



FINANCIAL, ADMINISTRATIVE &
PROFESSIONAL SERVICES TRAINING COUNCIL

**INDUSTRY SCAN
2015 - ANNUAL**

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MAY 2016

Executive Summary

This report is designed to provide current, industry-specific data on workforce, training and recruitment activity for the industries within the Financial, Administrative and Professional Services Training Council (FAPSTC) portfolio. These include:

- Financial and Insurance Services (ANZSIC K)
- Administration and Support Services (ANZSIC N)
- Rental, Hiring and Real Estate Services (ANZSIC L)
- Professional, Scientific and Professional Services (ANZSIC M)
- Public Administration and Safety (ANZSIC O)
- Other Services (ANZSIC S)

Data has been sourced from a number of organisations, each of whom release data at different times and for different time periods. For consistency, the report focusses on data available for November 2015, or as close to this as possible. Data sources include:

- Australian Bureau of Statistics (ABS)¹ Employment/migration data
- Department of Training and Workforce Development (DTWD)² Traineeship data
- National Council for Vocational Education Research (NCVER)³ Institutional training data
- School Curriculum and Standards Authority (SCSA)⁴ VET in Schools data

The most recent population growth data shows a dramatic decline in both net overseas and interstate migration since 2012, although this slowed considerably over late 2014 and 2015. Workforce growth has been marginal over the past year and workers in a range of industries have left the state to pursue opportunities in the wake of the shift in the resource sector and the generally sluggish economic conditions that have resulted from this.

Overall, employment in industries where FAPS TC has coverage has contracted over the past year to November 2015 and this trend is likely to continue in 2016. In contrast to the state workforce overall, FAPS TC industries have experienced a noticeable decline in female workers, although this varies among the industries. Specific occupations are currently experiencing an oversupply of skilled workers and salaries on offer have in some cases declined. However, those with niche skills are still in demand, with good salaries on offer. Contract and temporary roles have increased in several occupations.

Traineeship commencements and course enrolments have also declined, in some cases significantly. There have been some noticeable changes in the qualifications and traineeships being utilised and increasing delivery by private training providers, for which enrolment data is not currently available. Changes in the WACE have also driven increased enrolments in Certificate II and III qualifications by secondary students.

¹ Australian Bureau of Statistics, 2015, *Australian Demographic Statistics*, 'Quarterly Population Estimates, by State/Territory, Sex and Age', ABS.Stat dataset and Australian Bureau of Statistics, 2016, *Labour Force, Australia, Detailed, Quarterly, Feb 2016*, 'EQ06 – Employed persons by Industry division (ANZSIC), Sex, State and Territory, November 1984 onwards and UQ3b – Unemployed persons by Occupation major group of last job (ANZSCO), State and Territory, February 1991 onwards', Datacubes.

² Raw data extracted from the DTWD TRS Datacube on 12/04/2016

³ Extracted from VOCSTATS <http://www.ncver.edu.au/resources/vocstats.html>, extracted on 05/04/2016

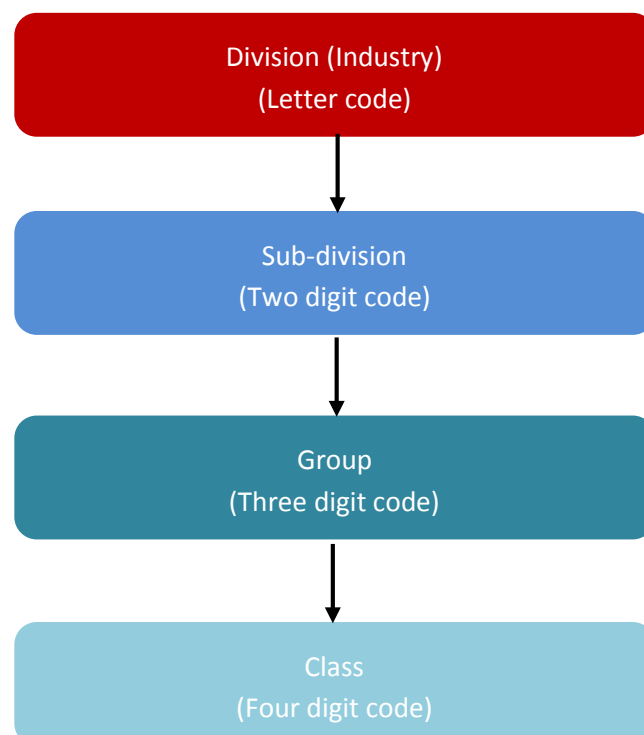
⁴ Raw data provided by SCSA on request

Consultation and desktop research suggests that some workforces, such as administration and support services are correcting as some organisations have reduced staff levels too far, are diversifying into new markets or are starting to see business pick up again. Skills and competencies commonly in demand in FAPS TC industries include customer engagement, digital, risk management, business analysis and communication. As more and more data entry and similar roles are offshored, cultural competency and the ability to work with, within or to lead diverse, remote teams is becoming increasingly important. Lower level vocational qualifications provide an entry point into many industries, but ongoing professional development and completion of higher level vocational qualifications and tertiary qualifications is crucial for progression into post-entry level roles in the vast majority of FAPS TC industries and occupations.

Understanding Workforce Data

Data presented in this Scan are grouped by Industry, according to the Australian and New Zealand Standard Industrial Classification or ANZSIC. Of the industries included in this Scan, FAPSTC has full coverage of the Financial Services, Administrative and Support Services, majority coverage of the Rental, Hiring and Real Estate Services and Administrative and Support Services industries and partial coverage of the remaining industries.

Under ANZSIC coding, each industry can be divided as shown below. Wherever possible, data is analysed at the Group level, however with changes to the available data sets, this is not possible in all cases and Division or Subdivision data is used when necessary.



Disclaimer

This report is published by the Financial, Administrative and Professional Services Training Council on a quarterly basis.

Workforce data is obtained from relevant Australian Bureau of Statistics Catalogues, with traineeship data obtained from the Department of Training and Workforce Development's TRS Datacube, institution based training enrolments from NCVERs VOCSTATS databases and VET in Schools enrolments from SCSA data. Correct extraction, analysis and interpretation of all data is the responsibility of the Training Council. Data in this publication is based around the year to November 2015 although data from months around this period is used in some cases. Unless otherwise indicated all data and statistics presented are based on 4 quarter averages.

All interpretations and conclusions drawn from these data sources are those of the Financial, Administrative and Professional Services Training Council. Given the changes in the available data, the statistics in this edition of the iScan may not be directly comparable to those in the previous edition and should be viewed as an independent snapshot of the industries for the year to November 2015.

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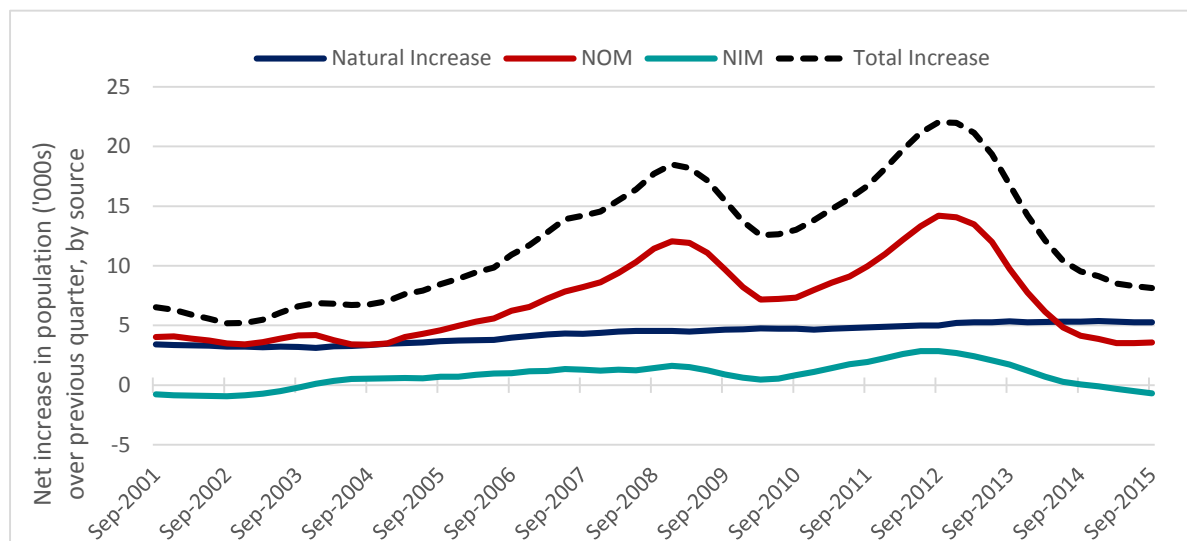
Western Australia – Trends and Data

Population Growth

Latest population estimates put the WA population at just under 2.6 million people, or 10.9 per cent of the Australian population. This represents an increase of 1.3 per cent, or 32,500 people in the year to September 2015. By comparison, the population increased by 1.5 per cent, or 38,000 people in the year to September 2014.

Where WA experienced highs of over 0.9 per cent population growth per quarter in late 2011 (more than double the national average), growth of just 0.3 per cent was recorded over the June and September quarters of 2015, representing the first time the state's net population increase has fallen below the national average since the September 2002 quarter. As shown in Figure 1, this decline is directly attributable to declines net interstate and overseas migration, which have both returned to the levels seen in prior to the mining boom. Current indications are that net population growth will remain at this level, or decline further as workers move interstate seeking new opportunities.

Figure 1: WA net population increase (4Q averages)



Workforce

State Workforce

As shown in Figure 2, the WA workforce numbered almost 1.356 million at November 2015, or 11.5 per cent of the Australian workforce. This represents an increase of 1.4 per cent, or 18,400 workers between November 2014 and 2015. By comparison the workforce grew by 1.3 per cent, or just over 17,300 between November 2013 and 2014. This is however a far slower rate of growth than that

experienced previously, where peaks of, for example, 5.6 and 5.7 per cent growth seen between November 2011 and 2012 and November 2004 and 2005 respectively.

The slowing in workforce growth since late 2012 has been the result of plateauing full time employment, as shown in Figure 3. Full time employment in WA grew by just 6,600 workers, or 0.7 per cent, between November 2012 and 2015, and in the year to November 2015 actually declined by approximately 500 workers. Latest data shows the full time workforce continues to contract, with 8,900 fewer full time workers (-0.9 per cent) in February 2016 than in November 2015.

In contrast, part-time employment levels grew strongly between November 2014 and 2015, increasing 4.9 per cent, or by 18,800 workers. By comparison part-time employment grew by 3.0 per cent, or 11,200 workers in the year to November 2014. Latest data shows that the part-time workforce continues to expand, albeit it at a more subdued rate, with an increase of 5,300 workers (+1.3%) in February 2016 compared to November 2015.

As shown in Figure 5, the male workforce has plateaued in recent years, following a period of strong growth. In the year to November 2015 this workforce grew by 0.8 per cent, or 6,200 workers. However, over the most recent two quarters, November 2015 and February 2016, this workforce has contracted, by -0.2 per cent (-1,700 workers) and -0.6 per cent (-4,500 workers) respectively. This is attributable to a decline in the number of males employed full time, down -0.5 per cent (-3,300 workers) over the year to November 2015. In the first quarter of 2016 this contraction was even greater, with male workforce numbers declining by -1.0 per cent, or 6,400 workers. In contrast, the number of males employed part time has grown markedly over the same period, up +8.7 per cent (9,500 workers) over the year to November 2015, and a further +1.6 per cent (1,900 workers) in the quarter to February 2016. Although these changes are the result of the resource sector slow down, , they are not exclusive to mining specific

Figure 2: Total number of persons employed in WA (4Q averages)

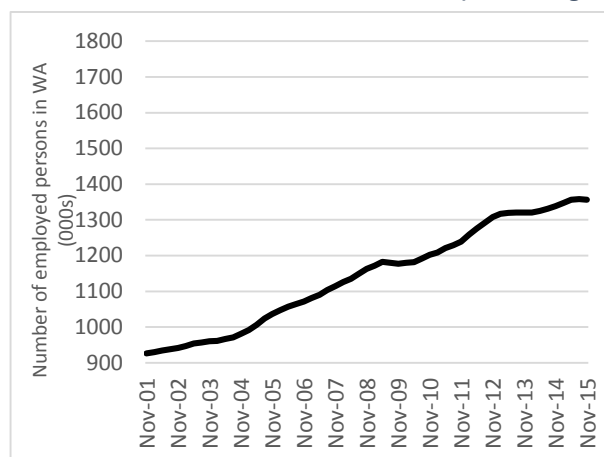


Figure 3: Persons employed full time in WA (4Q averages)

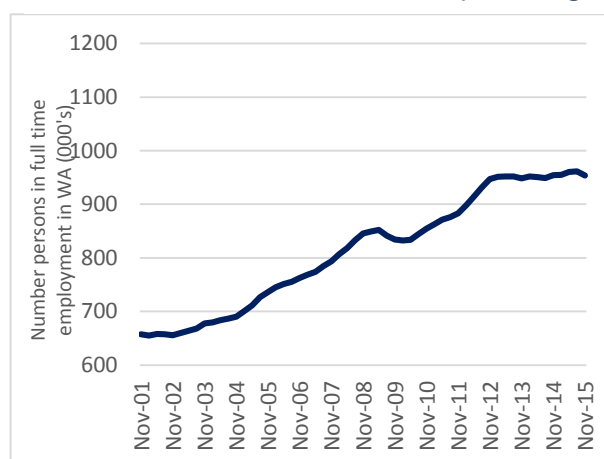
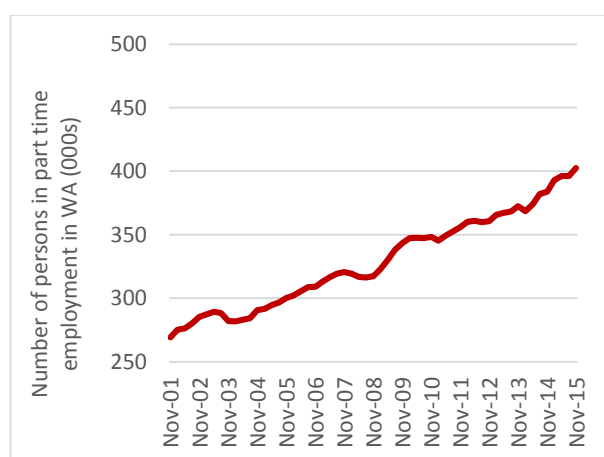


Figure 4: Persons employed part time in WA (4Q averages)



occupations, with a wide range of management, administration and financial occupations also being impacted.

The female workforce expanded over the year to November 2015 by 2.1 per cent, or 12,200 workers. However over the previous two quarters growth has declined slightly, by -0.7 per cent (-2,300 workers) and -0.8 per cent (-2,500 workers) respectively. The part time workforce has continued to grow over the same period, up by 5,900 workers, or 2.1 per cent.

As shown in Figure 6, the WA workforce is male dominated, a trend exaggerated in the full time workforce, where just over 3 in 10 full time workers are female. Female workers continue to dominate the part time workforce with 7 in 10 people engaged in part time roles being female. These ratios have not changed over the past year.

Figure 5: WA workforce by gender, 2001-2015

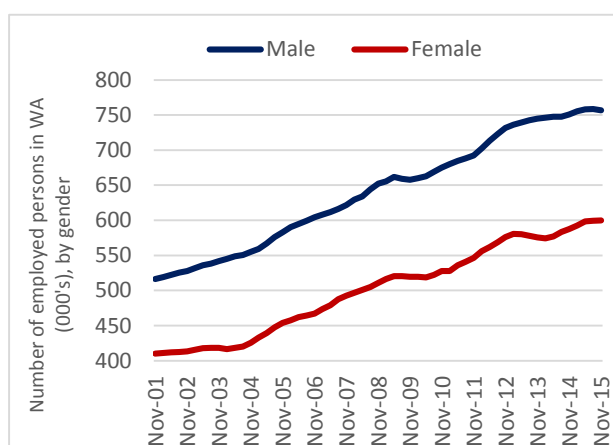
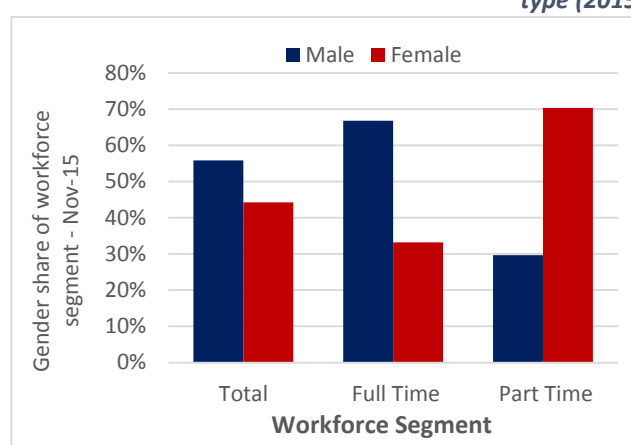


Figure 6: WA total workforce growth, by gender and type (2015)



FAPS TC Workforces

Workforce in FAPS TC industries numbered 211,400 at November 2015. As shown in Figure 7, the workforce has contracted over the year to November 2015, down -4.8 per cent, or 10,600 workers over November 2014. While numbers remained steady in the November 2015 quarter, subsequent data shows a further decline in the February 2016 quarter, with workforce numbers down -3.6 per cent (-7,600 workers).

Where the male workforce in the state has been more affected by the recent economic slowdown, in FAPS TC industries/occupations women have been more affected, declining by 16,500 workers, or -15.4 per cent over the past year (Refer Figure 8). The male workforce continued to grow over 2015 (+5.1 per cent or 5,900 workers) however data for the February 2016 quarter shows a drop of -5.5 per cent, or 6,700 workers. This highlights the impact of the slow down both on industries outside the resource sector, and among non-resource specific occupations that fall into the FAPS TC portfolio (financial, business and administrative roles, for example).

More specific data on FAPS TC workforces is provided in subsequent, industry specific sections.

Figure 7: FAPS TC workforce growth, by type (4Q averages)

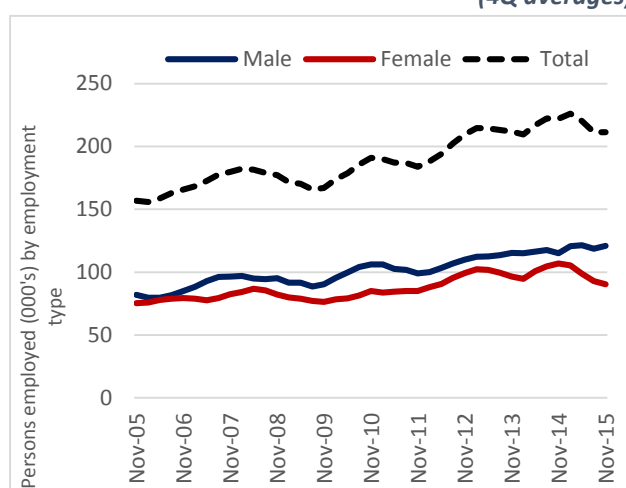
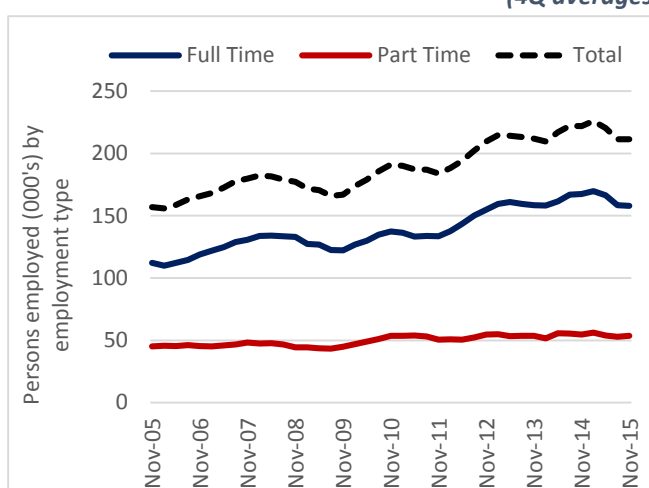


Figure 8: FAPS TC workforce growth, by gender (4Q averages)



Training

Apprenticeship numbers have continued to decline over the twelve months to November 2015. Overall, commencements were down by just over 2,500 compared to the twelve months to November 2014, (-8.5%) Apprenticeships and traineeships were equally affected, down -8.8 per cent and -8.4 per cent respectively. Overall, commencements in the twelve months to November 2015 were at their lowest number (27,300) since 2009, while traineeship commencements (19,300) were at their lowest since 2010.

As shown in Figure 9, total apprenticeship numbers peaked in 2012, and this was directly attributable to traineeship increases. These increases were due in large part to a change in funding for the Diploma of Management which made the traineeship eligible for existing worker funding. When this funding was removed, traineeship commencements declined overall.

The FAPS TC has coverage of the Financial Services (FNS) training package, as well as the bulk of the Business Services (BSB) and Property Services (CPP) training packages. As shown in Figure 10, commencements in traineeships attached to occupations within the FAPS TC industries declined over the twelve months to November 2015, with the exception of the Professional, Scientific and Technical Services industry, where commencements were up by 53.5 per cent, or 117 new trainees.

More detailed information on traineeship commencements and completions is provided in subsequent, industry specific sections.

Figure 9: FAPS TC traineeship commencements, by gender (4Q averages)

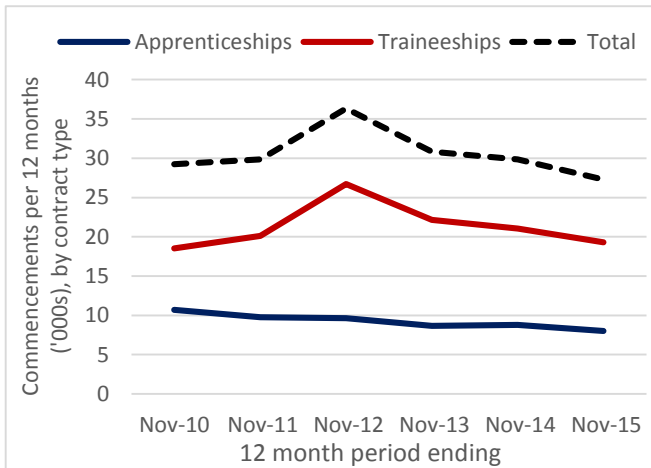
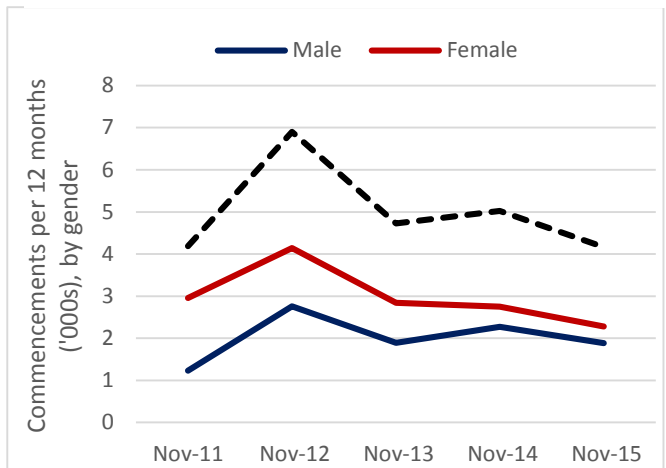


Figure 10: WA apprenticeship commencements, by contract type (4Q averages)



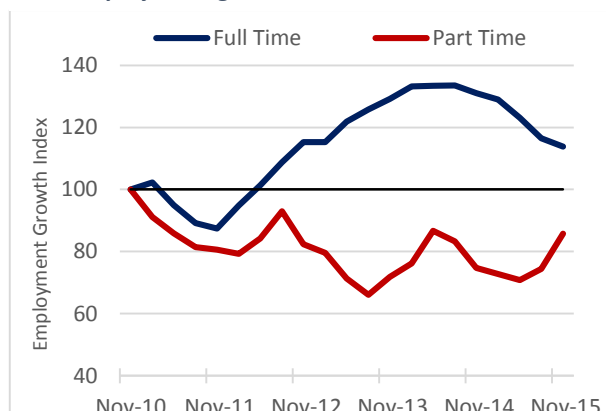
Employment Outlook – FAPS TC Industries and Occupations

Retrenchments and non-renewal of contracts in the resource sector (or in sectors providing services to it), for those engaged in a variety of financial, business, professional and support roles has led to an influx of highly skilled and experienced candidates to the market place. Occupations such as project management, work health and safety (all levels) and accounting are now experiencing surplus supply, although individuals with niche expertise and knowledge and realistic expectations around remuneration and employment conditions remain in demand. Discussions with industry and desktop research indicates demand still exists for a range of FAPS TC occupations, including legal administration/clerical, contract administration, surveying, risk/compliance-focussed financial roles, business development and account management, digital marketing/strategy and payroll.

Financial and Insurance Services Industry

The Financial and Insurance Services industry employed 32,400 at November 2015, or 2.4 per cent of the state workforce. The industry includes a range of sectors and occupations, such as insurance, superannuation, financial broking, credit/mercantile, accounting, bookkeeping, accounts administration and payroll. As shown in Figure 11, the workforce is only marginally larger than it was in 2010, but has undergone structural change, with a larger proportion of full-time workers.

Figure 11: Financial and insurance services industry employment growth - indexed to November 2010



Industry employment

As shown in Figure 12, the workforce has contracted over the past year, attributable to a decline in the number of full time workers. Women currently make up almost 60 per cent of the industry workforce, however when broken down by occupation, men still make up a larger proportion of the managers and women the bulk of those engaged in clerical and administrative roles. Women are however, well represented in the industry's professional roles. The number of women in the industry declined over 2014 and 2015, as shown in Figure 12. However, the key trend in the industry has been the drastic decline in the number of men in the part-time workforce. Data on the size of workforce changes over the past quarter and year to November 2015 are provided in Table 1.

Figure 12: Financial and insurance services industry workforce, by type (4Q averages)

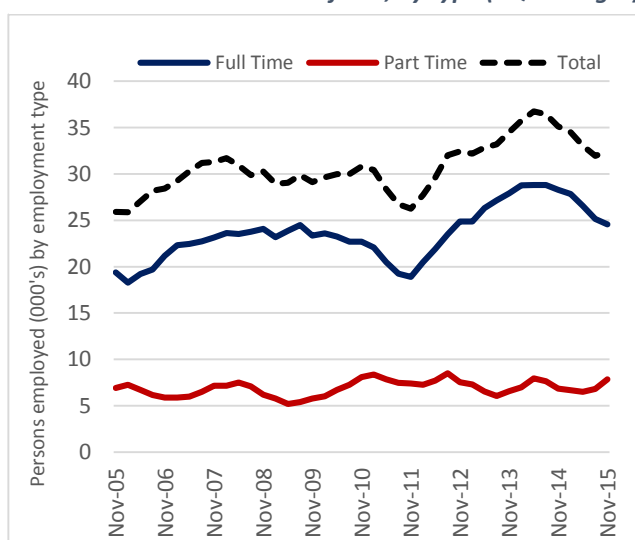


Figure 13: Financial and insurance services industry workforce, by gender (4Q averages)

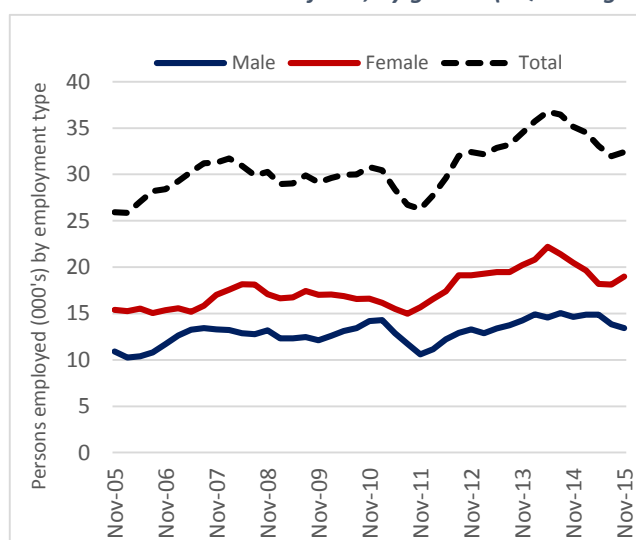


Table 1: Changes in the financial and insurance services workforce (2014/15)

WORKFORCE SECTOR	QUARTERLY CHANGE			ANNUAL CHANGE		
	Percent	Number	Share of workforce	Percent	Number	Share of workforce
Total	+1.4%	+500		-7.7%	-2,700	
Full time	-2.3%	-600	75.8%	-13.2%	-3,700	80.5%
Part time	+15.2%	+1,000	24.2%	+14.7%	+1,000	19.5%
Female	+4.8%	+900	58.6%	-7.3%	-1,500	58.3%
Male	-3.0%	-400	41.4%	-8.3%	-1,200	41.7%

Industry unemployment

Unemployment in the industry remains well below the state average, peaking at 3.0 per cent in February of 2015 before declining significantly, as shown in Figure 14. For those actively seeking employment⁵, median job search time has been significantly higher than the state average, peaking at over 40 weeks in May 2015. However, this has halved over the past two quarters and is now just under 20 weeks, as shown in Figure 15.

Figure 14: Financial and insurance services industry unemployment rate

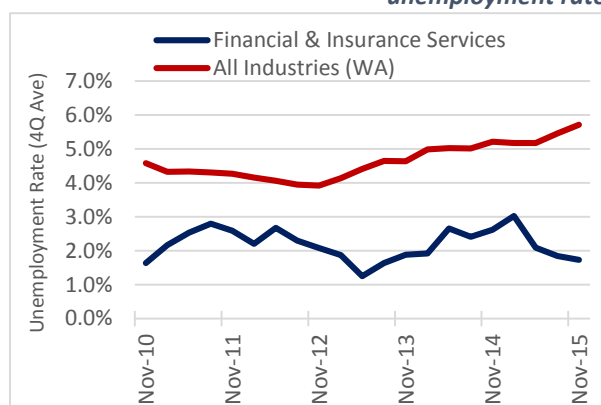
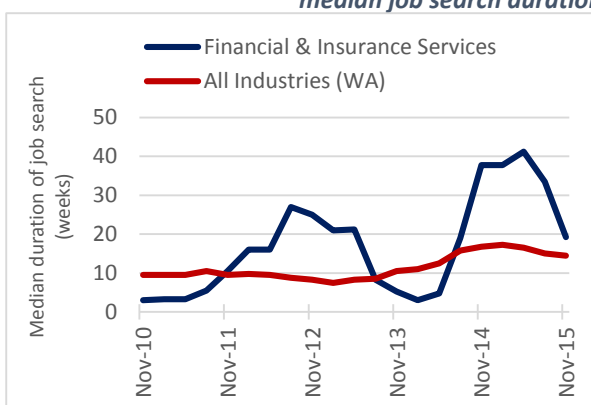


Figure 15: Financial and insurance services industry median job search duration



Industry training (traineeships)

The industry is supported by the Financial Services (FNS) Training Package, version 2.0 of which was released in January 2016. The training package contains 45 qualifications from AQF level 1 (Certificate I) through to AQF level 8 (Graduate Diploma) with 399 units of competency and 8 skill sets. In Western Australia training is provided in a broad range of these qualifications, by both public and private providers, however there are a number of qualifications that are not delivered by WA-based training providers and those wishing to undertake them can only do so via online delivery.

In addition to classroom based training, the WA industry is supported by a number of traineeships attached to financial and insurance services occupations⁶, as shown in Table 2. FAPS TC was successful in having the Certificate IV in Credit Management traineeship established in late 2015, in line with a request from industry. Traineeship uptake remains poor across several qualifications and without increased uptake may cease to be available in the state.

⁵ Individuals who held their last job in this industry

⁶ Accounting is included in the Professional, Scientific and Technical Services industry and Bookkeeping in the Administrative and Support Services industry, in line with ABS coding of the occupations.

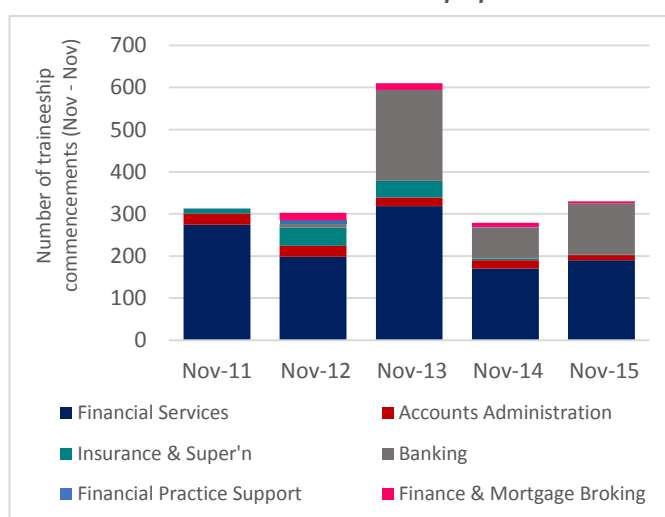
Table 2: Financial and insurance services traineeships (WA)

Qualification	Duration	Occupational Outcome	Commencements (Nov 2014 – Nov 2015)
Certificate II in Financial Services FNS20115	6 months	Accounts clerk	2
Certificate III in Financial Services FNS30115	18 months	Accounts clerk	169
Certificate III in Accounts Administration FNS30315	12 months	Accounts clerk	12
Certificate III in General Insurance FNS30515	18 months	Insurance consultant	1
Certificate IV in Financial Services FNS41815	12 months	Finance broker	19
Certificate IV in Banking Services FNS41215	24 months	Credit or loans officer	122
Certificate IV in Financial Practice Support FNS40715	12 months	Accounts clerk	0
Certificate IV in Finance and Mortgage Broking FNS40815	24 months	Finance broker	5
Certificate IV in General Insurance FNS41415	12 months	Insurance agent	0
Certificate IV in Superannuation FNS40915	18 months	Insurance agent	0
Certificate IV in Credit Management FNS40115	24 months	Credit or loans officer	0
			330

Traineeship trends – qualifications

As shown in Figure 16 traineeship commencements for industry occupations peaked during the year to November 2013. This was attributable to introduction and strong initial uptake of the Certificate IV in Banking Services traineeship. This traineeship continues to be well utilised, however not at the same level seen in its first year. Early uptake of the insurance agent traineeships (general insurance and superannuation) has not been sustained and there have been less than 5 commencements in the two traineeships over the past two years.

Figure 16: Finance and insurance services industry annual traineeship uptake 2011 - 2015



Traineeship trends – gender

Women continue to dominate traineeship commencement for financial services occupations (71% in the year to November 2015) as shown in Figure 17. Unlike some other industries, this trend exists across all AQF levels, as shown in Table 3.

Figure 17: Financial and insurance services annual traineeship commencements by gender 2011-2015

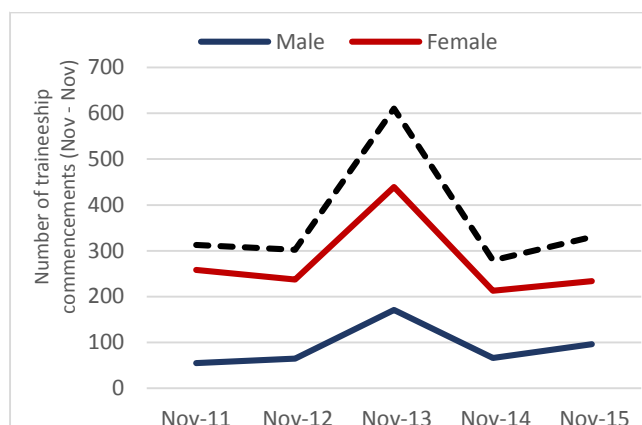


Table 3: Financial and insurance services female share of annual traineeship commencements 2011 – 2015

AQF Level	Number of commencements	Female share of commencements
	(Nov 2014 – Nov 2015)	
2	2	100.0%
3	182	68.1%
4	146	74.0%
Total	330	70.9%

Industry training (institution-based)

Enrolments in financial and insurance services courses have declined significantly since 2010, the result of a significant decline in female enrolments (Refer Figure 18). As shown in Table 4, numbers of enrolments in the first three quarters of 2015 indicate that this trend is continuing. However, available data includes only publicly funded training and there are a number of private training providers offering courses fee-for-service to WA students.

Figure 18: Publicly funded enrolments in financial and insurance services qualifications (2010-2014)

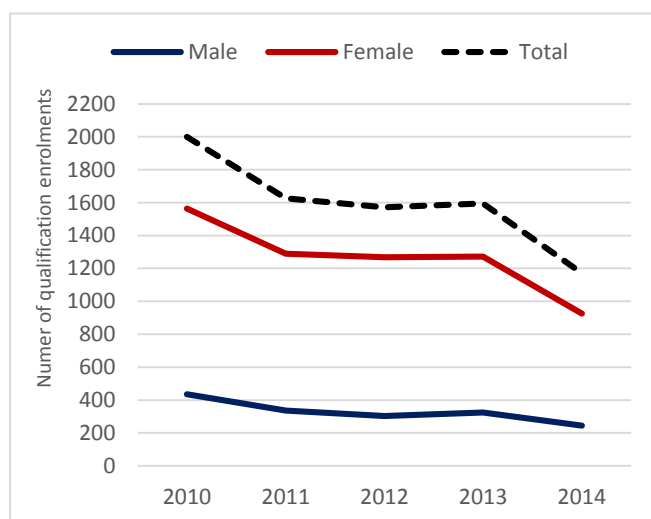


Table 4: Publicly-funded enrolments in financial and insurance services qualifications (2010-2015)

Year	Number of enrolments	Female share of enrolments
2010	1999	78.2%
2011	1626	79.3%
2012	1571	80.7%
2013	1595	79.7%
2014	1170	79.1%
2015	757	76.1%

2015 data is for the first 3 quarters only

Among publicly-funded enrolments, the most common area of study since 2010 has been accounts administration, which accounts for over 75 per cent of all enrolments in industry qualifications. In 2015 this increased to over 80 per cent, with banking services accounting for just under 3 per cent of enrolments.

As shown in Figures 19, almost half of those enrolling in qualifications over the first 3 quarters of 2015 were aged over 30 years. This has been the case over the past five years.

Figure 19: Publically-funded financial and insurance services enrolments, by type (Jan-Sep 2015)

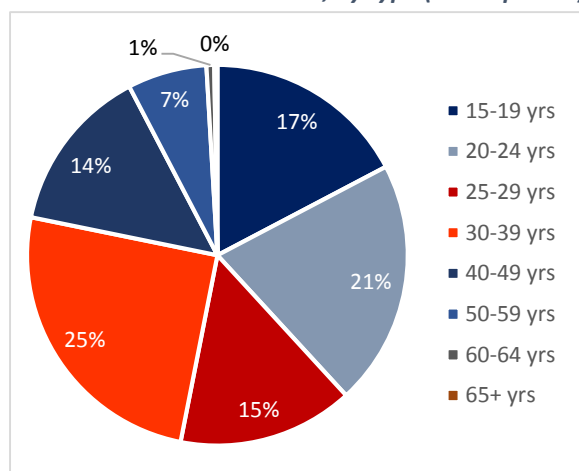
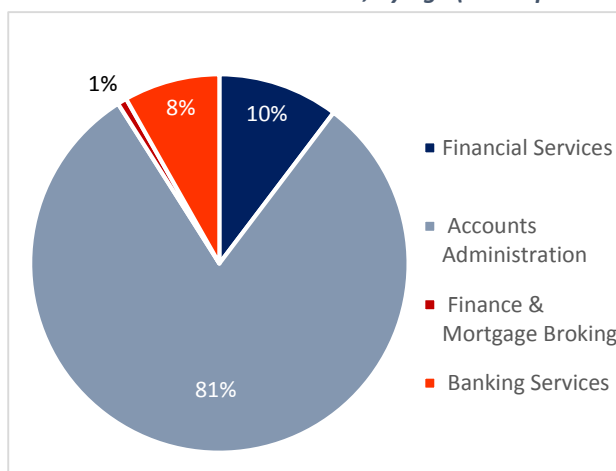


Figure 20: Publically funded financial and insurance services enrolments, by age (Jan-Sept 2015)



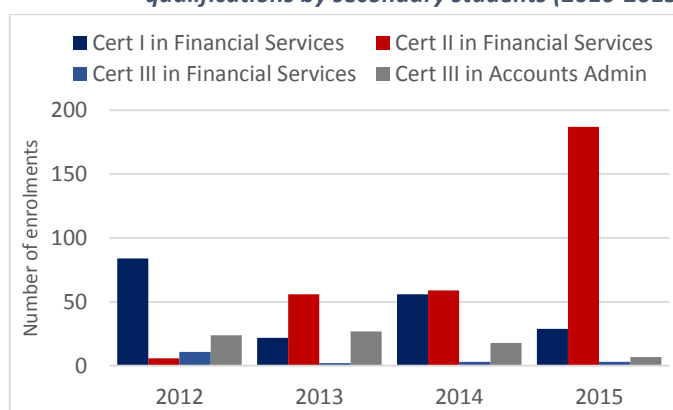
Vocational education and training in schools (VETiS)

The Certificate I and II in Financial Services are currently listed on the WA VETiS qualifications register⁷ as being suitable for senior secondary students. The Certificate III in Financial Services, along with the Certificate III in Accounts Administration are flagged within the register as being suitable only under certain conditions. In line with industry advice, no other qualifications have been deemed suitable for this cohort.

Uptake of the qualifications has been moderate over previous years, however there was a noticeable increase in enrolments in 2015 as changes in the WACE came into effect. The Certificates I, II and III in Financial Services can be undertaken by students as an 'Industry Specific' course⁸, which includes a mandatory work placement component. However, workplaces willing and able to take on students for work placement remains a limiting factor in the uptake of this preferred training option.

School-based traineeships attached to the Certificate II and Certificate III in Financial Services are also available to senior secondary students. There has been extremely limited uptake of these qualification and this appears to be due in part to lack of host employers willing and able to take on trainees.

Figure 21: Enrolments in financial and insurance services qualifications by secondary students (2010-2015)



⁷ The full register can be viewed at <http://www.vetinfonet.dtwd.wa.gov.au/VETinschools/Documents/VETIS-Qualifications-Register-Feb2015.pdf>

⁸ The Industry Specific syllabus for these qualifications can be accessed at http://wace1516.scsa.wa.edu.au/data/assets/pdf_file/0015/11526/VET-VETIS-VBF-Business-and-Financial-Services-Syllabus-2016-Final.pdf.pdf

Rental, Hiring and Real Estate Services Industry

The Rental, Hiring and Real Estate Services industry employed 26,200 individuals at November 2015, or 1.9 per cent of the state workforce. FAPS TC has partial coverage of this industry (representing 99% of the workforce). Employment data will consider only this portion of the workforce, however due to limitations in the available data, unemployment figures will cover the whole of industry.

The dominant sector in terms of workforce numbers is property operations and real estate services and this is the only sector within FAPS TC's coverage that utilises specific vocational education and training qualifications at present.

The FAPS TC workforce in this industry has declined over the past year, however over the longer term the ratio of full time to part time workers has increased. (Refer Figure 22)

Industry employment

As shown in Figure 23, the workforce has contracted over the past year, attributable to a decline in the number of full time workers. The number of women in the industry also declined over 2014 and 2015, as shown in Figure 12. However, the key trend in the industry has been the drastic decline in the number of men in the part-time workforce.

Figure 22: Rental, hiring and real estate services industry employment growth - indexed to November 2010

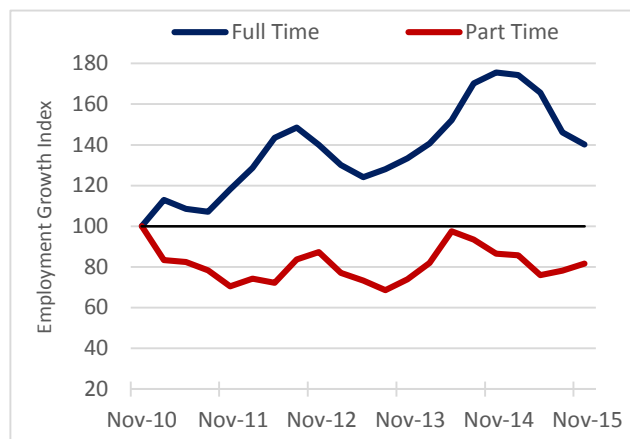


Figure 23: Rental, hiring & real estate industry workforce, by type (FAPSTC only)

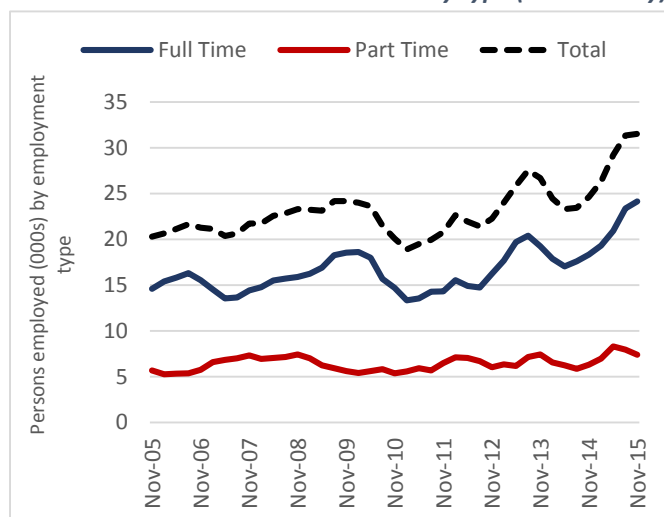
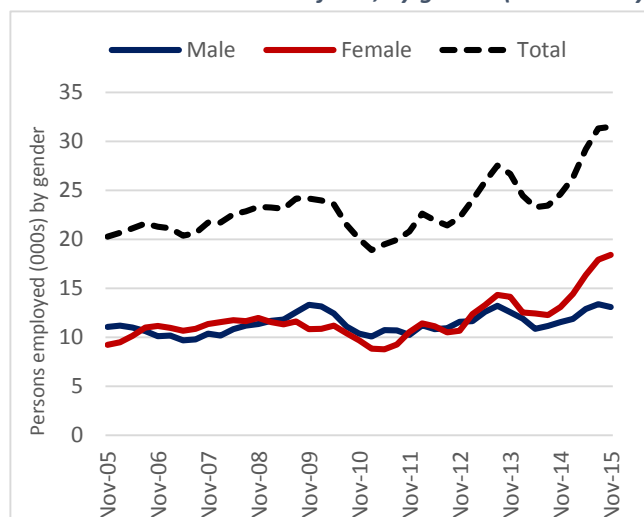


Figure 24: Rental, hiring & real estate services industry workforce, by gender (FAPSTC only)



Women currently make up half of the industry workforce, a decline of almost 9 per cent over the past year. When broken down by occupation, men still make up a larger proportion of the managers and women the bulk of those engaged in clerical and administrative roles. Data on the size of workforce changes over the past quarter and year to November 2015 are provided in Table 5.

Table 5: Changes in the rental, hiring & real estate services industry workforce (FAPSTC only) Nov 2014-Nov 2015

WORKFORCE SECTOR	QUARTERLY CHANGE			ANNUAL CHANGE		
	Percent	Number	Share of workforce	Percent	Number	Share of workforce
Total	-1.9%	-500		-16.9%	-5,300	
Full time	-4.1%	-800	73.5%	-20.2%	-4,900	76.6%
Part time	+4.4%	+300	26.5%	-5.8%	-400	23.4%
Female	-11.3%	-1,700	50.0%	-28.9%	-5,300	58.5%
Male	+9.7%	+1,200	50.0%	+0.1%	+ <100	41.5%

Industry unemployment

Unemployment in the industry has remained below the state average over the past five years. However there was a noticeable increase in unemployment in 2012/13 (as shown in Figure 25) and this coincided with a significant increase in the median time it took currently unemployed individuals⁹ to find a position. (Refer Figure 26). The effect of the recent slump in property and rental prices, and slowing of the residential construction sector can be seen more recently in the increasing unemployment rate and median job search durations (3.7 per cent and almost 13 weeks respectively at November 2015). Quarterly data (not averaged) shows a spike in unemployment that may indicate increases to come over 2016.

Figure 25: Rental, hiring and real estate services industry unemployment rate (2010-2015)

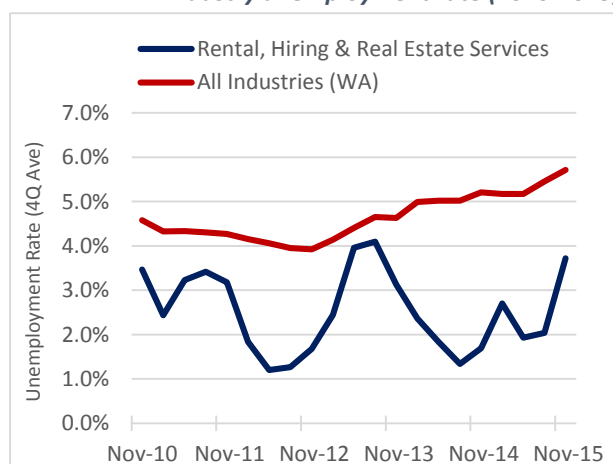
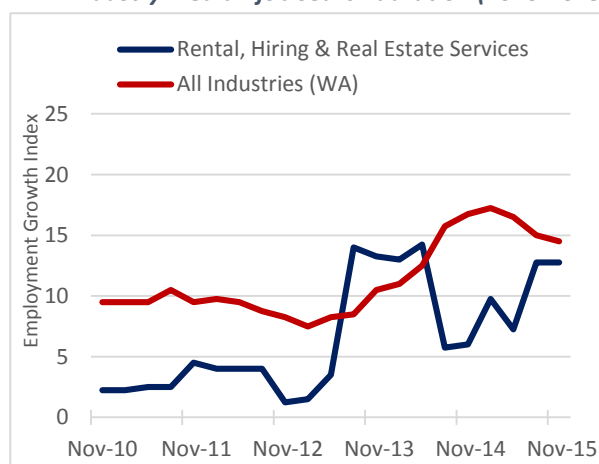


Figure 26: Rental, hiring & real estate services industry median job search duration (2010-2015)



Industry training (traineeships)

The industry is supported by the Property Services Training Packages, CPP07 (version 14.1) and CPP (version 2.0). These house 51 qualifications and 814 units of competency of which includes a small subset for the property and real estate industry sector. None of the 41 skill sets are relevant to this industry. The vast majority of training in for this industry sector is undertaken via fee-for-service arrangements with private training providers. In addition to classroom based training, the WA industry is supported by a three traineeships, as shown in Table 6.

⁹ Who held their previous job in this industry

Table 6: Property and real estate traineeships in WA

Qualification	Duration	Occupational Outcome	Commencements (Nov 2014 – Nov 2015)
Certificate III in Property Services (Operations) CPP30311	12 months	General/Inquiry Clerk (real estate specific)	6
Certificate IV in Property Services (Operations) CPP40611	24 months	Facilities Manager	17
Certificate IV in Property Services (Real Estate) CPP40307	24 months	Property Manager, Real Estate Agent	40
			63

Traineeship trends – qualifications

As shown in Figure 27 traineeship commencements for industry occupations peaked during the year to November 2012 and have declined consistently since. Real Estate traineeships continue to dominate, and this qualification includes the units of competency required to obtain a real estate Sales Representative Registration or a Property Management Registration in WA.

Traineeship trends – gender

Women continue to dominate traineeship commencement for property and real estate services occupations (88% in the year to November 2015) as shown in Figure 28 and

Table 7. Both male and female commencements have declined dramatically since 2012 (-88% and -70% respectively), with commencements by men now negligible.

Figure 27: Property and real estate annual traineeship uptake 2011-2015

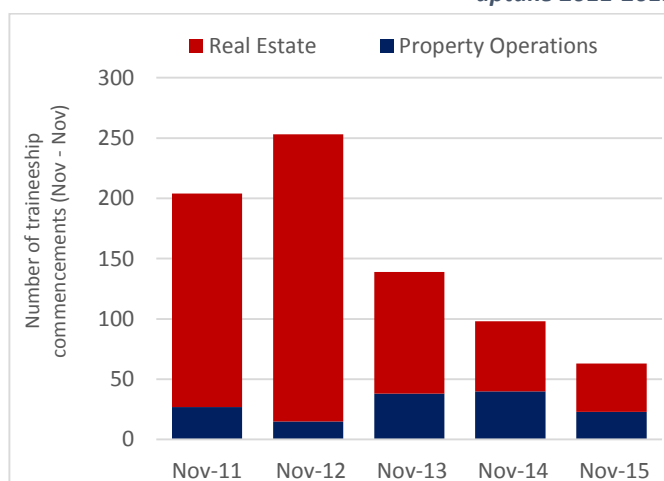


Figure 28: Property and real estate services traineeship commencements, by gender 2011-2015

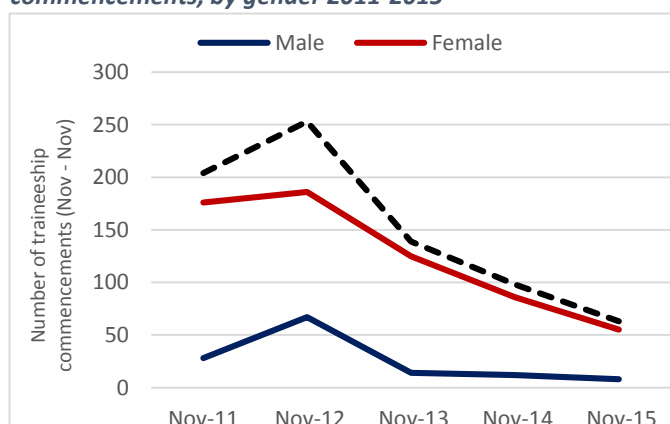


Table 7: Enrolments in property and real estate services qualifications (public providers) 2010-2015

AQF Level	Number of commencements	Female share of commencements
	(Nov 2014 – Nov 2015)	
3	6	66.7%
4	57	89.5%
Total	63	87.3%

Industry training (institution based)

Enrolments with public training providers in property and real estate services courses has been declining since 2012, due primarily to fewer women enrolling. (Refer Figure 29). As shown in Table 8, enrolment numbers for the first three quarters of 2015 show a continued decline. However, a significant amount of training is undertaken on a fee-for-service basis with private providers such as REIWA and for licensing purposes, which require completion of a subset of the real estate qualification only, and as such, many individuals complete only these units and not the full qualification.

Figure 29: Enrolments in property and real estate services qualifications (public providers) 2010-2014

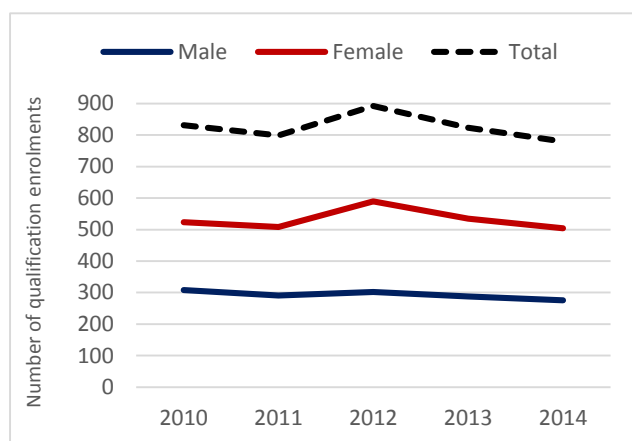


Table 8: Female share of annual traineeship commencements in property and real estate services

AQF Level	Number of commencements	Female share of commencements
2010	831	62.9%
2011	799	63.6%
2012	892	66.1%
2013	823	65.0%
2014	780	64.6%
2015	506	60.1%

**2015 data is for the first 3 quarters only*

As shown in Figure 30, over 60 per cent of individuals enrolling in property and real estate qualifications in the first 3 quarters of 2015 were over 30 years of age. This is not surprising given the majority qualifications are at Certificate IV level or higher and the occupational outcome is not an entry-level one. The Certificate III qualifications offer entry level occupational opportunities and enrolments were seen from younger individuals, almost exclusively female. Over 60 per cent of enrolments in Certificate IV qualifications were from women, however this dropped to 51 per cent at Diploma level. As shown in Figure 31 the real estate qualifications (which include units for licensing purposes are the most common field of study.

Figure 30: Enrolments in property and real estate services qualifications with public providers, by age (Jan-Sep 2015)

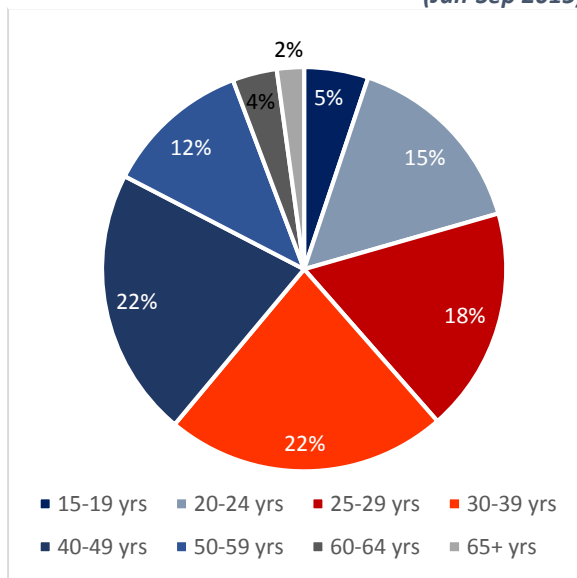
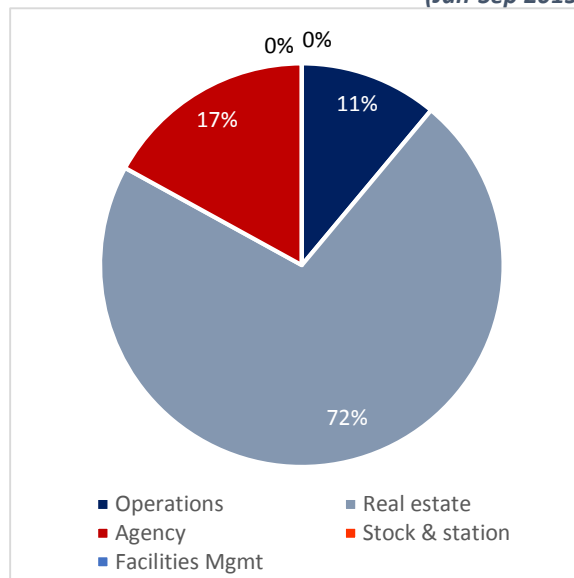


Figure 31: Enrolments in property and real estate services qualifications with public providers, by field (Jan-Sep 2015)

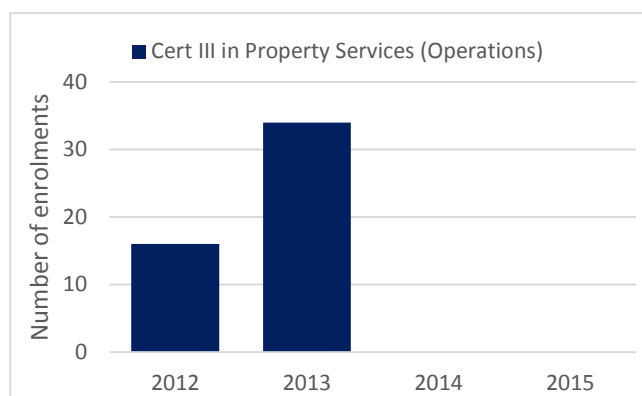


Vocational education and training in schools (VETiS)

The Certificate III in Property Services (operations) is flagged within the VETiS qualification register as being suitable only under certain conditions, and preferably with a relevant work placement. In line with industry advice, no other qualifications have been deemed suitable for this cohort.

There have been no enrolments in the Certificate III over the past 2 years. However there was limited uptake of the qualification prior to this, as shown in Figure 32. Industry stakeholders have indicated that the Certificate III in Business Administration is a suitable alternative for secondary students considering entering the real estate industry and unlike the property operations qualification, this is now available, along with the Certificate II and III in Business as a school-based traineeship. Both business qualifications are also available as 'Industry Specific' courses which mandate work placements, which could be done in administrative roles in real estate offices. As with all work integrated training opportunities for students these are limited by host employer numbers.

Figure 32: Enrolments in property services qualifications by secondary students (2010-2015)



Professional, Scientific and Technical Services Industry

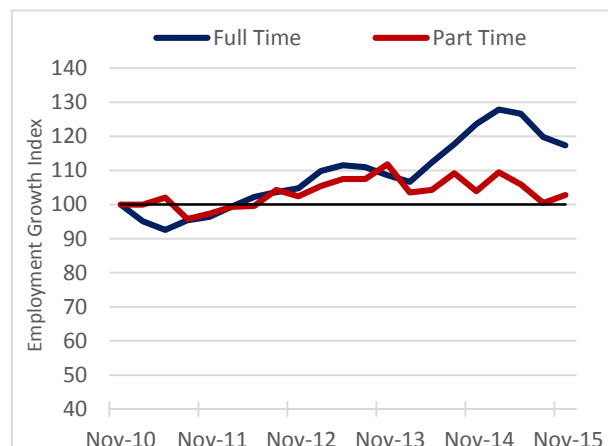
The Professional, Scientific and Technical Services industry employed 106,200 individuals, or 7.8 per cent of the state workforce in November 2015.

(Refer Figure 33) The industry includes a wide variety of professions, such as scientific research, architectural and engineering, legal and accounting, advertising, market research, management and consulting and veterinary, computer system design services, as well as interpreting and translating services.

FAPSTC has only partial coverage of this workforce, which equates to approximately 82,500 workers¹⁰, or 80 per cent of the workforce.

Training and employment data will consider only this portion of the workforce, however due to limitations in the available data, unemployment figures will cover the whole of industry.

Figure 33: Professional, scientific and technical services workforce growth - indexed to Nov 2010



Industry employment

As shown in Figure 34, the workforce has contracted over the past year, attributable to a decline in the number of full time workers. The number of women in the industry also declined slightly over 2015, as shown in Figure 35. Consultations and desktop research indicates that the industry will continue to see an increase in part time employment over 2016, and for many occupations, there will be an increase in temporary and short term contract roles.

Figure 34: Professional, scientific & technical services industry workforce, by type (FAPSTC only)

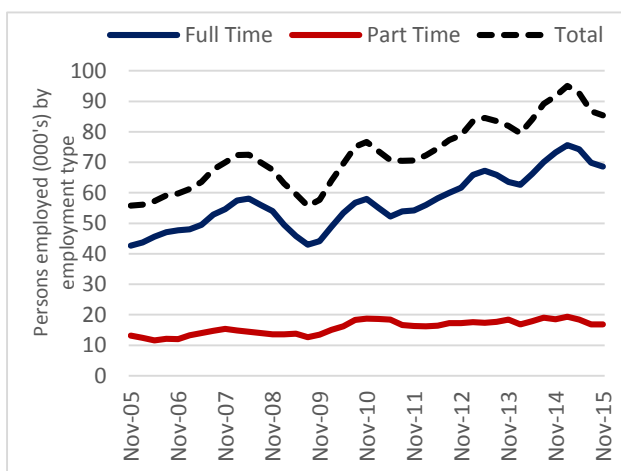
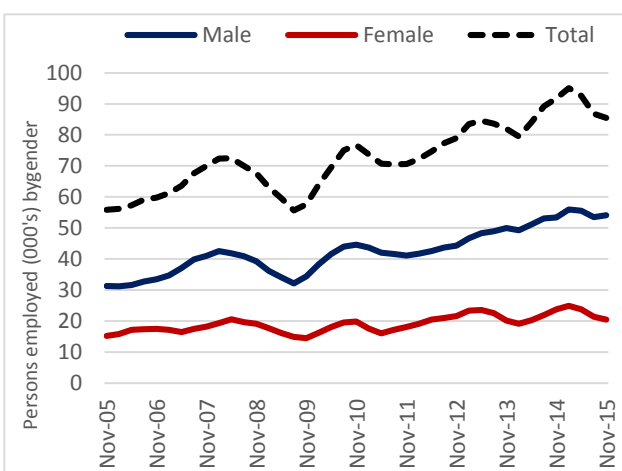


Figure 35: Professional, scientific & technical services industry workforce, by gender (FAPSTC only)



¹⁰ Data is aggregated at the 4 digit level and therefore includes some workers beyond FAPSTC coverage, such as engineers, who make up a considerable portion of the 4 digit Architectural, Engineering and Technical Service ANZSIC.

Women currently make up only 37 per cent of the industry workforce and are primarily engaged in clerical and administrative roles. Women are however, well represented in some particular occupations, such as accounting and marketing. The discrepancy is greatest in engineering and other occupations that are predominantly involved with construction and resource sector works. Notably, over the past year the female workforce has declined significantly, while the male workforce has experienced weak growth. The workforce employees a far greater proportion of its workforce full time (80% at November 2015) than most others. Data on the size of workforce changes over the past quarter and year to November 2015 are provided in Table 9

Table 9: Changes in the financial and insurance services workforce (2014/15)

WORKFORCE SECTOR	QUARTERLY CHANGE			ANNUAL CHANGE		
	Percent	Number	Share of workforce	Percent	Number	Share of workforce
Total	-1.5%	-1,300		-6.9%	-6,300	
Full time	-1.9%	-1,400	80.2%	-6.4%	-4,700	79.8%
Part time	+0.2%	+ <100	19.8%	-8.7%	-1,600	20.2%
Female	-5.8%	-1,900	63.3%	-18.3%	-7,000	58.2%
Male	+1.2%	+600	36.7%	+1.4%	+700	41.8%

Industry unemployment

Unemployment in the industry has remained below the state average, although it has climbed over the past two years, from below 3 per cent to over 4 per cent, as shown in Figure 36. For those actively seeking employment, median job search time has increased sharply since 2014, to over 16 weeks in February 2015. In November 2015, it took job seekers an average of 12.5 weeks to find employment in the industry. Much of this increase is attributable to the number of redundancies occurring as the resource sector shifts into a production phase. This has resulted in the job market being flooded with highly experienced individuals for a variety of professions and a significantly reduced demand for others. Quarterly (unaveraged) data suggests that median job search times are now decreasing, however this is due, at least in part, to skilled workers relocating to seek new opportunities interstate.

Figure 36: Professional, scientific & technical services industry unemployment rate (2010-2015)

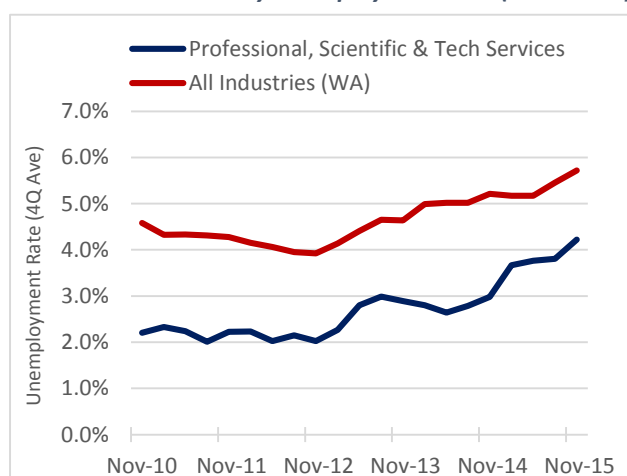
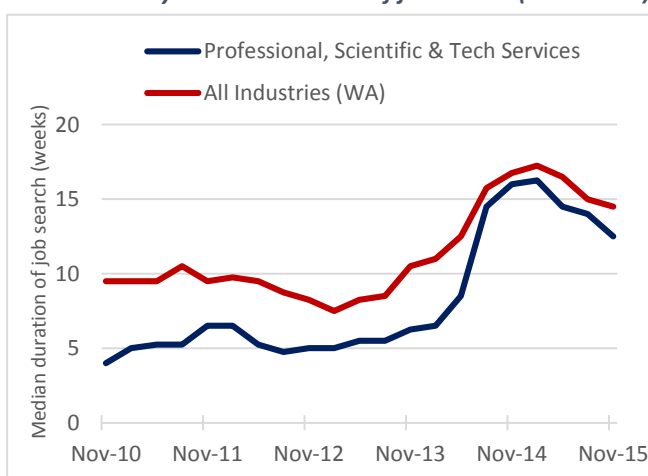


Figure 37: Professional, scientific & technical services industry median duration of job search (2010-2015)



Industry training (traineeships)

The industry is supported by qualifications in a number of training packages. For the FAPSTC sector qualifications are found within the Financial Services (FNS), Business Services (BSB) and Property Services (CPP) training packages. Among the skill sets within these training package are a number relevant to the FAPSTC sectors, including for surveying and spatial information, drafting, accounting, marketing, management, market research and legal (law clerk) occupations. Significant amounts of training are done with private training providers on a fee-for-service basis.

In addition to classroom based training, the WA industry is supported by a number of traineeships, however uptake has been poor over 2014 (with the exception of the Diploma of Leadership and Management) as shown in Table 10.

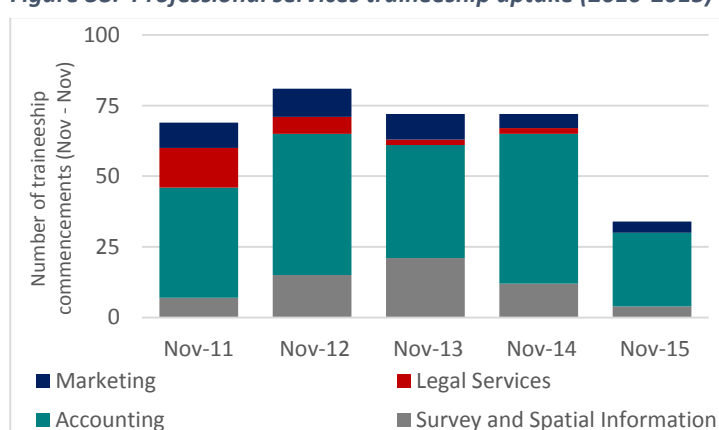
Table 10: Professional services traineeships in WA

Qualification	Duration	Occupational Outcome	Commencements (Nov 2014 – Nov 2015)
Certificate IV in Surveying CPP40109	24 months	Surveying or Spatial Science Technician	4
Diploma of Surveying CPP50107	36 months	Surveyor	0
Diploma of Spatial Information Services CPP50211	36 months	Cartographer Other Spatial Scientist	0
Certificate IV in Accounting FNS40615	12 months	Accounting clerk	26
Certificate III in Business Administration (Legal)	12 months	Legal secretary	0
Certificate IV in Legal Services	24 months	Law clerk	0
Certificate IV in Marketing and Communications	12 months	Marketing officer	4
Diploma of Leadership and Management BSB51107	24 months	Corporate general manager	594
			628

Traineeship trends – qualifications

Leadership and management is by far the most popular professional services traineeship. As shown in Figure 38, commencements in other traineeships dwindled in 2015. The peak in leadership and management traineeships (refer Figure 39) can be linked to a short term funding change in 2012, with the increase in 2015 likely to have been due in part to the release of a new, more robust qualification that superseded the previous Diploma of Management.

Figure 38: Professional services traineeship uptake (2010-2015)



Traineeship trends – gender

As shown in Figure 40 female uptake of professional services traineeships has been on a par with male uptake over the past 5 years. However, women have, over the past five years dominated legal, marketing and accounting commencements (100%, 84% and 84% respectively) while men surveying dominate and spatial information commencements (95%). Leadership and management commencements are relatively evenly balanced (48% female). As indicated in Table 11, men dominate the Diploma (AQF 5) traineeships.

Figure 40: Professional services traineeship commencements by gender, 2011-2015

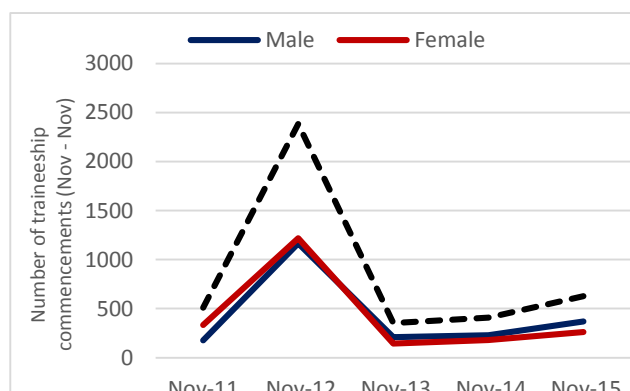


Figure 39: Diploma of leadership and management traineeship uptake (2010-2015)

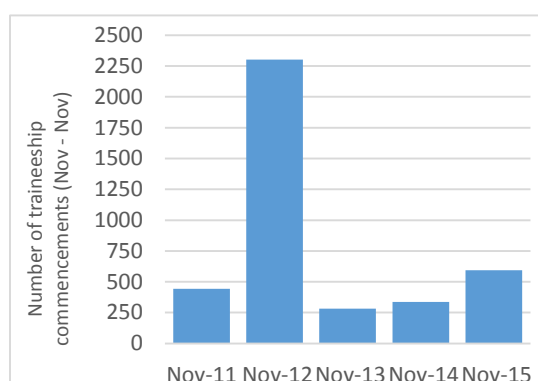


Table 11: Female share of annual traineeship commencements in professional services

AQF Level	Number of commencements	Female share of commencements
	(Nov 2014 – Nov 2015)	
3	0	N/A
4	34	82.4%
5	594	39.1%
Total	63	41.4%

Industry training (institution-based)

As shown in Figure 41 and Table 12 enrolments with public training providers in professional services courses declined significantly in 2014. This is due primarily to a sharp decline in Project Management enrolments. These qualifications are offered by an increasing number of private providers, including the industry association, (Australian Institute of Project Management) and this may explain the decline in public enrolments. Data from the first three quarters of 2015 suggests that enrolments will be on a par with 2014.

Figure 41: Public enrolments in professional services qualifications (2010-2014)

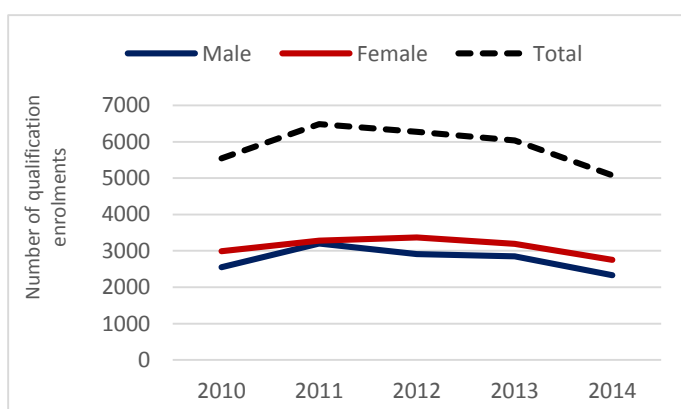


Table 12: Enrolments in professional services qualifications (public providers) 2010-2015

Year	Number of enrolments	Female share of enrolments
2010	5545	53.9%
2011	6483	50.6%
2012	6277	53.6%
2013	6034	52.9%
2014	5079	54.2%
2015	4116	54.2%

*2015 data is for the first 3 quarters only

Almost 60 per cent of the individuals enrolling in professional services qualifications in the first three quarters of 2015 were over 30 years of age. (Refer Figure 42) This is not surprising given the majority qualifications are at Certificate IV level or higher and the occupational outcomes are typically professions or specialist professional support roles. For surveying and spatial services, the Certificate IV in Surveying or Spatial Information provides an entry level occupational outcome and if completed as part of a three year program of study (a Certificate III, followed by a Certificate IV traineeship, for example) is sufficient for licensing purposes. In legal support roles the Certificate III offers an entry level occupational outcome for legal secretaries, while the Certificate IV or the Diploma are required for entry into the law clerk occupation.

The most popular area of study remains (business) management, followed by accounting (Figure 43). When viewed by AQF level, men dominate the Certificate III enrolments, by virtue of the larger number of surveying and spatial information enrolments compared to legal administration. Unlike some other industry sectors however, women outnumber (marginally) men at higher AQF levels. Female uptake of surveying/spatial information qualification remains particularly poor at just under 6 per cent.

Figure 42: Enrolments in professional services qualifications at public providers, by age (2015)

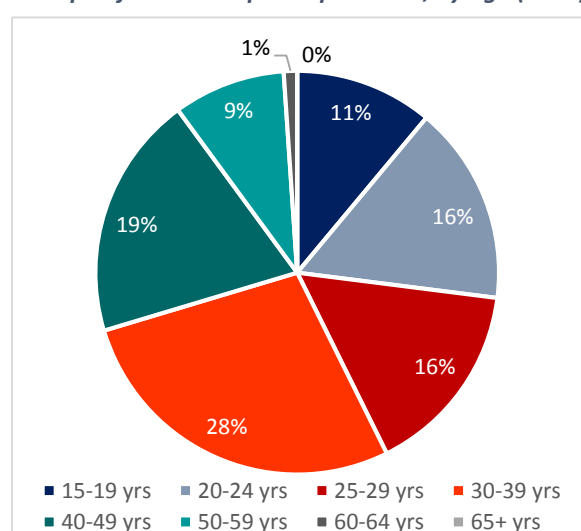
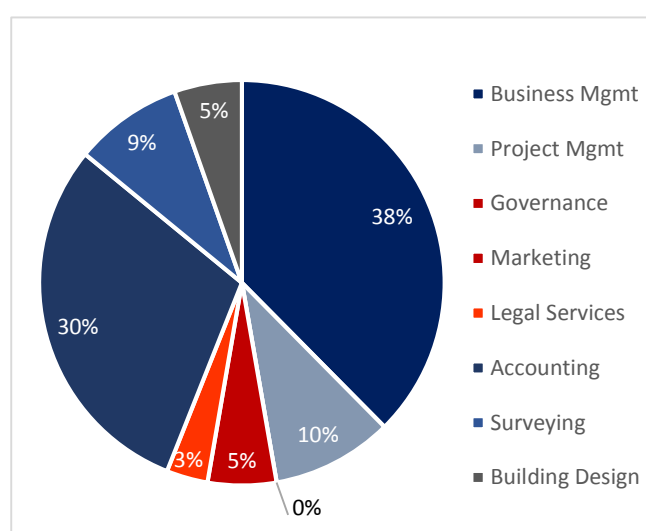


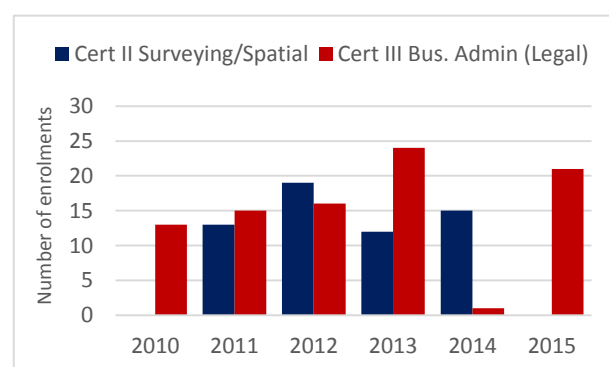
Figure 43: Enrolments in professional services qualifications at public providers, by field (2015)



Vocational education and training in schools (VETiS)

The Certificate II in Surveying and Spatial Information Services is flagged within the VETiS qualification register as suitable for delivery to secondary students. The Certificate III in Business Administration (Legal) is flagged as suitable only under specific conditions. These are the only two professional services qualifications FAPSTC industry stakeholders have identified as suitable for this cohort. There was no uptake of the Surveying and Spatial qualification in 2015, despite a limited number of enrolments over the past four years. Legal administration enrolments have remained relatively steady, with the exception of 2014 and

Figure 44: Enrolments in professional services qualifications (VETiS) 2010-2015



this is positive given industry advice suggests there is an undersupply of entry level legal administrators at present. Data is shown in Figure 44.

In previous years a small number of enrolments were seen in qualifications not deemed suitable for this cohort by industry. However, over the past three years, this has resolved. Uptake of non-recommended qualifications is shown in Table 13.

Table 13: Enrolments in red-flagged and non-register professional services qualifications (VETiS) 2010-2015

Year	Qualification	Enrolments
2010	Certificate IV in Financial Services (Accounting)	3
	Diploma of Management	1
2011	Certificate IV in Financial Services (Accounting)	1
	Diploma of Management	1
2012	Certificate IV in Accounting	3
	Certificate IV in Small Business Management	1
2015	Certificate III in Surveying and Spatial Information Services	1
TOTAL		11

Public Administration and Safety Industry

The Public Administration and Safety industry employed 76,800 individuals, or 5.7 per cent of the state workforce in November 2015. While this represents a decrease over the previous year, the industry grew slightly over the last quarter. (Refer Figure 45). The industry includes all tiers of government, along with defence, public safety and regulatory services.

FAPSTC has coverage of a single class within the industry, investigative and security services. This is part of the public order and safety services group, which includes police, emergency services and other workforces. This group accounted for 23,100 workers, or 30.1 per cent of the industry workforce¹¹. Training and employment data will consider only this portion of the workforce, however due to limitations in the available data, unemployment figures will cover the whole of industry.

Industry employment

As shown in Figure 46, part-time employment levels in public order and safety have remained steady over the past 10 years, however full time employment levels have fluctuated. The number of full-time workers increased over the quarter to November 2015 after more than a year of decline from a peak of 25,800 in November 2013 to a low of 21,100 in May 2015. Recent workforce growth has been due primarily to an increase in the male workforce, as shown in Figure 47.

Figure 45: Persons employed in the public administration and safety industry, by type (2005-2015)

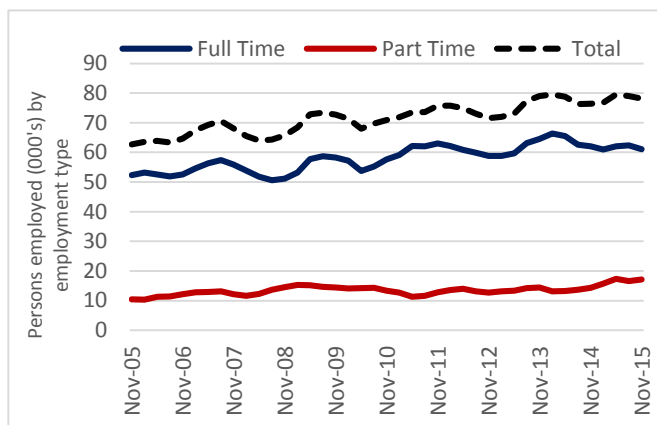


Figure 46: Employment in public order and safety, by type (2010-2015)

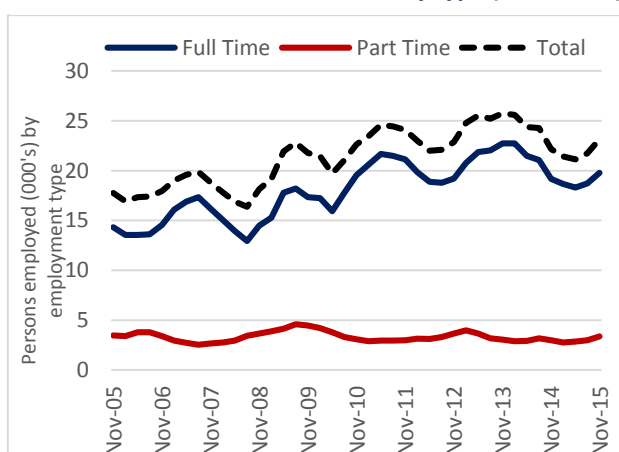
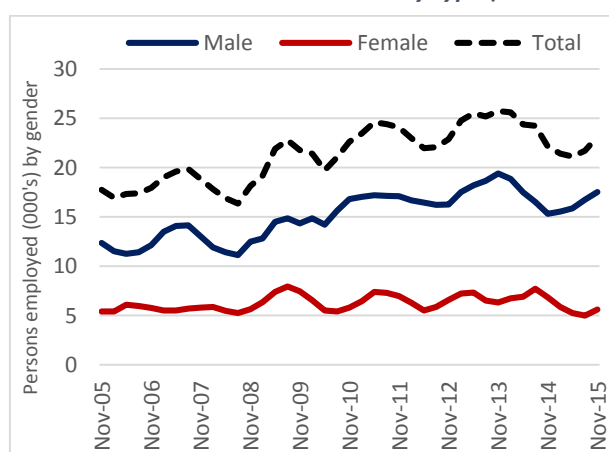


Figure 47: Employment in public order and safety, by gender (2005-2015)



¹¹ Data is aggregated at the 4 digit level and therefore includes those employed in the WA police force, which is not a workforce covered by FAPSTC but which makes up a considerable portion of the 4 digit Public Order and Safety ANZSIC.

At November 2015 women made up only 24.2 per cent of this workforce, having made up 30.9 per cent in November 2014. The industry employs the bulk of its workforce full-time (85.5 per cent), a far greater proportion than the state average (70.3 per cent). Data on the size of workforce changes over the past quarter and year to November 2015 are provided in Table 14.

Table 14: Changes in the financial and insurance services workforce (2014/15)

WORKFORCE SECTOR	QUARTERLY CHANGE			ANNUAL CHANGE		
	Percent	Number	Share of workforce	Percent	Number	Share of workforce
Total	+6.5%	+1,400		+4.5%	+1,000	
Full time	+5.7%	+1,100	85.5%	+3.3%	+600	86.5%
Part time	+12.0%	+400	14.5%	+12.1%	+400	13.5%
Female	+12.5%	+600	24.2%	-18.0%	-1,200	30.9%
Male	+4.8%	+800	75.8%	+14.5%	+2,200	69.1%

Industry unemployment

As shown in Figure 48, industry unemployment remained between 1 and 2 per cent over 2011 to 2013. The rate has since remained between 2 and 3 per cent, well below the state average. For those unemployed individuals¹² seeking employment, median job search times have been high, compared to the state average, peaking in November 2011 at just under 33 weeks and again in November 2014 at 24 weeks. Following steady decline over 2015, median job search duration in the industry is now back below the state average. Changes in the public administration workforce (such as the current employment freeze) are likely key contributors to these trends, however the public order and safety workforce has fluctuated in line with this job search duration trends.

Figure 48: Unemployment rate in the public administration and safety workforce (2010-2015)

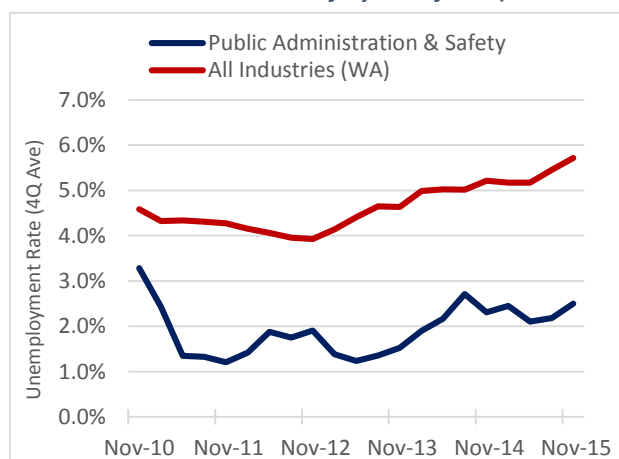
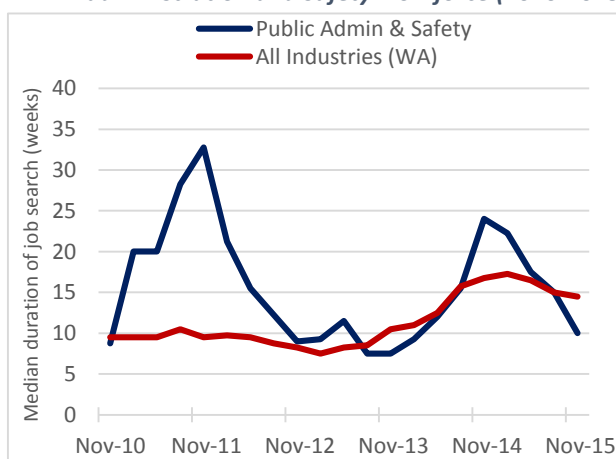


Figure 49: Median job search duration in the public administration and safety workforce (2010-2015)



Industry training (traineeships)

The industry is supported by qualifications in a number of training packages. For the FAPSTC sector qualifications are found within the Property Services (CPP) training package. Among the skill sets within this training package are a number relevant to the FAPSTC sector, including investigation, surveillance and security.

¹² Who held their previous job in this industry

In addition to classroom based training, public order and safety is supported by a traineeship in security, the Certificate III in Security Operations, as shown in Table 15. Commencements have been steady over the past three years, but are significantly lower than years previous to that.

Table 15: Public order and safety traineeships in WA

Qualification	Duration	Occupational Outcome	Commencements (Nov 2014 – Nov 2015)
Certificate III in Security Operations CPP30411	6 months	Security Officer/Guard	32

Traineeship trends – qualifications

As shown in Figure 50, commencements peaked soon after the introduction of the traineeship, however they have dwindled and plateaued over the past three years.

Traineeship trends – gender

As shown in Figure 51 and Table 16 female uptake of the security operations traineeship has been extremely poor over the past five years with participation now almost non-existent.

Figure 50: Commencements in security traineeships (2011-2015)

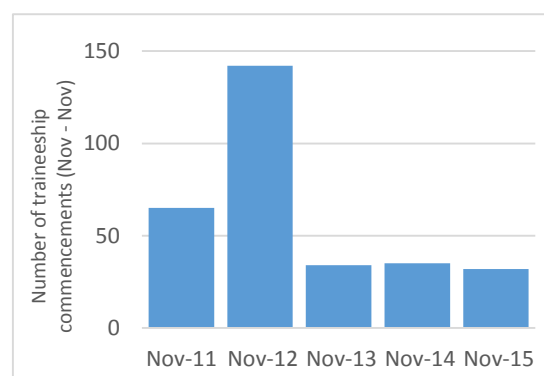


Figure 51: Security operations commencements by gender, 2011-2015

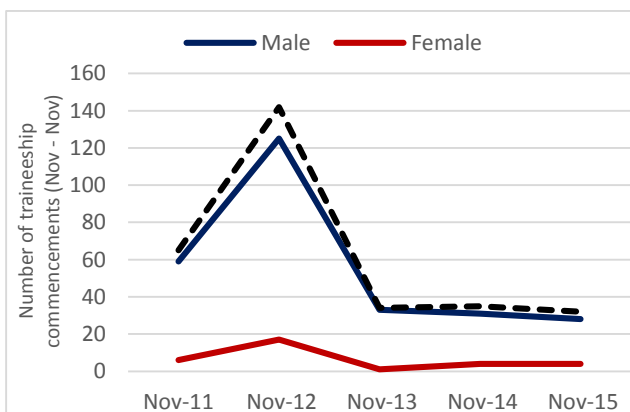


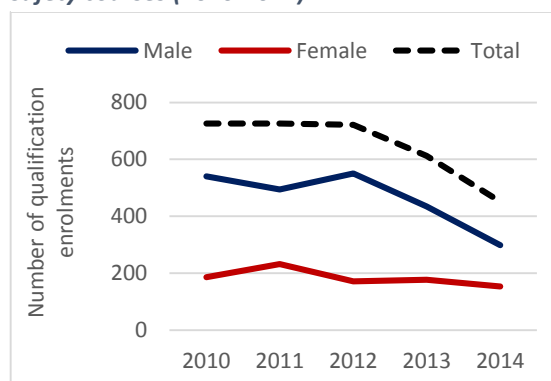
Table 16: Female share of security traineeship commencements

Year	Number of commencements	Female share of commencements
	(Nov – Nov)	
2011	63	9.5%
2012	142	12.0%
2013	34	2.9%
2014	35	11.4%
2015	32	12.5%
TOTAL	306	10.5%

Industry training (institution-based)

As shown in Figure 52, enrolments in public order and safety courses declined significantly in 2014, due to a decrease in male enrolments. The bulk of training in this field is provided by private training providers and it remains possible that the private provider share of training is simply increasing, accounting for the lower public enrolment numbers.

Figure 52: Public enrolments in public order and safety courses (2010-2014)



As indicated in Figure 53, almost 60 per cent of enrolments were from individuals aged 30 or over. The most common field of study is security operations, as shown in Figure 54. This is not surprising given the Certificate II in Security Operations is a licensing requirement in WA. In previous years security and risk management have made up a greater proportion of public enrolments, however there has been no public training providers offering investigative services qualifications in WA since 2011. The Training Council remains concerned however, that individuals under 18 are enrolling in the Certificate II in Security Operations. Licences are only available to those aged over 18 who have completed the Certificate II in the past two years.

Figure 54: Public enrolments in public order and safety qualifications, by age (Jan-Sep 2015)

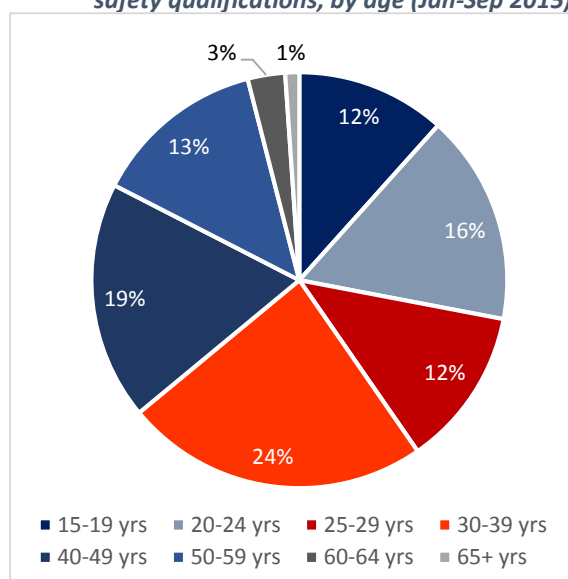
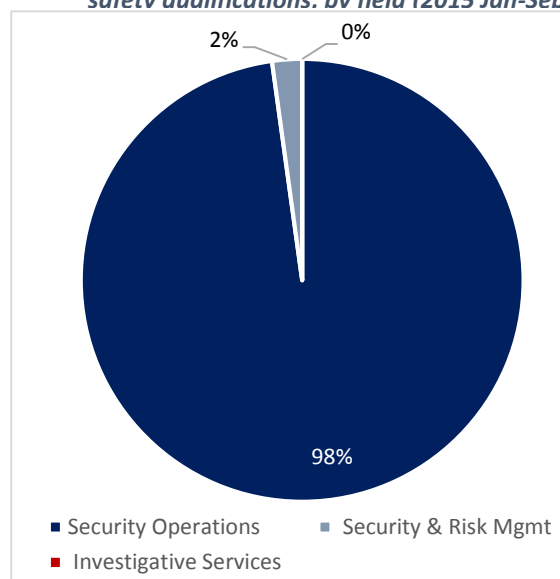


Figure 53: Public enrolments in public order and safety qualifications, by field (2015 Jan-Sep)



Vocational education and training in schools (VETiS)

There are no qualifications deemed suitable by industry for delivery to secondary students in this industry. This is due, in part, to the lack of occupational outcome at Certificate I level, which is not sufficient for licensing requirements. In addition, the Certificate II only offers an occupational outcome for those aged over 18. Further, recent high school graduates are unlikely to obtain employment in security if they have no, or minimal work experience. A final concern for this cohort is the content of core units, which include dealing with intoxicated individuals, working with liquor in licensed venues and controlling people with closed hand techniques. Training in these areas is clearly unsuitable for underage individuals.

Despite the above, there has been delivery of the Certificates to secondary students, as shown in Table 17. Of particular note is the fact that Year 11 students (the majority of whom are aged 15 to 16 years of age) were enrolled in this qualification in 2015 and a sizeable cohort of Year 10s in the previous year. The data does suggest that the Certificate II is being delivered over more than one school year. It has been mooted that this provides an advantage for students looking to pursue a career with the police force, however WA Police have advised that this is not the case.

Table 17: Enrolments in red-flagged qualifications by secondary students (2010-2015)

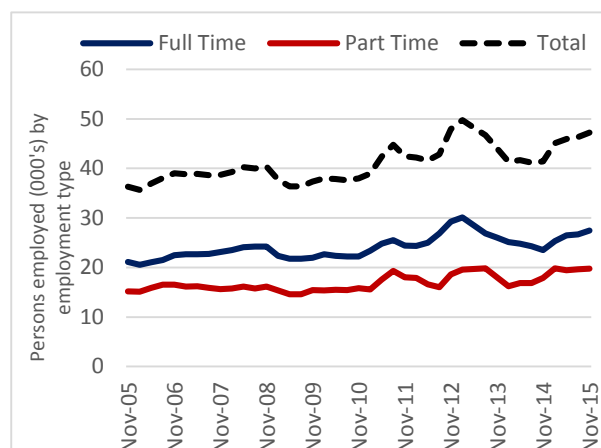
Year	Qualification	Enrolments			
		Yr 10	Yr 11	Yr 12	Total
2010	Certificate II in Security Operations	1	0	0	1
2011	Certificate I in Security Operations	0	1	8	9
	Certificate II in Security Operations	0	3	8	11
2012	Certificate I in Security Operations	0	1	7	8
	Certificate II in Security Operations	0	1	7	8
2013	Certificate I in Security Operations	0	5	4	9
	Certificate II in Security Operations	0	11	4	15
2014	Certificate I in Security Operations	0	2	3	5
	<i>Certificate II in Security Operations</i>	<i>31</i>	<i>28</i>	<i>21</i>	<i>80</i>
2015	Certificate II in Security Operations	0	7	6	13

Administration and Support Services Industry

The Administration and Support Services industry employed 47,300 individuals, or 3.5 per cent of the state workforce in November 2015. The workforce has grown over the past year, moving toward peak employment levels of just under 52,000 seen in November 2012. However, in the current climate, this growth is expected to slow over 2016. (Refer Figure 55). The industry includes employment, travel agent and administrative services, as well as property services such as cleaning and pest control.

FAPSTC has coverage of the entire industry, excluding travel agency and tour arrangement services. The FAPSTC workforces numbered 41,800 at November 2015, or 88.4 per cent of the industry workforce. Training and employment data will exclude the travel and tour group, however due to limitations in the available data, unemployment figures will cover the whole of industry.

Figure 55: Employment in administration and support services industry, by type (2005-2015)



Industry employment

As shown in Figure 56, the workforce has grown marginally over the past year, with increases in both part and full-time workers. This industry engages a far greater proportion of workers part-time (over 44% at November 2015) than the state average. Women are well represented, making almost half the workforce, however, there remain areas of gender imbalance, with more than half of women employed part-time, compared to 37 per cent of men, and only 38 per cent of the cleaning, pest control and other support services workforces being female. Workforce growth has been primarily the result of an increase in the number of men employed and the number employed in administrative roles. Changes in the workforce are shown in Table 18.

Figure 56: Administration and support services industry workforce, by type (FAPSTC only) 2010-2015

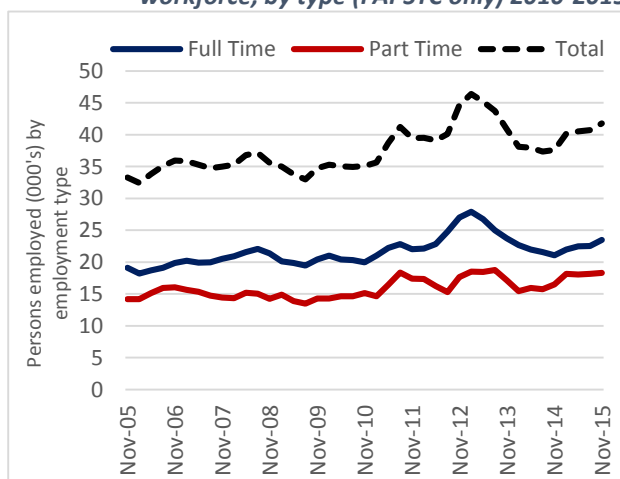


Figure 57: Administration & support services industry workforce, by gender (FAPSTC only) 2005-2015

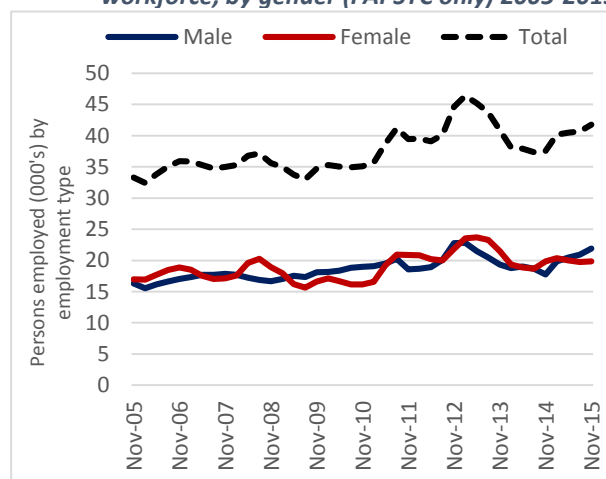


Table 18: Administration and support services workforce changes (FAPSTC only) November 2015

WORKFORCE SECTOR	QUARTERLY CHANGE			ANNUAL CHANGE		
	Percent	Number	Share of workforce	Percent	Number	Share of workforce
Total	+2.6%	+1,100		+11.2%	+4,200	
Full time	+4.2%	+1,000	56.2%	+11.5%	+2,400	56.0%
Part time	+0.7%	+100	43.8%	+10.7%	+1,800	44.0%
Female	+0.5%	+<100	52.5%	+0.1%	+<100	47.2%
Male	+4.7%	+1,100	47.5%	+23.5%	+4,200	52.8%
Administration	+8.3%	+1,300	40.1%	+16.5%	+2,400	38.2%
Cleaning, Pest & Other Services	-0.9%	-200	59.9%	+7.8%	+1,800	61.8%

Industry unemployment

As shown in Figure 58, industry unemployment has fluctuated and been generally high since 2010. The rate declined steadily over 2014 before increasing sharply in the quarter to November 2015 to 4.7 per cent. For those actively seeking employment¹³, median job search duration spiked sharply over 2014, in line with the state average (refer Figure 59). In the quarter to November 2015 the median job search duration declined to 11 weeks, below the state average of 14.5 weeks.

Figure 58: Median job search durations in administration and support services industry 2010-2015

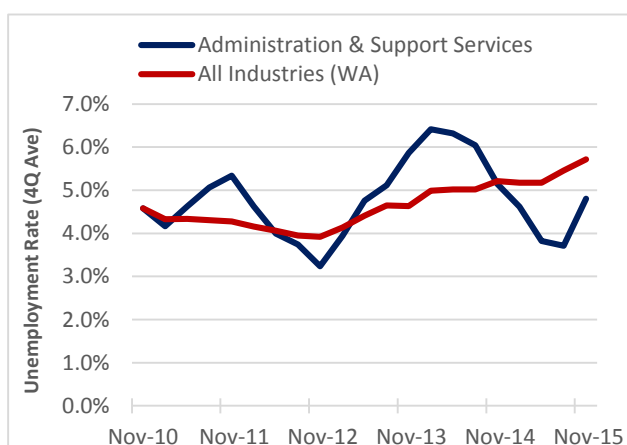
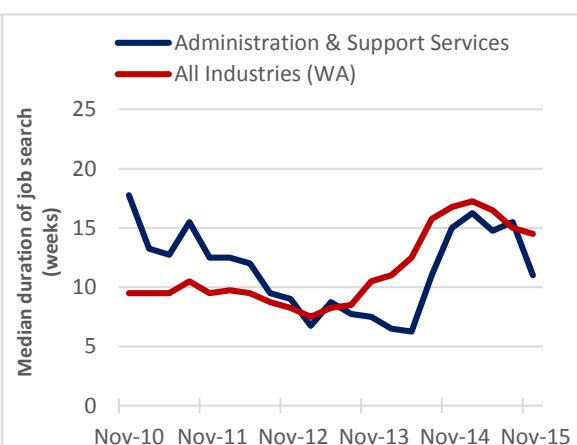


Figure 59: Unemployment rate in the administration and support services industry 2010-2015



Industry training (traineeships)

The industry is supported by qualifications in both the business services (BSB) and property services (CPP) training packages, and by the financial services (FNS) training packages which houses the bookkeeping qualification. Among the skill sets within these training packages are a wide number relevant to the administration and support services industry, including, but not limited to supervisory, archiving/recordkeeping, customer engagement, digital skills and cloud computing, innovation, diversity, medical transcription, small business, pest control/fumigation and sustainable cleaning operations.

¹³ Who held their previous job in this industry

In addition to classroom based training, the industry is supported by a number of traineeships in WA, as shown in Table 19. The Certificate II and III in Business, Certificate III in Business Administration and Certificate II in Cleaning Operations are available as school-based traineeships.

Table 19: Traineeship for the administration and support services industry

Qualification	Duration	Occupational Outcome	Commencements (Nov 2014 – Nov 2015)
Administration Services			
Certificate II in Business BSB20115	12 months	General clerk	197
Certificate III in Business BSB30115	12 months	General clerk, receptionist	336
Certificate III in Business Administration BSB30415	12 months	General clerk, receptionist	59
Certificate III in Business Administration (Medical) BSB31115	12 months	General clerk	17
Certificate III in Customer Engagement BSB40315	12 months	Call or contact centre operator	331
Certificate III in Recordkeeping BSB30815	12 months	Filing or registry clerk	0
Certificate IV in Business BSB40115	12 months	General clerk, receptionist	135
Certificate IV in Business Administration BSB40515	12 months	General clerk, office manager	50
Certificate IV in Customer Engagement BSB40315	18 months	Call or contact centre team leader	679
Certificate IV in Leadership & Management BSB42015	18 months	Supervisor, team leader	544
Certificate IV in Human Resources BSB41015	12 months	Human resources clerk	97
Certificate IV in Recordkeeping BSB41715	12 months	Filing or registry clerk	1
Certificate IV in Work Health & Safety BSB41415	24 months	Safety inspector	457
Certificate IV in Bookkeeping FNS40215	12 months	Bookkeeper	86
Building Cleaning, Pest Control and Other Support Services			
Certificate II in Cleaning Operations CPP20611	6 months	Commercial cleaner, Domestic cleaner	29
Certificate II in Fire Protection, Inspection & Testing CPP20511	6 months	Fire extinguisher technician	0
Certificate III in Cleaning Operations CPP31011	12 months	Commercial cleaner, Domestic cleaner	49
Certificate III in Fire Protection, Inspection & Testing CPP30811	12 months	Fire extinguisher technician	0
Certificate III in Urban Pest Management CPP30115	12 months	Pest controller, fumigator	45
TOTAL			3067

Traineeship trends – qualifications

As shown in Figure 60, commencements in cleaning, pest and other support services have declined dramatically over the past five years, (-64.7%) due primarily to a decrease in commencements in the cleaning operations traineeships.

Commencements in traineeships aligned to administrative/business support roles have grown since 2011, but not steadily and were down over 2015, compared to 2014

(November to November, refer Figure 61).

Commencements in generalist business traineeships, which were once dominant, have now been overtaken by customer engagement. In addition, commencements in the Certificate IV in Leadership and Management traineeship, typically used by industry to upskill individuals for supervisory and team leadership roles are now almost on a par with business commencements. Recordkeeping uptake has been particularly poor over the past five years. Medical administration commencements have also been weak, although these increased in 2015. Work health and safety commencements were slightly lower and this is to be expected given a significant proportion have been for trainees in the mining and resource sector.

Figure 60: Commencements in cleaning, pest and other support services traineeships, by field 2011-2015



Figure 61: Commencements in administrative services traineeships, by field 2011-2015

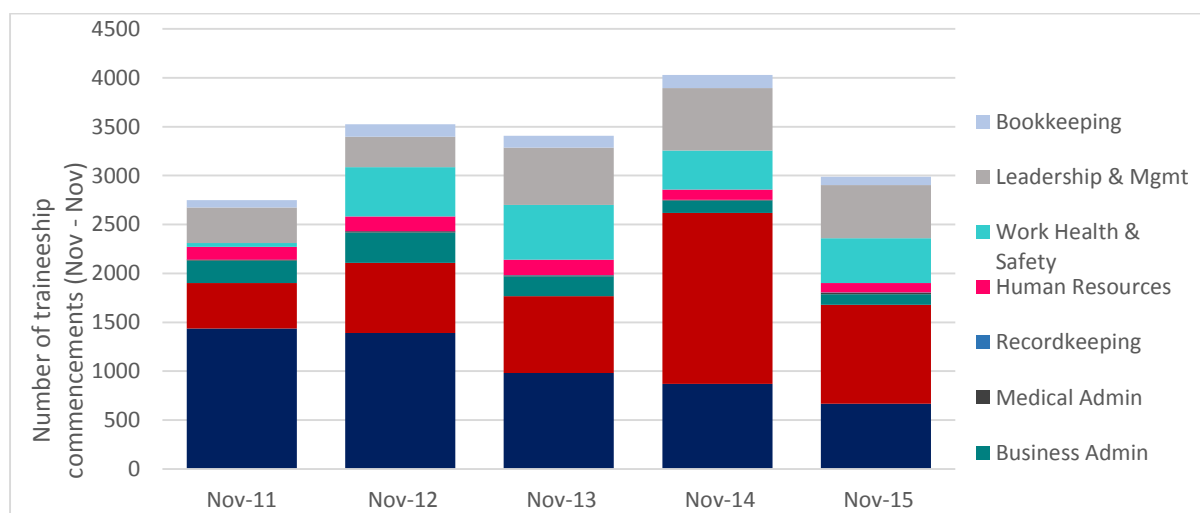
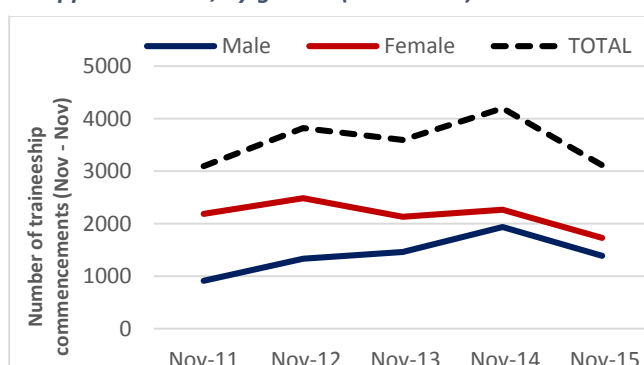


Figure 62: Traineeship commencements in administration & support services, by gender (2011-2015)



Traineeship trends – gender

As shown in Figure 62 women are well represented among traineeship commencements in the industry, however their participation is waning (refer Table 20), in contrast to men who dominate uptake of the Leadership and Management and Work Health and Safety traineeships, as well as the Cleaning and Pest Management traineeships.

The proportion of women undertaking Certificate IV traineeships (AQF4) is noticeably lower than in lower level traineeships (Refer Table 21).

Table 20: Commencements in administration and support services traineeships 2011-2015

Year	Administrative & Support Traineeships		Cleaning, Pest & Fire Protection Traineeships	
	Number of commencements	Female share of commencements	Number of commencements	Female share of commencements
2011	2,749	75.2%	348	33.3%
2012	3,526	68.2%	294	28.2%
2013	3,409	61.3%	183	22.4%
2014	4,028	55.0%	172	30.2%
2015	2,989	56.6%	123	27.6%
TOTAL	16,701	62.7%	1120	29.1%

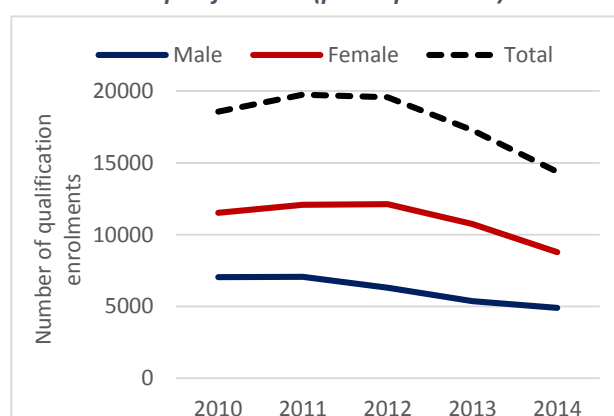
Table 21: Female share of commencements in administration and support services traineeships, by AQF level 2011-2015

Year	Female share of commencements		
	AQF2	AQF3	AQF4
2011	76.0%	74.7%	62.0%
2012	77.5%	77.1%	54.3%
2013	76.6%	75.9%	51.9%
2014	76.4%	67.7%	48.5%
2015	75.2%	70.0%	47.4%
TOTAL	76.4%	73.7%	51.5%

Industry training (institution-based)

As shown in Figure 63, enrolments in administration and support services courses declined significantly in 2014, primarily as a result of a strong decline in female enrolments. A significant and increasing proportion of training in this field is provided by a range of private training providers, accounting in part, for the lower public enrolment numbers. 2015 enrolment data suggests that full year enrolments will be on a par with 2014.

Figure 63: Enrolments in administration & support services qualifications (public providers) 2010-2015



With a number of low AQF level qualifications linked to entry level job roles, training for the industry attracts a higher proportion of young student aged under 30 than most other industries. (Refer Figure 64) The most common field of study remains business, as shown in Figure 65, however public business enrolments, along with work health & safety, business administration, cleaning, fire protection, testing and inspection have declined over the past five years. Customer engagement enrolments have however increased significantly (+64.4% in 2014, with 2015 data indicating a further increase).

Figure 64: Enrolments in administration & support services qualifications, by age 2015

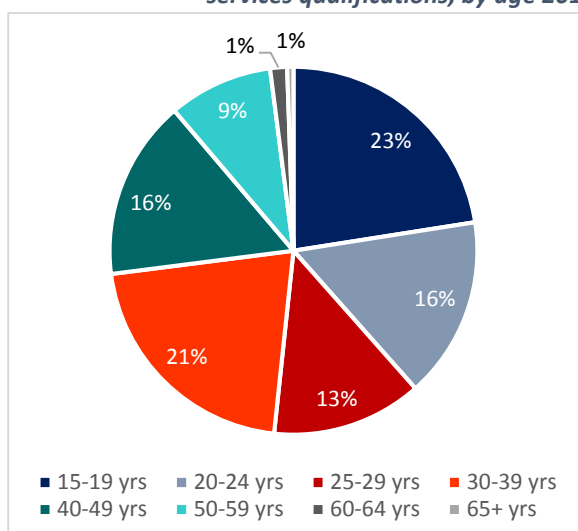
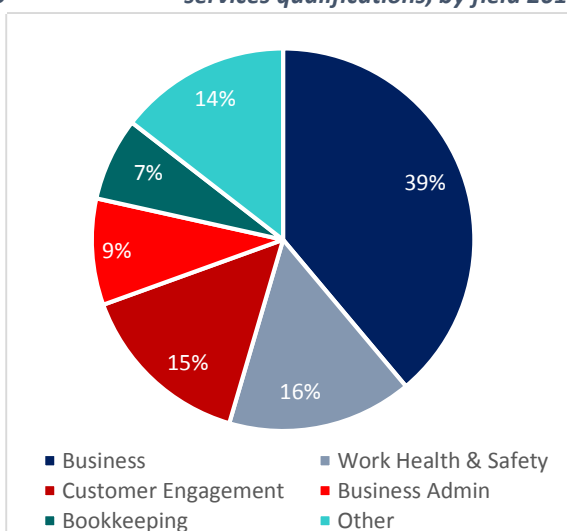


Figure 65: Enrolments in administration & support services qualifications, by field 2015



Contributing factors to the decline in enrolments include increasing private provider market share, changes in the supply and demand for specific occupations and increasing demand for tertiary qualifications in a range of occupations. Changes to the WACE are driving increased enrolments by secondary students in Certificate II, and to a lesser extent Certificate III business and business administration qualifications. However, the bulk of these enrolments are with private training providers. A full list of enrolments for the first three quarters of 2015 is provided in Table 22. As indicated, women make up the majority of enrolments, however there are significant gender discrepancies in different fields. This discrepancy extends to AQF level, with 65.4 per cent of men undertaking AQF4-6 qualifications, compared to just 57.4 per cent of women.

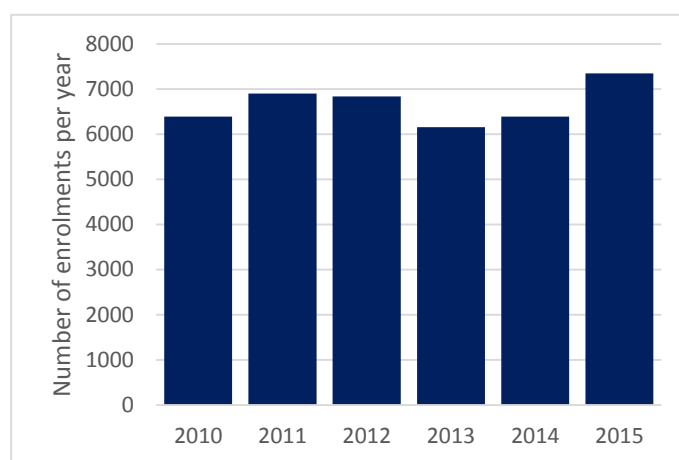
Table 22: Breakdown of administration and support services enrolments for first three quarters of 2015

Qualification Field	Enrolments	Field Share of Total Enrolments	Female Share of Enrolments
Business	4580	38.9%	64.8%
Work Health & Safety	1843	15.7%	35.4%
Customer Engagement	1759	14.9%	56.2%
Business Admin	1059	9.0%	86.3%
Bookkeeping	827	7.0%	92.5%
Human Resources	656	5.6%	82.9%
Leadership & Mgmt	365	3.1%	43.6%
Cleaning	213	1.8%	30.5%
Pest Management	124	1.1%	5.6%
Conveyancing	122	1.0%	85.2%
International Trade/Business	70	0.6%	42.9%
Medical Admin	67	0.6%	85.1%
Quality Auditing	34	0.3%	55.9%
Micro Business	23	0.2%	0.0%
Purchasing	18	0.2%	50.0%
Fire Protection	11	0.1%	9.1%
Recordkeeping	5	<0.0%	80.0%
Total	11,776		61.9%

Vocational education and training in schools (VETiS)

The Certificates I and II in Business and the Certificate II in Customer Engagement are flagged as suitable for secondary students on the VETiS register. The Certificate III in Business, Business Administration and Business Administration (Legal) are flagged as suitable under specified conditions. In addition, the Certificates I – III in Business can be undertaken as Industry Specific courses with mandated work placements and the Certificate II and III in Business and Certificate III in Business Administration are available as school-based traineeships.

Figure 66: Enrolments in administration and support services qualifications by secondary students 2010-2015



Use of the administration and support services qualifications in schools has been significant, as shown in Figure 66. With changes to the WACE coming into effect in 2015 enrolments have again increased and are expected to increase further in 2016. Industry specific courses are the preferred option for undertaking business certificates, however opportunities for students to use this option remain limited by availability of work placements in industry.

In spite of industry advice, FAPS TC notes a worrying increase in enrolments in qualifications red-flagged as not suitable for this cohort based on industry advice. Certificate IV and even Diploma level qualifications have been in use over the past five years, however the jump in Certificate IV in Business enrolments in 2015 is of particular concern. Factors contributing to this include the use of the qualification for portfolio entry into university courses and the belief that the higher level qualification offers better employment opportunities post-graduation. While the former is not the intended purpose of the qualifications, and seems difficult for a student to accomplish in less than two years while undertaking other subjects, the latter is not supported by industry, and limits traineeship opportunities. Use of red-flagged and off-register qualifications is detailed in Table 23.

Table 23: Enrolments in off-register and red-flagged qualifications by secondary students 2010-2015

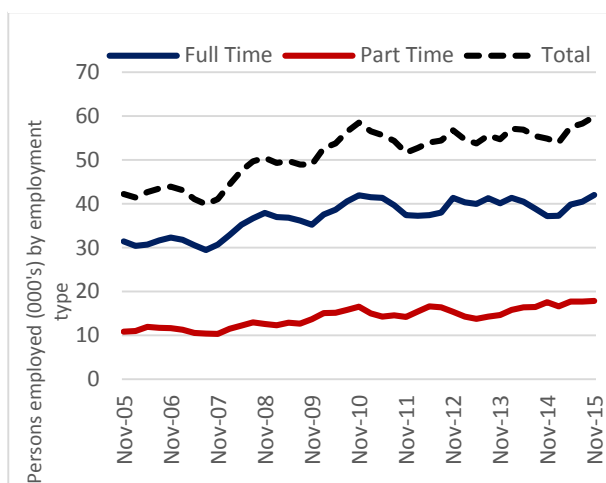
Year	Qualification	Enrolments			
		Yr 10	Yr 11	Yr 12	Total
2010	Certificate III in Work Health & Safety	0	0	2	2
	Certificate IV in Business	0	26	97	123
	Certificate IV in Business Administration	0	0	2	2
	Certificate IV in Work Health & Safety	0	0	1	1
	Certificate IV in Bookkeeping	0	0	1	1
	TOTAL	129			
2011	Certificate IV in Business	0	34	151	185
	Certificate IV in Leadership & Management	0	1	10	11
	Certificate IV in Work Health & Safety	0	1	0	1
	TOTAL	197			
2012	Certificate IV in Business	0	54	257	311
	Certificate IV in Leadership & Management	0	4	11	15
	Certificate IV in Work Health & Safety	0	1	0	1
	TOTAL	327			
2013	Certificate IV in Business	0	24	237	261
	Certificate IV in Leadership & Management	0	0	1	1
	Certificate IV in Human Resources	0	0	1	1
	Diploma of Business	0	0	8	8
	TOTAL	271			
2014	Certificate III in Work Health & Safety	0	5	15	20
	Certificate IV in Business	0	26	194	220
	Certificate IV in Leadership & Management	0	0	1	1
	Certificate IV in Work Health & Safety	0	0	1	1
	Diploma of Business	0	0	9	9
	TOTAL	251			
2015	Certificate III in Work Health & Safety	0	2	10	12
	Certificate IV in Business	0	34	313	347
	Certificate IV in Business Administration	0	0	3	3
	TOTAL	362			

Other Services Industry

The Other Services industry employed 58,000 individuals, or 4.2 per cent of the state workforce in November 2015. This represents an increase of 12.8 per cent, or almost 6,600 workers in the past year. The industry grew slightly over the last quarter. (Refer Figure 67). The industry includes repair and maintenance and personal and other services (such as funeral, religious, civic).

FAPSTC has coverage of a single group within the industry, civic, professional and other interest groups. This group employed 3,200 individuals in November 2015, or just 5.5 per cent of the industry. Employment data will cover this class, however due to limitations in the data, unemployment figures will cover the whole of industry. There is no vocational training (traineeship or institutional) for this sector of the industry, other than for unionism and industrial relations. There has been no public training activity in these qualifications in WA since before 2010.

Figure 67: Persons employed in the other services industry, by type (2005-2015)



Industry employment¹⁴

As shown in Figure 68, part-time employment levels in civic, professional and other interest groups dipped sharply over the last quarter, due primarily to a drop in part-time workers. More noticeable however, is the dramatic and protracted decline in the female workforce, as shown in Figure 69. There are now fewer women working in this sector than there was in November 2005 and women make up just under half the workforce, where as recently as 2013 they made up over three quarters of the workforce. Data on the size of workforce changes over the past quarter and year to November 2015 are provided in Table 14.

Figure 68: Employment in civic, professional and other interest groups, by type (2010-2015)

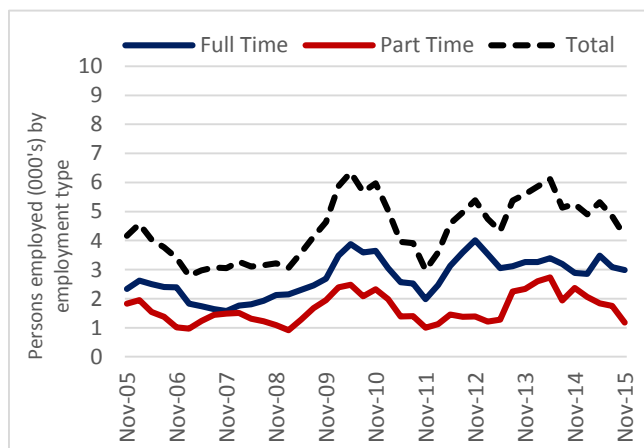
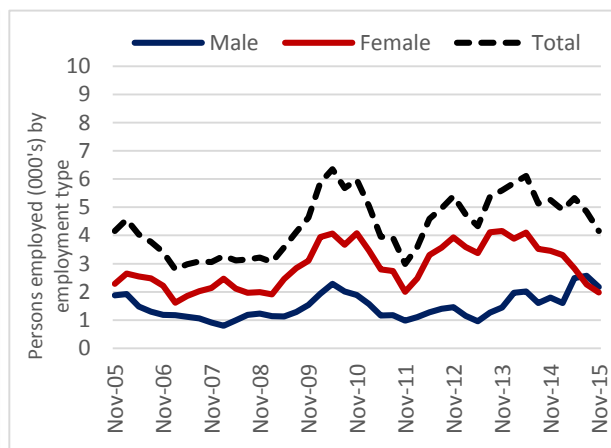


Figure 69: Employment in civic, professional and other interest groups, by gender (2005-2015)



¹⁴ Trends and statistics should be viewed with caution given the low numbers

Table 24: Changes in the civic, professional and other interest groups workforce (2014/15)

WORKFORCE SECTOR	QUARTERLY CHANGE			ANNUAL CHANGE		
	Percent	Number	Share of workforce	Percent	Number	Share of workforce
Total	-14.0%	-700		-20.9%	-1,100	
Full time	-3.2%	-100	71.7%	+3.4%	+100	54.9%
Part time	-33.0%	-600	28.3%	-50.4%	-1,200	45.1%
Female	-12.4%	-300	47.7%	-42.6%	-1,500	65.7%
Male	-15.4%	-400	52.3%	+20.7%	+400	34.3%

Industry unemployment

As shown in Figure 70, industry unemployment has remained below the state average, but has climbed significantly since 2011. As the civic, professional and other interests group is such a small proportion of the workforce, these trends are impacted more strongly by the larger workforce sectors, such as automotive and machinery repair and personal services. The median job search duration for the industry¹⁵ has fluctuated, with a marked increase in duration since early 2014. At present, the median time taken to secure a position in the industry is 17.25 weeks, compared to the state average of 14.5.

Figure 71: Unemployment rate in the other services industry (2010-2015)

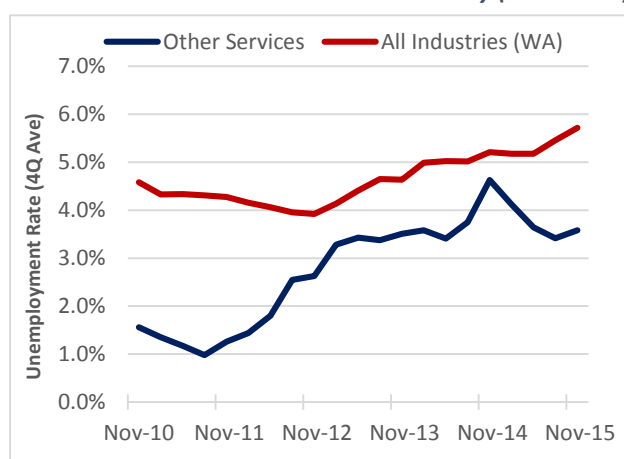
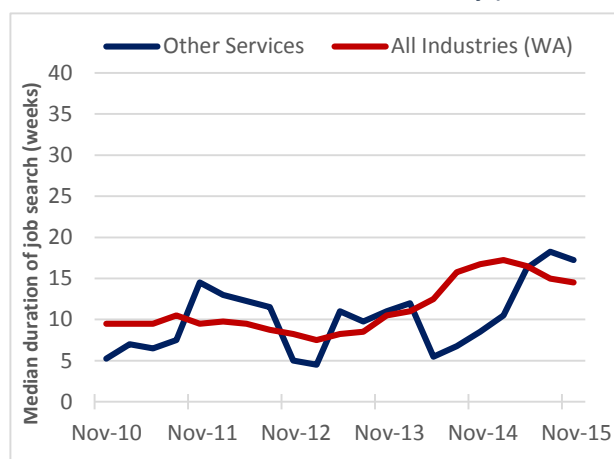


Figure 70: Median job search duration in the other services industry (2010-2015)



¹⁵ For those individuals who held their last job in the industry

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