Demystifying the VET Sector
A guide for transport and logistics employers
In every transport and logistics organisation, there are people just starting out, moving up the ladder or returning to work and they are all an important part of what makes a transport and logistics business operate well.

Today, one in seven workers are involved in transport and logistics – that is road, rail, sea, air and reverse logistics operations. Now more than ever skilled workers are critical to the ongoing success of the transport and logistics industry.

No matter how large or small your business, keeping up with changing industry developments, attracting and retaining qualified workers and mastering new skills is a critical key to achieving business goals.

There are VET solutions for your business whether you’re considering the needs of job-seekers, new staff or existing staff. There are opportunities for all the people that make your business work. People in finance, managers and team leaders, drivers for both freight and passenger transport, logistics experts, freight forwarders, warehousing, procurement, human resources, business development, administration – there is something for everyone within your business.

Demystifying the VET Sector

This guide has been developed by the Department of Transport and Main Roads in collaboration with the Department of Education and Training to assist the transport and logistics industry to “demystify” the Vocational Education and Training sector. It answers frequently asked questions and assists employers and employees to participate and gain benefits from skills development through the Vocational Education and Training (VET) sector.
National Training Packages for the Transport and Logistics Industry – a full list is available at [www.ntis.gov.au](http://www.ntis.gov.au) - current training packages include a diversity of occupations within the aviation, maritime, road freight and passenger transport, warehousing logistics and rail industry sectors.

**What is Vocational Education and Training (VET) and the Australian Qualifications Framework (AQF)?**

Vocational Education and Training (VET) provides the skills and knowledge for work through a national training system.

The VET sector is based on a system of nationally endorsed qualifications, skill sets and individual units of competency.

Qualifications are developed by industry representatives and delivered by nationally registered training organisations (RTOs).

VET is supported by the Australian Qualifications Framework (AQF) [http://www.aqf.edu.au](http://www.aqf.edu.au) - a structure containing endorsed qualifications providing pathways through Australia’s education system, aligned to the responsibility of specific job roles in industry. The AQF promotes the concept of life long learning.

National qualifications are issued in the:
- senior secondary schools sector
- vocational education and training (VET) sector, and
- higher education sector.

**Australian Qualifications Framework**

Qualification by Sector of Accreditation

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The VET sector is able to deliver a skilled workforce for your business.

VET provides transport and logistics employers with a range of opportunities to recognise and develop the skills of your entire workforce. VET is an efficient way to develop the required skills of new workers, recognise the current skills within your workforce and develop new skills to meet the needs of your business.

A strong commitment to workforce development is often an important factor in attracting and retaining suitable workers, particularly at those times when competition for skilled workers is strong or you need to ‘grow your own’ to ensure your future workforce.

Your current workforce can be assessed and recognised for the skills they already have using a skills recognition process called Recognition of Prior Learning (RPL). This means skills workers already possess through informal or non-formal learning, in Australia or overseas, may count towards a nationally recognised qualification without requiring further training and assessment. This allows your workforce to obtain qualifications in a more efficient and cost effective way.

Why should transport and logistics organisations get involved with training opportunities in the VET sector?

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Benefits of a skilled workforce through practical skills in VET qualifications

- Promotes a professional standard within the transport and logistics industry
- Employers can identify and fill the skills needs within the business through using VET
- Demonstrates that as an employer you value your workers and the level of skill they provide to the business
- Supports retention within your workforce and assists to develop a committed and result-focused workforce and a greater ability to deal with change
- Contributes to safety and quality standards for the individual workplace and industry
- Enables improved quality and service and customer satisfaction

Where can I get further information about how to access VET opportunities?

The Queensland Government has established a "one point of contact" for all transport and logistics organisations, associations and employees to work with the industry to identify skills and training and facilitate engagement in the VET sector.

Contact us at Industry.capability@tmr.qld.gov.au or (07) 3306 6785. Information is also available on other current programs and opportunities that may meet your individual needs.

To identify specific Registered Training Organisations (RTOs) with registration to deliver in the transport and logistics industry visit www.ntis.gov.au

For specific information about incentives and legislative requirements on traineeships and apprenticeships contact www.australianapprenticeships.gov.au/about/publications.asp or www.training.com.au

What are some of the training pathways available?

Training for individuals is available through specific national transport and logistics qualifications in the classroom or workplace environment and may be provided by public and private RTOs.

Training can be arranged for specific industry skill sets or licensing requirements.

Traineeships/apprenticeships are also available for those new entrants and existing workers who qualify within the guidelines.

Visit the following websites for detailed information www.australianapprenticeships.gov.au/about/publications.asp or www.training.com.au

Choosing the right training

Targeted training is the most effective method of addressing the needs of your business.

For a full list of qualifications visit www.ntis.gov.au

Choose training that addresses the needs of your employees and meets the business needs.

Before enrolling, get as much advice as you can by contacting:

- Your preferred RTO
- Your local Australian Apprenticeships Centre
- Industry Capability, Department of Transport and Main Roads and the National Transport and Logistics Industry Skills Council
What do VET opportunities cost for transport and logistics organisations?

Transport and Logistics organisations are diverse and complex in the skills required and there are different funding opportunities available to meet skills development needs. Each organisation is different and Industry Capability can assist you to identify the most appropriate option for your workforce.

Individuals can access publicly funded training through enrolling at TAFE institutes. Some selected private registered training organisations (RTOs) also have public funding for specific programs and initiatives. A list of RTOs for specific qualifications is available on www.ntis.gov.au.

Traineeships and Apprenticeships are available and employees and employers may choose their preferred training provider. Financial assistance, administered by Australian Apprenticeships Centres (AACs) is available to employers from Australian and State and Territory Governments.

Employers may apply for employer incentives through their chosen AAC who will provide application and claim forms and assistance in lodging claims and follow-up claims as and when they become due. Australian Apprenticeships Centres – (13 38 73) or www.australianapprenticeships.gov.au/about/publications.asp
| What's happening in VET for the Transport and Logistics industry | Industry Capability Branch, Department of Transport and Main Roads  
Email Industry.capability@tmr.qld.gov.au  
**Transport & Logistics Industry Skills Council**  
Call on (03) 9604 7200  
or email to tlisc@tlisc.com.au  
or visit http://www.tlisc.com.au/ |
| --- | --- |
| What's happening in VET licensing for the Transport and Logistics industry | Licencing Line News  
Visit http://www.licensinglinenews.com |
| Where to find a list of VET qualifications and skill sets and Registered Training Organisations | National Training Information System (NTIS)  
Visit http://www.ntis.gov.au |
| What apprenticeships or traineeships are available | Queensland Training Information System (QTIS)  
Visit www.qtis.training.qld.gov.au |
| What employer incentives are available to support apprenticeships or traineeships | Australian Apprenticeships Centres  
Call (13 38 73)  
or visit http://www.australianapprenticeships.gov.au/about/publications.asp |
| What support is available for employers managing apprentices or trainees | Apprenticeship Info Line  
Call 1800 210 210  
or email apprenticeshipsinfo@qld.gov.au  
or visit www.apprenticeshipsinfo.qld.gov.au |
| What funding avenues are available for VET training | User Choice  
Call Apprenticeship Info Line (1800 210 210)  
or email apprenticeshipsinfo@qld.gov.au  
**Productivity Places Program (PPP)**  
Call Training Queensland (1300 369 935)  
**GET into T&L Skilling Solutions Queensland**  
contact Industry Capability Branch, Department of Transport and Main Roads  
Email Industry.capability@tmr.qld.gov.au |
| How to resolve issues with training or with apprenticeships/traineeships | National Training Complaints Hotline  
Call 1800 000 674  
**Apprenticeship Info Line** Call 1800 210 210  
or email apprenticeshipsinfo@qld.gov.au  
or visit www.apprenticeshipsinfo.qld.gov.au  
**Training Ombudsman** Call 1300 306 699  
or email ombudsman@trainingombudsman.qld.gov.au  
or visit www.trainingombudsman.qld.gov.au |
Apprenticeship and Traineeship Success
Roadmap for Employers

1. Search Queensland Training Information System (QTIS)
   - Find the right qualification

2. Find the right person
   - 1. Advertise, or
   - 2. Contact schools, RTOs, Job Services Aust
   - 3. Lead selection process

3. Understand the training contract
   - 1. Inform RTO and/or school of your business needs
   - 2. Negotiate off-the-job training and assessment requirements

4. Lead training plan development
   - 1. Organise workplace supervisor
   - 2. Arrange mentor/s

5. Organise learning support on-the-job
   - 1. Monitor skills
   - 2. Ensure quarterly discussions with RTO

6. Provide regular feedback
   - 1. Provide positive feedback and praise
   - 2. Share workplace quarterly performance reports with stakeholders

7. Advise on workplace competency success

Transport and Main Roads, A Guide to Employers - Demystifying the VET Sector - May 2010
School-based Apprenticeship and Traineeship Role Map

**DET Regional Offices**
- Monitor progress
- Manage contract disputes

**Australian Apprenticeships Centres**
- Broker contract
- Provide induction

**Parent/Guardian**
- Support student to achieve

**Student**
- Achieve at school and work

**Employer**
- Provide workplace learning

**Schools**
- Manage school timetabling
- Provide learning support

**Registered Training Organisations**
- Provide SAT training

**Industry Standards and Expectations**
- Provide the benchmarks for future employment success

An Employer’s Checklist

Selecting a Registered Training Organisation (RTO)

1. Check with other employers who have used the RTO you are considering or contact Industry.capability@tmr.qld.gov.au if you need information on RTOs in your location delivering your desired training.

2. Discuss funding avenues and opportunities with the RTOs.

3. Is the RTO able to work with you, as the employer, to look at literacy and numeracy needs and recognition of prior learning and existing skills?

4. Is the RTO able to base its training and assessment on your workplace procedures, policies and equipment?

5. Will the RTO include you, as the employer, in the training plan development?

6. Is the delivery flexible – location, times, style of delivery?

7. Are they able to utilise the skills of any employees who have workplace trainer and assessor qualifications?

Employer’s Guide to training success

1. Access Department of Education and Training (DET) fact sheets to gain relevant details and contacts www.training.com.au

2. Roles and responsibilities of trainee/apprentice, RTO and employer understood.

3. Note and arrange any literacy/numeracy or recognition of prior learning prior to training plan being developed and signed off.

4. Employer’s role in training documented and understood.

5. Commence on and off the job training as soon as possible.

6. Supervision in the workplace allocated.

7. Workplace induction planned and provided at an early date.

8. All contact details recorded for easy access.

9. Training plan reviewed, discussed with trainee and RTO and updated as required to meet trainee and business needs.

10. Completion process to commence as soon as competence is gained in training required under the training plan.
Regional Queensland transport business keeps on trucking with training

Nolans Interstate Transport is one of the largest family-run transport companies in Queensland and Managing Director Terry Nolan has a secret for boosting staff morale, efficiency and safety.

“Training. Well-trained staff are more productive and happier in their work,” Terry said, and one Nolans Interstate Transport employee who agrees is Shannon Grams.

After completing a Certificate III in Transport, Shannon became the first woman and youngest staff member to be internally promoted to an operations position from a manifest role.

“Shannon’s natural ability to pick up the work coupled with her dedication yielded marvellous results,” Terry said.

Shannon is not alone in the company catalogue of training successes. With over 240 local staff, four depots across Gatton Shire west of Brisbane and about 100 trucks, different training applies across departments. However, examining traineeship and apprenticeship options has not been limited to buoyant financial times.

“We had a skill shortage in our workshops and it was difficult to get qualified staff when we were competing with the mining boom, so we made traineeships and apprenticeships work for us,” Terry said.

“Taking advantage of government incentives on offer meant we could give existing staff in trade assistant roles the opportunity to take up mature-age apprenticeships. It was a win-win situation.”

An apprentice may be employed full-time or part-time and relevant training can be delivered completely on-the-job, or as a combination of off-site and in the workplace, by a registered training organisation (RTO).

Nolans Interstate Transport aims to engage RTOs which are flexible and have a good understanding of the heavy vehicle industry.

“They need to be prepared to come to us in most instances, and we need to be able to pick up the phone when help is required. We’ve worked with a great trainer in the past and her assistance on the ground has been invaluable,” Terry said.

Clear communication often minimises problems, and the company tries to create a culture where staff feel they can talk about training issues.

“We’re also mindful of tailoring communication to suit the recipient, for example, an email is not necessarily an effective means of contacting a truck driver, so we choose RTOs that understand that and cater for our needs,” Terry added.

For information and advice on websites to provide further assistance please refer to Where to find the Answers on page 6.
No one-size-fits-all training at Toowoomba tour bus company

From Denning double-deckers to Motorcoach classics down to a Sprinter and a four-wheel drive bus, Stonestreet’s Coaches has different vehicles to match varied terrain, and this south Queensland company takes the same approach to staff training.

Tours and Charter Director Phil Stonestreet says training is not a privilege but a necessity.

“We recognise not all employees require the same style or level of training, for example our drivers and receptionist use different skills, but our core policy and training procedures remain the same,” Phil said.

“If we want our company to be viewed as highly professional, training is vital.”

Phil says Stonestreet’s Coaches currently seek skilled workers for vacancies however the company has not ruled out the option of apprenticeships and traineeships and will continually review to meet future needs.

The use of traineeships for existing staff has proved beneficial. “One employee who completed a traineeship in 2005/6 began as a school bus driver and today is one of our most experienced coach drivers and highly-valued by the company,” Phil said.

“We’ve also run a traineeship program for drivers and administration staff who have been in the industry for years and this has enabled us to formalise their qualifications.” Overall the company has found that employees have valued the interest and support provided through training.

Having a process to deal with problems that arise in the workplace is also important for the company.

“If a problem can’t be resolved by department heads, company directors have an open door policy for all employees who feel the need to go further with their issue. Should that fail, the employee has the right to put his/her grievance to a consultative committee via a representative,” Phil said.

“So far there has been no need for the last process.” The company believes this could be the result of the ongoing program of skills and training development to enable staff to perform their roles to the best of their ability.

When looking at training options available many transport and logistics businesses may have considered taking on apprentice or trainee but aren’t sure what the benefits are or how to proceed.

For information and advice on websites to provide further assistance please refer to Where to find the Answers on page 6.
Successfully operating a 68-truck fleet from depots in Brisbane, Mackay, Townsville, Tully, Cairns and Richmond carrying fresh produce and general freight, requires a well-trained workforce.

This is the daily business of Hawkins Transport - the oldest of a group of Hawkins family-run businesses, founded in 1921. Hawkins Family Group Director Kerry Seymour said training across all sections of their business is vital.

“We show school-leavers what transport and logistics is all about. Over the years the transport industry has had bad press, which discourages people from considering it as a career option, but things have changed,” Kerry said.

There are also cost benefits for employers who take on apprentices.

“Incentive payments from the government at the end of each section completed cover the outlays of apprentice training. Many of our mechanics started with us as school-based, then transferred to full-time once their schooling finished,” Kerry said.

“KC Mills started with us in 1985 as a school-based employee and is now a workshop foreman in a training role.

“Staff have a real sense of achievement when they gain their qualification and providing the RTO and school work with you to find the right candidate, the benefits of apprenticeships and traineeships are endless.”

For information and advice on websites to provide further assistance please refer to Where to find the Answers on page 6.
Any family-owned Australian company that’s been operating since 1932 must have a secret or two for success, and for J.J Richards and Sons it’s all about their people.

As one of the largest waste management firms in the country, J.J Richards’ focus on safety, reliability and customer service excellence is only possible thanks to a drive to recruit, train and retain quality staff. Apprentice Manager James (Jimmy) Southwood said this process now focuses on school-based apprentices and trainees.

“At J.J Richards we recognise that partnering with schools and taking on trainees and apprentices is one way to counter the lack of skilled tradespeople in the transport and logistics industry,” Jimmy said.

“By collaborating with several schools in Brisbane and Logan we’ve boosted our workforce and created sustainable job opportunities that provide a stable school-to-work transition for young people. This doesn’t happen by accident though - success comes from a diligent effort by everyone involved - the school, trainee/apprentice, registered training organisation and employer.”

A trainee/apprentice may be employed full-time or part-time and relevant training can be delivered completely on-the-job or as a combination of off-site and in the workplace by your chosen registered training organisation.

Jimmy recommends shopping around for a TAFE or private training provider because all are different and the training will be most effective when it combines the needs of the employer, learning style of the apprentice and the requirements of a specific traineeship/apprenticeship.

“Workplace support is very important too - we have an induction program and appoint a mentor for every trainee/apprentice. We give quarterly work appraisals, meet periodically with each school and have designated training areas onsite,” Jimmy said.

“To promote some healthy competition we also nominate the trainee/apprentice who performs most consistently during their time for a Queensland Training Award.”

A trade and teaching background has also helped Jimmy promote traineeships/apprenticeships as a legitimate alternative to mainstream learning. Some students flourish in the workplace during on-the-job training, however he concedes that hiring school-based trainees/apprentices can have associated challenges.

“Some schools may be reluctant to give additional time to student apprentices and trainees because they lack knowledge of employer and training requirements, or due to curriculum demands,” Jimmy said.

“These problems can be easily solved by ensuring an awareness of the expectations and needs of all involved from the outset.”

For information and advice on websites to provide further assistance please refer to Where to find the Answers on page 6.
What’s happening in VET for the Transport and Logistics industry?

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(07) 3306 6785