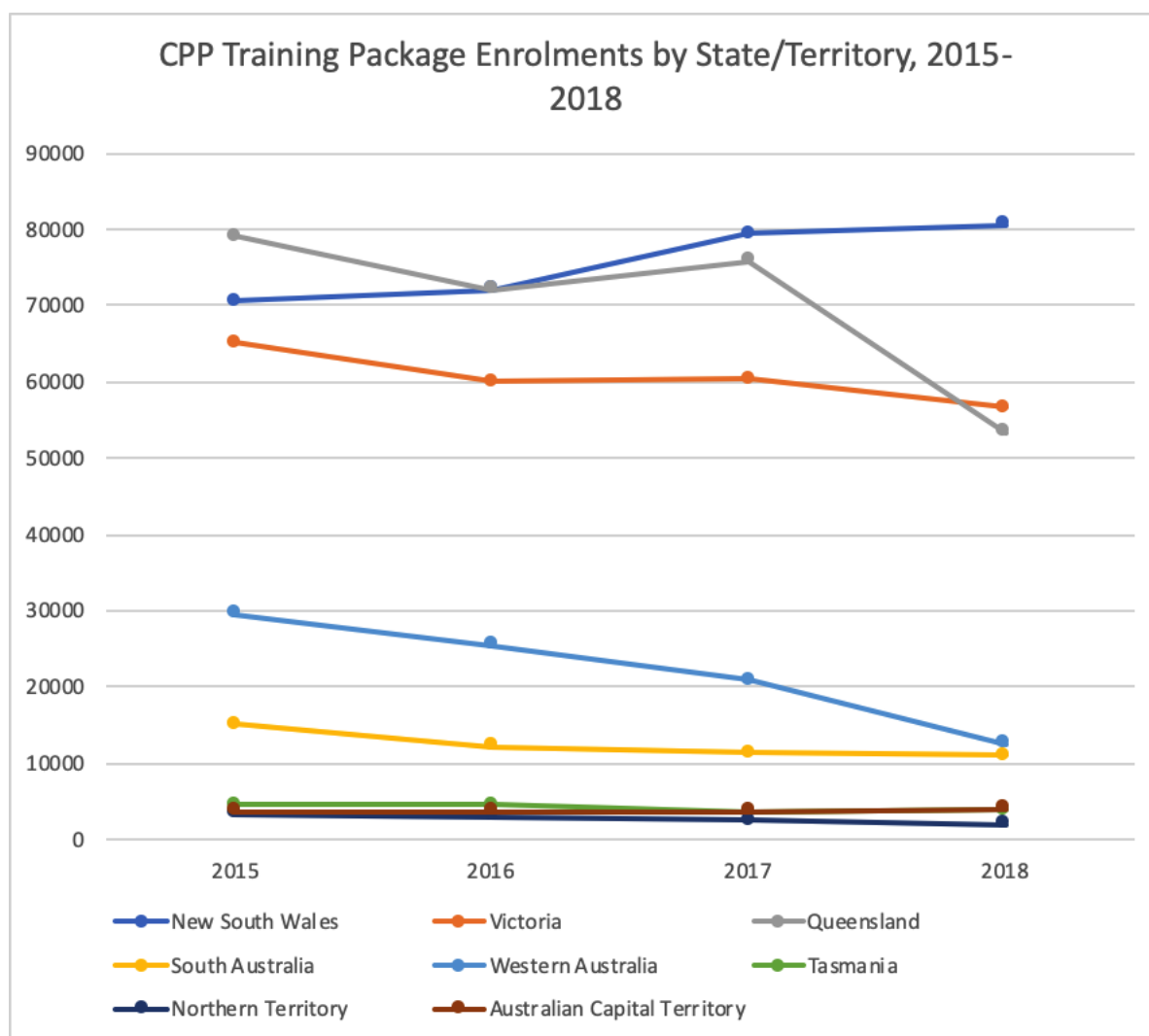
Through the approval of reviewed packages, the IRC has deleted 5 qualifications and 60 units of competence from the national register in the last 12 months.

The IRC has identified the following qualifications as appropriate for deletion:

- CPP50511 Diploma of Property Services (Asset and Facility Management)
- CPP60211 Advanced Diploma of Property Services (Asset and Facility Management)

Subject to approval, these qualifications will be deleted on the National Register on or before 30 August 2020.

#### Training Package Enrolments by State and Territory



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## Differences between States and Territories

The demand for qualifications in the property services industry is also largely driven by regulatory and compliance requirements within each state and territory. Where a state requires a licence (underpinned by a qualification or units of competency) then enrolment numbers are commensurate with occupational requirements. For example, a licence is required for pest managers in WA, which results in that state having the highest enrolment numbers. Victorian regulation regarding the scope of work of building designers differs to the rest of Australia and so that state uses its own accredited course.

## 5. Non-completion of qualifications and skill sets (including micro-credentials).

According to industry, the top three reasons identified for non-completion of qualifications and skill sets in the Property Services industry are<sup>21</sup>:

- 'if people don't have to do it, they won't'; VET funding and student management systems require enrolment in a qualification even if the need/intention is to complete a single unit or skill set required for licensing or employment. This skews the data significantly in sectors such as Urban Pest Management which only require 3-5 units for licensing in most states. Similarly, students do not need to complete the Certificate IV in Sustainability Assessment and may discontinue study after they have attained competencies to use the relevant software.
- personal reasons: individual circumstances may be the reason for students' non-completion, such as change of job, change of mind, and change of state. Students may realise that the industry is not right for them until after they have commenced study.
- lack of employer support and recognition, such as not giving time off to study or increased pay for obtaining a qualification, are disincentives for students not completing further study beyond the competencies required to do their current work. Cost of study was also noted as a reason.

Employment, licensing requirements, career progression and salary increases, are the key reasons why students complete qualifications and skill sets in the Property Services industry. Completion of qualifications and skill sets is strongly associated with licensing requirements and industry expectations in the security sector. Employment in the Spatial and Surveying sector is almost assured, with that sector having a '100% capacity to employ those who complete the training.' Other drivers for students to complete qualifications were:

- industry culture where qualifications are expected (e.g. Facilities Management, Surveying)
- government jobs requiring formal qualifications
- insurer expectations (although not a current requirement)
- student's own desire to continue study and a sense of personal accomplishment
- student's wish to start their own business.

<sup>21</sup> Artibus Innovation (2020), *ISF2020 Consultations with CPP IRC Members*, Commercial in Confidence. Reasons identified in Artibus research with IRC members.

## 6. Opportunities for use of cross-sector units developed by the AISC.

A limited number of the AISC's cross-sector units are presently available. It is expected that more of the cross-sector projects will be approved in 2020. Opportunities for use of these units will be actively considered during the training package development process for the proposed projects. The Victorian State Training Authority has suggested that the Big Data cross-sector units are likely to be relevant to the proposed Integrated Digital Delivery (IDD) project.

Where available and relevant, the cross-sector units developed by the AISC are considered for all CPP Training Package projects.

The following endorsed Cross Sector units may be suitable for future use in CPP qualifications and Skill Sets and will be considered by the Property IRC for inclusion where applicable. This may assist with the removal of superfluous Units of Competency from the CPP Training Package.

- BSBXCM301 - Engage in workplace communication
- BSBXCM401 - Apply communication strategies in the workplace
- BSBXCM501 - Lead communication in the workplace
- BSBXDB401 - Develop and implement recruitment processes that are inclusive of people with disability
- BSBXDB501 - Support staff members with disability in the workplace
- BSBXDB502 - Adapt organisations to enhance accessibility for people with disability
- BSBXTW301 - Work in a team
- BSBXTW401 - Lead and facilitate a team
- TAEXDB401 - Plan and implement individual support plans for learners with disability
- TAEXDB501 - Develop and implement accessible training and assessment plans for learners with disability



## 7. Jobs that have experienced changes in skill requirements.

### Industry Knowledge

All sectors, and all jobs, in the property industries are being impacted by technology change and environmental responses. The changes in skill requirements were qualitatively identified based on consultations with IRC members. IRC members described the industry-wide impact of digital building technologies, within and across its occupations. In addition to the impacts being addressed in the industry wide projects proposed in this skills forecast, the sector specific changes, drivers and their impacts are described below.

#### **Strata Management**

The skill requirements of Strata Managers have changed significantly, driven by regulatory requirements, technology, and client expectations. Strata Manager was previously an administrative role, but now requires skills to meet regulatory requirements of the built environment, including legal knowledge, and soft skills to interact professionally with a broad range of building stakeholders, including owners, property service workers, and government.

#### **Fire Protection**

Skill requirements for workers in the area of Fire Protection have changed in response to changing fire standards and evolving wireless technology, according to the Fire Protection Association (FPA). Formal continuous professional development is now required in some roles, and the FPA has introduced a 3 year skills update in some areas, such as bushfire protection. Programming skills are required for workers to use new technology.

#### **Urban Pest Management**

Changed skill requirements in the Urban Pest Management sector are driven by changed management methods and technologies. Emerging skill needs are expected to enable this sector to work in an integrated digital environment.

#### **Security**

The security sector is expected to be impacted by technology changes and integrating security technologies within a digital environment.

#### **Facilities Management**

Regulatory and professional practice expectations, in concert with technology and more complex facilities, are driving the expectation of higher level skills among Facilities Managers, such as relationship and contract management, and skills to work strategically and managerially in an integrated digital environment.

#### **Building Design and Sustainability**

Building design and sustainability professionals are impacted by the shift to Building Information Modelling and associated technologies, driven by client and government demand and expectations.

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## **Surveying & Spatial**

The skills required of surveying and spatial sector employees are fast-changing as this sector is strongly affected by technological changes, such as:

- GPS technology
- underground utility detection
- drones and scanners.

Rapid technology changes impact RTOs and their capacity to deliver competencies using new equipment.

## 8. Barriers to employers hiring apprentices and trainees.

There are three main barriers to employing apprentices and trainees in the Property Services industry<sup>22</sup>:

1. Limited apprenticeships and traineeships: 60% said that there were none or only limited apprenticeships and traineeships available within this Training Package. The absence of apprenticeships and traineeships was associated with work being non-trade, professional, small private sector, and privatisation of work previously done by government agencies.
2. Low traineeship awareness: 33% said that finding people and limited knowledge and awareness of traineeships in industry were barriers. Apprenticeships in Technical Security and Surveying & Spatial were identified as having low profiles in schools and among private sector employers.
3. Employer barriers: 25% identified employer barriers, such as costs, lack of industry support, and red tape.

It is notable that the Real Estate industry, which has a traineeship, did not identify any barriers.

The Building Designers Association noted that the industry would accept and benefit from a traineeship. This sector is meeting its labour needs by employing higher education undergraduates as 'CAD-jockeys' to do digital design work.

<sup>22</sup> Artibus Innovation (2020), *ISF2020 Consultations with CPP IRC Members*, Commercial in Confidence. Reasons identified in Artibus research with IRC members.

## 9. Other relevant activities.

The Property Services IRC and SSO undertook relevant activities, including:

- a knowledge engagement and impact research tour with international stakeholders in Singapore in May 2019 (report provided in the appendix).

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## Section B: Ongoing Stakeholder Consultation throughout 2019

This section identifies Property Services Industry stakeholders that Artibus Innovation has engaged with over the last year to:

- gain industry sector feedback, advice and validation
- provide answers to queries regarding the CPP Training Package.

**Available as Attachment 1.**



## Section C: Proposed Training Package Projects

### Project 1 – Cleaning

#### Description

This proposed project is to review and maintain the suite of cleaning qualifications in the CPP training package to:

- make sure the qualifications align with occupational outcomes and are fit for industry needs
- assist in the attraction and retention of people into the industry
- update the package to include specific skills needs relating to infection control, high risk environments, and new technology and cleaning practices
- adhere with the four-year review cycle of the national review schedule as per the training package development and endorsement process policy Nov 2016.

There are three cleaning qualifications:

- Certificate II in Cleaning Operations
- Certificate III in Cleaning Operations
- Certificate IV in Cleaning Management.

#### Rationale

##### **Evidence of Employer and Industry Demand**

The Building Services Contractors Association of Australia, representing the Property Services Industry's Cleaning sector, reports that a review of the current qualifications is necessary, especially around infection control and disaster cleaning. Demand had already increased for contractors in these two specialist areas prior to the outbreak of the Covid-19 pandemic, and is likely to rise steeply now. A focus on innovative methods for mould cleaning is also required.

Sensor and robotic technologies will also have specific skill requirements for cleaners. Industry is still in the early stages of robotics but there is an increase in robotic floor cleaning. Cleaning companies that employ technology are more attractive to business.

Performance based contracting is still a key objective with clients, however there is a requirement under the award for a certain number of cleaners within a square meterage. A shift is occurring from cleaning as a standard practice conducted at regular intervals to cleaning as a performance based practice managed by meeting specified performance contracts.<sup>23</sup> This shift has occurred in concert with the emergence of integrated digital delivery and management capabilities within the built environment facilitated by BIM systems. Similarly, the growing popularity of Green Building technologies and practices, such as onsite waste management and nontoxic pest management, will also have implications for cleaning management and practices. Consultations also identified a lack of dedicated chemical handling in the current qualifications.

<sup>23</sup> Allday, A (2019), *Commercial Cleaning Services in Australia*, IBISWorld Industry Report N7311, accessed 29/01/2020 at <https://www.ibisworld.com.au/>

Despite these changes, the occupation of Cleaner remains unlicensed, meaning that a proportion of short term workers are unlikely to have any training unless it is required, provided, or funded by their employer or other sponsor (e.g. free TAFE, work ready programs).

### **New or emerging skills**

As noted above, the following specialist cleaning skills are new and emerging:

- infection and disaster cleaning
- mould cleaning<sup>24</sup>
- robotic cleaning technologies
- performance based contract cleaning
- nontoxic cleaning and cleaning management in green buildings.

### **Employment Outlook**

Occupational demand for 'cleaners and laundry workers' is forecast to increase by 1.9% each year from 2016, with the occupation predicted to employ a total of 311,800 in 2024.<sup>25</sup> At 17 February 2020, Australia-wide there had been 8,478 jobs advertised for cleaners in the last 30 days.<sup>26</sup> It should be noted that these figures reflect pre-Covid-19 trajectories, and an increased labour force as well as potential needs for specialist training or reskilling workers seems highly likely.

At present, a high percentage of job openings in this occupation come not from industry expansion, but rather from 'replacement demand' due to retirement and job turnover. Replacement demand is predicted to be the source of 56.5% of job openings for cleaners and laundry workers between 2017 and 2024.<sup>27</sup> Under the 'most likely scenario', it is forecast that replacement job openings for cleaners and laundry workers will account for 12,400 jobs per year – with a total of 98,000 job openings for the period 2017 to 2024.

Such high replacement demand for this occupation, in concert with evidence of ongoing qualification enrolments, points to the need to review training, including:

- maintaining the cleaning qualifications
- reviewing them to ensure they are fit for purpose
- ensuring they are cohort appropriate given job turnover and retirement
- updating to address changed skill requirements driven by technology, regulation and client requirements
- updating to address changing occupational and employment requirements of contract cleaners (e.g. WHS, portable long service).

### **Enrolments**

<sup>24</sup>The Standing Committee on Health, Aged Care and Sport 2018, Report on the Inquiry into Biotxin-related Illnesses in Australia, Parliament of Australia, accessed 23/04/2020  
[https://www.aph.gov.au/Parliamentary\\_Business/Committees/House/Health\\_Aged\\_Care\\_and\\_Sport/BiotxinIllnesses/Report](https://www.aph.gov.au/Parliamentary_Business/Committees/House/Health_Aged_Care_and_Sport/BiotxinIllnesses/Report)

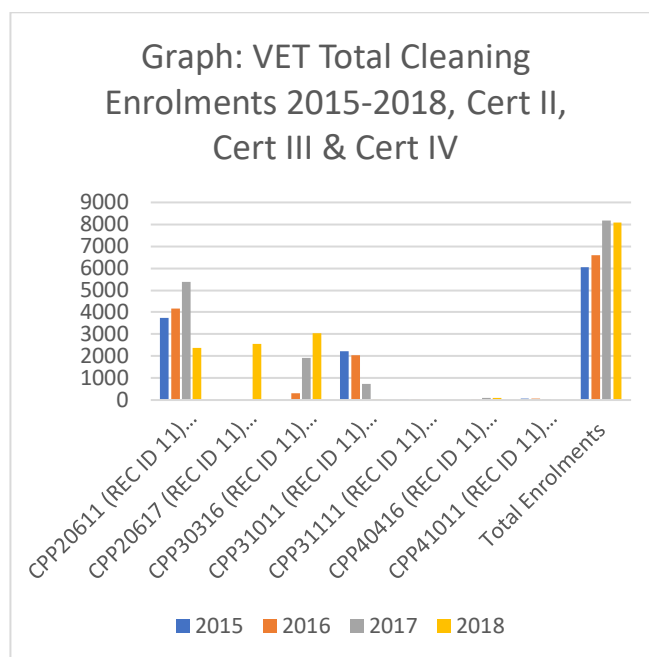
<sup>25</sup> Shah, C & Dixon, J 2018, Future job openings for new entrants by industry and occupation, NCVER, Adelaide, p.29.

<sup>26</sup> Source: JORA search for 'Cleaner', Australia-wide job advertisements in last 30 days,  
[https://au.jora.com/j?l=Australia&q=cleaner&sp=homepage&st=date#email\\_alert\\_modal](https://au.jora.com/j?l=Australia&q=cleaner&sp=homepage&st=date#email_alert_modal)

<sup>27</sup> Ibid, p.12.

Overall enrolments and completions of VET Cleaning qualifications (Certificate II, III & IV) between 2015 – 2018 are detailed in the graph and table below.<sup>28</sup> Key points are:

- a 34% increase in total enrolments across the Cleaning qualifications, Cert II, III & IV, 2015-2018
- a 38% increase in enrolments in Certificate III in Cleaning Operations (CPP30316 & CPP31011)
- the majority of total cleaning enrolments<sup>29</sup> in this 2015-2018 period were in Victoria (57%), followed at some distance by NSW (16%) and Queensland (12%).



<sup>28</sup> Source: VOCSTATS <<http://www.ncver.edu.au/resources/vocstats.html>>, extracted on 19/02/2020. The data are sourced from the administrative records held by the state training authorities and other relevant bodies. The tables provide information on VET delivery that covers all vocational education and training delivered by:

- TAFE institutes
- universities and other government providers
- community education providers
- enterprise providers
- private training providers
- schools
- Australian VET institutions delivering VET at overseas campuses.
- Total VET activity does not cover the following types of training activity:
  - recreation, leisure and personal enrichment
  - credit transfer
  - any activity where revenue was earned from another training provider in terms of subcontracted, auspicing, partnership or similar arrangements.

<sup>29</sup> Including Certificate I in Cleaning Operations (CPP10211) here to ensure a national statistical picture which accounts for regional, rural and remote issues. Certificate I had Tasmanian enrolments until 2017.

Table 1: VET Total Cleaning Enrolments 2015-2018, Cert II, Cert III &amp; Cert IV

Year	2015	2016	2017	2018
CPP20611 - Certificate II in Cleaning Operations	3742	4159	5378	2373
CPP20617 - Certificate II in Cleaning	0	0	0	2546
CPP30316 - Certificate III in Cleaning Operations	0	309	1924	3027
CPP31011 - Certificate III in Cleaning Operations	2215	2035	738	37
CPP31111 - Certificate III in Carpet Cleaning Operations	2	1	0	0
CPP40416 - Certificate IV in Cleaning Management	0	20	108	94
CPP41011 - Certificate IV in Cleaning Management	78	76	23	0
Total Enrolments	6037	6600	8171	8077

### Key Points

- Demand for cleaners will likely increase significantly, and possibly require more specialist training
- Cleaning has relatively high worker turnover and replacement demand.
- Enrolments in total cleaning qualifications have increased 38% between 2015 and 2018
- Qualifications must be cohort and occupation appropriate given lack of licensing, job turnover and retirement
- Revised qualifications should reflect technology and other skill changes
- Cleaning has new and emerging specialist skills in the following areas:
  - Infection and disaster cleaning
  - Mould cleaning
  - Robotic cleaning technologies
  - Performance based contract cleaning
  - Nontoxic cleaning and cleaning management in green buildings

### Ministers' Priorities Addressed

The proposal to review all three cleaning qualifications together is to ensure that the Minister's reform priorities are met throughout the whole suite of qualifications.

Reform	Action to address reform
Obsolete and duplicate qualifications removed from the system	This project will identify obsolete and duplicated units of competence where possible.
More information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed choices	The Companion Volume Implementation Guide will provide supporting advice on industry expectations, regulatory application and training delivery.  Performance criteria evidence will reflect industry expectations of competent practitioners.
The training system better supports individuals to move more easily between related occupations	The 3 qualifications will articulate a pathway from entry to management and support development of more complex skills to move from domestic to sensitive site cleaning.
Improved efficiency of the training system through units that can be owned and used by multiple industry sectors	Wherever possible, units of competency will be developed with a view to broader use. Relevant units will be imported from other packages such as HLT and BSB.
Foster greater recognition of skill sets	Skill sets will be utilized to define skills groupings needed for sensitive sites, infection control cleaning and biotoxin response cleaning.  Skill sets will also be utilized where licensing requirements are less than the full qualification or vary between jurisdictions.

## Consultation Plan

### Consultation Undertaken

The consultation undertaken for this project included:

- 247 responses to the Annual Industry Skills Forecast review, widely promoted by the SSO, the Property IRC and industry to stakeholders through their networks
- direct consultation with industry and employers, including Collings Services, Du Clene Pty Ltd, Eternal Cleaning Services, ISS Facility Services Australia, and Frontline Support Pty Ltd. Many of these businesses service regional and remote areas, and variously offer services in WA, SA, TAS, and NSW.
- one-on-one interviews with 13 members of the Property Services IRC
- State Training Authorities (STAs) have been invited to comment on earlier drafts of this proposal, and Victoria has communicated support for the project.

Any detailed feedback provided is being addressed in project planning processes.



## Consultation Plan

The key engagement methods may include some or all of the following:

- Technical Advisory Groups (TAGs) will be established in accordance with internal policy and procedures to guide the subject matter expertise components of the work
- direct correspondence with regulators
- direct correspondence with State Training Authorities
- direct correspondence with IRC and key stakeholders
- industry associations and other stakeholders will be invited to capital city forums in all state/territories. A copy of forums material will be published on the web and an online forum will also be facilitated.
- RTOs will be engaged through online survey and trainer networks
- public web project page updated fortnightly
- newsletter survey distribution to 4,200 stakeholders, including all RTOs, regulators, industry associations. Minimum of three newsletter profiles.
- industry survey on early and late draft material
- distribution of survey through TAG networks and Artibus digital channels
- social media – Twitter and LinkedIn.

## Other Relevant Information

CPP20617 Certificate II in Cleaning – Latest release 13 June 2017

CPP30316 Certificate III in Cleaning – Latest release 6 May 2016

CPP40416 Certificate IV in Cleaning Management – Latest release 6 May 2016

The above releases all required endorsement so were major releases, however the activity undertaken was to transition the qualifications to the *Standards for Training Packages 2012*.

Although Certificate II in Cleaning was reviewed more recently than the Certificates III and IV it is logical to review them all at the same time to ensure consistency and to strengthen the occupational pathways. It would also be a good opportunity to further meet the Minister's priorities to streamline the components of all the cleaning qualifications.

All generic skills will be considered during the proposed training package development work, particularly as the proposal covers qualifications at the AQF levels 2 – 4.

The Australian Government's My Skills website advises learners that funding to reduce, or fully cover, the cost of training is available in every state and territory, such as fee free traineeships (where eligibility requirements are met):

Qualifications	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
CPP20617 Certificate II in Cleaning	Yes	Yes	No	Yes	No	No	Yes	Yes
CPP30316 Certificate III in Cleaning	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CPP40416 Certificate IV in Cleaning Management	Yes	Yes	No	No	Yes	No	Yes	No

## Timelines and Key Dates

Details	Date
Expected approval by the AISC of proposed work	June 2020
The Department of Education, Skills and Employment (DESE) commissioned activity order	July 2020
Engage SMEs to develop training package components	August 2020
Draft 1 is put forward for consultation	November 2020
Review feedback and update training package components, as per TAG advice	November – February 2021
Validation draft put forward for consultation	March – April 2021
Finalise quality assurance	June 2021
Send project to STAs for sign off	July 2021
Lodge project to DESE	August 2021
AISC considers project for implementation	October 2021

## Summary of Project Components

- Review 3 existing qualifications
- Review 38 existing units of competency

## Project 2 – Integrated Digital Delivery

### Description

Integrated Digital Delivery refers to collecting, managing, utilising, and interpreting the various data points increasingly available in the built environment across the entirety of the built environment value chain. As data point and sensor technology prevalence increase, so do the opportunities for services to integrate and value add.

Building data has traditionally focused on the design and construct end of the value chain rather than extending through to the 'life of asset'. Design and construct sectors have specific building data needs and utilise systems such as BIM to manage data sets and communication. Handover to asset managers does not currently focus on their needs in relation to maintenance and performance monitoring. Facility, Strata and Asset managers represent the 'custodians' of the built environment and will significantly benefit from a fully integrated approach to managing building information and the enabled performance improvements. Service sectors will be, at a minimum, required to provide compliance reporting. Skills will enable service sectors to move to an integrated service relationship with asset managers through better understanding of client needs and implementation of effective technologies, automation data management.<sup>30</sup> Integrated Digital Delivery connects the building data flow across the value chain.

Building Information Modelling (BIM) is one of a range of tools enabling IDD, as a key data management tool to manage and monitor performance.

### Proposed Project

This project will address emerging new technologies in property services by developing three qualifications to house Integrated Digital Delivery (IDD) skills for professionals working in the Property Services industry responsible for designing, maintaining and servicing the built environment. The project will also incorporate IDD within the CPP and other training packages in the built environment<sup>31</sup> through the development of skill sets within these qualifications, as used by practitioners in these and other related fields.

### Rationale

The Property Services sector has been significantly disrupted by cross-sector collaboration and convergence of industries. This trend is amplified by the introduction of new technologies and the increase in environmental sustainability regulations and standards for buildings. Such circumstances are changing the necessary skills profile of workers in property services. Property Services professionals are increasingly required to have specific technological literacies, knowledge and comprehension of the environmental sustainability industry, and familiarity with building codes and regulations in addition to their sector based skills. Professionals employed in existing jobs will be required to develop more breadth and depth in their knowledge and skills and be conversant across a broader range of technologies relating to building data and building performance.

This project is guided by a range of drivers, reflecting employer and industry needs, technological change, and governance requirements.

### Employer and Industry drivers

<sup>30</sup> Artibus Innovation. "Skill Needs for IDD", 2020.

<sup>31</sup> TLI, BSB, RII, UEE, MSF, MSM etc

New entrants in to the Facilities Management Services industry are rising, with Australian employment numbers estimated at 93,995.<sup>32</sup> Globally, the integrated facilities management market is projected to reach \$127.7 billion by 2024, driven in part by IDD and Internet of Things (IoT) capabilities.<sup>33</sup> At the 17 February 2020, there were a total of 20,366 job vacancies for Facilities Managers in Australia.<sup>34</sup>

These new and existing workers in the Property Services industry will require a range of skills in Integrated Digital Delivery of building services and determining and interpreting the information to effectively manage these assets and facilities. Operational savings and use efficiencies are attracting clients to these systems, and client demand for IDD is expected to quickly grow, especially in public buildings and the apartment sector. Property Services industry workers need the skills and competencies to deal with, interpret and maintain data that is directly integrated with operational systems, including:

- interacting with facility data
- how to deal with legacy data
- vendor software integration
- facility monitoring, tracking and control systems using new data sources
- how to generate and utilise reports for public safety and to support built environs
- the scope and limitations of IDD systems
- performance improvement through data and information.

With Integrated Digital Delivery, managers in the Property Services industry are able to develop, implement, plan, and set measurable operational goals for a building or built precinct and more effectively use building data to manage facilities and assets. Physical building systems have to be maintained, upgraded and operated in an efficient way to satisfy the needs of building owners and users. This work is typically done by building surveyors, spatial engineers, and so on. However, asset and facilities management and those professionals providing consumer services can also be supported by Integrated Digital Delivery, which utilises and extends building information to established practices of financial decision-making, short-term and long-term planning, and generating scheduled work orders. Asset Management utilizes the data contained in a record model to populate an asset management system which is then used to determine cost implications of changing or upgrading building assets, segregate costs of assets for financial tax purposes, and maintain a current comprehensive database that can produce the value of a company's assets.<sup>35</sup>

For example, IDD may be utilised for:

- managing building compliance and reporting
- improving work order management
- scheduling and recording maintenance
- providing and utilising facility data
- reducing operational costs

<sup>32</sup> Youren, Michael. Facilities Management Services in Australia. IBISWorld (<https://my.ibisworld.com/download/au/en/industry-specialized/5528/1/0/pdf>: 2019). Accessed 24th March, 2020

<sup>33</sup> Global Integrated Facility Management Market, Forecast and Opportunities, 2019-2024. Cited in Fortune Business Insights <https://www.fortunebusinessinsights.com/industry-reports/facilities-management-market-101658> accessed 24th March, 2020.

<sup>34</sup> JORA, search conducted 17/02/2020 at <https://au.jora.com/j?q=facilities+manager&l=Australia&button=&sp=search>

<sup>35</sup> Computer Integrated Construction Research Program. (2013), "BIM Planning Guide for Facility Owners". Version 2.0, June, The Pennsylvania State University, University Park, PA, USA. Available at <http://bim.psu.edu>, p.19

- developing internal quality assurance systems
- energy analysis and reducing energy use
- space management and use tracking<sup>36</sup>
- digital Twinning and scenario testing
- automation and design.

## Technological Drivers

Technological change is shifting how the built environment value chain generates, captures, stores and uses building data. Government policy and procurement practice<sup>37</sup> and client demand both reflect this shift, as is evident across a range of new and large developments, including individual buildings, precincts and smart cities. Small and medium businesses are likely to also benefit from adopting BIM, with appropriate staff training.<sup>38</sup> Utilising IDD offers new management capabilities and performance improvement, and successful adoption of IDD and building information management (BIM) will drive key improvements in building compliance, efficiency, liveability and sustainability. Proper training and use of these technologies is increasingly necessary as it is integrated into the value chain.

## Governance & Regulatory Drivers

The *Building Confidence*<sup>39</sup> 2018 report and subsequent actions by the Building Ministers Forum highlight the need for improved skills to effectively develop and implement data management strategies which transfer critical building data and compliance information across the value chain and through the life of the asset. This focus is likewise evident in Victoria's Digital Asset Strategy for the built environment,<sup>40</sup> and the federal Smart City Plan.<sup>41</sup>

In 2020 the building ministers' forum will begin work on a national data-sharing framework to support the development of a comprehensive national building data portal.<sup>42</sup> The skills identified in this case will support successful implementation of this strategy by ensuring key sectors can fully engage in this process.

By developing a single consistent suite of skills the Property Industry Reference Committee (PIRC) proposes to, not only, meet needs of specific BIM related occupations but to address the COAG Skills Council's streamlining objectives by providing a set of qualifications which also house skills (units and skill sets) which can support a range of existing occupations or be imported into other qualifications in the built environment.

## New and emerging skills required

'We will drive the take up of smart technology, to improve the sustainability of our cities and drive innovation'<sup>43</sup>

<sup>36</sup> Ibid, p.12

<sup>37</sup> ABAB. "Australian BIM Strategic Framework." 2019.

<sup>38</sup> Hong, Ying, Ahmed WA Hammad, Samad Sepasgozar, and Ali Akbarnezhad. "Bim Adoption Model for Small and Medium Construction Organisations in Australia." *Engineering, Construction and Architectural Management* 26, no. 2 (2019): 154-83.

<sup>39</sup> Shergold, P. and Weir, B. *Building Confidence: Improving the Effectiveness of Compliance and Enforcement Systems for the Building and Construction Industry across Australia*, 2018.

<sup>40</sup> Office of Projects Victoria 2017, Victorian Digital Asset Strategy, accessed on 8/11/19 using <http://www.opv.vic.gov.au/Victorian-Chief-Engineer/Victorian-Digital-Asset-Strategy>.

<sup>41</sup> Australian Government. Smart Cities Plan. <https://www.infrastructure.gov.au/cities/smart-cities/plan/index.aspx>: Department of Infrastructure, Transport, Regional Development and Communications, 2016.

<sup>42</sup> Building Ministers Form Communique 2019, accessed 23/04/2020 [Building Ministers' Forum Communique: December 2019 \[26KB PDF\]](https://www.infrastructure.gov.au/cities/smart-cities/plan/index.aspx)

<sup>43</sup> Department of Infrastructure – Smart Cities Plan <https://www.infrastructure.gov.au/cities/smart-cities/plan/index.aspx>

Consultation with all sectors of the property industry have highlighted three orders of skills will be required to successfully manage IDD implementation. These align with the early development work undertaken by the Australasian BIM Advisory Board:

1. **Strategic:** To lead business improvement and building performance through development of strategic data management frameworks and building performance strategies.
2. **Managerial:** Managing implementation of data systems and building performance and improvement.
3. **Technical:** Technical skills in BIM and other built environment data systems.

Through consultation with members of the Property Services IRC, participation in working groups developing IDD and BIM standards,<sup>44</sup> focus groups with key industry stakeholders, and one-to-one interviews, skills in Integrated Digital Delivery were identified as an emerging employer and sector need. Over time, these skills will become integral to the function of many property services occupations covered by the training package, particularly facilities managers. The Facilities Management Association of Australia (FMA), the peak body for professionals involved in the strategic and operational management of public and private sector buildings throughout Australia contends that facilities and asset managers work across five main service spheres:

1. business operations and management, such as building services control
2. support services, such as cleaning, security, pest management, particularly in a green building context with pests associated on-site waste management
3. environmental management, such as regulating climate, recycling and waste management
4. security and fire safety maintenance and fault rectification
5. property management, such as space planning, asset management, and meeting regulatory requirements.

### Existing training components

IDD and BIM skills are currently only available as a Victorian accredited course: 22508VIC - *Course in Building Information Modelling (BIM)*. This course is subsidised in Victoria. This does not provide skills at the identified levels required to strategically manage data and information.

Some BIM content is included in the building design qualifications (recently endorsed) but the skills described are specific to the design process and are not applicable to other sectors. BIM content appears in some university courses relating to engineering and architecture but again does not provide for application in the broader property services industries.

There are currently no units or qualifications in the training package to specifically train professionals in utilising Integrated Digital Delivery.<sup>45</sup> It is unclear how property and facilities manager are currently meeting their training needs to work with these new systems. Some IDD training in data analysis may be provided by the software vendor or through online tutorials. Property Services training needs are expected to vary by building and organisation size and level of complexity.

### Employment data for related occupation outcomes

<sup>44</sup> The Australasian Procurement and Construction Council (APCC), The Australasian BIM Advisory Board (ABAB)

<sup>45</sup> There are some very specific design units (newly endorsed) relate to technical BIM design, but are not appropriate for other sectors of property. There are no management or strategic level units for IDD or BIM. VIC has an accredited course. Current skills needs being met through international experience, particularly by importing labour from UK and Singapore.

Specific employment projections and data relating to the uptake of Integrated Digital Delivery in Property Services occupations are not currently available.<sup>46</sup> However, the Property Services industry employed 930,900 workers across five sectors in 2019, and each of these projected to grow over the next five years to May 2024.<sup>47</sup> Current Australian employment in the Facilities Management sector alone is estimated at 93,995.<sup>48</sup>

### **Risks of not proceeding**

The risks of not proceeding with this project are:

- a threat to implementation of state and federal government policies on building compliance, smart cities and environmental performance due to lack of skills in key sectors
- skilled labour gaps will mean there are insufficient numbers of property and facilities managers to realise efficiency and cost savings in building management
- unmet skills gaps will emerge, and current employees will require upskilling to continue in their current roles.

<sup>46</sup> BIM manager; BIM consultant; BIM technician; Construction optimisation manager; Construction project manager

<sup>47</sup> Labour Market Information Portal, 2020 Industry Projections – five years to May 2024, accessed online 24/02/2020 at <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>

<sup>48</sup> Youren, Michael. Facilities Management Services in Australia. IBISWorld (<https://my.ibisworld.com/download/au/en/industry-specialized/5528/1/0/pdf>: 2019). Accessed 24th March, 2020



## Ministers' Priorities Addressed

Reform	Action to address reform
Obsolete and duplicate qualifications removed from the system	<p>New qualification.</p> <p>Units will be developed for application across of multiple sectors and occupations in support of the streamlining direction and remove the need for duplicate units in multiple packages.</p>
More information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed choices	<p>Clear information on usage and application of qualifications, units and skill sets will be communicated through relevant Industry Associations and the Companion Volume Implementation Guide to ensure all stakeholders are aware of the availability and purpose of the package.</p> <p>Associations will promote the skill sets and units a part of CPD offerings to encourage usage.</p> <p>Units will be drawn into relevant qualifications in the CPP package and may be used by other relevant packages (such as land scape design).</p>
The training system better supports individuals to move more easily between related occupations	<p>This package will develop units for importation into multiple qualifications in the property and related sectors. This will support transferability and professional development.</p>
Improved efficiency of the training system through units that can be owned and used by multiple industry sectors	<p>The proposed qualification will meet both direct occupational outcomes and support upskilling through importation into other qualifications.</p> <p>Can be viewed as cross sector/multi sector (within a value chain).</p>
Foster greater recognition of skill sets	<p>Skills sets will be developed that support a range of occupations to upskill.</p>

## Consultation Plan

### Consultation Undertaken

The consultation undertaken for this project included:

- 247 responses to the Annual Industry Skills Forecast review, widely promoted by the SSO and industry to stakeholders through their networks
- Forums and individual consultations held with key industry stakeholders, including employers, associations and regulators:
  - Australasian BIM Advisory Board
    - BIM in Asset Management Working Group
  - Australian Procurement and Construction Committee

- one-on-one interviews with 13 members of the Property Services IRC
- State Training Authorities (STAs) have been invited to comment on earlier drafts of this proposal, and the STAs from the following states have communicated support for the project:
  - VIC
  - NT (although noted as not having a current identified demand in the NT).

Any detailed feedback provided will be addressed in project planning processes.

### IDD Forums

To further explore employer and industry needs and support for the project, the SSO commenced targeted consultation with key employers within the property services sector, including custodians of the built environment, service businesses, and building designers.

#### Melbourne Forum, 3 March 2020

Name & Position	Stakeholder Type	How Consulted (e.g. focus group, individual consultation)	Support for the project?
Rohan Bakker Manager - Melbourne Survey	Employer	Face-to-face forum	Yes
Phillip Warren – National Account Manager, Verified	Employer	Face-to-face forum	Yes
Rogier Roelvink – Customer Strategy Director, Oracle	Employer	Face-to-face forum	Yes
Wade Germantis–Program Manager, Spatial Analytics, University of Melbourne	Employer	Face-to-face forum	Yes
Nicolas Burt – CEO – Facilities Management Association	Industry Association	Face-to-face forum	Yes

**Sydney Forum, 4 March 2020**

Name & Position	Stakeholder Type	How Consulted (e.g. focus group, individual consultation)	Support for the project?
Michael Hurley – Strata Community Association Qld	Industry association	Face-to-face forum	Yes
Alisha Fisher – CEO Strata Community Association	Industry association	Face-to-face forum	Yes
Michael Trifiro – Registered Surveyor, SDG Land Development Solutions	Service business/employer/end-user	Face-to-face forum	Yes
Alexander Malpas-Sands – Senior Strata Business Development Manager, Strata Title Management	Service business/end-user	Face-to-face forum	Yes
Ernest Lai – BIM Manager, SDG Land Development Solutions	Service business/end-user	Face-to-face forum	Yes

**Consultation Plan**

The key engagement methods will be as follows:

- Technical Advisory Groups (TAGs) will be established in accordance with internal policy and procedures to guide the subject matter expertise components of the work
- direct correspondence with regulators
- direct correspondence with State Training Authorities
- direct correspondence with IRC and key stakeholders
- industry associations and other stakeholders will be invited to capital city forums in all state/territories. A copy of forums material will be published on the web and an online forum will also be facilitated.
- RTOs will be engaged through online survey and trainer networks
- public web project page updated fortnightly
- newsletter survey distribution to 4,200 stakeholders, including all RTOs, regulators, industry associations. Minimum of three newsletter profiles.
- industry survey on early and late draft material
- distribution of survey through TAG networks and Artibus digital channels
- social media – Twitter and LinkedIn.

## Other Relevant Information

As this is a proposal for new Training Package materials information relating to review/minor or major changes is not relevant.

All generic skills would be considered during the Training Package Development process for their suitability.

Victoria currently funds an accredited course.

## Timeline and Key Dates

Details	Date
Expected approval by the AISC of proposed work	June 2020
The Department of Education, Skills and Employment (DESE) commissioned activity order	July 2020
Engage SMEs to develop training package components	August 2020
Draft 1 is put forward for consultation	November 2020
Review feedback and update training package components, as per TAG advice	November - February 2021
Validation draft put forward for consultation	March – April 2021
Finalise quality assurance	June 2021
Send project to STAs for sign off	July 2021
Lodge project to DESE	August 2021
AISC considers project for implementation	October 2021

## Summary of Project Components

Development of 3 new qualifications:

- CPP4XXX Certificate IV in Building Information Management  
10 new units
- CPP5XXX Diploma of Building Information Management  
10 new units
- CPP6XXX Advanced Diploma of Strategic Implementation of Building Information Management (BIM):  
10 new units

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Two skill sets:

- BIM Technical Skills
- BIM Management

Total of 30 new units to be developed.

## Project 3 – Work arising from previous activity

### Description

Over the course of previous work undertaken, there are often a range of necessary changes that become apparent but fall outside the scope of the approved activity orders. Such work may come at the direct request of industry participants, or its need become obvious as a gap in current training products. The IRC seeks to make it standard practice to follow up on these suggested changes so as to best facilitate and maintain a high standard training package. From the work undertaken this year, the following needs were flagged.

### Rationale

#### **Pest Management**

- *Certificate IV Technical in Pest Management*

AEPMA want to see this qualification developed, with a particular focus on higher level biology and new pest management techniques.

- *New Units of Competency on non-rodent vertebrates*

These units should cover both biology and control methods and incorporate both birds and rabbits. While rabbits are dealt with within agriculture, there are no units of competency designed for urban contexts.

- *New Units of Competency for Urban Weed Management*

Urban weed management requires distinctive training needs that are not covered in the agriculture training package. Particular issues, such as managing chemicals in urban contexts are unique to city environments, and training would be complimentary to the chemical certification they already undertake.

#### **Investigative Services**

- *Higher Level qualifications for Investigative Services*

The Australian Security Academy has requested there be a range of higher level qualifications in this area.

- *Full Review and Update to the Security Training Package*

There are a number of streams within the package that industry would like to see reviewed, which are outside of the scope of previous activity orders. Technical Security, for instance, may require the development of new qualifications at a higher level.

- *Collaboration with Public Services Package*

The IRC has proposed a possible collaborative project which has been flagged with the PSP training package. This package covers government security but training is, at present, limited to government employees.

#### **Security Services**

- *Biometric Data Management & Cyber Security*

There is a growing need for further work in the areas of biometric data management and cyber security. This work has significant cross-sector possibilities and is relevant to other training packages such as UEE, ICT, and ACMA.

- *Updated Units of Competency's to reflect technical developments*

The following areas have seen industry advancement that require reflection within the training package:

- ☐ Alarms and access control
- ☐ Monitoring or surveillance systems
- ☐ Audio or visual recording systems
- ☐ Electric, electro-magnetic or biometric access control devices
- ☐ Motion, infra-red, microwave or contact detectors.

- *Review of occupation titles and work requirements*

A review and update is required to reflect the changing occupation titles and work requirements and their impact on skills and competencies and other issues such as licensing.

- *Upskilling work*

There is a need to provide managers and supervisors currently working within organisations with training opportunities to acquire additional skills and capabilities.

## Ministers' Priorities Addressed

Reform	Action to address reform
Obsolete and duplicate qualifications removed from the system	This project will identify obsolete and duplicated units of competence where possible.
More information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed choices	The Companion Volume and Implementation Guide will provide supporting advice on industry expectations, regulatory application and training delivery.  Performance criteria evidence will reflect industry expectations of competent practitioners.
The training system better supports individuals to move more easily between related occupations	These units will be applicable in multiple qualifications and will be transferable where relevant. All units to be developed will support pathways in the associated occupation.
Improved efficiency of the training system through units that can be owned and used by multiple industry sectors	Wherever possible, units of competency will be developed with a view to broader use. Relevant units will be imported from other packages.
Foster greater recognition of skill sets	N/A

## Consultation Plan

The key engagement methods will be as follows:

- Technical Advisory Groups (TAGs) will be established in accordance with internal policy and procedures to guide the subject matter expertise components of the work

- direct correspondence with regulators
- direct correspondence with State Training Authorities
- direct correspondence with IRC and key stakeholders
- industry associations and other stakeholders will be invited to capital city forums in all state/territories. A copy of forums material will be published on the web and an online forum will also be facilitated.
- RTOs will be engaged through online survey and trainer networks
- public web project page updated fortnightly
- newsletter survey distribution to 4,200 stakeholders, including all RTOs, regulators, industry associations. Minimum of three newsletter profiles.
- industry survey on early and late draft material
- distribution of survey through TAG networks and Artibus digital channels
- social media – Twitter and LinkedIn.

### Other Relevant Information

Certificate III in Urban Pest Management underwent recent review and was updated on 29 September 2019.

Certificate III in Investigative Services underwent recent review and was updated on 29 September 2019.

The most recent update to the Security qualifications was on 29 September 2019 with the following qualifications being updated:

- Certificate II in Technical Security
- Certificate III in Technical Security
- Certificate IV in Security Management
- Certificate IV in Security Risk Analysis

All generic skills would be considered during the Training Package Development process for their suitability.

### Timeline and Key Dates

**Overall project duration:** 16 months from execution of Activity Order.



Details	Date
Expected approval by the AISC of proposed work	June 2020
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Finalise quality assurance	June 2021
Send project to STAs for sign off	July 2021
Lodge project to DESE	August 2021
AISC considers project for implementation	October 2021

## Summary of Project Components

### 1 new Qualification – Certificate IV in Technical Pest Management

- 4 new units
  - 2 non-rodent vertebrates
  - 2 urban weed management

### 1 new Qualification – Certificate IV in Investigative Services

- Up to 8 new units
- 2 Skill Sets
  - Fraud investigation
  - Government investigation (CPP & PSP units)

## Project 4 – Planning and Design for Bushfire Protection

### Description

Catastrophic bushfires are increasingly regular occurrences in Australia, as recent experience has shown.<sup>49</sup>

The proposed qualification will provide practitioners with the professional skills and knowledge required to:

- advise on land-use and construction planning applications in bushfire prone areas
- advise on design for bushfire protection in building construction and land use
- assess bushfire risk for existing developments
- prepare emergency plans and provide advice for bushfire survival.

Those who complete this qualification will have a thorough knowledge of regulatory requirements, including compliance with:

- planning, development and building legislation and policies
- the National Construction Code
- Australian Standard AS3959 Construction of buildings in bushfire prone areas.

### Rationale

The fundamental driver to develop this qualification is to better protect life and property from the catastrophic impact of bushfires. More specifically, this qualification is designed to address regulatory needs, skills shortages, particularly in regional areas, overskilling in existing qualifications and employment pathways.

### Regulations

States and territories require appropriately qualified persons to assess land use and building construction in bushfire prone areas. This need may be addressed by the development of qualification that meets state and territory regulatory requirements.

### Skills shortages

Qualified practitioners in bushfire attack level assessment (BAL) are required across Australia, but the current university qualifications, which are offered by the University of Melbourne and the University of Western Sydney are very costly in time and money and over qualify the graduates. This can be addressed by developing a qualification that can be delivered across Australia through the VET system at a more affordable cost and which can provide an intermediary step toward postgraduate qualifications should a candidate wish to pursue further studies.

<sup>49</sup> Council, T. C. (2019). 'This is Not Normal': Climate change and escalating bushfire risk. *Briefing paper*. Available at [https://www.climatecouncil.org.au/wp-content/uploads/2019/11/bushfire-briefing-paper\\_18-november.pdf](https://www.climatecouncil.org.au/wp-content/uploads/2019/11/bushfire-briefing-paper_18-november.pdf). Accessed 2/4/2020

## Over-skilling

The standard current pathway for bushfire consultants is through postgraduate university qualifications. However, there is a role for advice related to bushfire attack levels and bushfire protection for which a university pathway is not necessary. The post-graduate pathway is highly theoretical and does not provide the skills and knowledge required for bushfire attack level assessors. A VET qualification can provide appropriate background knowledge for this work, which balances practical and theoretical skills that are appropriate for the work required.

## Employment pathways

Workers with qualifications and experience in fields such as building construction, sustainability, firefighting, fire systems design, building surveying, planning, emergency management, local government or public sector management or public safety have skills that are transferable to bushfire protection. The proposed qualification provides career progression for skilled workers. The qualification would be developed to encompass the full range of required competencies, while facilitating the recognition of prior learning for students from a range of relevant backgrounds.

## Existing Training

The Fire Protection Association Australia (FPAA) has introduced an accreditation program, the Bushfire Planning and Design (BPAD) Accreditation Scheme, which is currently recognised by the governments of New South Wales, Victoria and Western Australia as meeting planning needs.

The scheme distinguishes between practitioners at three levels:

- Level 1 practitioners can undertake 'Method 1' bushfire attack level (BAL) assessments and provide general advice
- Level 2 practitioners can assess deemed-to-satisfy designs under AS3959
- Level 3 practitioners can assess alternative designs.

It is proposed that level 1 be achieved through a skill set within the proposed diploma, level 2 through completion of the diploma, and level 3 through further study beyond the diploma such as the existing higher education Graduate Certificate and Graduate Diploma.

It is proposed that the VET diploma will address:

- bushfire behaviour, including models used in AS3959
- how vegetation and topography affect BAL
- laws on development and construction in bushfire-prone areas
- the use of construction, landscaping, and subdivision layout to minimise bushfire risk
- how bushfires are fought and controlled.

Graduates will be able to:

- prepare a site plan identifying factors used to determine BAL
- determine BAL
- prepare a BAL assessment report
- identify design options to mitigate bushfire risk
- identify construction requirements under AS3959

- prepare a report on building compliance with AS3959
- design subdivisions and property in bushfire-prone areas
- submit development and construction applications
- write professional reports and documents
- communicate and negotiate with key parties involved in application and approval
- oversee implementation of bushfire protection measures in accordance with approved plans.

There are no current VET qualifications that fully address this need. The following qualifications, however, cover some of the required skills and knowledge: Diploma of Building Design, Diploma of Fire Systems Design, and Diploma of Public Safety (Firefighting Management).

A number of existing units of competency may be appropriate for this qualification, including *PUAFIR518 Conduct and record a Bushfire Attack Level (BAL) assessment*, *CPPBDN5003A Research compliance requirements for small-scale residential building design projects*, *CPPBDN5007A Inspect and analyse sites and produce measured drawings for small-scale building design projects*, *CPPBDN5010A Negotiate and finalise planning approval for small-scale building design projects*, *PUAEMR002 Assess emergency risk* and *PUAFIR509 Implement prevention strategies*.

### Ministers' Priorities Addressed

Reform	Action to address reform
Obsolete and duplicate qualifications removed from the system	New Qualification
More information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed choices	The Companion Volume Implementation Guide will provide supporting advice on industry expectations, regulatory application and training delivery.  Performance criteria evidence will reflect industry expectations of competent practitioners.
The training system better supports individuals to move more easily between related occupations	The proposed qualification will support career development for practitioners in associated fields of work such as local government and building design.
Improved efficiency of the training system through units that can be owned and used by multiple industry sectors	Wherever possible, units of competency will be developed with a view to broader use. Relevant units will be imported from other packages.
Foster greater recognition of skill sets	Skill sets will be utilized to define skills groupings needed for planning, assessment and compliance reporting.

## Consultation Plan

### Consultation Undertaken

- a project page was created: [https://www.artibus.com.au/project/?project\\_id=40](https://www.artibus.com.au/project/?project_id=40). A number of stakeholders have communicated via phone and email in response to this.
- Artibus attended the Australian Bushfire Building Conference, October 23–25, 2019. Face-to-face consultation was conducted with a range of stakeholders.
- a meeting was held with Mark Chladil, fire management planning officer for the Tasmania Fire Service.
- discussions have been held with Chris Wyborn of FPA Australia.

Due to the severity of the recent bushfire season, followed by Covid-19, further consultation with a wider range of stakeholders has been postponed.

### Consultation Plan

The key engagement methods may include some or all of the following

- Technical Advisory Groups (TAGs) will be established in accordance with internal policy and procedures to guide the subject matter expertise components of the work
- direct correspondence with regulators
- direct correspondence with State Training Authorities
- direct correspondence with IRC and key stakeholders
- industry associations and other stakeholders will be invited to capital city forums in all state/territories. A copy of forums material will be published on the web and an online forum will also be facilitated.
- RTOs will be engaged through online survey and trainer networks
- public web project page updated fortnightly
- newsletter survey distribution to 4,200 stakeholders, including all RTOs, regulators, industry associations. Minimum of three newsletter profiles.
- industry survey on early and late draft material
- distribution of survey through TAG networks and Artibus digital channels
- social media –Twitter and LinkedIn.

### Other Relevant Information

As this is a proposal for new Training Package materials, information relating to review/minor or major changes is not relevant.

All generic skills would be considered during the Training Package Development process for their suitability.

## Timelines and Key Dates

**Overall project duration:** 16 months from execution of Activity Order.

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Lodge project to DESE	August 2021
AISC considers project for implementation	October 2021

## Summary of project Components

### 1 Qualification – Diploma of Bushfire Protection

Up to 12 new units of competency to address the following:

- factors affecting bushfire behaviour and the models used to quantify bushfire behaviour
- vegetation and its influence on determining bushfire attack levels.
- conduct a site assessment and determine the Bushfire Attack Level
- legislative and policy framework that governs development on land subject to bushfire impact.
- mechanisms for bushfire attack and an understanding of the construction requirements that can be applied to a building appropriate to the BAL to mitigate bushfire attack.
- measures that can be used to support firefighting activities during bushfires when planning developments in the rural urban interface.
- conceptual planning issues and constraints for bushfire prone areas and the relevant legislative and policy framework upon which this is founded.
- mechanisms for bushfire attack and the bushfire resistant construction provisions that can be applied to a building appropriate to the BAL
- principles for siting and landscaping, recognising the potential impacts of a bushfire

- most appropriate combination of solutions for building in a bushfire prone area
- design of developments including subdivisions, new buildings or modifications to existing buildings in bushfire prone areas, aiming to minimise the risk to future developments and their occupants from bushfire and facilitate safe response to bushfires by emergency services
- preparation of reports, plans and diagrams for subdivisions, new buildings or modifications to existing buildings in bushfire prone areas that respond to the bushfire risk and meet the jurisdictional land use planning and construction requirements related to bushfire.

#### 1 Skill Set – Method 1 Bushfire attack level assessments

## Project 5 – Property Pathways

### Description

This project will address the industry gap of no school-based industry pathways for the property services industry through the development of a new Certificate II in Property Pathways. In doing so, it will attract and support new entrants to the property industry and enhance articulation into high level VET qualifications.

### Rationale

The following drivers for change are evident for this project.

This project supports the objectives of the National Careers Institute by providing a mechanism for students to gain understanding and exposure to work in the property industries, which is forecast to experience significant employment growth.

#### **Currently no school-based industry pathway**

There are currently no school based industry pathways for the property services industry. This problem was identified in a Waste Management Technical Advisory Group (TAG) meeting on 09/08/2018 where it was acknowledged by TAG members that there are no pathways into the waste management sector, or for most sectors covered in the CPP training package. The TAG workshopped this idea into a Certificate II pathways concept which could be used by all sectors of the Property IRC.

The Property Services IRC was first presented with the idea at the 20/08/2018 meeting. The Waste Management TAG chair (also a member of the IRC) noted to the IRC the TAG would like to explore a level II pathways qualification to attract and give new entrants experience in the property sector and that this would be a good opportunity for the property sector as a whole since the training package lacks pathways and many sectors struggle to gain entry level interest.

The concept was further discussed at the 19/11/2018 IRC meeting and was favourably received and agreed on by the IRC, noting that this qualification will provide opportunity for students to have some exposure to each industry before deciding on a career path.

#### **Employer demand and support for the proposed new qualification**

- Demand was noted in a Waste Management TAG meeting on 09/08/2018 where it was identified that there are no pathways into the waste management sector, or for most sectors covered in the CPP training package.
- The TAG workshopped this idea into a Certificate II pathways concept which could be used by all sectors of the Property IRC.
- The IRC was first presented with the idea at the 20/08/2018 meeting. The Waste Management TAG chair (also a member of the IRC) noted to the IRC that the qualification would be a good opportunity for the property sector as a whole since the CPP training package lacks pathways and many sectors struggle to gain entry level interest .
- The concept was further discussed at the 19/11/2018 IRC meeting with a concept paper prepared by Artibus Innovation. The concept was favourably received by the IRC, noting that this qualification will provide opportunity for students to have some exposure to each industry before deciding on a career path.

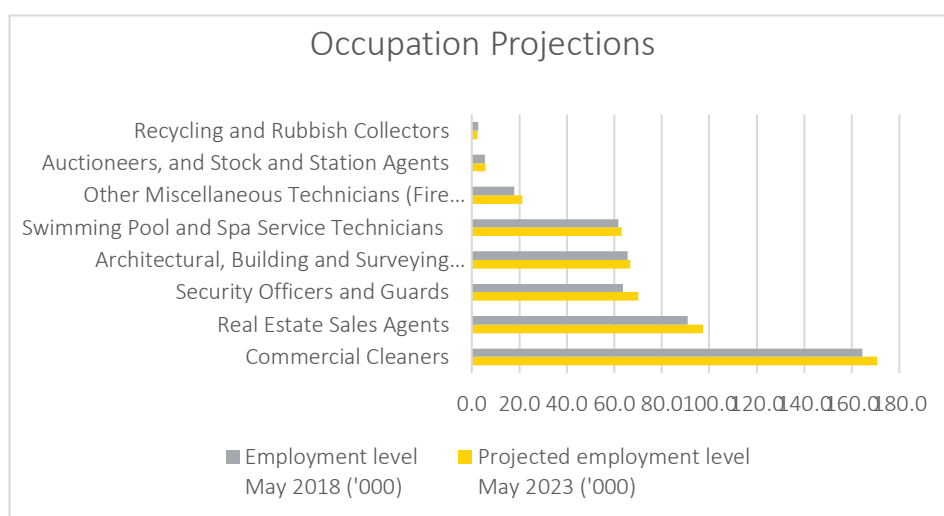


## Expected job roles for graduates of the new qualification

The proposed Certificate II in Property Pathways is intended to expose secondary school students to the range of vocational careers in property services and to develop employability and introductory technical skills.

As the employment projections in Graph 1 show, the Property Services industry is growing. The industry is now at size parity with the construction industry yet has no pathway from school – despite offering a range of vocations. The proposed Certificate II in Property Pathways is intended to expose secondary school students to the range of vocational careers in property services and to develop employability and introductory technical skills. It will also provide a pathway for individuals who have had limited access to formal vocational education and training, such as older unemployed, early school leavers, and people with learning difficulties.

Graph 1: Occupation Employment Projections: Five Years to 2023<sup>50</sup>



Graduates will have an understanding and the underpinning skills and knowledge to go on to further Certificate III and above studies in one or more of the following:

- Waste management
- Urban pest management
- Cleaning
- Surveying and spatial information services
- Technical security
- Swimming pool and spa service
- Real estate
- Strata community
- Building design.

<sup>50</sup> Labour Market Information Portal, 2018 Occupation projections, accessed online 12/02/19 at <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>

## Ministers' Priorities Addressed

Reform	Action to address reform
Obsolete and duplicate qualifications removed from the system	New qualification
More information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed choices	The Companion Volume Implementation Guide will provide supporting advice on industry expectations, regulatory application and training delivery.  Performance criteria evidence will reflect industry expectations of competent practitioners.
The training system better supports individuals to move more easily between related occupations	As a pathway qualification the package will provide pathways into a range of occupations in the property sectors.
Improved efficiency of the training system through units that can be owned and used by multiple industry sectors	Common and core units will be broadly applicable to employment in a range of fields, and where possible will draw on existing training products.
Foster greater recognition of skill sets	skill sets will be utilized to define skills groupings needed for occupational sectors.

## Consultation Plan

### Consultation Undertaken

The lack of VET-in-Schools pathways for the Property Services Training Package was initially identified in a TAG meeting during the Waste Management project. This led to the development of a Certificate II pathways concept which could be used by all sectors of the Property IRC and the proposal of this project.

Further consultation has been undertaken for this project, which has included one-on-one interviews with members of the Property Services IRC and an ISF survey widely promoted to industry through our website and newsletter. IRC members mentioned support the property pathways project during interviews.

### Consultation Plan

The key engagement methods may include some or all of the following:

- Technical Advisory Groups (TAGs) will be established in accordance with internal policy and procedures to guide the subject matter expertise components of the work
- direct correspondence with regulators
- direct correspondence with State Training Authorities
- direct correspondence with IRC and key stakeholders
- industry associations and other stakeholders will be invited to capital city forums in all state/territories. A copy of forums material will be published on the web and an online forum will also be facilitated.
- RTOs will be engaged through online survey and trainer networks
- public web project page updated fortnightly

- newsletter survey distribution to 4,200 stakeholders, including all RTOs, regulators, industry associations. Minimum of three newsletter profiles.
- industry survey on early and late draft material
- distribution of survey through TAG networks and Artibus digital channels
- social media –Twitter and LinkedIn.

### Other Relevant Information

As this is a proposal for new Training Package materials information relating to review/minor or major changes is not relevant.

All generic skills would be considered during the Training Package Development process for their suitability.

### Timelines and Key Dates

**Overall project duration:** 16 months from execution of Activity Order.

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AISC considers project for implementation	October 2021

### Summary of project Components

#### 1 Qualification

- 10 new units of competency
  - Waste management
  - Urban pest management

- 
- Cleaning
  - Surveying and spatial information services
  - Technical security
  - Swimming pool and spa service
  - Real estate
  - Strata community
  - Building design.
  - Sustainability assessment

## Project 6 – Strata Community Management

### Description

To review and update the suite of strata management qualifications in the CPP training package to:

- adhere with the four-year review cycle of the national review schedule as per the Training Package Development and Endorsement process policy December 2019
- make sure the qualifications align with occupational outcomes and are fit for industry needs
- assist in the attraction and retention of people into the industry
- ensure core units that were updated as part of the real estate project are still fit for this qualification and industry needs.

### Rational

The following drivers for change are evident for this project.

#### National Review Schedule Policy

All three Strata Community Management qualifications contain units in their cores that have recently been reviewed and updated as part of the Real Estate project, and as per policy, following the Real Estate Project's endorsement, a review of the Strata Community Management qualifications is triggered to make sure these units are still fit for the qualifications and industry needs. The units are as follows:

Unit affected	Superseded by
CPPDSM3009 Maintain workplace safety in the property industry	CPPREP4001 Prepare for professional practice in real estate
CPPDSM3016 Work in the property industry	
CPPDSM3011 Monitor building facilities	CPPREP3105 Assist with property inspection
CPPDSM3019 Communicate with clients in the property industry	CPPREP3002 Communicate effectively to support customer service in real estate
CPPDSM4044 Coordinate maintenance and repair of properties and facilities	CPPREP4231 Manage commercial property maintenance
CPPDSM4057 Monitor a safe workplace in the property industry	CPPREP4002 Access and interpret ethical practice in real estate
CPPDSM4049 Implement maintenance program for managed properties	CPPREP4123 Manage tenancy

Additionally, the Strata Community Management qualifications will be reviewed and updated in adherence with the four-year review cycle of the national review schedule as per the training package development and endorsement process policy December 2019.

## Industry Context

Consultation with expert IRC and industry members revealed that while the qualifications were endorsed in 2016, the strata industry has grown and changed rapidly since then and the current qualifications are now out of date.

### *Licensing and regulation*

Changes in the industry such as licensing and regulation have shifted the occupation and as a result, the qualifications do not fully line up with current occupational requirements. The qualifications need to be updated to provide more appropriate regulation content relevant to Strata Community Management as it varies greatly around the country.

### *Technology use in industry*

A recent report by Macquarie Business Banking on the Strata Management industry shows that technology use has rapidly grown since 2006 and is projected to grow in the industry in the next 24 months.<sup>51</sup> This includes the use of online portals and staff flexibility tools, management information systems, Building Information Modelling (BIM) systems, cloud platforms and workflow tools.<sup>52</sup> The digital literacy skills needed to understand and use these systems will therefore need to be reflected in the suite of Strata Community Management qualifications.

Furthermore, industry consultation revealed that as Building Information Modelling (BIM) usage increases in the Australian construction and property industries, strata managers will need skills and knowledge to navigate and use BIM systems.

### *Growth of industry*

The strata industry in Australia has grown rapidly in the last few years. A UNSW study showed the growth in the industry through the increase in construction of attached properties (figure 1). Figure 1 shows that 2015 was the first year that there were more dwelling starts for attached properties (apartments and townhouses) than for detached houses in Australia's history.<sup>53</sup> Much of this growth is accounted for by a rapid rise in the number of approvals for apartment buildings with 4 or more storeys over the past 10 years and is concentrated in the eastern states of New South Wales, Victoria and Queensland.<sup>54</sup>

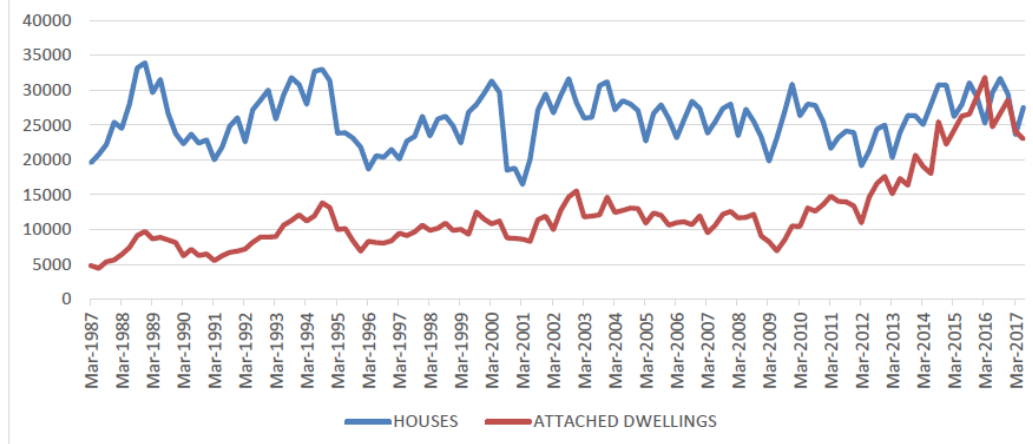
<sup>51</sup> 2019, *People and efficiency – driving higher performance: Strata Management Benchmarking Report*, Macquarie Business Banking, accessed 18/04/2019 at: <https://static.macquarie.com/dafiles/Internet/mgl/global/business-banking/campaign/docs/macquarie-strata-benchmarking-results-2019.pdf?v=13>

<sup>52</sup> 2019, *People and efficiency – driving higher performance: Strata Management Benchmarking Report*, Macquarie Business Banking, accessed 18/04/2019 at: <https://static.macquarie.com/dafiles/Internet/mgl/global/business-banking/campaign/docs/macquarie-strata-benchmarking-results-2019.pdf?v=13>

<sup>53</sup> Easthope, H, Buckle, C., and Mann, V., 2018, *Australian National Strata Data 2018*, City Futures Research Centre, UNSW Australia, accessed online 24/01/2019 at: <https://cityfutures.be.unsw.edu.au/research/projects/national-strata-data-analysis/>

<sup>54</sup> Easthope, H, Buckle, C., and Mann, V., 2018, *Australian National Strata Data 2018*, City Futures Research Centre, UNSW Australia, accessed online 24/01/2019 at: <https://cityfutures.be.unsw.edu.au/research/projects/national-strata-data-analysis/>

Figure 1: Dwelling Starts, Australia  
(Source: ABS Building Activity 8752.0)



Since the majority of attached dwellings are managed through the strata industry, demand for a skilled strata workforce has increased since 2015. A Macquarie Business Banking study revealed that hiring intentions have surged since 2015, with almost three out of four strata management businesses now saying they plan to grow staff numbers in the next 12 months. As a result, competition for staff intensifies, making it vital to engage and retain talented people in the industry.<sup>55</sup>

#### *Other industry changes*

There have been some shifts in focus in the industry to include:

- legalities & management of disability and aged care access and building modifications
- disaster planning and management
- building manager skills such as risk and compliance, since not all buildings have a building manager and the strata manager often ends up filling part of this role.

Considering these industry changes, the current qualifications “scratch the surface” of the skills and knowledge needs of strata community managers and assistants, according to the consulted industry members, and should be reviewed to meet not only current, but also future needs. The qualification updates will be informed by the Strategic Strata Workforce Competency framework being developed with strong Industry consultation (commissioned by the SCA VIC and will soon to be expanded to cover information from all of Australia). Details of the draft framework are available upon request.

#### **Employment, enrolment outlook and employer demand**

A UNSW study into the strata management sector revealed that approximately 9,330 people are directly employed in the industry in Australia, with many other occupations gaining business through the strata industry such as gardeners, plumbers, electricians, lawyers, insurers and valuers.<sup>56</sup> However, since strata management is not coded for in the ANZSCO, the direct employment numbers in the industry are likely to be higher.

<sup>55</sup> 2019, *People and efficiency – driving higher performance: Strata Management Benchmarking Report*, Macquarie Business Banking, accessed 18/04/2019 at <https://static.macquarie.com/dafiles/Internet/mgl/global/business-banking/campaign/docs/macquarie-strata-benchmarking-results-2019.pdf?v=13>

<sup>56</sup> Easthope, H, Buckle, C., and Mann, V., 2018, *Australian National Strata Data 2018*, City Futures Research Centre, UNSW Australia, accessed online 24/01/2019 at: <https://cityfutures.be.unsw.edu.au/research/projects/national-strata-data-analysis/>

The table below shows the enrolment numbers across the three qualifications, and through consultation with expert IRC and other strata management industry members we found that the no and low enrolments are a result of only minimal RTOs delivering the Certificate IV in Strata Community Management and almost no RTOs delivering the other two qualifications (see the tables below).

Qualification	2015 enrolment	2016 enrolment	2017 enrolment
CPP30416 Certificate III in Strata Community Management			
CPP40516 Certificate IV in Strata Community Management	0	0	91
CPP50316 Diploma of Strata Community Management			

Qualification	Number of RTOs with qualification on scope
CPP30416 Certificate III in Strata Community Management	0
CPP40516 Certificate IV in Strata Community Management	8
CPP50316 Diploma of Strata Community Management	2

The low enrolments across the three qualifications, however are not an indication of industry need or demand as industry has been advised by RTO's that they do not see the return on their investment to develop the training and assessment materials needed to deliver the qualifications. The Strata Community Association (SCA) is working to solve this problem by talking with RTOs and working out ways to collaborate with RTOs to develop the training materials needed.

Furthermore, TAFE WA are working with RMIT and SCA to begin delivering the Diploma as well as the Certificate IV, which will lead to an increase in enrolments, particularly given legislative changes in WA that may affect the minimum education requirements for the industry. The Certificate III leads to the occupation outcome of Strata Community Manager assistant and SCA aim to introduce this qualification as a VET-in-schools career pathway to attract more people into the industry.

### Ministers' Priorities Addressed

Reform	Action to address reform
Obsolete and duplicate qualifications removed from the system	This project will identify obsolete and duplicated units of competence where possible.
More information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed choices	The Companion Volume Implementation Guide will provide supporting advice on industry expectations, regulatory application and training delivery.



Reform	Action to address reform
	Performance criteria evidence will reflect industry expectations of competent practitioners.
The training system better supports individuals to move more easily between related occupations	The 3 qualifications will articulate a pathway from entry to management and support development of more complex skills. Alignment with real estate qualification will be confirmed to articulate pathways between occupations.
Improved efficiency of the training system through units that can be owned and used by multiple industry sectors	Relevant units will be imported from other packages such as Real Estate and Business.
Foster greater recognition of skill sets	<p>Skill sets will be utilized to define skills groupings needed for specialist functions.</p> <p>Skill sets will also be utilized where licensing requirements are less than the full qualification or vary between jurisdictions.</p>

## Consultation Plan

### Consultation Undertaken

The consultation undertaken for this project included one-on-one interviews with members of the Property Services IRC, an ISF survey widely promoted to industry through our website and newsletter and additional interviews with key industry associations and employers.

There was one key interview with an IRC member who has expert knowledge in the strata community management industry who detailed the issues with the current qualifications and why they need to be reviewed and updated. This IRC member also passed on a key piece of literature for further research as well as contact details for other key members of the industry for us to consult with.

We also spoke with employers and members of the Strata Community Association about the industry need for the qualifications and why they need to be reviewed and updated.

Additionally, we have been sent letters of support from the following 13 businesses in the strata industry:

- Capitol Body Corporate Administration
- ACTON Strata
- Strata Administration Services
- A Class Strata Services
- Ace Body Corporate Management
- Chambers Franklyn Strata Management
- WA Strata Management
- Bellecourt Strata Management
- Northern Body Corporate Management
- PICA Group

- Love&Co Strata Management
- MBCM Strata Specialist
- WA Strata Professionals.

### Consultation Plan

The key engagement methods may include some or all of the following

- Technical Advisory Groups (TAGs) will be established in accordance with internal policy and procedures to guide the subject matter expertise components of the work
- direct correspondence with regulators
- direct correspondence with State Training Authorities
- direct correspondence with IRC and key stakeholders
- industry associations and other stakeholders will be invited to capital city forums in all state/territories. A copy of forums material will be published on the web and an online forum will also be facilitated.
- RTOs will be engaged through online survey and trainer networks
- public web project page updated fortnightly
- newsletter survey distribution to 4,200 stakeholders, including all RTOs, regulators, industry associations. Minimum of three newsletter profiles.
- industry survey on early and late draft material
- distribution of survey through TAG networks and Artibus digital channels
- social media –Twitter and LinkedIn.

### Other Relevant Information

While the qualifications were endorsed in 2016, the strata industry has grown and changed rapidly since then and the current qualifications are now out of date.

Additionally, the Strata Community Management qualifications should be reviewed and updated in adherence with the four-year review cycle of the national review schedule as per the training package development and endorsement process policy December 2019.

### Timelines and Key Dates

**Overall project duration:** 16 months from execution of Activity Order.

Details	Date
Expected approval by the AISC of proposed work	June 2020
The Department of Education, Skills and Employment (DESE) commissioned activity order	July 2020

Engage SMEs to develop training package components	August 2020
Draft 1 is put forward for consultation	November 2020
Review feedback and update training package components, as per TAG advice	November - February 2021
Validation draft put forward for consultation	March – April 2021
Finalise quality assurance	June 2021
Send project to STAs for sign off	July 2021
Lodge project to DESE	August 2021
AISC considers project for implementation	October 2021

## Summary of project Components

### Update 3 existing Qualifications

- CPP30416 Certificate III in Strata Community Management
- CPP40516 Certificate IV in Strata Community Management
- CPP50316 Diploma of Strata Community Management
  - Review 43 existing units of competency

## Project 7 – Built Environment Auditor (Access)

### Description

This project proposes to develop a new streamlined approach to training for occupations in the property services sector that have a common auditing function by developing a Built Environment Auditing qualification.

#### **Building a Common Regulatory Core**

The built environment audit process straddles the breadth of the lifecycle of a building, from pre- construction design to occupancy maintenance to ensure ongoing fitness for habitation. Currently built environment compliance and reporting audits are conducted by a variety of occupational practitioners with separate training pathways, such as:

- thermal performance and sustainability assessors
- access consultants
- liveability assessors
- pest inspector
- security auditor
- property and asset managers
- greenstar assessors
- restoration, flood and cleaning technicians conducting on-site damage/site assessments of insured properties.

There are also a number of occupations which do not have national training package pathways, but which are facing increasing legislative and compliance requirements such as:

- pre-purchase property inspectors
- community safety assessor
- mould and biotoxin inspectors
- asbestos inspector
- facilities, Building and Compliance managers
- methamphetamine residue testers
- domestic fire protection assessors
- building material compliance inspector.

Other roles will emerge relating to government schemes around areas like building greening standards (green walls and roofs).

The Property IRC is proposing to develop this qualification as a framework for future modular development of specialist streams. The proposed project will focus on developing the core skills and the access consulting field of work

## Access Stream

In developing this qualification, this project will review and replace the existing three Access Consulting qualifications and rationalise the current 53 units. It is proposed that a total of 15 units would be achieved for the completion of the qualification. This approach would see a rationalisation from 53 specialist units to approximately 25. A total of 25 units would be developed to provide a range for selection of elective units.

This approach aims to reduce the three current Access Consulting qualifications into one qualification, the *Certificate IV in Built Environment Auditing*. This proposed qualification will include the development of 15 new units, consisting of 8 core auditing units and 7 elective units for new specialist streams to create skill sets.

The five core Access Consulting skills are:

- understanding access and Universal Design in the built environment
- conducting access audits in commercial and community buildings (including education and aged care)
- conducting access audits in transport and outdoor sectors
- understanding and delivering access in generic residential buildings
- conducting access audits in Specialist Disability Accommodation (SDA).

## Rationale

There are four fundamental drivers for this project: Regulation, Over-skilling, Employment Pathways and Skills shortages.

### Regulations

The National Construction Code (NCC) now includes requirements for application of access principles. The Disability Access to Premises (Buildings Standards) 2010 (Commonwealth legislation) has been introduced since the original qualification was developed and is mandatory in relation to access to commercial and community buildings. Development of a qualification that meets Commonwealth, state and territory regulatory requirements and supports quality provision of access consulting services will address this need.

### Over-skilling

The current pathway for access consultants is through the existing VET qualifications. However, these are outdated and do not meet current industry practice. Developing VET streams/skill sets will consolidate and update the competencies required to work in the sector.

### Employment Pathways

People working in the access consulting and other audit-based functions tend to be micro businesses or self-employed. As small and micro businesses, many offer a range of services in order to maintain a sustainable business model, particularly in regional and remote areas. Workers with qualifications and experience in fields such as building surveying and certifying, occupational therapy, architecture and facilities management have core skills that are transferable to access consulting and auditing.

The proposed qualification will develop an audit core and Access skill sets that would encompass the full range of required competencies for occupational outcomes. It will also provide career progression for the skilled workers practicing in this sector. The future potential to develop additional specialisations for the audit-based function will support small and micro business respond to business opportunities and develop new skills as needed

### Skill Shortages

Demand for Access Consultants is being driven by a heightened focus on community-based care and ageing in place, supported by community care packages and the NDIS. These schemes are driving increased residential modifications requiring competent consultants to provide advice and compliance reporting. This particularly relates to Specialist Disability Accommodation (SDA) where a minimum Design Standard has been developed and is mandatory. It also relates to generic housing where the Livable Housing Design Guidelines are being incorporated into dwellings and referenced by a range of state and local authorities as minimum requirements. It is also likely that the LHA Design Guidelines will be incorporated into the upgrade of the NCC in 2022 as a result of the Housing Options Paper circulated for comment by the ABCB in September 2018.

Access principals have now been included in the National Construction Code (NCC) for all buildings. This inclusion is increasing the requirements for access consultants to provide expert advice on large and complex developments, hence the proposal to develop a qualification that can be delivered across Australia through the VET system.

The proposed skill set approach will support both the residential demand and provide a pathway for development of skills for complex developments and public spaces. This approach also reflects the unit-based usage of the current qualifications by developing skills sets better aligned with core functions and provide development pathways.

### **Employer demand and support for the new qualification**

The proposed qualification is supported by both peak industry bodies representing building owners, the Facility Management Association of Australia (FMA) and the Strata Community Association (SCA). This new qualification will support over 5,000 existing Facilities and Strata Managers to obtain and interpret a range of auditing and compliance reports necessary to fulfil their regulatory and fiduciary obligations. The FMA anticipates considerable benefits from this new qualification:

*'The ongoing operational management of Australia's built environment benefits extensively from ongoing auditing and compliance activities. By having a qualification and/or skillset to support such activities there is an opportunity to make a significant impact on the health, wellbeing, safety and productivity of those utilising facilities.'*

Employer demand, for the proposed Certificate IV in Built Environment Auditing, is to support existing building inspection and compliance functions in the design and post occupancy stages of the Property Services sector.

At the design stage, employer demand is driven by changes to the National Construction Code and the associated auditing to ensure design compliance against the Code. Building designers and architects will contract audit and compliance statements across a range of specialist areas to ensure an alignment of building plans against the Code's standards.

At the post construction stage, employer demand comes from the range of contractors responsible for building inspection and compliance, including:

- disability and aged care sector managers seeking advice on appropriate modifications of existing buildings for their clients
- facility, strata and asset management professionals seeking compliance and audit reports on various standards and requirements
- property managers seeking comprehensive ongoing and end of tenancy audits to maintain property liveability
- consumers seeking independent property assessments

- investors buying landlord insurance requiring inspection and compliance audits to ensure they do not nullify standard policy exclusions
- micro businesses providing auditing and inspection services.

Demand is also driven by legislation with auditing and compliance reporting requirements, such as the introduction of 'fitness for habitation' legislation by several state and territory governments. This legislation is predicted to drive further demand for compliance and auditing skills, for example, the Government of Western Australia announced in February 2019 that it is considering mandatory testing of rental properties for methamphetamine contamination.

### **Expected job roles for graduates of the new qualification**

Rather than describing a standalone occupation, graduates of the proposed qualification will be able to select from a suite of skills that will cater for new entrants and allow business practitioners to expand their business offerings to meet the auditing and reporting requirements required under the National Building Code and associated standards. (The occupational outcome is not a Building Surveyor, although Building Surveyors are likely to undertake this qualification in order to expand their business offerings).

The qualification is expected to meet the skill needs of hundreds of micro businesses (e.g. pest inspectors, access consultants, architects and designers) which currently operate in this area, with their skill needs met in a siloed, inconsistent and outdated ways within the existing Training Package.

For example, the Access Consulting qualifications currently meet the functions of auditing design plans against accessibility standards and providing advice on appropriate modification of existing buildings to ensure access. However, these qualifications have deficiencies in meeting expected requirements because they are outdated and do not align with current work requirements, such as the auditing and reporting requirements of the National Construction Code. There have been significant design, technological, demographic and policy changes since the inception of the Access Consulting qualifications, such as the mainstream approaches to universal design, liveable housing and the National Disability Insurance Scheme (NDIS).

The proposed Built Environment Auditor qualification and its skill sets will:

- embed auditing and reporting skills against the contemporary standards across the field of work while maintaining specialisations
- reflect current job functions and overcome deficiencies in existing qualifications
- allow micro businesses to broaden their offerings with confidence they meet Commonwealth and state/territory regulatory requirements.

## Why the qualification is required over and above existing qualifications

The Proposed Built Environment Auditor qualification will streamline a range of functions under a single qualification and reduce the proliferation of specialist qualifications. The proposal will seek to remove the access consulting qualifications in favour of specialised skill sets within the proposed qualification. This will support small and micro businesses to diversify by adding specialisations to take advantage of market changes and business opportunities:

- existing practitioners require core auditing skills to meet increasing compliance reporting requirements, and skill sets to extend their business offerings. This qualification and skill sets will allow them to keep up to date with emerging technologies and methods (e.g. drug/surface testing and urban pest control) and expand to new markets (e.g. NDIS building assessments).
- creating a qualification with core auditing and inspecting functions will future proof the property industry against changing regulatory and legislative standards and industry expectations.
- it will identify known and emerging risk factors in the design and occupancy phases of the built environment and address them in a National Training Package before changes are forced upon the industry by tragic events, such as the legacy of unsafe asbestos exposure.
- the qualification's proposed core of common auditing, compliance and inspecting functions will not only foster greater recognition of skill sets, but also create the possibility in the longer term of rationalising existing qualifications and deleting niche qualifications.

Graduates of the proposed Built Environment Auditor (Access) qualification will have a core set of skills and competencies to be able to:

1. read and interpret plans
2. interpret national standards including:
  - a. National Construction Code (NCC)
  - b. Disability (Access to Premises Buildings) Standards 2010 (Cth)
  - c. Materials Standards
  - d. Government scheme requirements e.g. SDA, LHA etc.
3. understand building systems, materials and construction methodology
4. understand construction terminology
5. undertake audits of planned buildings
6. undertake audits of existing buildings
7. follow site WHS requirements
8. prepare reports.

Graduates of the Built Environment Auditor (Access) will have attained competency in **ALL** of the following five specific core Access Consulting Units/skill sets:

1. understanding access and universal design in the Built Environment
2. conducting access audits in commercial and community Buildings (including education and aged care)



3. conducting access audits in Transport and Outdoor sectors
4. understanding and delivering access in generic residential buildings
5. conducting access audits in Specialist Disability Accommodation (SDA).

### **Occupational Outcomes**

Graduates of Built Environment Auditor (Access) qualification are expected to be able to:

- conduct audits of design plans against accessibility standards
- inspect, assess and evaluate compliance
- provide advice on appropriate modification of existing buildings, (commercial, community and residential) facilities, outdoor spaces and transport conveyances to ensure access
- coordinate and facilitate responses to relevant legislation.

The sector advises that some elements of the existing qualifications no longer meet expected requirements because they are outdated and do not align with current work requirements, such as the auditing and reporting requirements of the National Construction Code.

There are a range of reasons for this, including significant changes in design, technology, demographics and policy since the inception of the Access Consulting qualifications, such as the mainstream approaches to Universal Design, Livable Housing, and the commencement of the National Disability Insurance Scheme (NDIS).

### **Job Outcomes**

Access auditing training is undertaken by a range of employees in order to extend their skills and job roles. Over 80 per cent of enrolments are from people working in an allied job role.<sup>57</sup> The most common occupations to undertake training in Access Consulting are:

- Building Certifiers and Surveyors
- Access Consultants
- Architects and Designers
- Occupational Therapists
- Facilities Managers and Engineers.<sup>58</sup>

Building Certifiers and Surveyors are the largest occupation group to enrol in Access Consulting qualifications in 2017-2019, with their enrolments increasing by over 150 percent.<sup>59</sup> This increase is indicative of sector demand and regulatory requirements for building access auditing under the National Construction Code. These streams may also be deliverable as skill sets, providing flexibility for workers seeking to change jobs or extend their skills. Future work in this area will utilise the auditing core and develop further specialist streams in the Property Services industry.

### **Streamlining Training Package**

<sup>57</sup> Source: Access Consulting Institute (2019), Enrolments in Access Consulting Qualifications (Certificate IV and Diploma, combined) 2011-2019, perscomms: 21/05/2019.

<sup>58</sup> Source: Access Consulting Institute (2019), Enrolments in Access Consulting Qualifications (Certificate IV and Diploma, combined) 2011-2019, perscomms 21/05/2019.

<sup>59</sup> Calculated based on the five-year average.

The Property Services IRC is keenly aware of the policy objectives to streamline training packages by the removal of unused and superfluous components and avoiding duplication. The proposal is intended to provide a mechanism for rationalisation and streamlining the Access Consulting training package components. Many existing and emerging jobs revolving around the compliance and performance of the built environment can be clustered to make better use of common training components, whilst streams within the qualification will maintain occupational specialisation.

Further specialisations can be added to the qualification to address existing or emerging job roles without creating new qualifications whilst minimising unit development. This will also allow for further streamlining as other related qualifications reach a review point and are incorporated into this package.

### Speed to market

Speed to market has been highlighted by both the Joyce Report, [Strengthening Skills: Expert Review of Australia's Vocational Education and Training System](#), and the AQF review as a significant issue for training package development. This concern has been discussed at SSO, IRC and AISC level over the last few months.

Work in the field of auditing of the built environment is undertaken largely by small and micro businesses or sole traders. Many of these businesses perform multiple types of audits across a range of specialisations. The current qualification structure requires businesses and individuals to hold an additional qualification for each specialisation. This can present unnecessary barriers to these businesses for expanding their offering or responding to market opportunities.

This flexible and responsive proposal:

1. represents an opportunity to create, through design, a model that would allow for increased responsiveness to emerging needs through the use of a more modular, skill set based approach: this would further maintain the integrity of the qualification structure.
2. will provide these businesses with a more responsive and real-world approach to adding new business functions by building on the core of the qualification.

Building upon the common skills required to audit the built environment, the streamed approach allows for the development of additional skill sets to respond to emerging business models and address industry or regulatory demand.

### Ministers' Priorities Addressed.

Reform	Action to address reform
Obsolete and duplicate qualifications removed from the system	This qualification will facilitate the removal of many specialised qualifications by providing a framework for future rationalisation of the training package
More information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed choices	Clear information on usage and application of qualifications, units and skill sets will be communicated through relevant Industry Associations and the Companion Volume Implementation Guide to ensure all stakeholders are aware of the availability and purpose of the package.
The training system better supports individuals to move more easily between related occupations	The modular approach to qualification design is intended to facilitate addition of specialist streams and

Reform	Action to address reform
	allow practitioners to expand business offerings and capability around a core function.
Improved efficiency of the training system through units that can be owned and used by multiple industry sectors	The qualification will draw on related units from the CPC and BSB training packages and will focus on development of specialist units relating to fields of work.
Foster greater recognition of skill sets	Skills sets will be utilised as a key feature of the design of the qualification to allow for a modular approach to training package development and to facilitate upskilling.

## Consultation Plan

### Consultation Undertaken

- guidance and input from the Property Services IRC
- an internal review of the quality and relevance current qualifications and units
- desktop research on the Access Consulting sector
- industry engagement with key industry stakeholders:
  - direct engagement has been undertaken with the Access Institute, which is the main peak industry body and also delivers training. The Access Institute has provided a letter of support.
  - further engagement has been undertaken with the training providers to gather their input on the industry relevance of the access consulting components.
- reference to the stakeholder register and previous consultation undertaken
- Artibus attended and presented at the Access Consulting conferences in 2018
- ongoing discussions with the Access Institute during 2017 – 2020. The Access Institute has suggested unit content, and the merging and deletion of existing units.
- letters of support from the Facility Management Association and the Strata Communities Association
- initial discussion and request for membership consultation with NDS Tasmania and Aged Care

### Consultation Plan

The key engagement methods may include some or all of the following:

- Technical Advisory Groups (TAGs) will be established in accordance with internal policy and procedures to guide the subject matter expertise components of the work
- direct correspondence with regulators
- direct correspondence with State Training Authorities
- direct correspondence with IRC and key stakeholders

- industry associations and other stakeholders will be invited to capital city forums in all state/territories. A copy of forums material will be published on the web and an online forum will also be facilitated.
- RTOs will be engaged through online survey and trainer networks
- public web project page updated fortnightly
- newsletter survey distribution to 4,200 stakeholders, including all RTOs, regulators, industry associations. Minimum of three newsletter profiles.
- industry survey on early and late draft material
- distribution of survey through TAG networks and Artibus digital channels
- social media –Twitter and LinkedIn.

### Other Relevant Information

This project aims to reduce the three current Access Consulting qualifications into one qualification. The project will review and replace the existing three Access Consulting qualifications and rationalise the current 53 units. It is proposed that a total of 15 units would be achieved for the completion of the qualification. This approach would see a rationalisation from 53 specialist units to approximately 25. A total of 25 units would be developed to provide a range for selection of elective units.

It is anticipated that the following generic skills, where appropriate, will be addressed in this proposed development work:

- Industry and Occupation Skills
- Adaptability and Learning Skills
- Analytical Skills
- Digital Skills
- Collaboration Skills
- Leadership and Management Skills
- Customer Service and Marketing Skills
- Stem Skills
- Business and Compliance Skills
- Sustainability and Natural Resource Management Skills.

Additionally, the Access Consulting qualifications should be reviewed and updated in adherence with the four-year review cycle of the national review schedule as per the training package development and endorsement process policy December 2019.

### Timelines and Key Dates

**Overall project duration:** 16 months from execution of Activity Order.

Details	Date
Expected approval by the AISC of proposed work	June 2020
The Department of Education, Skills and Employment (DESE) commissioned activity order	July 2020
Engage SMEs to develop training package components	August 2020
Draft 1 is put forward for consultation	November 2020
Review feedback and update training package components, as per TAG advice	November - February 2021
Validation draft put forward for consultation	March – April 2021
Finalise quality assurance	June 2021
Send project to STAs for sign off	July 2021
Lodge project to DESE	August 2021
AISC considers project for implementation	October 2021

### Summary of project Components

1 new qualification – Certificate IV Built Environment Auditor (Access)

- 15 new units of competency
- 10 existing units for review

## Project 8 – Built Environment Auditor (Essential Fire Safety Measures)

### Rationale

The approach proposed by this project will address a gap in training required to undertake the certification of installed essential fire safety measures. The ongoing performance of fire safety systems are critical to protecting life and are highlighted by Shergold & Weir as requiring to be undertaken by suitably qualified practitioners in the *Building Confidence Report*. Legislatively this function is required to be performed annually but will also be required with change of asset use or management of for insurance purposes, particularly relating to non-compliant building materials.

### Description

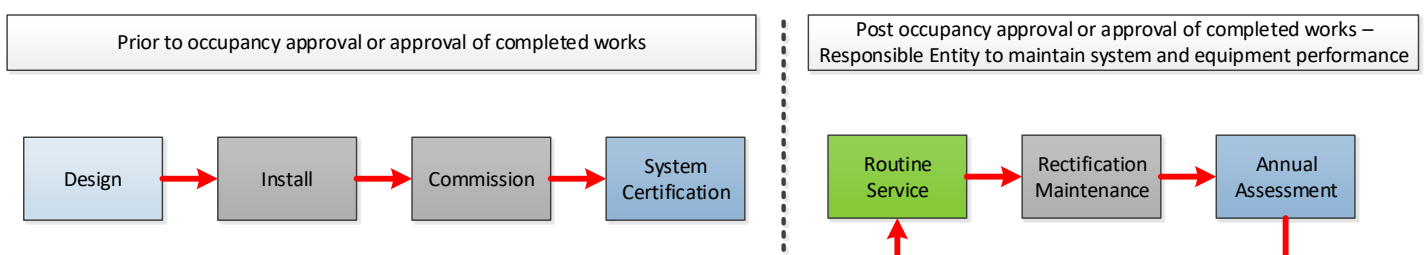
In Australia, each State and Territory has a unique regulatory system that governs the minimum requirements for the design, installation, certification and maintenance of installed Safety Measures.

The term Safety Measures was adopted by the Building Code of Australia and includes a range of nominated safety equipment, fittings, systems or management measures provided in, or for, a building and required in the event of fire or other emergency to protect against loss of life or property. For example, fire sprinklers, smoke control systems, and exits.

Each jurisdiction uses a different term to describe Safety Measures. For example, New South Wales refers to the list of measures as Essential Fire Safety Measures whereas Victoria uses the term Essential Safety Measures and South Australia uses the term Essential Safety Provisions. For the purpose of this document, the term Safety Measure is used in lieu of each jurisdiction's specific term.

The underlying principle, that applies in all jurisdictions regulatory provisions, is that each Safety Measure must be fit for purpose when it is installed (System Certification) and continue to remain fit for purpose for the life of the building (Annual Assessment).

The diagram below describes the different activities that apply to Safety Measures installed in buildings throughout their life cycle. There is clear differentiation between the activities undertaken during the construction phase of a building (outlined on the left side of the diagram) and the ongoing activities required for the life of the building (outlined on the right side of the diagram).



Each of the different activities listed above have an associated job role and generally require unique skills and knowledge to competently perform each specific role. There are common skills and knowledge that apply to the job roles, for example, knowledge of the Building Code of Australia and the performance and function of fire safety systems is common to most if not all job roles to varying degrees. There is also a crossover of skills and knowledge between the roles of installation and repair / rectification maintenance.

### Defining the Job Role

The job role of an Essential Fire Safety Measures Auditor has not previously been well articulated in Australia despite numerous jurisdictions having specific legislation in place requiring building owners and/or occupiers to declare on an annual basis that the Safety Measures installed in their building continue to perform as required.

For example, Part 12 of the Victorian Building Regulations set out the requirements of owners and occupiers with respect to the maintenance of Safety Measures and the maintenance of exits and paths of travel to exits.

The regulations require an owner or their agent to prepare an annual report that, among other things, includes a statement that each Safety Measure is operating at the required level of performance and has been maintained in accordance with the approval documentation.

The introduction of these provisions led to the establishment of a new job role that is often referred to as an Annual Certifier or Annual Assessor. Numerous companies have now been established throughout Australia who specialise in the assessment of Safety Measures and who prepare reports on behalf of owners to meet the regulatory requirements for each jurisdiction.

In more recent times, the New South Wales Government introduced legislation that took effect from 1 October 2017 that introduced a mandatory requirement for the assessment of Safety Measures to be undertaken by a person deemed to be a Competent Fire Safety Practitioner.

### Streamlining the training system

The function of an Essential Safety Measure Auditor can be described as a stream within the proposed Certificate IV in Built Environment Auditor rather than a stand-alone fire protection qualification. This project proposes to develop a new streamlined approach to training for occupations in the property services sector that have a common auditing function by developing a Built Environment Auditing qualification.

In developing this streamed approach, the IRC will consider existing units for inclusion to minimise the development of new components.

The proposed stream will be structured to provide specific pathways for General Auditors and those Auditing Highrise and complex environments. The core Essential Fire Safety units/skill sets are:

- General Auditing:
  - Identify and locate installed essential safety measures
  - Perform onsite verification of installed essential safety measures
  - Benchmark installed safety measures against building code requirements
  - Establish baseline performance data and testing requirements of installed safety measures
  - Locate and collate performance and testing data
  - Analyse performance against established standards
  - Report on compliance of installed safety measures
- Highrise and complex environment (in addition to above):
  - Identify installed safety measures in complex and high-rise building
  - Identify system interactions and dependencies
  - Develop compliance reports for complex and high-rise buildings

### Why the qualification is required over and above existing qualifications

The Proposed Built Environment Auditor qualification will streamline a range of functions under a single qualification and reduce the proliferation of specialist qualifications. The proposal will seek to remove the access consulting qualifications in favour of specialised skill sets within the proposed qualification. This will support small and micro businesses to diversify by adding specialisations to take advantage of market changes and business opportunities.

- Existing practitioners require core auditing skills to meet increasing compliance reporting requirements, and skill sets to extend their business offerings. This qualification and skill sets will allow them to keep up to date with emerging technologies and methods.
- Creating a qualification with core auditing and inspecting functions will future proof the property industry against changing regulatory and legislative standards and industry expectations.
- It will identify known and emerging risk factors in the design and occupancy phases of the built environment and address them in a National Training Package before changes are forced upon the industry by tragic events.
- The qualification's proposed core of common auditing, compliance and inspecting functions will not only foster greater recognition of skill sets, but also create the possibility in the longer term of rationalising existing qualifications and deleting niche qualifications.

In addition to the specialist skills in essential fire safety measures, graduates of the proposed Built Environment Auditor (Essential Fire Safety Measures) qualification will have a core set of skills and competencies to be able to:

1. read and interpret plans
2. interpret national standards including:
  - a. National Construction Code (NCC)
  - b. Materials Standards
3. understand building systems, materials and construction methodology
4. understand construction terminology
5. undertake audits of planned buildings
6. undertake audits of existing buildings
7. follow site WHS requirements
8. prepare reports.

### **Streamlining Training Package**

The Property Services IRC are keenly aware of the policy objectives to streamline training packages by the removal of unused and superfluous components and avoiding duplication. This proposal is intended to provide a mechanism for rationalisation and streamlining the property training package components. Many existing and emerging jobs revolving around the compliance and performance of the built environment can be clustered to make better use of common training components, whilst streams within the qualification will maintain occupational specialisation.

Further specialisations can be added to the qualification to address existing or emerging job roles without creating new qualifications whilst minimising unit development. This will also allow for further streamlining as other related qualifications reach a review point and are incorporated into this package.

### **Speed to market**



Speed to market has been highlighted by both the Joyce Report, [Strengthening Skills: Expert Review of Australia's Vocational Education and Training System](#), and the AQF review as a significant issue for training package development. This concern has been discussed at SSO, IRC and AISC level over the last few months.

Work in the field of auditing of the built environment is undertaken largely by small and micro businesses or sole traders. Many of these businesses perform multiple types of audits across a range of specialisations. The current qualification structure requires businesses and individuals to hold an additional qualification for each specialisation. This can present unnecessary barriers to these businesses for expanding their offering or responding to market opportunities.

This flexible and responsive proposal:

1. represents an opportunity to create, through design, a model that would allow for increased responsiveness to emerging needs through the use of a more modular, skill set based approach: this would further maintain the integrity of the qualification structure.
2. will provide these businesses with a more responsive and real-world approach to adding new business functions by building on the core of the qualification.

Building upon the common skills required to audit the built environment, the streamed approach allows for the development of additional skill sets to respond to emerging business models and address industry or regulatory demand.

## Ministers' Priorities Addressed

Reform	Action to address reform
Obsolete and duplicate qualifications removed from the system	This qualification will facilitate the removal of many specialised qualifications by providing a framework for future rationalisation of the training package.
More information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed choices	Clear information on usage and application of qualifications, units and skill sets will be communicated through relevant Industry Associations and the companion volume implementation guide to ensure all stakeholders are aware of the availability and purpose of the package.
The training system better supports individuals to move more easily between related occupations	The modular approach to qualification design is intended to facilitate addition of specialist streams and allow practitioners to expand business offerings and capability around a core function.
Improved efficiency of the training system through units that can be owned and used by multiple industry sectors	The qualification will draw on related units from CPC and BSB and focus development of specialist units relating to fields of work.
Foster greater recognition of skill sets	Skills sets will be utilised as a key feature of the design of the qualification to allow for a modular approach to training package development and to facilitate upskilling.

## Consultation Plan

### Consultation Undertaken

- guidance and input from the Property Services IRC
- an internal review of the quality and relevance current qualifications and units
- desktop research on the Fire Protection sector
- industry engagement with key industry stakeholders:
  - direct engagement has been undertaken with the FPAA, which is the main peak industry body and also delivers training.
- reference to the stakeholder register and previous consultation undertaken
- feedback collected through the development of existing fire protection qualifications.
- ongoing discussions with the Access Institute during 2017 – 2020. The Access Institute has suggested unit content, and the merging and deletion of existing units.
- letters of support from the Facility Management Association and the Strata Communities Association

## Consultation Plan

The key engagement methods may include some or all of the following:

- Technical Advisory Groups (TAGs) will be established in accordance with internal policy and procedures to guide the subject matter expertise components of the work
- direct correspondence with regulators
- direct correspondence with State Training Authorities
- direct correspondence with IRC and key stakeholders
- industry associations and other stakeholders will be invited to capital city forums in all state/territories. A copy of forums material will be published on the web and an online forum will also be facilitated
- RTOs will be engaged through online survey and trainer networks
- public web project page updated fortnightly
- newsletter survey distribution to 4,200 stakeholders, including all RTOs, regulators, industry associations. Minimum of three newsletter profiles
- industry survey on early and late draft material
- distribution of survey through TAG networks and Artibus digital channels
- social media –Twitter and LinkedIn.

## Other Relevant Information

This project is distinct from the existing Fire Protection Inspection and Testing (FPIT) qualification, as it describes a separate audit function as required by legislation, insurance and building management. Given the current impasse of the on-going FPIT review, this proposal will assist the industry in meeting on-going regulatory demand and the requirement by industry for updated training.

## Timelines and Key Dates

Details	Date
Expected approval by the AISC of proposed work	June 2020
The Department of Education, Skills and Employment (DESE) commissioned activity order	July 2020
Engage SMEs to develop training package components	August 2020
Draft 1 is put forward for consultation	November 2020
Review feedback and update training package components, as per TAG advice	November – February 2021

Details	Date
Validation draft put forward for consultation	March – April 2021
Finalise quality assurance	June 2021
Send project to STAs for sign off	July 2021
Lodge project to DESE	August 2021
AISC considers project for implementation	October 2021

### Summary of project Components

#### 1 Qualification – Built Environment Auditor (Essential Fire Safety Measures)

- Up to 20 units
- 2 skills set

## Appendix A: Proposed components

Project Number	Qualification / unit / skillset	Code	Previous change (endorsement date)	Previous work (transition / update / establishment)	Work (new / update / deletion)	Entry level / trade / post-trade qualification	Expected date for endorsement
<b>Project 1 Cleaning</b>	Qualification	CPP20617 Certificate II in Cleaning	12/06/2017	Transition	Update	Entry level	13/10/21
	Qualification	CPP30316 Certificate III in Cleaning Operations	05/05/2016	Transition	Update	Trade	13/10/21
	Qualification	CPP40416 Certificate IV in Cleaning Management	05/05/2016	Transition	Update	Post Trade	13/10/21
	38 Existing units of competency		05/05/2016	Transition	Update	All	13/10/21
<b>Project 2 Integrated Digital Delivery</b>	Qualification	CPP4XXX Certificate IV in Building Information Management	N/A	N/A	N/A	Post Trade	13/10/21
	Qualification	CPP4XXX Certificate IV in Building Information Management	N/A	N/A	N/A	Post Trade	13/10/21
	Qualification	CPP6XXX Advanced Diploma of Strategic Implementation of Building Information Management	N/A	N/A	N/A	Post Trade	13/10/21
	30 new units (10 per above qualification)		N/A	N/A	N/A	Post Trade	13/10/21
	2 Skill Sets	BIM Technical Skills BIM Management	N/A N/A	N/A N/A	N/A N/A	Post Trade Post Trade	13/10/21

Project Number	Qualification / unit / skillset	Code	Previous change (endorsement date)	Previous work (transition / update / establishment)	Work (new / update / deletion)	Entry level / trade / post-trade qualification	Expected date for endorsement
<b>Project 3 Work Arising</b>	Qualification	Certificate IV in Technical Pest Management	N/A	N/A	New	Post Trade	13/10/21
	2 new units	Non-rodent vertebrates	N/A	N/A	New	Post Trade	13/10/21
	2 new units	Urban Weed Management	N/A	N/A	New	Post Trade	13/10/21
	Qualification	Certificate IV in Investigative Services	N/A	N/A	New	Post Trade	13/10/21
	Up to 8 units						
	2 Skill Sets	Fraud investigation Government investigation	N/A	N/A	New	Post Trade	13/10/21
<b>Project 4 Planning and Design for Bushfire Protection</b>	Qualification	Diploma of Planning and Design for Bushfire Protection	N/A	N/A	New	Post Trade	13/10/21
	1 Skill Set	Method 1 bushfire attack level assessments	N/A	N/A	New	Post Trade	13/10/21

Project Number	Qualification / unit / skillset	Code	Previous change (endorsement date)	Previous work (transition / update / establishment)	Work (new / update / deletion)	Entry level / trade / post-trade qualification	Expected date for endorsement
<b>Project 5 Property Pathways</b>	Qualification	Certificate II in Property Pathways	N/A	N/A	New	Entry Level	13/10/21
	10 new units	Waste management Urban pest management Cleaning Surveying and spatial information services Technical security Swimming pool and spa service Real estate Strata community Building design. Sustainability assessment	N/A	N/A	New	Entry Level	13/10/21
<b>Project 6 Strata Community Management</b>	Qualification	CPP30416 Certificate III in Strata Community Management	06/05/2016	Transition	Update	Trade	13/10/21
	Qualification	CPP40516 Certificate IV in Strata Community Management	06/05/2016	Transition	Update	Post Trade	13/10/21
	Qualification	CPP50316 Diploma of Strata Community Management	06/05/2016	Transition	Update	Post Trade	13/10/21
	43 units of competency		06/05/2016	Transition	Update	Trade and Post Trade	13/10/21

Project Number	Qualification / unit / skillset	Code	Previous change (endorsement date)	Previous work (transition / update / establishment)	Work (new / update / deletion)	Entry level / trade / post-trade qualification	Expected date for endorsement
<b>Project 7 Built Environment Auditing (Access)</b>	Qualification	Certificate IV in Built Environment Auditing	N/A	N/A	New	Post Trade	13/10/21
	Qualification	CPP40811 Certificate IV in Access Consulting	08/04/2011	Establishment	Deletion	Post Trade	13/10/21
	Qualification	CPP50711 Diploma of Access Consulting	08/04/2011	Establishment	Deletion	Post Trade	13/10/21
	Qualification	CPP80313 Graduate Diploma of Access Consulting	16/01/2014	Establishment	Deletion	Post Trade	13/10/21
	15 new units	8 core auditing units 7 elective units for specialist streams	N/A	N/A	New	Post Trade	13/10/21
	10 existing units	TBD	08/04/2011	TBD	Update	Post Trade	13/10/21
<b>Project 8 Built Environment Auditing (Essential Fire Safety Measures)</b>	1 Qualification	Certificate IV Built Environment Auditor (Essential Fire Safety Measures)	N/A	Establishment	New	Post trade	13/10/21
	20 New Units	2 specialisations	N/A	New	New	Post Trade	13/10/21
	2 Skill Sets	TBD	N/A	Establishment	New	Post Trade	13/10/21



## Appendix B: Industry Workforce Trends: Employment Outlook

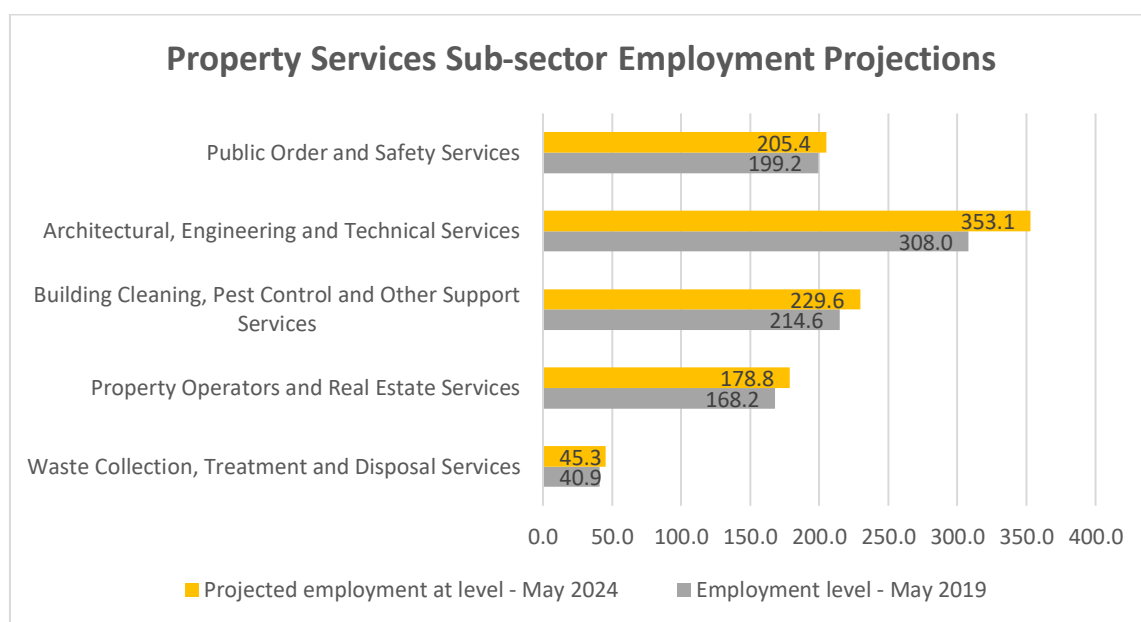
The employment and skills outlook for the sector remains consistent with previous years. The Property Services industry employed 930,900 workers across five sectors in 2019, with each of these projected to grow over the next five years to May 2024.<sup>60</sup>

Employment in the Rental, Hiring and Real Estate Services reduced by 0.4 per cent.<sup>61</sup> However, Property Services sub-sectors are projected to grow, with the highest growth forecast continuing to be expected in the architectural, engineering and technical services (14.6%).<sup>62</sup> This is consistent with projected growth at the occupation level, with two Property Services occupations on skills shortages list:

- Architectural Draftsperson
- Surveyor.

The below graphs show the sub-sector and occupation employment projections for the next five years in the Property Services Sector. These projections are likely to be impacted by the COVID-19 pandemic.

Graph I: Projected Employment Growth by Sub-Sector – Five Years to May 2024<sup>63</sup>



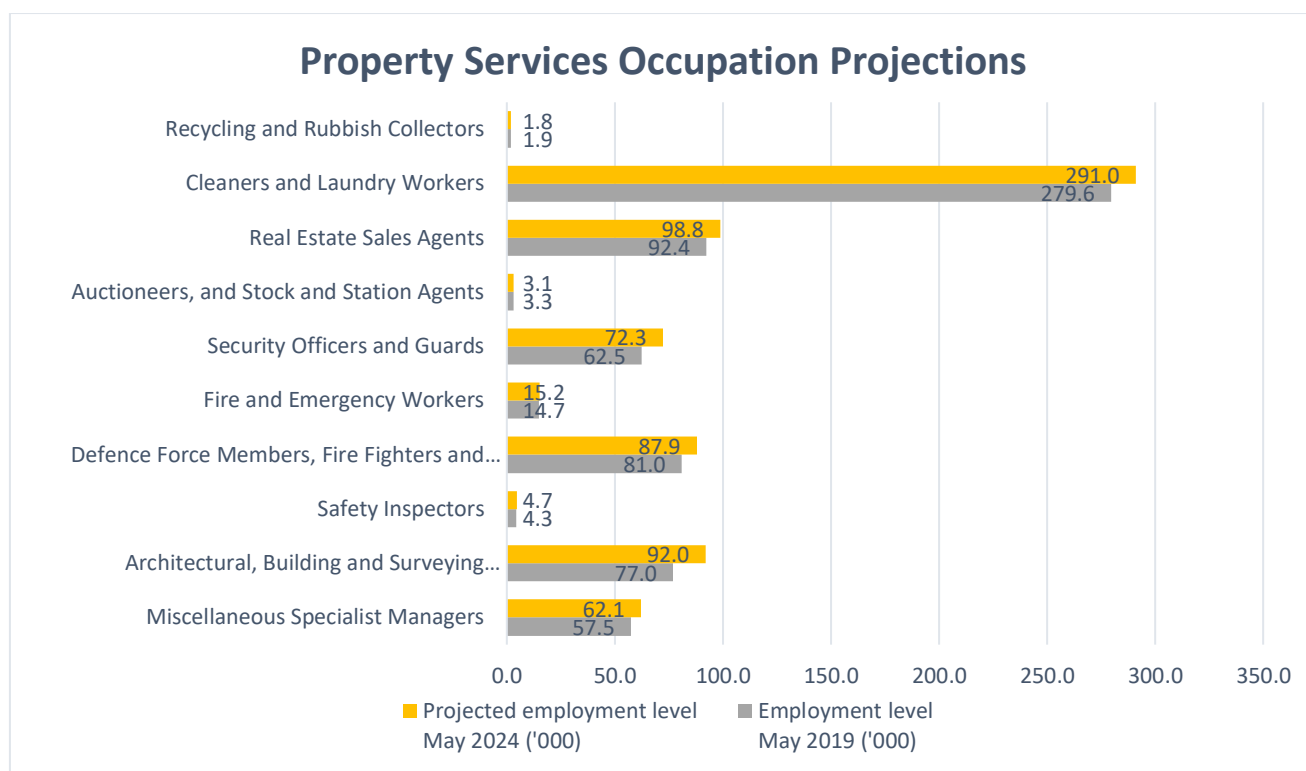
<sup>60</sup> Labour Market Information Portal, 2020 Industry Projections – five years to May 2024, accessed online 24/02/2020 at <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>

<sup>61</sup> Australian Government Department of Employment, Skills, Small and Family Business (2020), Employment Outlook to May 2024, accessed 18/03/2020 at <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>

<sup>62</sup> Growth is forecast at the ANZIC 06 Code level, and the inability to disaggregate subsectors means this data includes the Engineering Services sector as it cannot be removed or analysed separately. The inability to disaggregate employment projections to only include those relevant to the Property Services industry and training package means that the relevance and accuracy of these projections for the industry should be treated with appropriate methodological caution.

<sup>63</sup> Labour Market Information Portal, 2019 Industry Projections – five years to May 2024, accessed online 24/02/2020 at <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>

Graph II: Projected Employment Growth by Occupation – Five Years to May 2024<sup>64</sup>



<sup>64</sup> Labour Market Information Portal, 2020 Occupation Projections – five years to May 2024, accessed online 18/03/2020 at <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>

## Appendix C – Qualifications and Unit approved for deletion

The following qualification was reviewed in CPP Release 7.0 and approved for deletion by the AISC in December 2018:

- CPP10107 Certificate I in Security Operations

The following units were reviewed in CPP Release 7.0 and approved for deletion by the AISC in December 2018:

- CPPSEC1001A Identify and report security risk situations
- CPPSEC1002A Apply retail security procedures
- CPPSEC1004A Apply health care security procedures
- CPPSEC2009A Give evidence in court
- CPPSEC2016A Contribute to investigative activities
- CPPSEC2019A Monitor biometrics equipment and systems
- CPPCMN3002A Develop a traffic management plan
- CPPSEC3019A Operate specialised security equipment
- CPPSEC3022A Maintain biometrics database
- CPPSEC3023A Coordinate biometric equipment and systems

The following qualification was reviewed in CPP Release 9.0 and approved for deletion by the AISC in August 2019:

- CPP51012 Diploma of Residential Building Energy Assessment

The following units were reviewed in CPP Release 9.0 and approved for deletion by the AISC in August 2018:

- CPPHSA4006A Manage own work, professional development and ethical behaviour as a home sustainability assessor
- CPPHSA4008A Apply sustainability principles, legislation and information on government programs
- CPPHSA4010A Estimate the cost of home sustainability measures
- CPPHSA4011A Collect information to support NatHERS assessment
- CPPHSA4013A Conduct NatHERS assessment of existing residential buildings
- CPPHSA4014A Meet regulatory requirements when completing NatHERS assessments
- CPPHSA4016A Advise on options for enhancing thermal performance of residential buildings
- CPPHSA4017A Cost measures to improve thermal performance of residential buildings
- CPPHSA5002A Assess thermal performance and energy efficiency of residential buildings
- CPPHSA5003A Manage quality assurance of NatHERS assessments
- CPPHSA5004A Educate clients about thermal efficiency of residential buildings
- CPPHSA5005A Peer review NatHERS assessments
- CPPHSA5006A Promote low and zero carbon energy technologies in residential buildings

The following qualifications were reviewed in CPP Release 10.0 and approved for deletion by the AISC in December 2019:

- CPP20411 Certificate II in Waste Management
- CPP50811 Diploma of Waste Management

The following units were reviewed in CPP Release 10.0 and approved for deletion by the AISC in December 2020:

- CPPWMT2001A Prepare for work in the waste management industry
- CPPWMT2047A Assist with resource recovery
- CPPWMT2048A Prepare work areas for waste sorting
- CPPWMT2049A Identify waste emergency
- CPPWMT3041A Identify operational requirements of waste management industry
- CPPWMT3051A Dispose of wastewater to sewer
- CPPWMT3054A Maintain credit control
- CPPWMT3063A Apply safe operational practices when vehicles contact overhead wires
- CPPWMT4006A Organise waste recovery
- CPPWMT4027A Select and obtain waste management plant, equipment and materials
- CPPWMT4037A Conduct minor maintenance and repairs on waste processing plant and equipment
- CPPWMT4050A Deliver training in hazard identification and waste emergency responses
- CPPWMT4056A Implement landfill rehabilitation plans
- CPPWMT4060A Apply lean management techniques
- CPPWMT5033A Educate public on waste management issues
- CPPWMT5043A Develop and implement an environmental management strategy
- CPPWMT5057A Develop landfill rehabilitation plans
- CPPWMT5058A Develop emergency response plans
- CPPWMT5061A Plan resource recovery

The following qualification was reviewed in CPP Release 11.0 and approved for deletion by the AISC in February 2020:

- CPP80113 Graduate Certificate in Building Design

The following units were reviewed in CPP Release 11.0 and approved for deletion by the AISC in February 2020:

- CPPBDN4002 Research and apply compliance requirements to technical construction documentation
- CPPBDN4003 Collect, apply and store building design project information
- CPPBDN4005 Review and report structural integrity of building designs
- CPPBDN4006 Import and transpose information from external sources into digital building design drawings

- 
- CPPBDN4007 Store and retrieve building design documentation
  - CPPBDN4008 Produce digital building design concept drawings
  - CPPBDN4012 Provide support to project building designers
  - CPPBDN4013 Produce construction detail drawings

## Appendix D – Report on the Property Services Industry Reference Committee visit to Singapore May 9 & 10, 2019

Singapore is a global hub for education, entertainment, finance, healthcare, human capital, innovation, logistics, manufacturing, technology, tourism, trade, and transport. The city ranks highly in numerous international rankings and has been recognised as the most "technology-ready" nation, and world's smartest city. In the built environment, Singapore provides Australia with a view into the future.

On the 9<sup>th</sup> and 10<sup>th</sup> of May 2019 the Property Services Industry Reference Committee (IRC) visited Singapore to meet with local industry representatives and government agencies in aligned industry sectors. Training package development and endorsement policy seeks to promote national and international portability of Australian training products<sup>1</sup>. This is supported by the International VET engagement strategy which seeks to strengthen the quality reputation of Australian VET and support export activity in international education.

Singapore's built environment transitioned to a Building Information Modelling (BIM) environment over a decade ago and has embedded a long-term industry transformation approach to planning, policy and skill development.

Meetings were held with key Singaporean government representatives and industry representatives where the committee was able to share its experiences relating to industry leadership in training package development and to learn about Singapore Industry Transformation Maps (ITMs), strategic government approaches to workforce and skills development and get a sense of industry challenges in meeting skills needs. The committee also toured the Temasek Polytechnic to hear about training delivery in Singapore and see the green energy training centre.

A reception was hosted by the Australian High Commissioner Bruce Gosper and attended by AusTrade staff and Skills Futures representatives. The reception allowed the committee to hear about the regional landscape and future regional requirements for skills.

The Chair and IRC members felt they gained an increased understanding of the built environment and related skills challenges in both a regional and Australian perspective. The visit also increased the awareness of the imperative to develop and implement a BIM skills framework to ensure the Australian property sectors are able to maximise the benefits of BIM as it becomes core to the design and ongoing management of the built environment in Australia. Beyond the formal meetings the IRC also appreciated the opportunity to better connect amongst themselves and deepen the collaborative relationships and understand the interactions of their sectors.

### Key outcomes

Throughout the visit the committee focussed on three key areas:

- sharing lessons learned in Australia on industry leadership in training package development
- gaining an understanding of the Singapore and regional training sector
- promoting the Australian VET system and exploring opportunities for collaboration.

The structure of the meetings allowed for a clear exchange of information and experience. The real estate and security industries were used as case studies of successful industry leadership, in highly regulated and diverse sectors, to demonstrate how training packages can support industry access to the required skilled workforce.

The committee was very interested in the Singaporean approach which builds on a long-term vision of economic and social transformation. Government agencies are tasked with developing and implementing sector specific ITMs which will structurally alter the nature of workforce skills needs and move the economy to a higher skilled, more technology enabled and productive future. The committee had the opportunity to hear about key related

ITMs across the built environment including environmental services, security, and building. The ITMs are led by government and engage industry in a shared vision of the future of sectors.

The committee was impressed with the forward focus and the ability to take a long-term view of skills needs. Several IRC members have expressed a desire to move the skills forecast in this direction and some have already taken the concept back to their industries as a vehicle for longer term strategic planning of skills needs and regulation.

The reception hosted by the High Commissioner was a further opportunity for the committee to raise its eyes over the horizon to gain a regional perspective. Hearing from the Commissioner about the regional collaboration on the built environment, including Australia's role, provided some context for ongoing collaboration with industry partners engaged through the visit. The highlight of this discussion was the importance of BIM to the future of the built environment right across the range of sectors represented by the IRC, from survey and design to facility and strata management and service sectors. This highlighted the fact that the Australian system faces an imperative to develop skills in BIM in order to continue to plan a lead role in the development of the region.

Several sector meetings revolved around the opportunities for Singaporeans to study in Australia where supply issues are limiting new entrants as well as collaborative or co-delivery models to support Singaporean institutions to respond to emerging skills needs.

This is particularly relevant to the surveying sector where no VET or higher education pathways exist in Singapore. Australian providers have the capability and interest in delivering or partnering with international markets. The Facilities Management sector is another where the Australian framework is of interest to Singapore, who have traditionally drawn from the US model, when the Australian framework may better support their industry transformation approach.

Individual committee members will be working with their Singapore counterparts to connect with Australian providers to encourage increasing the use of the Australian VET framework.

The delegation was privately funded by Artibus Innovation, the Skills Service Organisation for the Property Services Industry Reference Committee.

### Extracts of IRC Member responses to the visit

#### **Consulting Surveyors - Michelle Blicavs, Chief Executive Officer, Consulting Surveyors National**

"On behalf of the surveying industry, thank you for arranging the meetings and exchange of ideas in Singapore on the 9th and 10th May 2019.

I was able to connect with the Chief Surveyor and the Director of Survey and Geomatics and discuss the challenges and opportunities faced by the surveying industry in Singapore. I was encouraged to discover that their legislation is very similar to New South Wales legislation, particularly in relation to strata laws.

The most surprising discovery was that they have no university course for surveyors in Singapore and send most of their students to Australia to train. They have been discussing with the University of Southern Queensland (USQ) a way to bring their training to Singapore and I believe that following this meeting we can support from industry a possible model that will allow Australian training to be provided to Singapore Surveying students.

Their registration process is similar to NSW, but the process we have is more refined and there is certainly an opportunity to our NSW body to support the registration process. We will be continuing the conversation with the Chief Surveyor about the options for further support from Australia towards this.

As we recently completed some research into the skills shortage in Australia for surveyors, the model used by Australian Economists may be of use to the Singaporean government and we will be providing further opportunities for discussion on this research for our international colleagues.

We discovered that there is much better collaboration within government agencies in Singapore than we have in Australia. Their approach to digital mapping and plans as well as BIM is something we will continue to discuss and seek to potentially use their process and ideas in Australia as I believe they should translate given the similarities in legislation.

I was also able to meet with my counterparts from the Institution of Surveyors and Valuers and discovered that the challenges for businesses in surveying is similar – a shortage of skills. However, they have 5% female surveyors which is better than Australia's 3%. The debate between geomatic/geospatial professionals and surveyors seems to be global and something we can continue to discuss on the international stage.

We had a productive discussion about an "exchange" program. Should the property market decline further here in Australia, it may be possible for our surveying firms to send their employees to Singapore for a 6-month period to support their skills shortage and provide further training. Those employees could then return to Australia for the expected increase in work. This is an opportunity I will discuss further with my Board and members and would be interested to discuss with AusTrade to determine if other professions have undertaken something similar.

I have extended an invitation to those I met with to attend our National Surveying Congress in Brisbane on 6 & 7 June and I believe they are also attending our South East Asia Surveying Conference in Darwin on 16-18 August. I look forward to continuing the discussion.

The meeting with the High Commissioner was also quite valuable as he spoke of his desire to connect Australians with Singaporeans in engineering and infrastructure. There are likely further opportunities for the surveying profession to connect in this and we will be following up with the High Commissioner and AusTrade to identify further opportunities to engage on an international level.

The tour of the Polytechnic was also of great interest and provided some useful ideas that would benefit Australia. I particularly liked their approach to providing \$500 for all residents to undertake lifelong learning. Their Polytechnic seem to have a better culture, a more professional approach, and are better accepted than our own TAFE system. Their ability to be agile when it comes to adjusting course material, every 6 months, is something that could be adopted in Australia.

It was also quite worthwhile spending time with my colleagues within the Property IRC. I was able to gain a better understanding of their businesses, their professions and their industry and how we might work together more productively. Overall, I found the trip to be highly beneficial and I see many opportunities to advance education for our surveyors, but to also export our training models and products to Singapore. I believe the opportunities for international exchange and exporting Australian training is indeed possible in Singapore and look forward to furthering this discussion."



## **Pest Management - John Murray, National Pest Construction Pest Technical Manager – Pacific Region**

“Thank you for the opportunity to meet with the IRC and Singapore / Malaysian Reps in Singapore last week. My take home messages from the trip are the importance of building relationships with our neighbours and the significant lessons that can be learnt from closer association.

It was great to get an insight into the Property Services sector in Singapore and Malaysia and to realise they are facing similar challenges to what we are facing in Australia e.g. training, workforce development, introduction of technology. I particularly enjoyed the talk from Adam Jordan on BIM in Singapore and as an educator the visit to Temasek Polytechnic.

I also enjoyed the opportunity to develop closer working relationship with other IRC members, something that has not been possible during the short timeframe when we usually meet.

In particular with respect to my meetings with the Singapore Pest Control Association it was beneficial to:

- learn more about the training courses that are delivered in Singapore for Pest Control Techs – see how Australian and Singapore training organisations could benefit from working with each other.

Gain an understanding of the two-tiered system of labour employment in the industry which includes:

- a Basic Licence - which are essentially Labourers with supervision and require a lower education level for entry
- a Full Licence – to work unsupervised and requires a higher level of education (high school) for entry.

Understand what it means now that Pest Management has been included as part of the Environmental Services Industry Transformation Map (along with Cleaning and Waste Management)

Understand how the Australian and Singapore Pest Control Associations can work together and discuss the possibility of further meetings and closer working relationships. This will likely start with meetings at FAOPMA Pest Management Conference in South Korea in the second half of 2019.”

## **Real Estate – Lesley Reagon, Executive Manager, Training, Real Estate Institute WA**

“From a real estate perspective, it was beneficial to learn how real estate training and licensing is structured in Singapore. While the structure is quite similar to WA with the requirement to complete training and then register with the regulator and complete CPD training to maintain a licence or registration. There were some obvious differences in that the government has one set of rules that they apply to all, as opposed to Australia where each state applies its own regulatory framework.

It will be interesting to keep up to date with the Real Estate Industry Transformation Map as it progresses, particularly in the technology space. While we currently have products that can facilitate digital end-to-end transactions, these have not yet been widely utilised.

While a lot of discussions focused on BIM it highlighted that this is not an area of the property industry that real estate practitioners have included in any training outcomes or utilise in their sales and leasing transactions. This is an area that could be reviewed to determine if the inclusion of this type of training would be of benefit to the real estate industry.

I have exchanged details with Michael Chian the general manager of RIA School of Real Estate and will liaise with them to keep informed on the progression of the real estate Industry Transformation Map.”

## **Sustainability – Ray Fogolyan, Home Star Rating Australia**

“There were significant benefits for the committee and our industry group.

For me it has highlighted the benefits of the Singapore approach in actually looking to identify trends and proactively supporting the industry transition initiatives with training and skills development, the Meeting at the BCA with the technical policy areas supported with HR/industry development support mean that they are actively able to fund the development of the new qualifications and training to ensure there are people with skills available before there are skills shortages rather than in response to skills shortages is in fact supporting industry transition and appears to be enabling the industry to be more responsive rather than reactive.

Another point the trip highlighted for me was the difference in demand for skills where Government and community work to support strategic targets. I can see that the skills required in sustainability and compliance auditing will significantly increase once there are policy and regulatory requirements for industry change in response to climate change and the Shergold Weir review. The reluctance by the jurisdictions to address these issues in the built environment is steepening the skills gap and limiting access to these skills. I think this reactionary approach will result in the industry having a significant skills gap that will not easily be filled while we wait for the training to developed and delivered. I think policy and regulatory action in these areas while slow at the moment is inevitable and the sooner the industry and cross industry responses to sustainability skill needs in design, management and compliance auditing in the built environment the better placed the Australian workforce will be to respond to these important initiatives.

The information we obtained on the role of BIMs in the industry has also highlighted the importance of how big data is used to effectively manage the built environment and the importance of building maintenance and management to building sustainability. As I indicated in our discussions in Singapore, I can see a time, in the not too distant future, where building sustainability and performance will be integrated into the design software and make the current role of sustainability assessors (predominantly data entry) redundant. That is not to say that sustainability knowledge won't be vital to the industry, it's just that I think it will be mainstreamed and form part of the role of building designers.

The trip also highlighted the importance of green walls and roof plays in cities with increasing population density and the associated waterproofing buildings will play in the industry and the new skills people will need to develop to design build and manage these landscape features in the future. I was surprised to see even the hoardings to new construction works with 50% planted vertical gardens being used for amenity and temperature control (reducing the heat sink effect of thermal mass) exposed during the construction phase. With the population growth our cities are projected to have in the future Singapore provides a very useful and appropriate model for us to look at to see where the future skills needs and developments need to be prioritised within the industry.

As an aside the opportunity to spend some informal time with the other committee members outside of meetings has also made a significant contribution to the operation of the committee that enhanced the discussion as I was able to listen in more detail to the perceptions and impact the issues were being recognised by other committee members. It has given me a greater appreciation of their sectors and the issues they are dealing with and the synergies between those issues in their sectors and my own. I think those links and the links to the officials we met in the BCA and industry associations will be invaluable into the future for both the industry and the committee. It was clear that the industry and government officials we met also recognise the importance of working closely with the Australian industry those linkages will also assist us in the future.”

## Appendix E – Letter of support Integrated Digital Delivery (project 2)

16 April 2019

Mr Jeremy Rose  
Industry Manager  
Artibus Innovations  
373 Elizabeth Street  
NORTH HOBART TAS 7000



Dear Jeremy

## Letter of Support

I would like to confirm that the Facility Management Association of Australia fully supports the development of a Built Environment Auditor qualification.

As the facilities management industry's peak body, the FMA is a key stakeholder in developing, promoting and representing the industry. With over 2000 members and an industry reach of 5 times this number, the association represents and supports the individual professionals, the teams and organisations that work within the facilities management sector.

The ongoing operational management of Australia's built environment has and will continue to grow the benefits from the uses of Building Information Modelling activities. The level of understanding of the opportunities that will be created by appropriate use of this technology have led many in the facilities management industry to refer to 'BIM' as Building Information Management. Both aspects are correct for the respective sectors. Having a qualification and/or skillset to support such the use of digital building information is an opportunity that will have a significant impact on the health, wellbeing, safety and productivity in the facilities management process.

As the built environment continues to adapt to the changes presented by digital disruption, the use of BIM technologies to support management practice will deliver significant outcomes. Throughout the facilities management industry, professionals are required to be able to manage end user expectation and tools such as BIM are able to deliver this in a more efficient and effective manner. There are facilities management professionals who would benefit from formalised training in this area, to allow more effect execution of their role. In addition to this, understand the capabilities of BIM and its application will allow professionals to appropriately manage it in a similar way to management other facilities support systems.

The concept of the "digital twin" continues to grow, and the Commonwealth Government – 'Cities Deal' Policy continues to drive digital outcomes for cities participating in the program. The opportunity to manipulate real time data within a digital model has a number of applications for facilities management, however without an available qualification-based skills the opportunities could be lost or at a best case minimised.

As more than 50% of the industry is degree qualified, VET level qualifications are often seen as an appropriate way to supplement core qualifications within the profession, or for those not degree qualified, present an opportunity to create an entry pathway into the industry.

Many areas of the profession have a need for a qualification to help bridge the gap between technical skills and largely non-technical facilities management professionals is key to ensuring the skills are available to achieve optimum outcomes.

The project presents an ideal industry tool for that will deliver tangible benefits for the industry. As an enabling industry, this will have further flow on benefits to the broader economy. FMA is committed to supporting this project.

If you have any queries in relation to the support of the Association, please contact me directly on [nicholasb@fma.com.au](mailto:nicholasb@fma.com.au) or **03 8641 6606**.

Yours sincerely

Nicholas Burt

**Chief Executive**

**Facility Management Association of Australia**

Suite 4.01, 838 Collins Street Docklands VIC 3008 ABN 57 003 551 844

**P** +61 3 8641 6666 **F** +61 3 8641 6600 **E** [info@fma.com.au](mailto:info@fma.com.au) **www.fma.com.au**

## Appendix F – Letters of support for Built Environment Auditing (Projects 6 & 7)

16 April 2019

Mr Jeremy Rose  
Industry Manager  
Artibus Innovations  
373 Elizabeth Street  
NORTH HOBART TAS 7000



Dear Jeremy

### Letter of Support

I would like to confirm that the Facility Management Association of Australia fully supports the development of a Built Environment Auditor qualification.

As the facilities management industry's peak body, the FMA is a key stakeholder in developing, promoting and representing the industry. With over 2000 members and an industry reach of 5 times this number, the association represents and supports the individual professionals, the teams and organisations that work within the facilities management sector.

The ongoing operational management of Australia's built environment benefits extensively from ongoing auditing and compliance activities. By having a qualification and/or skillset to support such activities there is an opportunity to make a significant impact on the health, wellbeing, safety and productivity of those utilising facilities.

Throughout the facilities management industry, professionals are required to be able to assess compliance with a broad range of standards and requirements. There are facilities management professionals who would benefit from formalised training in this area, to allow more effect execution of their role.

The need for a qualification to help bridge the gap between technical auditing and largely non-technical facilities management professionals is key to ensuring the appropriate skills are developed as the profession transitions to becoming more management focused.

In addition to this, a qualification in this area would allow professionals in their own right to work with facilities managers in ensuring building compliance, where facilities management professional do not have and/or do not want to acquire these skills.

In both instances a qualification providing the core compliance audit skills base would enable a range of existing building inspection and compliance functions to occur more effectively and efficiently with a post construction building compliance reporting framework.

The project presents an ideal industry tool for that will deliver tangible benefits for the industry. As an enabling industry, this will have further flow on benefits to the broader economy. FMA is committed to supporting this project.

If you have any queries in relation to the support of the Association, please contact me directly on [nicholasb@fma.com.au](mailto:nicholasb@fma.com.au) or **03 8641 6606**.

Yours sincerely

Nicholas Burt

**Chief Executive**

**Facility Management Association of Australia**

Suite 4.01, 838 Collins Street Docklands VIC 3008 ABN 57 003 551 844

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3rd February 2020

Jeremy Rose

Manager Industry Development

Artibus Innovation

373 Elizabeth Street

North Hobart, Tasmania 7000

+61 499 016 322

[jeremy@artibus.com.au](mailto:jeremy@artibus.com.au)

Dear Jeremy,

**Case for Change Access Consulting Qualifications**

Further to receipt of the proposed Case for Change for the Access Consulting Qualifications, I write to confirm our in principal support for the proposal for the Built Environment (Access) qualification.

As the past Vice President of the Association of Consultants and Access Australia

(ACAA), I lead the adoption of the existing qualifications i.e. Certificate IV and Diploma of Access Consulting, as the minimum benchmark for Access Consultants wishing to become Accredited members of ACAA.

These qualifications have now also become a government minimum benchmark requirement for specified professionals wishing to undertake roles including Accredited Specialist Disability Accommodation Assessors for the National Disability

Insurance Scheme, (NDIS) and also Changing places Assessors under the Victorian State Government Changing Places program (Accessible Adult Change Facilities).

Given there is no statutory framework for Access Consultants in Australia, and the requirements for access to buildings and facilities is growing expediently due to introduction of a range of legislation, it is most important for professionals operating as Access Consultants to have qualifications that suitably underpin their work.

Access Institute has been delivering courses for both the Certificate IV and Diploma of Access Consulting for more than 8 years. These have served as a good basis for Access Consultants either entering the industry or for allied

professionals wanting to extend their professional skills as an adjunct to their key profession. e.g. architect, building surveyor, occupational therapist, project manager, facility manager and others.

There has been a spike in the number of enrolments in the courses since the start of 2020 due to the specified professional requirements by the government detailed above.

However, it has become apparent that there are some limitations to these qualifications as some of the units of competency are outdated and not particularly relevant to access consulting in 2020. Where possible Access Institute has been able to adapt these units to better meet the needs of current Access Consulting requirements, *(within the framework of the existing training package)*, however there are some units where this is not easily accomplished.

In addition, with the introduction of new government requirements relating to access to the built environment, the introduction of the National Disability Insurance Scheme (NDIS), particularly regarding Specialist Disability Accommodation Design Standard, and the general move toward more liveable housing requirements across the country, it would seem reasonable to review the existing qualifications and to incorporate a more targeted auditing focus on both designs and as built buildings and facilities, to ensure they meet compliance with the range of additional requirements that now underpin access in the built environment. It is also important to ensure that Access Consultants understand the principles of Universal Design where a specific benchmark cannot be applied, in order for them to provide appropriate advice to clients.

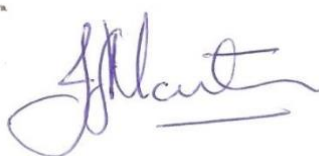
The role of Access Consultants is specialised and growing at a rapid rate, and it is important to ensure that these professionals are served by appropriate qualifications that reflect the changing demands of the industry into the future.

My view is that a Diploma would be the most appropriate qualification and believe that the proposed Built Environment Auditor (Access) would provide a good minimum basis from which to move forward.

Please do not hesitate to contact me if you require any further information or wish to discuss any aspects of this letter.

Please also let me know if I can be of any assistance moving forward.

Yours faithfully,



Ms. Joe Manton

Director

Access Institute

Qualified and Accredited Access Consultant

ACAA Fellow





1 May 2019

Mr Jeremy Rose  
Industry Manager  
Artibus Innovations  
373 Elizabeth Street  
NORTH HOBART TAS 7000

Dear Jeremy,

### **BUILT ENVIRONMENT AUDITOR QUALIFICATION**

The Strata Community Association (SCA) across Australia supports the Built Environment Auditor qualification development.

SCA is the peak body for Australia's \$1 trillion strata property sector. With over 3,300 members, we represent the interests of over 7 million Australians living in apartments, units and other strata title properties.

The ongoing operational management of Australia's built environment benefits extensively from ongoing auditing and compliance activities. A qualification or skillset to support such activities is an opportunity to make a significant impact on the health, wellbeing, safety and productivity of those utilising facilities.

The strata sector professionals are required to be able to assess compliance with a broad range of standards and requirements. Formalised training in this area would benefit a large range across the sector and allow more effect execution of their role.

This qualification would help bridge the gap between technical auditing and largely non-technical management professionals to ensure the appropriate skills are developed as the profession transitions to becoming more management focused.

Qualifications covering the core compliance audit skills base would enable a range of existing building inspection and compliance functions to occur more effectively and efficiently with a post construction building compliance reporting framework.

SCA is currently working on a project to draft the development of a building manual template which includes information that our sector requires to keep a transparent process. The proposed auditor development industry tool will deliver tangible benefits for the sector and other industries.

For any further questions, please contact me on 02 9492 8250 or [alisha.fisher@strata.community](mailto:alisha.fisher@strata.community)

Yours faithfully,

A handwritten signature in dark ink, appearing to read 'Alisha Fisher'.

**Alisha Fisher**  
Chief Executive Officer Australasia  
Strata Community Association

**Strata Community Association (National Office)**  
Suite 101, Level 1, 845 Pacific Highway, Chatswood NSW 2067  
P 02 9492 8250 | E [admin@strata.community](mailto:admin@strata.community) | W <https://strata.community>

## Attachment 1: Section B: Ongoing Stakeholder Consultation through 2019/2020

Attachment 1 is attached as a separate document.

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