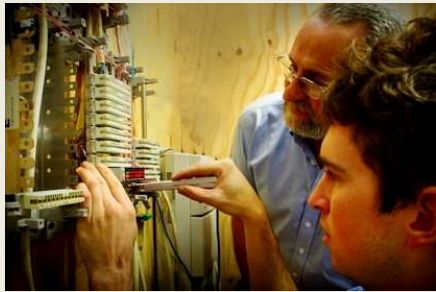




INDUSTRY FOCUS 2013



*Industry Priorities and Challenges
Views on the Roles of BTF and CTC*



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May 2013



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1. Executive Summary

Introduction

Industry Focus 2013 reports on strategic research carried out for BERT Training Fund (BTF) and the Construction Training Centre (CTC).

This report explored four key areas to assist BTF and CTC to shape future plans for working with the building and construction industry.

These four areas are:

1. **Current industry conditions, trends and challenges** – what are the broader issues that are having an impact on skills development and training?
2. **Skills shortages and training demand** – what training does industry need and are there skills shortages that need to be addressed?
3. **Views of the role and performance of BTF** - for the employers and employees that can access BERT Training Fund's funding, what has the experience been using BTF's services and are improvements needed?
4. **Views on the role of CTC** – how do RTOs, stakeholders and employers view CTC and how can CTC work with the building and construction industry to continue to play a key role in skills development?

The study sought feedback from industry stakeholders, registered training organisations (RTOs), employers contributing to BERT and employees who had accessed training grants from BTF.

Current Industry Conditions, Trends and Challenges

There are a number of factors that influence training demand and create challenges and opportunities for BTF and CTC.

These include the following:

- **Difficult economic conditions** are affecting levels of industry activity and continuity of work. Training activity has decreased and many firms have reduced staffing levels.
- The **regional mix of activity** has also changed – there are low levels of industry activity in South East Queensland and activity levels are higher in regional Queensland due to resource industry investment.
- Increased demand for more **flexible training arrangements**. Employers are using more onsite training and there is increased **demand for skill sets** to meet project needs. There is also increased use of inhouse training to support flexible access to training.
- **Technology** use is increasing. This covers building information management systems, increased use of automation and use of iPads and other tools to capture data.
- The drive for increased efficiency is prompting increased use of **prefabricated components** and emergence of **Lean methodologies** in construction.
- **Compliance** continues to increase that this is driving demand for training and an increased demand for verification of competencies.

This changing environment requires flexible and responsive partners to support industry skills development. Feedback from stakeholders and employers identified a number of actions that BTF and CTC can take to help industry respond to these changes.

Skills Shortages, Training Demand and Workforce Development

At an industry level, the lower industry activity means that there are no major skills shortages. However, at firm level, some are having difficulty finding experienced and skilled staff for some roles.

The survey of employers covered 38 firms making contributions to BERT and these firms typically work on larger projects. About a third of these firms surveyed (35.5%) reported shortages of experienced workers in some operational roles (e.g. carpentry, formwork, plant operators) and some professional roles (e.g. project managers, civil engineers).

The industry continues to have low female participation rates in trade and operational occupations.

The survey also identified a range of training that is in demand – either an ongoing need or an emerging need:

- Training to meet safety requirements.
- Demand for verification of competencies.
- Site based training on major projects.
- Addressing the loss of skilled workers due to retirement.
- RPL and gap training to upskill workers.
- Multiskilling workers.
- Improving IT literacy.
- Supervision training - employers rate the importance of this training at 7.9 out of 10 (where 10 is very important).

This report also highlights a range of training that will support firms' operations and improve workforce skills.

Although economic conditions are challenging, the firms interviewed were committed to retaining quality staff and to developing and maintaining the skills of their workforce.

Approaches reported included an ongoing commitment to training, creating a positive work environment, offering staff good conditions and pay levels and the opportunity to work on quality projects.

Views on BERT Training Fund

While industry stakeholders and RTOs have a good understanding of BTF's roles and services, employers in regular contact with BTF had a much better understanding of BTF's role and services than other employers.

BTF is seen as a niche provider of training funding for the major contractor sector. BTF has a strong understanding of the sector's needs and is more flexible and responsive than others in serving this market. BTF's targeted funding support and initiatives to increase training completion rates are regarded as valuable by the majority.

However, some believe more transparency is needed and a few believed better performance is needed.

Industry, stakeholders and RTOs want to see greater collaboration between CSQ and BTF to provide a coordinated and seamless service to the market. Many employers can be confused about the roles of different training funds and unclear about where and how they can get assistance with training.

Industry values BTF's role and wants greater collaboration with BTF to support training needs. Recent increased contact with employers is seen as very positive and BTF can continue to build relationships with employers.

A survey of employees accessing training grants from BTF shows high levels of satisfaction with BTF's services.

Employees regarded training grants as important in encouraging training:

- Almost half the employees surveyed (45.8%) would be encouraged to undertake training if the grant totalled 30% of the cost of training.
- Eight in ten employees (80.4%) would be encouraged to undertake training if 50% of the cost of training was available.

Based on the feedback from stakeholders, RTOs and employers, there are a number of suggested priorities that BTF can consider:

- Retain **BERT Training Fund as the fund name** promoted in the market. This provides a clear link with contributions made to BERT.
- Provide **simple, clear messages** to stakeholders and industry on BTF's services and how BTF is delivering value – build the BTF brand.
- **Collaborate with CSQ** to deliver coordinated training solutions. This covers BTF support, links to CSQ funding, access to CTC and services from the trusted network of providers.
- **Relationship building with employers** including more direct contact and working with employers on project based training needs. This includes South East Queensland and regional training solutions.
- Provide a **support service for smaller business** who have difficulty navigating the range of options available to support training.
- Where possible, provide **consistency in subsidy levels**. These can vary and the widening gap between training cost and subsidies available is a barrier for some.
- Continue to support practical strategies that **increase training completion rates** for apprenticeships and other training programs.

- Maintain **BTF's responsive approach** to working with industry.

Views on the Construction Training Centre

The Construction Training Centre was established as the lead destination for building and construction training in Queensland. Since its establishment, there have been changes to industry training practices – more onsite training and a rise in online training - and increased investment by TAFE and private providers in construction industry training facilities.

CTC is now one of a number of options for training.

CTC provides a base for quality RTOs and industry bodies. Some see CTC now more as a landlord than as a key stakeholder in developing industry skills.

While some employers know a great deal about CTC, others have little contact with and limited knowledge of CTC. Some employers confuse CSTC with CTC and many associate the performance of RTOs with CTC.

Feedback from RTOs and organisations based at CTC is mainly positive. The features of the site (parking, good facilities, easy to access, canteen on site, room to expand) and the open approach of CTC's management and staff are strengths.

CTC's recent initiative to offer hot leasing – dry hire of space and equipment for specialised training – is a success. This approach is responding to market needs and providing much needed flexibility.

Some stakeholders believe that CTC needs to be doing more to work with industry and plan for long term training goals.

Retaining the site as a training facility and providing attractive rates to industry were suggested.

CTC can work closely with BTF and industry stakeholders to provide coordinated solutions for industry training needs. In a complex market

and training environment, a seamless, easy to use range of services will attract support.

Based on stakeholder, RTO and employer feedback, there are a number of opportunities that CTC can explore. These include the following:

- Continuing with the successful **hot leasing** approach to deliver responsive solutions to accessing specialised training resources.
- Building stronger relationships with industry and leading suppliers to **attract more industry events and equipment/product demonstrations to the Centre**. CTC has the space, facilities and parking to support a range of industry uses from demonstrations to industry briefings.
- Work with key industry stakeholders to **develop long term plans** to support their needs. This shared planning can ensure that CTC is actively working with key industry sectors in the long term to meet their needs.
- CTC needs to be working with industry stakeholders and key RTOs to **retain tenants on the site** and build a joint plan for the future.
- CTC should be **providing an advantage to groups or RTOs established on the site** e.g. discounts on market rates for rental and working with groups on their future plans.
- Respond to the changes in technology by introducing **online learning facilities and simulator training** at CTC.
- Provide **solutions to firms that cannot cover all training components through onsite training**. CTC can work more closely with employers to provide a solution to this unmet training demand.
- Respond to **wet day and down time demand** for training. In challenging economic conditions firms want to make the most of unexpected down time by training staff.
- While some will have inhouse training or arrangements with other providers, there is potential for CTC to meet some of this demand.
- CTC is based on the south side of Brisbane. There **may be potential to establish similar centres** in other locations e.g. Gladstone, Brisbane north side, and Surat Basin.
- Onsite training and skills assessment for **line workers and electrical workers in the energy sector**. CTC could investigate this as a possible expansion of training facilities. CTC has the flexibility to be able to move on opportunities like this while other stakeholders can take a long time to respond.
- CTC could work with QMCA to **develop industry accepted standards for verification of competencies (VOC)** – putting a stop to the multiple interpretations of standards and reducing duplication of effort. CTC can also provide a venue for VOC assessments.
- CTC needs build its brand and **market what it has to offer**.

The report provides a wealth of feedback from industry that can encourage discussions and planning to better meet industry training needs in the future. BTF and CTC can play key roles in developing and delivering these solutions as industry activity and skills demand increase in the future.

2. Survey Activities

2.1 Survey Aims

Strategic research was commissioned by BERT Training Fund and the Construction Training Centre to provide insights into:

- Current industry trends and challenges for industry.
- Current approaches to training, attracting and retaining workers.
- Current practices for accessing training and the key priorities for industry in accessing the training they need to respond to market challenges.
- Perceptions of BERT Training Fund and the Construction Training Centre (CTC).
- An overview of conditions – understanding industry conditions and outlook as well as the challenges and changes occurring in industry.
- Industry workforce profile – information on the workforce profile and workforce development.
- Training and skills – current approaches to attracting and retaining staff as well as training demand and trends influencing training.
- Views on BTF and CTC – awareness and knowledge as well as services and value.

The study was wide ranging and sought feedback from key industry stakeholders, employers and employees in the industry.

2.2 Project Activities

The range of research tasks included:

- An analysis of industry trends and available data on industry outlook.
- In-depth interviews with 15 industry stakeholders.
- In-depth interviews with 9 registered training organizations.
- An in-depth survey of 38 employers who are contributors to BERT.
- A survey of 157 employees who have accessed training grants from BERT.

2.3 Profile of Research Participants

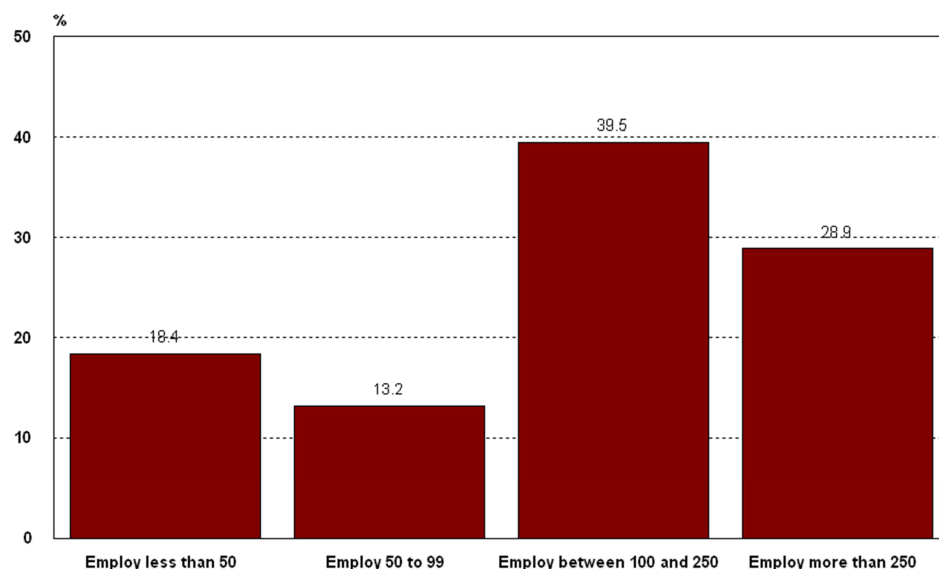
Stakeholders and registered training organisations (RTOs) interviewed were identified by BERT Training Fund and the Construction Training Centre.

Stakeholders covered a mix of industry peak bodies, unions and key training stakeholders including government, CSQ and group training organisations.

RTOs surveyed included not for profit RTOs and companies operating from the Construction Training Centre and operating in building and construction markets as well as the mining and CSG sectors.

The 38 employers surveyed covered a range of activities from major construction contractors through to specialised contractors providing plastering, formwork and carpentry, plumbing, painting, concreting, walls and sheeting, and scaffolding. Some also operate in the CSG and industrial projects sectors. The chart on the following page gives a profile of the employment size of the 38 firms surveyed.

Employment Size Profile



As part of the research, feedback was sought from 156 employees who had applied for a BTF training grant in the last 5 years. The majority of the employees surveyed were living in South East Queensland (83.6%), 9.9% were living in regional Queensland and 6.6% were living interstate.

The occupations that employees reported included the following:

- Plumber (17.9%).
- Carpenter (11.5%).
- Labourer (9.6%).
- Crane driver (8.3%).
- Scaffolder (7.1%).
- Safety Advisor/Coordinator/Officer (7.1%).
- Site Manager/supervisor/foreman (4.5%).
- Form worker (3.8%).
- Rigger/Crane driver (3.8%).
- Machine operator (3.8%).
- Tiling (3.8%).
- Plasterer (3.2%).
- Sheetmetal worker (3.2%).
- Training and Assessing (2.6%).

Other occupations reported included truck driver, dogman, commercial window fitter, welder, boilermaker, roofer, sprinkler fitter, trades assistant, traffic controller, concreter, painter and decorator, piling, foundation work, glass and aluminium, hoist operator and leading hand.

3. Conditions, Outlook and Trends

This chapter reports on current industry conditions, trends and challenges affecting the building and construction industry. These factors are having a direct influence on industry's level of training and training demand.

Strategies to support industry skills development need to respond to these trends and changing industry needs.

3.1 Analysis of Conditions

Building and construction industry conditions and outlook are influenced by the wider economy.

In recent years, the economic outlook has been challenging and this has had a significant impact on the industry.

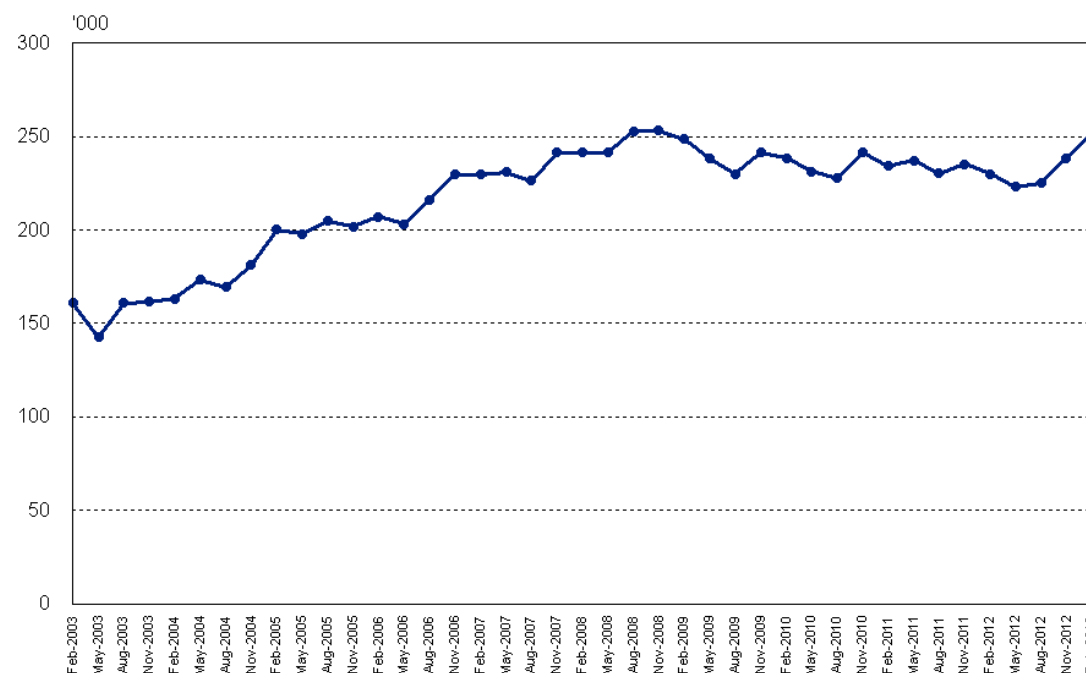
Two leading sources of information about industry conditions and outlook are the recently released RISE report produced by Construction Skills Queensland and industry sector analysis reports released by IBISWorld.

IBISWorld provides information on the national building and construction industry which highlights the impact of difficult economic conditions on the industry at a national level.

The RISE report from Construction Skills Queensland assesses the industry and its outlook at a regional level in Queensland.

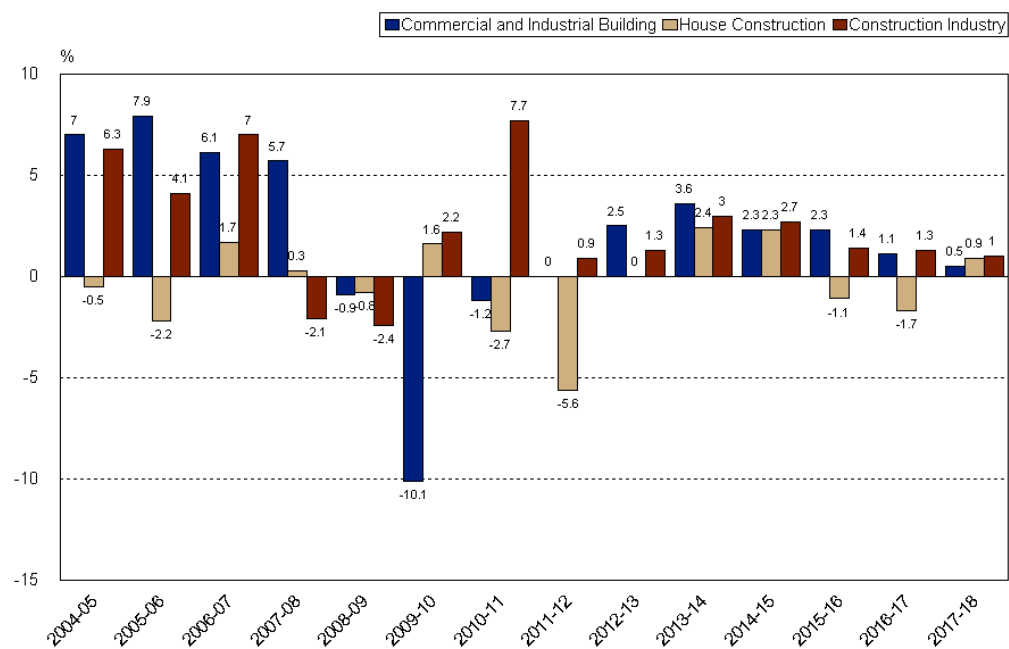
While conditions have been difficult in the last few years, IBISWorld forecasts some recovery over the next couple of years. However, growth levels will be well below those experienced prior to the GFC.

Employment in Queensland Construction Industry



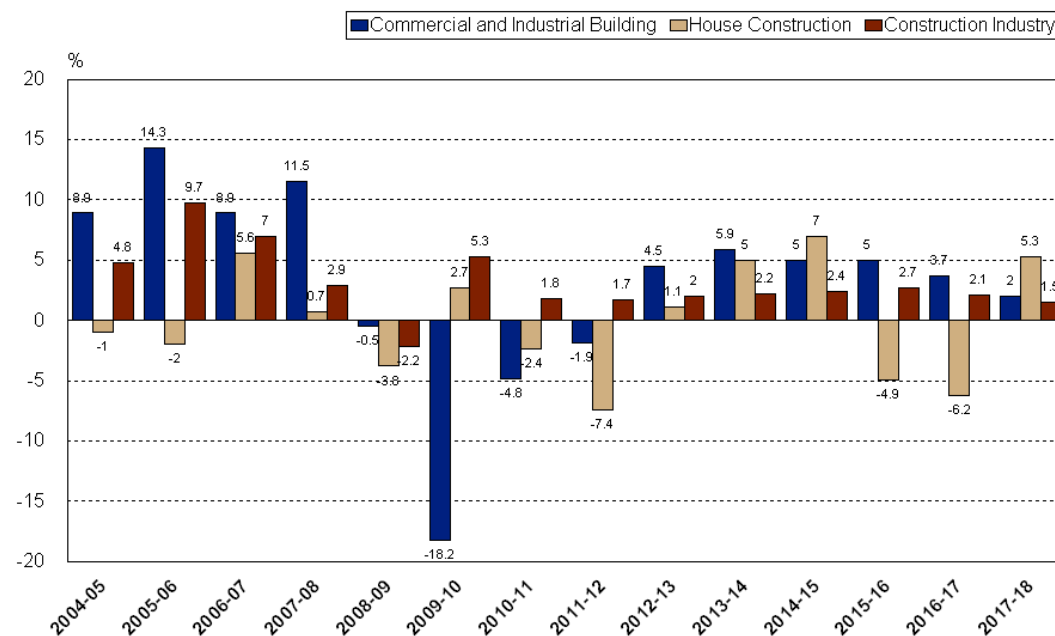
(Source: Australian Bureau of Statistics)

Construction Industry Trends - Annual Change in Employment, Australia



(Source: IBISWorld Industry Reports, 2013)

Construction Industry Trends - Annual Change in Revenue, Australia



(Source: IBISWorld Reports, 2013)

Housing Construction – IBISWorld Outlook

Pent-up demand for new housing and a solid general economic performance are forecast to underpin stronger housing construction activity over the next few years. However, a minor correction in demand conditions is expected towards the middle of the coming five-year period due to unfavourable housing affordability.

The house construction industry's revenue is forecast to grow by an annualised 1.1% over the five years through 2017-18, to total \$40 billion in Australia.

The industry's performance is projected to fall well behind the pace of Australia's GDP growth (an annualised 2.9%), but correspond with weak growth in the value of single-unit housing construction (an annualised 0.7%) and the number of housing commencements (an annualised 0.4%).

Commercial and Industrial Construction – IBISWorld Outlook

Industry revenue contracted by about 22% over the two years to 2010-11 corresponding with the slump in the commercial and industrial building markets and contracted by a further 1.9% to a deep cyclical trough at \$15.5 billion in 2011-12, as the scaling back of BER work impacted on this sector of industry. Direct employment fell about 12.5% over the three-year period to total 40,500 people in 2010-11 (Australia).

The devastating floods in southern Queensland and northern Victoria during early 2011 delayed construction on many building projects due to flood damage to structures and on-site building materials, and the diversion of skilled labour and equipment towards the clean-up and reconstruction of existing premises.

Investment in the commercial and industrial building markets will continue to rebound as liquidity conditions improve in global financial markets and investor confidence is restored.

The sustained improvement in the pace of general economic growth in the next two years will accompany stronger consumer and business spending and rising company profit and employment levels, with the resulting flow of investment into offices, retail stores and other commercial and industrial buildings. Projects which had been shelved with the onset of the financial crisis and the fragile investor confidence are expected to be re-ignited as the economy builds momentum.

The main force behind industry expansion in the five years through 2017-18 will be the surge of investment into office, hotel and retail store construction (4.5% to 7.0% annualised), while industrial building construction will display moderate growth (3.7%). The resurgence of investment into these markets will help offset the subdued trend in the educational building market in the absence of the BER program. Industry contractors will continue to derive some work over the next two years from the reconstruction activity of commercial and industrial buildings damaged or destroyed in the recent floods in southern Queensland and northern Victoria.

Profile of Selected Sectors in the Building and Construction Industry

	Commercial & Industrial Building	House Construction	Road and Bridge Construction	Institutional Building Construction	Heavy Industry and Other Non-Building Construction	Construction (including Engineering Construction)
Sector Revenue (Aust \$bn)	16.2	37.9	16.5	12.0	70.0	332.8
Profit (Aust \$m)	729	2,500	1,900	1,100	12,300	31,900
Profit as a % of Revenue (%)	4.5	6.6	11.5	9.2	17.6	9.6
Major Contractor Share of Revenue (%)	20.0	9.2	44.0	15.5	18.1	10.5
Businesses (Aust)	3,150	41,500	2,280	1,200	9,000	350,426
Direct Employment (Aust)	41,500	85,000	40,000	24,000	160,000	876,800
Annual Growth 08-13 (%)	-4.5	-2.0	4.0	4.5	8.8	1.7
Annual Growth 13-18 (%)	4.3	1.1	1.0	1.6	-3.7	2.2
Qld Share of Businesses (%)	20.2	20.0	32.5	26.1	26.8	24.4

Source: IBISWorld Reports, 2013 and ABS

Queensland Outlook

Construction Skills Queensland's RISE report provides an indepth regional analysis of forecast industry activity. The table on the following page highlights relatively low levels of growth for the residential housing construction industry over the next 5 years and significantly high growth in other construction activities.

This improved outlook will generate increased demand for skills – with strongest demand in South East Queensland.

However, there will also be growth and demand for skills in regional Queensland.

Regional Capital Expenditure Projections (Based on Medium Projections AUS \$millions)

Region	2013			2014			2015			2016			2017			Change from 2013 to 2017 (%)		
	House	Other Constr	Total	House	Other Constr	Total	House	Other Constr	Total	House	Other Constr	Total	House	Other Constr	Total	Total	Other Constr	House
Far North Queensland	438	773	1,211	451	805	1,256	464	849	1,313	478	895	1,373	406	943	1,349	11	22	-7
North Queensland	506	1,081	1,587	523	1,130	1,653	540	1,194	1,734	558	1,262	1,820	478	1,334	1,812	14	23	-6
North Central Queensland	411	1,095	1,506	424	1,141	1,565	437	1,203	1,640	451	1,268	1,719	396	1,336	1,732	15	22	-4
Central Queensland	459	1,121	1,580	473	1,170	1,643	488	1,234	1,722	503	1,302	1,805	437	1,375	1,812	15	23	-5
Wide Bay Burnett	465	990	1,455	476	1,028	1,504	488	1,081	1,569	500	1,137	1,637	496	1,196	1,692	16	21	7
Darling Downs South West	366	585	951	275	710	985	384	643	1,027	393	679	1,072	392	716	1,108	17	22	7
South East Queensland	5,842	1,524	7,366	6,008	1,617	7,625	6,180	1,826	8,006	6,357	2,049	8,406	5,805	3,022	8,827	20	98	-1

Source: RISE, Construction Skills Queensland

3.2 Survey Feedback on Conditions

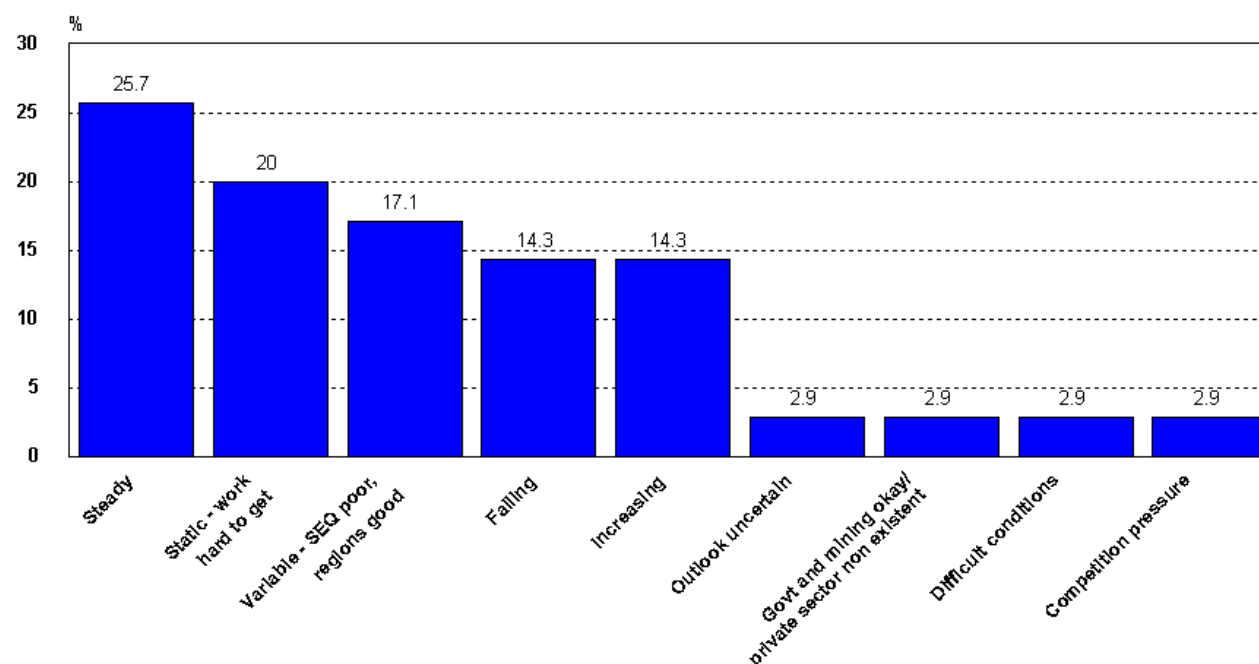
While stakeholders interviewed covered the full range of building and construction activities including housing construction, the survey of employers for this study focused on those who contribute funds to BERT. These firms covered major contractors and subcontractors to the non-residential, commercial and industrial construction sectors.

The thirty eight firms surveyed are experiencing patchy conditions.

While some firms report growth (14.3%) and steady conditions (25.7%), others are feeling the impacts of difficult economic conditions and decreased investment from the commercial and government sectors. Feedback from employers and stakeholders included the following:

- 'The market is dead in South East Queensland'.
- Gladstone and some regional areas are very busy.
- Some firms have changed their focus from South East Queensland to a greater focus on regional Queensland work.
- Some expected no resurgence until late 2014.
- Government spending cut backs are having a significant impact on the industry.
- Spending on the Commonwealth Games infrastructure and facilities will help to boost activity.

CONDITIONS AND OUTLOOK



3.3 Trends

The survey of stakeholders, RTOs and employers identified a number of trends that are impacting on building and construction activity in Queensland. **These key trends include:**

- **Economic activity levels.**
- **Increased impact of regulations, including national harmonisation of health and safety regulations.**
- **Technology impacts.**
- **Generational change.**
- **Changing skills and training needs – increased demand for flexible and onsite training.**
- **Work access and delivery trends.**

The feedback on trends included:

Economic activity

- Current activity levels are having most impact on the industry. There has been consolidation in the industry and a reduction in employment and training levels as a result of difficult economic conditions.
- Decreased Government spending is having a significant impact.
- Industry confidence is down and needs to increase.
- Pressure on industry profit margins.

Competition

- Low activity and high levels of competition affecting the industry. Non traditional competitors are entering the market and there is a lot of competition on price.

- There is consolidation occurring in the market. ‘Some builders are going broke and not paying subbies’.
- Commercial disputes have increased and this is a symptom of a market under price pressure. Contractors are ‘being screwed down on price’ by customers.

Regulations

- Increasing levels of compliance requirements.
- Impact of harmonised occupational health and safety regulations on work.
- Increased auditing on compliance and performance.

Environment

- Increased focus on environmental management requirements.
- Shift to more sustainable construction practices in the industry.
- Increased use of eco products that reduce energy and water use, are recyclable and have less embodied energy.

Generational change

- Decreasing level of interest in physical work from young people – this presents challenges to the construction industry. Fitness levels are lower now than in the past.
- The industry has typically had ‘long, hard hours’ and it is hard to attract young people to this type of work environment.
- The different attitudes and expectations of Gen Y can be challenge for employers – new approaches are needed to adapt to this change.

Technology and Products

- Technology will play a bigger role in the industry in the future – providing better control of work and supporting efficiency gains.
- New products and building materials are constantly being released onto the market and industry adapts to this. However, basic construction approaches are staying much the same.
- Increased use of prefinished components and panels. A significant proportion of these components are imported.
- There is a trend towards using increased automation to reduce labour costs. The cost of labour is increasing and industry is seeking to reduce this impact e.g. remote control telemetry in the mining and oil and gas sectors.
- There is increased use of building information management (BIM) systems on sites.

Training activity levels

- Decrease in training levels as a result of lower activity levels.
- Apprentice numbers have been declining and this will create a skills shortage in the future.
- It is harder for employers to release staff for training during a downturn and staff do not want to lose hours and overtime.
- There is an increased focus on employing Indigenous workers to support ILUA compliance on oil and gas projects.
- Difficulty training staff when consistent levels of work are not available.
- Training demand is increasing in regional Queensland. Regional solutions are needed to develop industry skills. This includes increased training for Indigenous workers.

Training and technology

- Simulator training is becoming an increasingly important tool for industry training. The Master Builders Association in Victoria is taking a lead in this area with a simulator training centre. This could be a model for Queensland.
- E-learning is taking a much bigger role to reduce the cost of face to face delivery. Blended learning approaches are becoming more important.

Training costs

- Employers are seeking cost reduction efficiency in the training they use e.g. reducing a 2 day induction course to a 1 day program.
- Complex billing and reimbursement approaches associated with training funding can be a barrier to training in difficult economic conditions where there is limited capacity to carry the cost until reimbursed. The increasing gap between training cost and funding available is also a deterrent.

Training and regulation or project requirements

- Increased training and skills development to meet licencing requirements.
- Increased demand for verification of competency. While having the right skills has always been a requirement, there is greater enforcement of demonstration of this competency on major projects.
- Increase in training required to meet major project specifications and tender requirements. This includes formal training to meet contract requirements.
- National licencing in some occupations which will add an additional layer of compliance and costs.

- Uptake of some traineeships has dropped. On some major sites, the need for ticketed workers means that trainees cannot work on site in some roles.
- For some companies the 10% training requirement on government projects is a challenge because their core staff is already well trained – there is training for the sake for compliance rather than building skills.

Changing skills needs

- Need skills set focus to accommodate change in industry – component items need fitting rather than full construction.
- Large players solving their own skills demand by ‘doing it themselves’ without traditional training. Some employers are securing accreditation to undertake commonly required training inhouse e.g. EWP and scissor lifts.
- The market wants to use training resources on an ‘as needs’ basis with a lot more flexibility.
- The current apprenticeship approach is under pressure – industry wants skills for jobs rather than qualifications. However, larger employers want verification of these skills.
- Need a more responsive funding approach to respond to need versus supporting traditional qualifications training.
- Employers want staff to develop skills needed for their core range of work. Some apprenticeship training covers niche or specialised skills that are rarely used in practice – rationalise and update training.

Impact of skills gaps

- Quality has been impacted because skill levels are lower than industry requirements.

- Quality is suffering because workers don’t have the complete set of skills needed on commercial projects.

Competition for skills

- Some report increased poaching of staff.
- The resources boom in regional Queensland has attracted staff from South East Queensland.
- There are increased numbers of older workers entering apprenticeships. This reflects the different pathways for skills development in the industry.

Work access and delivery

- Increased cost of bidding on very large projects.
- Increased job complexity and the need for increased scaffolding and supervision on site to effectively manage work.
- Some employers operate teams in SEQ as well as FIFO teams for regional resources projects. There are social and health impacts from the FIFO lifestyle.
- A focus on Lean approaches and 6 Sigma is bringing improved efficiency and productivity to construction work. These approaches have long been used in the manufacturing industry to improve performance and competitiveness.
- Standard tender requirements would ease the burden of bidding costs on smaller contractors.

3.4 Challenges

Employers, stakeholders and RTOs report that the main challenges in the next three years are:

- **Current reduced activity levels and economic conditions.**
- **Increasing competition and increasing costs.**
- **Staffing and training challenges including retaining skilled workers, the need for flexible training, and developing the skills the industry needs for the future.**

Feedback on challenges included the following:

Decreased activity levels

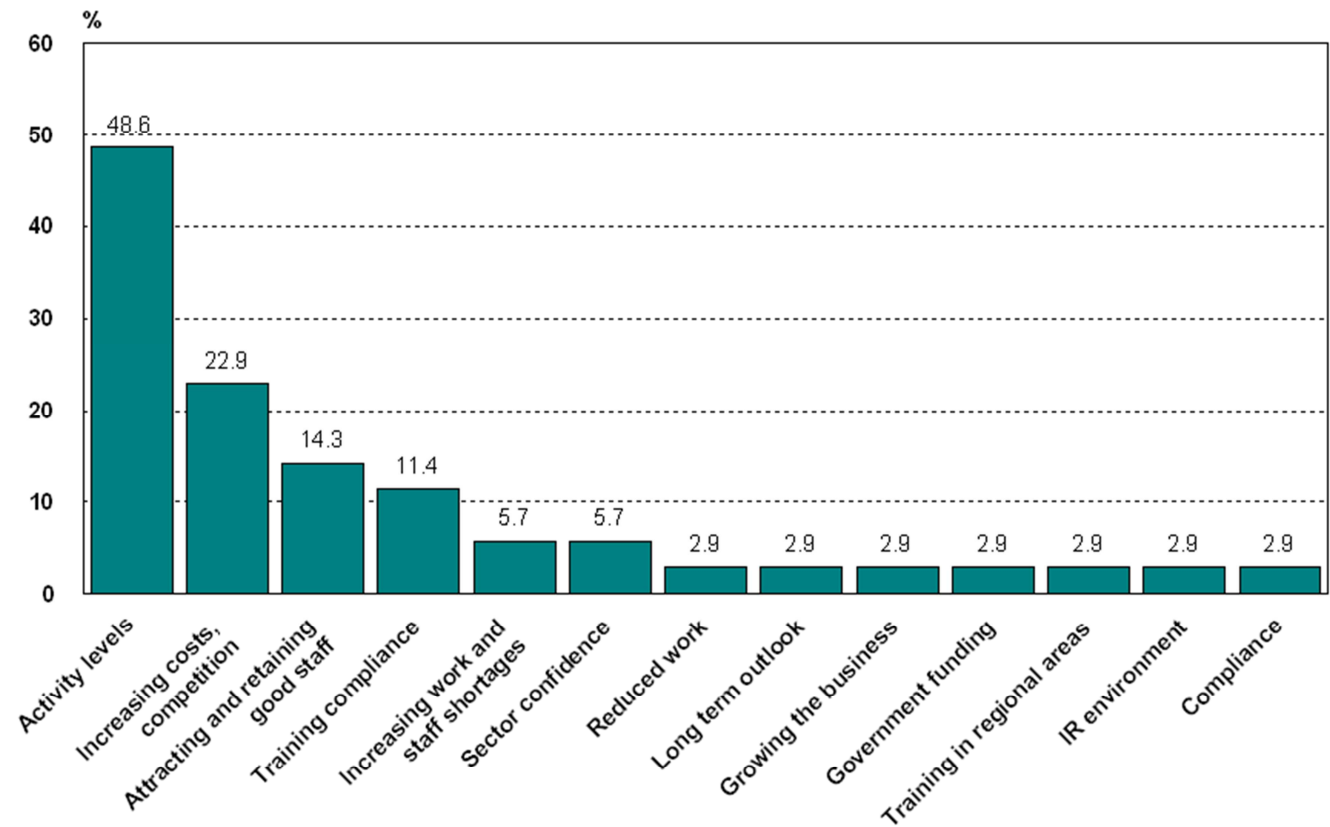
- Activity levels and the availability of work.
- Low investment levels.
- The slump in work in South East Queensland.
- Government has stopped spending except on PPP projects and these are becoming more difficult to finance.
- Need increased lending for projects.
- Cost of training is increasing and the gap between costs and subsidies available is increasing – creating a barrier to training.

Increasing competition and costs

- Price cutting to win work.

- Competition based on wage rates – these can be less than 50% of the EBA based rates.
- Modular construction is competing more with onsite construction. Offsite construction benefits from a lower cost structure.
- Larger contractors have a higher cost structure compared with smaller contractors.

Main Challenges in the Next 3 Years



- Difficulty breaking in to regional areas when firms target these areas for work.
- Containing labour costs.
- Increasing labour costs and a decrease in quality of skills available in the market.
- Not getting the return on investment needed from labour costs. Efficiency and productivity is a challenge for the industry.

Staffing, training and skills

- Retaining good staff.
- Training and skills compliance by subcontractors on large projects.
- Closer consultation with industry to ensure that training plans match industry needs.
- Upskilling workers and training workers in mine sites. Remote delivery is needed.
- Firms are having to shed staff as projects are completed and when they fail to win new work. This puts in jeopardy the investment in the next generation of leaders – these can be lost.
- Need a new model for apprenticeship training that suits industry's needs and provides more flexibility in developing skills. The '4 year model' does not respond to the more complex market environment.
- Need for increased investment in the next generation of leaders – leadership development is vital for future productivity.
- Industry needs a better understanding of workforce development and how to invest in this development to avoid significant skills shortages in the future.

- Increased use of technology in the industry in the next 5 years and the need to build skills and capabilities to use this technology.
- Inequities between pay rates on EBA and non EBA jobs. This impacts staff and the industry.

IR Issues

- Unions can have a significant impact on projects.

4. Training and Skills

Feedback on skills shortages and current demand for training can assist BTF to identify areas for funding support and assist CTC to respond to industry training and skills development needs.

4.1 Skills Shortages

While skills shortages have eased due to lower levels of industry activity, 35.5% of employers surveyed reported shortages of experienced staff in some roles.

Some industry stakeholders regard reported skills shortages as ‘training shortages’ rather than true skills shortages.

The shortages reported in the survey focused on the need for experienced staff and covered:

- Contract managers and administrators.
- Excavator operators.
- Grader operators.
- Civil engineers.
- Plumbers.
- Dual trade electrical automation and instrumentation.
- Concrete pump operators.
- Carpenters and formworkers.
- Mechanical fitters.
- Driller fitters.
- Surveyors.

- Skilled foremen.
- Project managers.
- Estimators.
- Planners and programmers.

The impacts of these shortages included:

- Higher staff turnover.
- Continuing required effort to overcome skills shortages.
- Seeking multiskilled people e.g. carpenter/formworkers.
- Training to multiskill staff.

For most companies, there are no major skills shortages and the main focus is on training existing workers.

When asked about their expected change in employment in the next three years, four in ten firms expected employment to grow. For these firms, employment levels are expected to grow by an average of 21% over the next 3 years.

Expected change in employment levels in 3 years	
Will grow	40.7%
Largely unchanged	51.9%
Will fall	0.0%
Unable to predict	7.4%
Total	100.0%

4.2 Training Demand

Training demand in the major contractor sector covers:

- ***Increased training to meet regulatory requirements.***
- ***Increased demand for verification of competencies. There is a need for a shared industry view of the standards for verification of different competencies.***
- ***Upskilling and multiskilling staff to improve flexibility.***
- ***Increased demand for project based skills – skilling for the project rather than general training efforts.***
- ***Continued demand for training in specialised occupations.***
- ***Increased inhouse and onsite training. However, firms still need specialised and high risk training undertaken by specialist RTOs.***

Employers surveyed provided feedback on current training demand and training priorities:

General skills

- Reading plans.
- 4WD training.
- Inductions.
- Literacy.

Training and skills management

- Verification of competency.
- On major projects - training needs analyses and assessing the skills needs of subcontractors.

Training needs assessments for major projects can identify a range of training needs that BTF and CSQ could then assist industry to address.

- Onsite training that is project based and assesses all needs.
- Dedicated training service to very large employers. This could include a roving training coordinator, online training and simulator training.
- Attracting the right age groups and experienced workers.
- Demand for 'wet day' training. If CTC and BTF were setup for this, it would be used by industry.
- Increased RLP and gap training services.
- Some firms report that there are skills gaps at the subcontractor level.
- 'There are experience gaps at all levels of the industry – in recent years inexperienced people have been promoted to more senior positions and we are seeing the impacts of this'.
- There are a lot of people in industry with skills who have no recognition of those skills – RPL and gap training is an important component of upskilling for the industry.
- Increased demand in the future for higher level skills rather than basic skills.

Health, safety and environment

- Working at heights.
- First Aid.
- Safety officer course.
- Supervisor safety training.

- Confined space.
- Gas awareness training (mining).
- Health, safety and environmental performance as part of Global Minimum Requirements on major projects.
- Training to support environmental regulations and compliance.

Equipment

- Elevated work platform ticket.
- Scissor lift training.

Operators

- Machinery and plant operator training.
- Grader operators.
- Scraper operators.
- Excavator operator.

Building and construction skills

- Plastering.
- Plumbing trade training.
- Scaffolding training.
- Concrete finishing.
- Skilled concreting staff.
- Concrete pumping – need a nationally recognised Certificate III course.
- More structured and indepth training for scaffolding e.g. Certificate III in scaffolding.
- Dogman.

- Riggers.
- Welding.
- Steel fixing.
- Air-conditioning.
- Telecommunications.
- Carpentry.
- Formwork.
- Upgrades and refresher training for crane operators.
- Demand for skills sets to suit different projects e.g. demand for poly welding skills for CSG project work.
- Mechanical plumbers e.g. air-conditioning. Need specialist RTOs to provide this training.

Supervisor, managers and professionals

- Supervisor and front line management training.
- Develop contextual and relevant supervisor and trainer/assessor programs for the construction industry.
- Leading hands.
- Experienced project managers.
- Contract manager/admin.
- Estimators.
- Planners and programmers.
- Engineering design.
- Civil engineers.
- Surveyors.

- Skilled foremen.
- Diploma of management for senior staff.
- Project management training.

Technology

- Developing computer skills across the sector. Older age groups need this but some younger workers in industry also need to build their technology skills.
- Computer literacy and skills including upskilling supervisors and leading hands in these skills.
- Technology use – iPad training in the field and using technology in the field to improve productivity and efficiency (building and CSG work).
- Rise of social media is impacting on how consumers buy services and how industry needs to sell services. The industry needs to have social media skills to market to consumers.

Cross sector training

- Transition arrangements to allow workers from the mining industry to move to work in the civil construction industry and vice versa. At present training requirements do not line up and this makes it difficult to move between the two sectors.

4.3 Workforce Development Strategies

Employers surveyed have a proactive focus on their workforce development.

Although economic conditions are challenging, the firms interviewed were committed to retaining quality staff and to developing and maintaining the skills of their workforce. Approaches reported included an ongoing commitment to training, creating a positive work environment, offering staff good conditions and pay levels and the opportunity to work on quality projects.

The types of workforce development approaches that firms identified as being successful included the following:

Attraction and retention approaches

- Word of mouth referral or recommendation to recruit people.
- Seek, My Career – internet advertising of jobs.
- Good recruitment practices to get the right people for jobs.
- Keep resumes on files.
- Commitment to taking on apprentices.
- Moving older workers to lighter duties.
- Some struggle to attract quality people to some occupations e.g. concrete pumping.
- Matching recruits to the culture of the organisation.

Quality working environment

- Good conditions and being a good place to work.
- Good wages.
- Fringe benefits, bonuses and incentives.

- Good quality and leading projects for staff to work on.

Skills development and training

- Use internal training and external RTOs to train staff. The survey of employers reported that 64.4% of training is undertaken by external training providers. Some subcontract out simpler training and do specialised training inhouse while others have the reverse approach – using RTOs to undertake specialised training.

Large companies undertake a range of internal training but some smaller companies rely on external training companies.

- Training for up skilling but some are constrained by current levels of industry activity.
- Inviting speakers or presenters for updates on relevant topics.
- Training needs analysis.
- Refresher course and upgrades.
- Undertaking mandated training.
- Support staff's further training – subsidise costs.
- Meeting Global Minimum Requirements on HSE for all sites.
- Site based skills assessments and training programs for each site.
- Inhouse training coordinators.
- Inhouse and on the job training.
- Internal recruitment teams.
- Partnering with industry peak bodies and RTOs to deliver training.
- Virtual and online learning. Younger staff will take this up more easily.

4.4 Workforce Development Challenges

The uneven market and the difficulty in maintaining continuity of work is a significant challenge for the industry. While firms seek to retain core staff, there is an employment 'churn' created by the need to release workers at the end of projects when there is a gap between project work.

This creates some instability with firms continually having to recruit a proportion of new staff as new projects commence. This is requiring additional training and skills development support to ensure that workers have the skills they need to deliver quality outcomes.

Because of the lack of continuity of project work, some firms reported significantly higher staff turnover rates than others.

On average, firms surveyed reported current staff turnover levels of 25.6% for trade staff and 14.6% for operational staff. These levels are expected to decrease in the next 12 months – firms anticipate that improved work conditions will allow them to retain more staff as project work continuity improves.

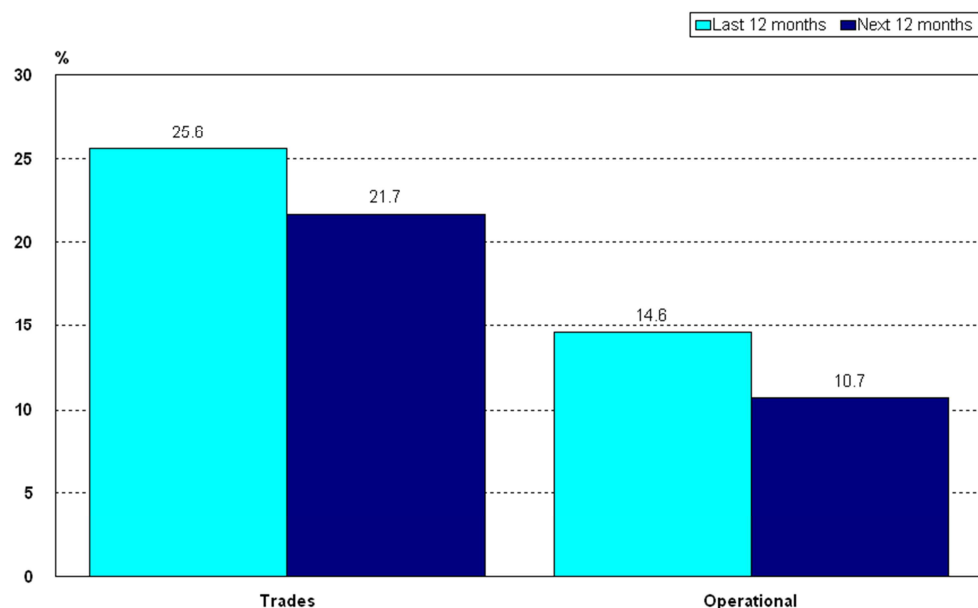
Gender and age profiles are also significant workforce challenges.

At a trade and operational staff level, women make up a small part of the workforce – 1.3% for trade workers and 6.4% for operational staff for the firms surveyed. Female staff made up 24.8% of the staff in administration and professional roles.

The ageing workforce is also a challenge.

Firms surveyed reported that 11.4% of trade staff and 19.3% of operational staff were aged 55 and older. This highlights the need for recruitment and training in the next 10 years to address the impacts of an ageing workforce.

Staff Turnover Rate



Age profile	Trades	Operational
40 years and older	41.3%	36.9%
55 years and older	11.4%	19.3%

Some employers report significant ageing of the workforce in some occupations e.g. civil equipment operators, plumbers.

4.5 Supervisor Training

There is strong demand for worker to supervisor training from employers and employees surveyed - employers rate the importance of this training at 7.9 out of 10 (where 10 is very important).

The increasing demand on projects for efficiency, cost containment and delivery on time mean that management of tasks and delivery needs to improve. There is also a need to invest in supervisor and leadership development to bring on the next generation of leaders.

Although there is agreement on the need for supervisor skills, there are differing views on delivery. Some support off site training while others support training on site. Feedback included the following:

- Supervisor or front line management training could be provided at CTC with industry specific training delivered on the job or on site.
- While supervisor training is a definite need, it needs to be relevant to the industry sector. Offering generic supervision training off site without helping new supervisors convert this to 'on the job' approaches may not succeed.
- 'Learning about supervision in theory is not the same as having to make decisions on the job in a high pressure, fast moving environment – developing supervision skills on the job is better'.
- Capitalise on the 30 to 40 year age group in industry – develop the next generation of supervisors and managers.
- Embed supervisor and management training in existing trade training.
- Online training and mentoring could be used for supervisor training.

The QMBA's Diploma of Management is an example of an industry led management program that has been developed specifically for the building industry. There had been a very positive response to this program.

4.6 Supervisor to Manager Training

Employers were less supportive of supervisor to manager training – employers rated this at 7.5 out of 10 (10 is very important) compared to 7.9 out of 10 for worker to supervisor training.

The main reasons employers gave for this lower rating included the following:

- Employees in some occupations earn more than an office based manager – moving from a site role to an office role is not attractive.
- Companies often want to 'go to the market' and recruit managers from outside the firm.
- Companies can be looking for different skills in their management team e.g. finance, HR.

However, there is demand for management and leadership development.

4.7 Young Leader Development

Many companies in the building and construction industry are family companies. In these firms, the next generation will take over the operation and bring their own approach to business and leadership.

Larger employers are also actively developing young leaders and managers.

The next generation of young managers will bring new approaches. The 'i' or information generation are high level consumers of technology and approach communication and networking in a different way – Facebook, LinkedIn, the internet and social media are changing the way the community and businesses operate.

One of the strengths of the building and construction industry has been its stable leadership at peak body and company level. As the new generation of leaders gets closer to taking a lead role, proactive engagement of young industry managers and future leaders becomes more important. By engaging with these young managers and future leaders, the industry has the opportunity to respond to change and support the effective development of these leaders for their future roles.

A proactive approach to engaging with and involving future leaders in industry development and skills development initiatives will deliver benefits for all.

4.8 Annual Leadership Symposium

Stakeholders and employers were asked to provide feedback on the importance of an annual leadership symposium that would involve Queensland, national and international speakers on topics including innovation and skills development.

The feedback on the value of an annual symposium varied – some felt it was a great opportunity to showcase and share best practice examples and innovation. Those in favour wanted to learn about successful approaches they could use in their own business.

Others felt that the symposium would compete with an already crowded national events market. Some were concerned that it would be 'a gab fest with no real value'.

While the level of support is mixed, there is agreement that sharing information on best practice approaches and learning from others is a positive approach. Employers face similar challenges to develop and retain a skilled workforce in an increasingly pressured economic environment.

Updates and learning about practices that improve skills development, innovation in industry and workforce development are important.

There is also interest in developing an agenda of priorities and following through on these.

Feedback about an annual symposium included the following.

Advantages and benefits

- An annual symposium would support innovation – outlining new approaches and sharing successful approaches.
- Rework is a major challenge for industry. Initiatives such as a symposium that can help to improve productivity and quality are important to industry.

- A symposium would be a positive initiative to allow industry parties to come together and talk about training needs. There needs to be better engagement between industry and BTF and CSQ about training policy and priorities.
- There is always value in strategic thinking.

Disadvantages and reservations

- ‘There are so many conferences available now – this would be just another one’.
- ‘They can be gab fests that just waste time and money’.
- Need an action agenda from any industry symposium – not a talk fest.
- ‘Most of these events are national – you would have to compete with larger scale events and top class speakers’.
- ‘You couldn’t run it at CTC – you need a first class venue’.
- Cost and value for money are key issues.

Other suggestions

- ‘This is something that CSQ would do’.
- Rather than a symposium, focus on practical sessions that engage industry, RTOs and others to share best practice approaches and provide professional development.
- Mentoring and facilitation would deliver a better outcome for industry.

5. Employee Training Profile

The research sought feedback from employees who had accessed training grants from BTF. This feedback provides insights into the drivers for training, how important grants are in encouraging training and reports on BTF's performance in delivering services to industry employees.

5.1 Training Undertaken

A survey of 157 employees who had accessed training grants from BTF provides insights into the views and experiences of employees using BTF's services.

The employees surveyed had worked in the construction industry for an average of 14.4 years.

Nearly all employees surveyed (98.1%) reported that they had completed industry training or a qualification.

The main qualifications that employees reported included the following:

- Plumber (21.6%).
- Carpentry (14.4%).
- Crane driver (12.2%).
- Health and Safety (9.4%).
- Rigger (5.8%).
- Advanced scaffolding/scaffolding (5.8%).
- Forklift (4.3%).
- Form worker (2.9%).

- Plasterer (2.9%).
- Dogman (2.2%).
- EWP (2.2%).
- Hoist (2.2%).
- Confined space (2.2%).
- Trainer (2.2%).

Other qualifications that employees reported included 1st class sheet metal worker, high risk training, management diploma, traffic control, excavator worker, labourer, supervisor, boilermaker, piling, tiler, bricklaying, sprinkler fitter window fixer, plastic fabricator, steel fixing, first aid certificate, mining technician, welding tickets and equipment licenses.

Recent training undertaken focused on health, safety and high risk ticketing and licencing.

The most recent training that employees reported undertaking included the following:

- EWP (9.2%).
- Dogman's training (7.2%).
- Confined space (7.2%).
- Rigging (6.6%).
- Safety at heights (6.6%).
- Cert IV OH&S/Safety Management (6.6%).
- Health and safety (5.3%).
- First aid (3.9%).
- Cert IV Training and Assessment (3.9%).

- Crane ticket (3.9%).
- Forklift training (3.9%).
- Scaffolding (3.3%).
- Welding (2.6%).
- Excavator ticket (2.6%).
- Roller/grader training (2.6%).
- Open crane license (2.0%).
- Fire safety (2.0%).
- HR truck license (2.0%).
- Cert IV Plumbing (2.0%).
- Various tickets (2.0%).
- Solar and heat pump course (2.0%).
- Some time ago or ongoing (2.0%).

Other recent training reported by less than 2% of employees surveyed included traffic control, Cert III Civil construction, excavator operations, Cert IV Building and Construction, laser safety training, carpenter mining supervisor, Yellow card, Test and Tag, semi-truck driver's license, computer course, construction management degree, supervisor training, back flow course, onsite sewage treatment, gas installation course, formwork, gap training, upgraded from Cert III to Cert IV, various trade certificates.

5.2 Planned Training

Eight in 10 employees surveyed (80.1%) plan to undertake more training or skills development in the next two years.

This training is expected to include:

- Cert IV OH&S (8.1%).
- Rigging /advanced rigging (8.1%).
- Crane operator licenses (6.5%).
- Cert IV Training and Assessment (5.7%).
- Welding/Welding Health and Safety/Poly welding (4.9%).
- CPR/First aid (4.9%).
- Management/Supervisor (4.9%).
- Trade qualified (4.9%).
- Safety training (4.1%).
- Forklift license (4.1%).
- Scaffolding/advanced scaffolding (3.3%).
- Dogging and rigging/advanced riggers and dogman (3.3%).
- Project management (2.4%).
- Traffic control (2.4%).
- Hoist (2.4%).

Other training reported by less than 2% of employees surveyed included the following:

- EWP.
- Computer courses.

- Renewing and updating.
- Fire training.
- Train ticketer.
- Bobcat.
- Excavator course.
- Other work in construction industry.
- Environmental training.
- T&B.
- Roller.
- Thermostatic training 2.
- Anything to help get into drivers job.
- In process of getting standard 11.
- Probably more civil work training.
- Diploma level.

Nearly 7 in 10 employees surveyed (66.2%) also plan to undertake other training or skills development in the long term.

This future training included:

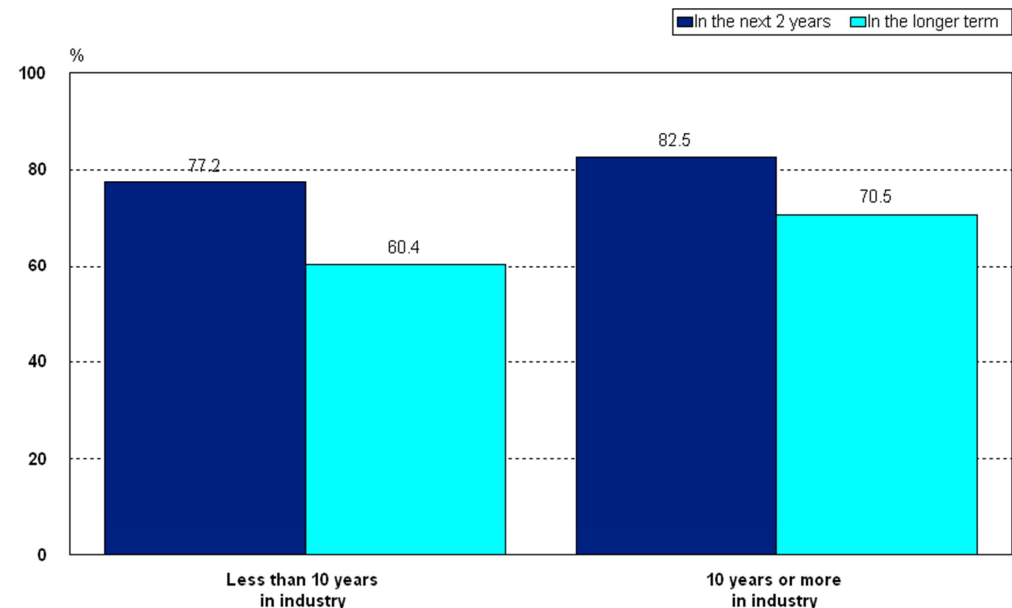
- Rigger, crane training (9.3%).
- Safety training (6.2%).
- Project Management (5.2%).
- Cert III and IV Health and Safety (5.2%).
- Whatever required by work (4.1%).
- Continuous improvement (3.1%).

- Management in business (2.1%).
- Plumber license (2.1%).
- Forklift (2.1%).
- EWP (2.1%).

Future training options reported by less than 2% of employees surveyed also included security, working at heights, supervision, scaffolding, back flow prevention, paramedic, MC driver's license, CAD drawing, dozer ticket and training and assessment.

Almost half (46.4%) of employees surveyed were unsure or didn't know what training or skills development they might undertake in the long term.

Future Training Intentions



The main reasons why employees plan to undertake more training or skills development included improving their employment opportunities, career advancement, improving their knowledge and skills and job security.

Detailed feedback on these reasons included the following:

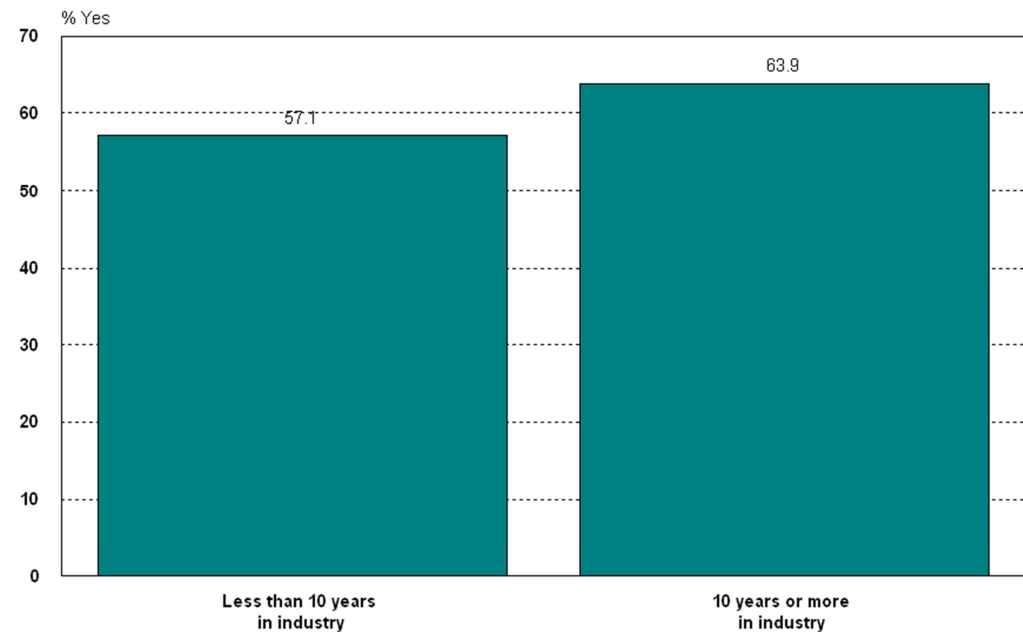
- Employment opportunities/employability (27.0%).
- Improve knowledge and skills (23.8%).
- Career advancement (14.8%).
- Get a better or different job (12.3%).
- Job requirements (9.0%).
- Better job opportunities (6.6%).
- Job security (5.7%).
- Self improvement (4.9%).
- Financial gain (4.1%).

Other reasons why employees plan to undertake more training or skills development reported by less than 2% of employees surveyed included:

- Update with trade.
- To help the company.
- See what industry can offer.
- Female in a male dominated industry.

Six in 10 employees surveyed (60.6%) were interested in undertaking training to build their supervision or management skills.

Interested in Supervision or Management Training



5.3 Feedback on BTF Training Grants

Only 68.0% of employees surveyed believed that they had received a training grant from BERT Training Fund for some training. This highlights the fact that nearly a third of recipients were not clear on the fact that they had received a training grant from BERT Training Fund.

Those who did report receiving a grant had undertaken this training in the following years:

- In last 12 months (48.1%).
- In the last 2 years (16.0%).
- Two to five years ago (21.7%).
- Between 5 and 10 years ago (6.6%).

Of those employees surveyed 3.8% reported they could not remember when they had undertaken the training and a further 2.8% reported their training was in progress.

The training that employees reported undertaking with a grant from BERT Training Fund included the following:

- Confined space (9.7%).
- E.W.P. (9.7%).
- Dogman (8.7%).
- Open crane ticket/crane operator (8.7%).
- HR truck license (7.8%).
- Safe work at heights (5.8%).
- Advanced riggers/riggers (5.8%).
- Excavator/earthmoving equipment (5.8%).

- WH&S course (5.8%).
- Electrical testing/test and tag (4.9%).
- Forklift (4.9%).
- Welding gas/welding (2.9%).
- Advanced scaffolding (2.9%).
- Traffic control (2.9%).
- Cert IV or V Occupational Health and Safety (2.9%).
- Cert IV (2.9%).

Other training reported by less than 2% of employees surveyed included the following:

- Hoist.
- Roller training.
- Laser course.
- Cert IV Training and Assessing.
- First aid.
- Cert IV U2O.
- Mining Supervisor.
- Certificate for training and education.
- 3 Civil construction and maintenance.
- Diploma in Project Management.
- Cert IV Building and Construction.
- Advanced ticket.
- All training apart from 2.
- Back flow prevention.

- Improved basic training certificate.
- Manual handling.
- Mechanical plumbing apprenticeship.
- Refresher course.
- Solar training.
- Tempering valve.

The main ways in which employees learned about training grants from BERT Training Fund included the following:

- Through work/employer/company (27.4%).
- Union (25.5%).
- Work friends/colleagues/word of mouth (17.0%).
- BERT representatives (12.3%).
- Letters/mail (3.8%).
- Internet (2.8%).
- Industry (2.8%).
- Initiated contact (2.8%).

Other ways employees learned about training grants from BERT Training Fund reported by less than 2% included newsletters, brochures, email and through STQ.

The majority of employees regarded the training grants as important or very important – (51.4% very important and 37.4% important) in their or their employer's decision to undertake that training. A further 9.3% reported that the grant was somewhat important.

These results highlight the importance of grants in encouraging industry training.

Only 1.9% reported that grants were not important in the decision.

Comments that employees made about the importance of the training grant included the following:

- Saved a lot of money (23.1%).
- Would still have done training (19.2%).
- Wouldn't have been able to do it otherwise (19.2%).
- Vital (11.5%).
- Employer or union paid for it (7.7%).
- Was prepared to pay for training himself (3.8%).
- Opened up avenues - good CV (3.8%).

5.4 BTF's Performance

Employees were asked to provide ratings on service aspects from BERT Training Fund on a scale of 1-10 where 1 is very poor, 3 is average and 5 is very good.

All of the feedback highlights the fact that BERT Training Fund performed strongly – ratings of 4.0 out of 5 or higher indicates strong performance. Rating results included the following:

- **BERT Training Fund provides clear information about grants and how to apply for grants – a rating of 4.3 out of 5.**
- **Applied for the grant – 4.5.**
- **Paperwork was simple and easy to follow – 4.5.**
- **Assistance from BERT Training Fund staff – 4.6.**
- **Size of the grant provided to the employee or their employer – 4.6.**

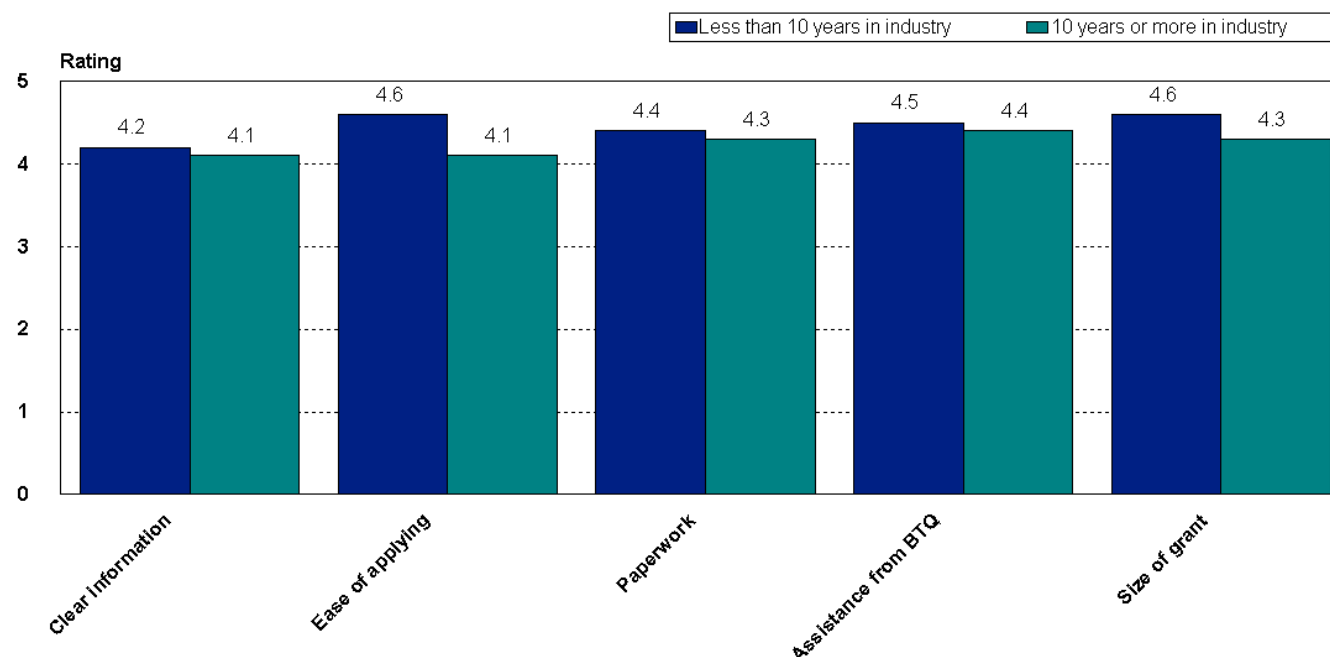
These results are very positive and demonstrate very good levels of service.

Suggestions from employees about activities or services that BERT Training Fund could improve to make it easier for employees or employers to undertake training included the following:

- More advertising (8.7%).
- More after hours/night classes (4.8%).
- More representation from BERT/more site visits (3.8%).
- Run courses more often/longer courses (3.8%).
- List all RTOs on website and which courses are funded (2.9%).

Performance of BERT Training Q1d

(Rating scale 1=very poor, 3=average, 5=very good)



Almost half the employees surveyed who responded to this question (47.1%) indicated they were satisfied or very satisfied (14.4%) or reported that their experience with BERT Training Fund training services had been good (32.7%) – no improvements were needed. A further 14.4% had no suggestions to make.

Other suggestions (less than 2%) from employees about activities or services that BERT Training Fund could improve to make it easier for employees or employers to undertake training included

- BTF needs more offices e.g. in Toowoomba and other locations – be more accessible.
- Approve grants in advance of training.
- Clearer information from staff.
- Change times - can't attend at night.
- Employers need to be aware of courses available for their employees – BTF needs to be proactive and raise awareness with employers.
- Cert IV Plumbing needs to be more accessible.
- Being able to choose assessors would make it more convenient.
- 'Need some better way to contact BERT and prove you've done training'.
- Time off work for training.
- More courses, e.g. Hoist.
- Less on safety, more on course.
- One person commented that 'they don't seem very helpful these days'.

5.5 Role of Grants in Training Uptake

Employees were asked to indicate whether a particular level of grant would encourage them to undertake training.

Results show that even at levels of 20% of the cost of training, 39.2% of employees would be encouraged to undertake training. Slightly more employees (45.8%) would be encouraged to undertake training if the grant totalled 30% of the cost of training.

A substantial rise in training uptake would occur if 50% of the cost of training was available – 80.4% of employees would undertake training.

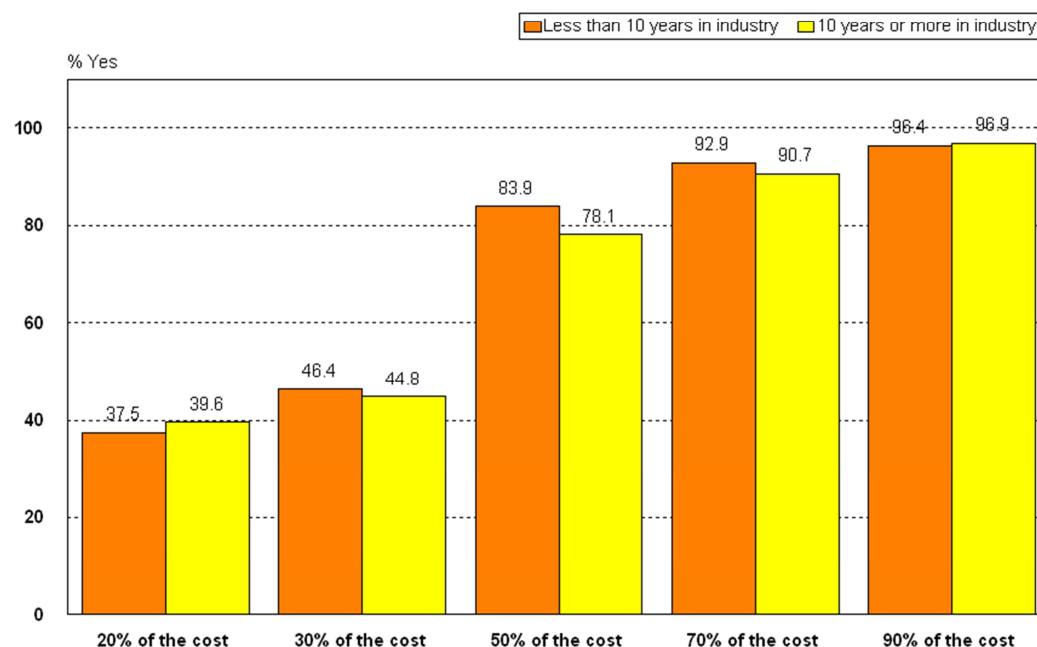
Uptake was even higher for the following scenarios:

- 70% of the cost of training available in a grant – 91.6% would undertake the training.
- 90% of the cost of training available in a grant – 96.7% of employees would undertake training.

When considering training that you or your employer needs to pay for, would these levels of grants encourage you to do that training?

Grant Level	Yes – would encourage
20% of the cost of training	39.2%
30% of the cost of training	45.8%
50% of the cost of training	80.4%
70% of the cost of training	91.6%
90% of the cost of training	96.7%

Grant Encourages Training



Employees surveyed believed that BERT Training Fund should focus on the following aspects to encourage and support training and skills development in the industry.

- Advertise more (20.1%).
- More people visit sites (8.4%).
- Better communication (7.1%).
- Training availability and timing (7.1%).
- More incentives or help pay for courses/training (6.5%).
- Get more information out (5.8%).
- Focus on young people more and encourage them (4.5%).
- Quality of training (3.2%).

6. BERT Training Fund

This chapter summarises feedback on BTF from stakeholders, RTOs and employers.

The research found that BTF plays an important role for industry – BTF is close to the major contractor sector of industry, understands industry's skills development issues and has the flexibility to respond quickly to changing needs.

However, some employers are not fully aware of BTF's role and want more information about BTF's current activities and future plans.

6.1 Awareness and Perceptions of BTF

Industry and Stakeholder Awareness of BTF

Industry stakeholders and RTOs surveyed were all aware of BTF and understood BTF's role.

BTF has higher levels of awareness and closer links with larger employers. These major contractors work closely with BTF and see value in the flexibility and responsiveness of BTF in working to develop labour force skills.

Smaller employers are aware of their staff accessing BTF funding for training but have a more limited understanding of BTF and its role.

Although industry stakeholders and RTOs had heard the term Queensland Construction Training Fund, only about half the employers surveyed that heard this name associated it with BTF.

Feedback from interviews confirms that the name 'BERT Training Fund' is preferred over 'Queensland Construction Training Fund'. Employers can confuse QCTF with CSQ and CTC.

The BTF name makes a clear link to BERT demonstrates a 'closing of the loop' and value back to industry.

Employee Awareness of BTF

Prior to the survey, two thirds of employees (65.4%) had heard of the Queensland Construction Training Fund.

Half the employees surveyed (50.6%) were aware of the difference between BERT and BERT Training Fund.

The sources of information where employees saw or heard information about BERT Training Fund and its services included the following:

- Union (27.3%).
- Through work/company (18.0%).
- On site/job sites (12.7%).
- Work colleagues/word of mouth (8.7%).
- Website (7.3%).
- Doesn't really see or hear anything (7.3%).
- Representatives on site (6.7%).
- Letters/mail (5.3%).
- Newsletters (4.7%).
- Flyers, brochures, leaflets (4.7%).
- Emails (4.0%).
- Industry (3.3%).
- Magazines (2.7%).
- From BERT themselves (2.0%).

Other sources of information reported by less than 2% of employees surveyed included CSTC, BERT, or information at work sites.

This highlights the need for improved communication so that employees are fully aware of the existence and operation of BERT Training Fund.

Information Needs

Employers want to know about BTF's achievements, plans for the coming year and how BTF can work with employers and support training.

Stakeholders and RTOs also want to better understand BTF's current focus and future plans.

For employers, stakeholders and RTOs, direct contact from BTF, updates and an annual plan or outlook document would provide the information they need. Employers valued direct contact and also wanted BTF to explain its services as well as how these services linked with other funds.

The information employers wanted included:

- Clear information on BTF's services.
- A comprehensive explanation of options available (from BTF, CSQ and other sources) and how to access support for training. Employers found navigating funding options confusing.
- Eligibility for assistance, the level of assistance available and how firms and employees can apply for and access grants.
- Report on current activities and services, work completed and achievements, and future plans.

- Information on course and subsidies available so companies can make decisions about training. This could cover a training calendar, subsidy information, mail outs, brochures and emails.
- Hold an industry forum to explain BTF's role and subsidies available.

Employees wanted information on assistance available. The best ways to get information to employees about BERT Training Fund included the following:

- Email (65.9%).
- Post (22.7%).
- Telephone (4.5%).
- Email/post(2.3%).
- Telephone/email (2.3%).

6.2 Industry Feedback on BTF's Performance

Feedback from stakeholders, RTOs and employers confirmed that BTF plays a key role in supporting industry training.

Some employers and stakeholders see CSQ as having a stronger policy role while other funds like BTF have more direct contact with and stronger relationships with industry. BTF is a smaller fund and is seen as being flexible and responsive - moving quickly to meet industry needs.

Although the two funds have different roles, stakeholders and employers supported better collaboration and coordination between BTF and CSQ. Together the funds can provide a coordinated solution to support industry training.

RTOs and stakeholders report good relationships with BTF.

BTF is also seen as working with the CTC and the RTOs based at CTC.

BTF is generally seen as having a strong focus on understanding and responding to the major contracting sector of industry.

A few employers are concerned about BTF's union links and a few see BTF as a wedge for unionisation.

Some employers and RTOs expressed concern about reduced subsidy levels from BTF and from CSQ - the gap between the price of training and grants available is increasing and this can be a barrier to training. Industry is not used to paying a 'gap fee'. Industry is resisting.

Other feedback included the following:

Working with industry

- BTF should seek input from industry and stakeholders to help formulate BTF's training strategy.
- Better engagement with employers is needed. A couple of employers felt that BTF had a negative attitude to working with employers.
- BTF needs to have more rigour around its planning of services and funding support. BTF needs to work with industry, associations and employee groups to develop these plans.
- BTF is starting to have greater contact with industry and this had been very positive.
- Funds need to be proactive in working with industry rather than industry and RTOs having to seek out information from funds.
- BTF needs to get out and talk to industry – come to site and talk with industry about the training needed.

Services

- There are limits on the amount spent per employee. There are staff interested in further training for their career development but they are not eligible for assistance.

Longer term, experienced workers are often ineligible for additional training support from BTF. Instead, funds go to those new to the industry or the workforce. These staff tend to move more often. There does not seem to be much support for developing the skills of long term workers in the industry.

- BTF has supported a high performance record on retention and completion of apprentice training.
- BTF is industry responsive and has been doing a good job.

- Project training solutions brokered with major contractors and their supply chains are needed rather than the high level training view from CSQ. BTF can assist with project or site based training needs assessments and training solutions.
- Subsidy or grant levels from BTF can vary depending on the amount of overall funds available. This creates uncertainty and an inconsistent service from BTF.
- BTF could support a Chair of Construction Engineering at one of the universities in Queensland.
- Mates in Construction is a very positive initiative.
- Where there is mentoring support for people undertaking training, completion rates are significantly higher – this type of investment is delivering value for industry.
- Develop site training plans for major projects and make contractors and subcontractors aware of this available training.
- Non traditional and short course training is not funded well. More support for this skills development is needed.

Coverage

- There are limitations on who can access funds from BTF. Some thought that only union members were eligible and did not understand the link with BERT contributions.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

CSQ and other funds

- Employers believed that BTF needs to work in with CSQ – better coordination would make it easier for industry. Training payments and grant arrangements can be confusing for employers.
- BTF can play a strong and positive role working with industry and being a first responder to changing needs.
- ‘Some have the perception that BTF is competing with CSQ. BTF can play a niche role and complement CSQ’s role in supporting industry training. Both parties need to collaborate and agree on an approach.
- There are a number of funds – how do and should STIF, BTF and CSQ work together? BTF needs to network with and work with other key funders e.g. STQ, CSQ, and ACIRT.

BTF needs to avoid duplication of work by other funds.

- JETCO is an example of a training fund that researches the needs of its industry sector – electrotechnology – and meets these needs with targeted funding. BTF can also use a targeted funding approach to meet industry’s needs.

JETCO is developing leading hand and supervisor skills for the electrotechnology sector – BTF should be taking the same approach with the building industry. Generic front line management training is not enough to meet industry’s needs.

- STQ and JIST are a good example of industry, unions and funds working together to outline the plan for training and implementing this plan well.

Information and communication

- BTF needs to provide better information on the range of training that it supports and how industry can access funding. BTF should provide a newsletter or quarterly update on its activities.
- Information is needed on eligibility criteria.
- Clarification is needed on reimbursement for employees and employers and information on assistance to cover accommodation.
- A one page flyer explaining how all the training funding sources work would be very helpful. When BTF provides information to employers, BTF should provide the full picture.
- Report to employers on spending budget and training completed.
- There is confusion in the marketplace about the role of CSQ and BTF. The two need to collaborate and let industry know how they work together.
- BTF needs to let industry know the outcomes it is achieving and delivering. BTF has very low visibility.
- BTF needs to educate RTOs about what they do and what they fund.

6.3 Priorities for Working with Industry

Based on the feedback from stakeholders, RTOs and employers, there are a number of suggested priorities that BTF can consider:

- Retain BERT Training Fund as the fund name promoted in the market.
- Provide simple, clear messages to stakeholders and industry on BTF's services and how BTF is delivering value.
- Collaborate with CSQ to deliver coordinated training solutions. This covers BTF support, links to CSQ funding, access to CTC and services from the trusted network of providers.
- Relationship building with employers including more direct contact and working with employers on project based training needs.
- Provide a support service for smaller business who have difficulty navigating the range of options available to support training.
- Where possible, provide consistency in subsidy levels.
- Continue to support practical strategies that increase training completion rates for apprenticeships and other training programs.
- Maintain BTF's responsive approach to working with industry.

7. Construction Training Centre

This chapter summarises feedback about CTC's role, performance in working with RTOs and industry views on CTC.

CTC was established as a key training and skills development facility for the building and construction industry. Over the time since the centre's establishment, there have been significant changes in the market and an increased move towards flexibility and responsiveness in terms of training.

Feedback from industry and stakeholders identifies priorities for CTC to work with industry to meet industry's skills needs in the future.

7.1 Awareness and Perceptions of CTC

Industry and Stakeholder Views of CTC's Role

Stakeholders, RTOs and employers are aware of the Construction Training Centre.

Some see CTC's role as a centre for high quality construction industry training and with an active focus on supporting industry skills development – 'it good to have this resource for industry'.

Others see the Centre as a landlord providing rental space for RTOs and feel that it has lost some of its previous role as a leading training stakeholder. CSQ and CSTC are no longer based at CTC and this change has had an impact – CTC is no longer seen as the lead destination for specialised construction industry skills.

The mix of training tenants at the Centre covers high quality, specialised and sector specific training. CTC contrasts with the more generalised training approach at TAFE.

The establishment of Skills Tech at Acacia Ridge, the growth in independent training providers in South East Queensland and the relocation of CSQ and CSTC from the Centre also signal that there are competing training destinations.

Some feel that CTC has lost its focus and is now more concerned about operating a successful property than it is about construction industry skills development. 'It is just a venue for RTOs'.

While there is generally positive feedback from RTOs and tenants about the operation of the Centre, some feel that more support can be given to accommodate the needs of construction industry stakeholders and RTOs. Some stakeholders suggest that this should include discounted costs for construction industry organisations to support and assist their operations.

CTC has recently commenced the 'hot leasing' service where equipment and space is available for specialised training needs. The reaction to this is enormously positive – CTC is bringing innovative options to the market.

In the time since CTC was established, there has been increased demand for onsite training and local access to training. The concept of a single, main destination for industry training no longer fits the needs and expectations of the market.

Perceptions of CTC depend on recent contact. Some employers have had no contact and don't really know CTC's offering.

Larger employers may not use CTC and as a result see the Centre as less important.

Those close to CTC and those with a long track record in the industry understand CTC's ownership and funding arrangements. Others in the industry who have not trained at CTC or had significant contact don't understand CTC's ownership or funding.

Employers with limited contact with CTC identify the site and the RTOs as CTC – they don't separate the site's management from the training delivered on the site.

CTC faces the risk of losing tenants – as any landlord does. Increased demand for onsite and flexible training – a move away from centre based training – is also a threat for CTC.

7.2 RTOs and CTC

RTOs interviewed had positive feedback about the Construction Training Centre.

The location on the south side of Brisbane, ample parking and the collegiate atmosphere at the Centre all create a positive environment for a community of trainers and construction industry networks.

With increasing economic pressure and pressure on accessible and convenient sites in Brisbane, the Construction Training Centre continues to deliver significant benefits – it is regarded as an affordable base for RTOs, provides the flexibility for them to grow or expand on the site and has the benefit of providing all of the key facilities and services needed to support effective training.

Feedback from RTOs included the following:

Positive

- CTC is a great location with first class facilities. CTC has room for expansion and this flexibility is very positive.
- CTC staff are friendly.
- CTC creates a hub – there is a network of training stakeholders based at CTC.
- The combination of facilities at CTC is very positive – the canteen, parking on site, training rooms available, good pricing, good access to CTC (by road and public transport), and storage space on site.
- 'CTC has the same positive aspects today as it did when it was established'.
- 'Rental is fair and costs are reasonable'.
- The ability to hire rooms gives flexibility and access to resources in the one location – generic training facilities are available as needed.
- Hot leasing is a great idea – it is hard for RTOs to make the investment in capital equipment. A shared or leased resource makes sense. Training packages and regulatory requirements can change – impacting on equipment requirements for training. A shared resource is a better option.
- Having access to an online training room is important.
- 'CTC has got everything. It would be great to have a facility like this in Townsville and other regional centres'.
- 'CTC is extremely accommodating'.
- Ample parking is a major asset for CTC.
- The voucher system for the canteen works very well.
- Rooms are available for overload demand – this is very positive.
- 'Training facilities are purpose made for plumbing – the facility is very relevant'.
- CTC is an ideal location for quality, niche training providers. There is growth in this sector of the training market.

Negative

- Lease costs have been increasing.
- Sometimes services to tenants at the back of the site is not as good e.g. garbage collection, cleanliness of toilets.
- 'The loss of CSTC from CTC has been a blow but it is not a fatal blow'.
- Some employers confuse CSTC with CTC.
- Some felt the accommodation was basic - 'CTC covers dongas and hardstand areas'.
- Improve access to power – CTC is at the end of the line and power can drop out.
- 'CTC needs to retain its focus on training – bringing other types of businesses onto the site dilutes the brand'.
- Develop the mix of activities that are relevant to industry – training, hot leasing, industry meetings/events on site, technology and equipment supplier engagement.
- Some tenants had experienced some problems with their premises or when moving in.
- Some RTOs and stakeholders are only using CTC for part of their needs. There is potential to increase usage of CTC's facilities from the existing client base.
- CTC is less relevant to regional staff - employers want a local solution that avoids significant travel.
- Some employers confuse training providers' performance with CTC's performance. One firm complained about training at CTC being cancelled at short notice.

- 'It is positive to have them but I'm not sure about what they offer'. Better communication is needed with industry to explain CTC's role, courses and services offered, and encourage increased use of CTC resources.

7.3 Industry Feedback on CTC

Industry feedback on CTC covered a mix of suggestions for the management of the site and for the RTOs and service providers based at the site. Many employers identify CTC with the training provided on site and don't see the Centre owner as a separate stakeholder.

Many employers felt that CTC provides a good training resource on the south side of Brisbane.

'It is a bit of a monopoly but CTC offers good courses'.

Information from CTC

CTC needs to provide more information out to industry about what it does and what it offers e.g. training available and pricing.

Some employers found it hard to find information about training and 'this makes them hard to deal with'.

Based on feedback, CTC needs to improve its communication with industry. There may be potential to work with BTF in a coordinated way to provide information on BTF and CTC offerings.

Employers need to know about CTC's services and capabilities as well as funding support available. While website information can be provided, larger employers would value direct contact from CTC.

Course calendars and information on subsidies available would help employers plan their training better.

Feedback about CTC

Feedback from employers about CTC and its role included the following:

Focus

- Priorities for CTC are to be viable and to focus on construction training.
- CTC needs to go back to the original intent of the Centre. CTC needs to identify its own role in industry.
- Focus on quality of training and provide advice to employers about training.
- CTC needs to be a destination rather than a location – building its relevance to industry and embracing technology and responding to industry skills demand. Training is changing and flexibility is important.
- CTC could be the Christies of training – a destination that attracts a range of businesses that need to use the space and resources.
- CTC has a focus on training traditional skills for the construction industry. CTC needs to be more focused on the resources sector and meet the needs of this sector – build links and the relationship with this sector and training stakeholders working with the sector.
- CTC is 50% owned by government and 50% owned by industry. CTC needs to leverage off this distinctive ownership model.
- Where does CTC fit in relation to TAFE and Skills Tech – this is not really clear.
- CTC needs to focus on hosting very high quality and reputable training providers – building the reputation of the Centre and its services.

Services

- Expand coverage of training offered to industry.
- CTC could partner with technology and equipment providers to provide training access to these resources for industry.
- Technology is a big part of the future – CTC needs to have technology as a part of its future.
- CTC needs to work with industry groups on hosting events that cover training and development days – attracting significant numbers to these events.
- CTC needs to ‘be a bit lighter on their feet to work with industry on flexible training’.
- CTC also needs to align its activities and work with the State Government’s agenda for skills development.
- There is interest in simulator training.
- Focus on training that meets national requirements for skills portability.
- Provide assistance to employers - ‘there are a lot of hurdles to get someone trained’.
- Hot leasing is a good idea – target the needs of the mining and gas sectors.
- Target training to support the CSG industry.
- Add accommodation.
- Provide a solution to the 10% training commitment for employers.
- CTC and its RTOs need to work to retain expertise and skilled staff – ensuring that CTC continues to deliver quality outcomes for industry.

Coverage and location

- Replicate CTC in other locations.
- Some reported that the location was hard to find.

Working with industry

- Ensure industry participates in course design and review.
- CTC needs to work proactively and closely with industry and RTOs to build the training resource that industry wants and will support.
- ‘Park the politics and get all of the stakeholders working together’.

Communication and marketing

- Need more and better publicity. Employers need more information on courses, resources, equipment and facilities available.
- Provide more information on CTC’s future plans for training facilities and services.
- CTC needs to communicate with larger contractors to better understand and respond to their needs. This includes providing information on CTC’s capabilities.
- A few did not know the difference between CSTC and CTC.
- CSQ needs to work more closely with CTC.

7.4 Employees Feedback on CTC

Seven in 10 employees surveyed (69.0%) had heard of the Construction Training Centre at Salisbury.

Nearly 8 in 10 employees surveyed (77.7%) had visited CTC and of those employees, 72.1% had visited CTC in the last 5 years.

Employees made the following suggestions about the factors that could encourage more people to use CTC:

- Advertise more (28.8%).
- More representation on job sites from CTC (13.5%).
- Raise awareness of CTC (6.7%).
- Communication with employers/industry (4.8%).
- Promote courses available (3.8%).

Most employees (60.2%) had difficulty commenting on ways in which CTC could improve its services or facilities and almost a quarter (23.7%) said it was all good as it is. Those who did provide comments made the following suggestions:

- Advertising (4.3%).
- Improve facilities (3.2%).
- Make it cheaper (2.2%).
- Better times for courses (2.2%).
- Improve the quality of training and/or trainers (2.2%).
- Offer accommodation (1.1%).

More than half the employees surveyed (57.1%) said they did not need or did not want any information about CTC. Of those that did want

information, the main information that employees would like to know about CTC included the following:

- Course information (17.9%).
- Any information (10.7%).
- Courses and funding (7.1%).
- More information on its services (3.6%).

The best ways to get that information to employees was through the following means:

- Email (63.2%).
- Post (26.3%).
- Telephone (2.6%).

7.5 Priorities for Working with Industry

Based on stakeholder, RTO and employer feedback, there are a number of opportunities that CTC can explore. These include the following:

- Continuing with the successful hot leasing approach to deliver responsive solutions to accessing specialised training resources.
- Building stronger relationships with industry and leading suppliers to attract more industry events and equipment/product demonstrations to the Centre. CTC has the space, facilities and parking to support a range of industry uses from demonstrations to industry briefings.
- Work with key industry stakeholders to develop long term plans to support their needs. This shared planning can ensure that CTC is actively working with key industry sectors in the long term to meet their needs.
- CTC needs to be working with industry stakeholders and key RTOs to retain them on the site and build a joint plan for the future.
- CTC should be providing an advantage to groups or RTOs established on the site e.g. discounts on market rates for rental and working with groups on their future plans.
- Respond to the changes in technology by introducing online learning facilities and simulator training at CTC.
- Provide solutions to firms that cannot cover all training components through onsite training. CTC can work more closely with employers to provide a solution to this unmet training demand on site.

- Respond to wet day and down time demand for training. In challenging economic conditions firms want to make the most of unexpected down time by training staff. While some will have inhouse training or arrangements with other providers, there is potential for CTC to meet some of this demand.
- CTC is based on the south side of Brisbane. There may be potential to establish similar centres in other locations e.g. Gladstone, Brisbane north side, and Surat Basin .
- Onsite training and skills assessment for line workers and electrical workers in the energy sector. CTC could investigate this as a possible expansion of training facilities. CTC has the flexibility to be able to move on opportunities like this while other stakeholders can take a long time to respond.
- CTC has a lot going for it – CTC just needs to get out and market what it has to offer.
- CTC needs to engage with industry and bring more of industry to CTC to use the facilities.
- CTC could work with QMCA to develop industry accepted standards for verification of competencies (VOC) – putting a stop to the multiple interpretations of standards and reducing duplication of effort. CTC can also provide a venue for VOC assessments.

Appendix 1 - Questionnaires

Strategic Research on Construction Industry Training Priorities – Stakeholders and RTO Interviews

The Queensland Construction Training Fund (QCTF trading as BERT Training Fund) and the Construction Training Centre (CTC) are undertaking strategic research with industry and stakeholders to help inform strategic planning for both organisations and to help shape service offerings in the future. We are seeking your feedback on:

- 1. Trends and Influences**
 - a. Current industry conditions and outlook.
 - b. Challenges facing major contracting firms in the next 1 to 3 years.
 - c. Technology and industry practices changes occurring and their impact on skills demand.
 - d. Other factors impacting on the construction industry sector in the next 5 years.
 - e. City and regional differences in accessing skills and retaining skilled workers.
 - f. Trends in the next 5 years that will impact on skills and workforce development.
 - g. Industry development priorities.
- 2. Skills Strategies**
 - a. Current successful approaches to attracting and retaining skilled workers.
 - b. Workforce skilling strategies – common approaches and leading examples.
 - c. Main workforce development challenges – access to workers, skills development, age profile, gender profile, other challenges.
 - d. Current skills gaps and emerging skills needs.
 - e. Use of internal and external training organisations and resources.
 - f. Expected changes in the way firms plan to develop skills.
 - g. Key success factors for skills development.
- 3. Views on CTC**
 - a. Views on CTC's current role.
 - b. How CTC's role can be strengthened to better support industry training.
 - c. Perceptions of CSQ's role in working with CTC.
 - d. Awareness of CTC's funding sources and views on funding support for CTC.
 - e. The current role of CTC and how this can be strengthened.
 - f. Opportunities for further growth at CTC and ways to encourage growth.
 - g. How CTC can develop as the preferred training centre for industry RTOs in the future.
 - h. If CTC were to engage in training in the area of worker to supervisor transition training and supervisor to manager transition training would this meet a perceived need?
- 4. Questions for RTOs**
 - a. Views on CTC as a base for RTOs serving the construction industry.
 - b. Aspects that CTC performs well on and aspects CTC can improve.
 - c. Key factors that attract RTOs to the CTC site.
 - d. Knowledge of the Hot Leasing Concept and what support there is for it
 - e. What are the critical modalities that an RTO would wish to see as part of a Hot Leasing suite of offerings.
 - f. The mix of services that CTC needs to provide to attract and retain RTOs.
 - g. Ways CTC can encourage other new or existing RTOs to use CTC as a training base – positioning CTC as the preferred destination for construction RTOs.
- 5. Views on QCTF**
 - a. Awareness of Queensland Construction Training Fund (QCTF trading as BERT Training Fund).
 - b. Awareness of the difference between BERT and BERT Training Fund (QCTF).
 - c. Views on the role of QCTF (trading as BERT Training Fund).
 - d. Views on QCTF's services.
 - e. Perceptions of CSQ's role in working with QCTF.
 - f. Aspects that QCTF performs well on and aspects QCTF can improve.
 - g. Views on QCTF's development as a fund.
 - h. Opportunities for further growth at QCTF and ways to encourage growth.
- 6. Priorities for CTC and QCTF**
 - a. Priorities for CTC and QCTF in working with industry and stakeholders.
 - b. Future growth and industry development priorities.
 - c. Would industry support a thought leadership symposium (annually or twice annually) where forward looking ideas are discussed and debated with outside expert panels drawn together from Qld, Australia and abroad?

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 - g. Industry development priorities.
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BERT TRAINING QLD AND CTC SURVEY OF EMPLOYEES**Draft No. 3**
24 January 2013**Introduction**

Good morning/afternoon/, I am conducting an important research project for BERT Training Fund and the Construction Training Centre with employees who have had training funded by BERT Training Fund. My name is ... from Deborah Wilson Consulting Services. Your feedback in this brief survey will help BERT Training Fund and CTC to improve the way they work with industry and employees on industry training.

All of your feedback will be kept confidential and will only be used for research purposes. Can I ask your first name?

Name: _____

Phone number: _____

Interviewer: _____ Date: _____

Postcode _____

Year of birth _____

Call Back details: _____

1. Skills Development

1.1 What is your occupation in the building and construction industry?

1.2 How long have you worked in the industry?

_____ years

1.3 (a) Have you completed industry training or a qualification?

Yes 1 **(Go to b)**

No 2 **(Go to c)**

(b) What is your main qualification?

(c) What was the most recent training you completed?

1.4 (a) Do you plan to undertake more training or skills development in the next 2 years?

Yes 1 **(Go to b)**

No 2 **(Go to 1.5)**

(b) What is that training?

1.5 (a) Do you plan to undertake any other training or skills development in the longer term?

Yes 1 **(Go to b)**

No 2 **(Go to 1.7)**

(b)What is that training?

1.6 What are the main reasons why you plan to undertake more training or skills development?

1.7 Are you interested in undertaking training to build your supervision or management skills?

Yes 1

No 2

2. BERT Training Fund

2.1 (a) Did you or your employer receive a training grant from BERT Training Fund for some training?

Yes 1 **(Go to b)**

No 2 **(Go to 2.6)**

(b) What year did you undertake that training?

(c) What training did you undertake with the grant from BERT Training Fund?

2.2 How did you learn about the training grants from BERT Training Fund?

2.3 How important was the training grant in your or your employer's decision to undertake that training?

Very important 1

Important 2

Somewhat important 3

Not important 4

Cannot say 5

Comments:

2.4 How would you rate these aspects of the service from BERT Training Fund on a scale of 1 to 5 where 1 is very poor, 3 is average and 5 is very good:

1. Clear information about grants and how to apply for a grant.	
2. Ease of applying for the grant.	
3. Paperwork was simple and easy to follow.	
4. Assistance from BERT Training Fund staff.	
5. Size of grant provided to you or your employer.	

2.5 Thinking back on your experience with the training funded by BERT Training Fund, what activities or services could BERT Training Fund improve to make it easier for you and your employer to undertake training?

2.6 When you are considering undertaking training that you or your employer needs to pay for, would these levels of grants encourage you to do the training? **(Read out and get a yes/no answer for each)**

Level of funding assistance offered	Yes	No
20% of the cost of training.	1	2
30% of the cost of training.	1	2
50% of the cost of training.	1	2
70% of the cost of training.	1	2
90% of the cost of training.	1	2

2.7(a) Before today, had you heard of the Queensland Construction Training Fund?

Yes 1 **(Go to 2.8)**

No 2 **(Go to b)**

(b) Queensland Construction Training Fund trades as BERT Training Fund.

2.8 (a) Are you aware of the difference between BERT and BERT Training Fund (QCTF)?

Yes 1 **(Go to 2.9)**

No 2 **(Go to b)**

(b) BERT is the redundancy trust and BERT provides funding to BERT Training Fund to support training by firms that contribute to BERT.

2.9 Where do you see or hear information about BERT Training Fund and its services?

2.10 What information would you like to know about BERT Training Fund?

2.11 What is the best way to get that information to you?

2.12 What should BERT Training Fund focus on to encourage and support training and skills development in the industry?

3. Views on CTC

3.1 Have you heard of the Construction Training Centre (CTC) at Salisbury?

Yes 1 **(Go to 3.2)**

No 2 **(Go to 3.6)**

3.2 What do you know about CTC's current role?

3.3(a) Have you been to CTC?

Yes 1 **(Go to b)**

No 2 **(Go to 3.4)**

(b) When was the last time you visited CTC?

3.4 What could CTC do to encourage more people to use the Centre?

3.5 How could CTC improve its services or facilities?

3.6 What information would you like to know about CTC?

3.7 What is the best way to get that information to you?

3.8 What can CTC do to better support industry training?

3.9 Finally, what is your postcode?

Thank you for your assistance with this very important project.

Just to remind you, my name is from Deborah Wilson Consulting Services and our telephone number is (07) 3392 7978. We remind you that the information you provided will only be used for research purposes and if you require access to your feedback before we destroy the questionnaire in the next few days you can contact us. We do not keep any individual responses after we finish the survey.