

## CASE FOR ENDORSEMENT

Agenda Item X.X [Case for Endorsement Cleaning **Insert title - To be completed by the Secretariat**]

### PART A: Summary Information (**\*To be completed by SSO/IRC – 2.5 pages max**)

Submitted by IRC(s)	Property Services IRC	Date	21 July 2021 <i>Enter date of AISC meeting</i>
SSO	Artibus Innovation	Industry sector	Cleaning

**EXECUTIVE SUMMARY**

This Case for Endorsement proposes updates to two qualifications, the introduction of one new skill set and 29 units of competency, including six new units, in the CPP Property Services Training Package. One qualification and eight skill sets are proposed for deletion and the number of units have been reduced from 60 to 29.

**In 1-2 points, provide a clear rationale as to why the proposed updates are required to respond to changes in industry skills needs.**

If approved, this Case for Endorsement will result in:

- the revised and enhanced Certificate IV in Cleaning which now includes two streams. The packaging rules enable an outcome in either **Certificate IV in Cleaning (Management)**, or **Certificate IV in Cleaning (Specialty Cleaning and Restoration)**, which is to be recognised on the testamur. The management stream has a stronger business focus, and the additional stream has been added in response to increasing demand for technical skills to restore fire, smoke and water damage to structures and contents; remediate mould, and decontaminate clandestine drug, trauma and crime scene sites.
- the refreshed Certificate III in Cleaning Operations which includes updated units and improved packaging. It offers flexibility to provide fundamental skills and knowledge in cleaning, depth to support the development of more advanced skills, and breadth to acquire skills transferable to different workplace contexts.
- the deletion of the Certificate II in Cleaning as industry stakeholders consider that it is not required. Industry focuses on Certificate III as the mainstay of formal training. Most units in the Certificate II duplicate functions in a corresponding unit in the Certificate III with insufficient differentiation between the skills and knowledge required to perform the task to justify retaining two units. The duplication between units results in there being little differentiation between the Certificate II and Certificate III outcomes.
- the newly developed, Introduction to Cleaning Operations Skill Set, and the deletion of eight superfluous skill sets
- 29 units of competency, reduced from 60, creating more robust and coherent skill standards for the cleaning industry.

**Provide a brief overview of any streamlining/rationalisation of training products that has resulted through the project and any new training products created e.g. consolidation of 10 qualifications at the Certificate III level into 5, deletion of XXX units of competency, creation of XX new qualifications etc.**

**Identify any change to the net number of units and qualifications overall in the training package.**

## EVIDENCE OF INDUSTRY SUPPORT FOR THE PROPOSED CHANGES

- **Briefly demonstrate industry support for the proposed changes (e.g. of individuals who provided feedback, X % were supportive of the proposed changes, X% of business owners who participated indicated support for the changes)**
- **Briefly describe the number and types of organisations that provided letters of support.**
- Of the 56 individuals who provided feedback, (including 33 employers and 19 RTOs) 100% were supportive of the proposed changes to the Certificate III in Cleaning Operations and Certificate IV in Cleaning, with an outcome in either Management or Specialty Cleaning and Restoration.
- The deletion of the Certificate II in Cleaning was supported by 100% of the employers and 74% of the RTOs who provided feedback. Two RTOs in NSW delivering to learners with a disability and three RTOs delivering to learners in correctional services (two in WA and one in Cairns) did not support the deletion of the Certificate II.
- Five letters of support were received. These were from:
  - Biniris, a medium size Australian company providing commercial and industrial cleaning services in Queensland, NSW, Tasmania and South Australia
  - Ellems Cleaning, a family run business which has been operating for over 34 years based in Queensland
  - Building Services Contractors Association of Australia (BSCAA) the national peak body representing cleaning contractors
  - Pickwick Group, Integrated Facilities Services, operates nationally and is a specialist provider of cleaning, security and height access services
  - Restoration Industry Association Inc (Australasia) is the peak body for the Specialty Cleaning and Restoration industry in Australia and New Zealand.
- Copies of letters of support are included at Appendix G of the Case for Endorsement.

## DELIVERY OR IMPLEMENTATION ISSUES

YES ☐ NO ☒

- **Briefly describe any delivery or implementation issues associated with implementation of the proposed training products e.g. RTO delivery issues, student access to workplaces required to support mandatory work placement requirements etc.**
- **Briefly describe the IRCs response to these**
- Implementation of the new Specialty Cleaning and Restoration stream in the CPP40421 Certificate IV in Cleaning will require additional work by an RTO that intends to have it added to Scope of Registration.
- The Specialty Cleaning and Restoration sector is investigating opportunities for third-party arrangements with suitable RTOs.
- As the updated CPP30321 Certificate III in Cleaning Operations supersedes and is equivalent to CPP30316 Certificate III in Cleaning Operations, no implementation issues are envisaged.
- There are no mandatory work placement requirements associated with the cleaning qualifications.

DELAYS TO ORIGINAL CASE FOR ENDORSEMENT SUBMISSION DATE	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>The original Case for Change was approved on by the AISC at its June 20-20 meeting and the Activity Order issued 28 August 2020 as a routine project. xxxxxxx as a fast-track/routine/complex project</li> <li>The original Activity Order for the project included an end date of June 2021.</li> <li>There were no delays to completion of the project.</li> </ul> <p>Briefly outline the reasons for any delays to completion of the project (e.g. stakeholder issues, access to stakeholders, reliance on other activities etc).</p>	
WHEN WERE THE QUALIFICATIONS/UNITS OF COMPETENCY LAST REVIEWED BY THE AISC?	
<ul style="list-style-type: none"> <li>The qualifications in this Case were last reviewed in 2016 to transition to the new template. (Identify if it was a full review, or only transitioned to the new template)</li> </ul>	

## PART B: Secretariat Assessment (\*To be completed by the Secretariat)

<b>HAVE ANY ISSUES BEEN IDENTIFIED WITH THE SUBMISSION?</b>	YES <input type="checkbox"/> NO <input type="checkbox"/>
<p>If yes, briefly describe the issues that have been identified. These may include:</p> <ul style="list-style-type: none"> <li>• STA report by exception or significant concerns by industry and businesses</li> <li>• evidence of issues with consultation (scope, method, timing, transparency)</li> <li>• lack of evidence of industry support for proposed changes to training products</li> <li>• lack of evidence of streamlining/rationalisation of training products</li> <li>• inconsistencies with training package policy documents</li> <li>• concerns regarding proposed responses to identified delivery or implementation issues</li> </ul>	
<b>SUGGESTIONS FOR HOW ISSUES CAN BE RESOLVED</b>	
<ul style="list-style-type: none"> <li>• Briefly outline ways the Secretariat believes the above issues could be resolved.</li> </ul>	
<b>SECRETARIAT RECOMMENDATIONS FOR THE AISC</b>	
<p>The Secretariat Recommends that the AISC</p> <ul style="list-style-type: none"> <li>• <b>APPROVE</b> the XXXXX</li> </ul> <p>This decision has been made based on consideration of the following criteria (*Secretariat to include an explanation when a project is recommended but does not meet all criteria identified):</p>	
Was sufficient stakeholder consultation undertaken?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Is there evidence of industry support for the proposed changes/training products?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Have stakeholder concerns/issues been appropriately considered and addressed?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Have any delivery or implementation issues been sufficiently responded to?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Has evidence been provided that the project will support the rationalisation and streamlining of training products?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Does the proposal align with the other skills ministers' priorities?	YES <input type="checkbox"/> NO <input type="checkbox"/>

### Drafting instructions

**Purpose:** This checklist is designed to **highlight key information from the Case for Endorsement** to the AISC. It is **not intended to replace the Case for Endorsement** but to provide an opportunity for the IRC/SSO to put forward a succinct and clear argument for why the proposed changes/updates should be supported.

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