



Briefing Paper: Teamwork and Communication Cross Sector Project

Prepared by PwC's Skills for Australia

About the Teamwork and Communication Cross Sector Project

The Teamwork and Communication cross sector project, led by PwC's Skills for Australia, seeks to understand industry support for developing common teamwork and communication units that can be contextualised across various industries. This project also aims to better understand what these units might look like, how they might be delivered, and what benefits or risks need to be considered with any potential changes to existing vocational education and training.

The Teamwork and Communication Project Reference Group (PRG), consisting of IRC members and subject matter experts, is responsible for the direction of this cross sector project and provide governance and make decisions based on the industry and stakeholder groups they represent.

Who was consulted?

PwC's Skills for Australia conducted a literature review and extensive stakeholder consultations throughout August and September 2017. Stakeholder consultation included a mix of interviews, focus groups and responses to a nationwide online survey. In total, there were 143 responses across the different consultation methods, with representation from 34 different industries and all states/territories.

What did we hear?

Key findings from our consultations and literature review are below.

- Trends such as flattening of team hierarchies, increasing diversity, and goal alignment are key trends shaping the need for teamwork skills in the workplace;
- The rise of digital communication and social media, increasing importance of effective communication, and the ability to work and communicate virtually are key trends shaping the need for communication skills in the workplace;
- There are existing units of competency that teach teamwork or communication skills, yet the content is not always aligned with industry skills needs, and employers still report difficulty finding workers with 'work ready' teamwork and communication skills;
- Workers at different levels in an organisation require different types of teamwork and communication skills, suggesting a need for a "tiered" approach - that is, basic skills like understanding individual and team role responsibilities to more advanced level skills like conflict resolution, presentation skills, or communicating more complex information; and
- Common units in teamwork and communication could be developed that apply across different industries, occupations and employee levels. These common units could be used in place of existing teamwork and communication units that currently exist in a variety of training packages.

What is being proposed in the Teamwork and Communication Case for Endorsement?

1. Develop 2 new common units in teamwork that could be used across multiple industries:
 - a. 'Work in a team' at a nominal AQF level 3.
 - b. 'Facilitate a team' at a nominal AQF level 4.
2. Develop 3 new common units in communication that could be used across multiple industries:
 - a. 'Communicate in the workplace' at a nominal AQF level 3.
 - b. 'Apply communication strategies in the workplace' at a nominal AQF level 4.
 - c. 'Lead communication in the workplace' at a nominal AQF level 5.



3. Identification of potentially duplicative teamwork and communication related units that already exist in the national register.

What does this mean for Industry Reference Committees (IRCs)?

The Case for Endorsement, if accepted, has the potential to impact a number of existing units and training packages. Whilst the Case for Endorsement will identify potentially duplicative teamwork and communication related units that exist in the national register, ultimately, it will be the decision of the 'home IRC' as to what happens to these identified existing units.

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