



FINANCIAL, ADMINISTRATIVE &
PROFESSIONAL SERVICES TRAINING COUNCIL

INDUSTRY SCAN
SECOND QUARTER 2014

RELEASED
AUGUST 2014

Executive Summary

This report is designed to provide current, industry-specific data on workforce, training and recruitment covering 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 Technical Services (ANZSIC M)
- Public Administration and Safety (partial) (ANZSIC O)

Western Australia experienced robust population growth over 2013, leading the country with a 2.9%¹ increase in resident population, a significant proportion of that from net interstate and overseas migration.

Over the second quarter of 2014, Western Australia's workforce grew by 1.75%, to include 1,363,900 workers. In the same period the combined FAPSTC industries grew by 9.9%, to include 310,600 workers, or 22.77% of the State's workforce².

Western Australian traineeship commencements have been subdued over the year to date and this is reflected in traineeship uptake across the FAPSTC industries³.

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. Data used is the most current available at the time of publication. Job Vacancy data is obtained using www.seek.com.au.

All interpretations and conclusions drawn from these data sources are those of the Financial, Administrative and Professional Services Training Council.

Released August 2014

¹ ABS Catalogue 3101.0 – Australian Demographic Statistics, Dec 2013

² ABS Catalogue 6291.0.55.003 – Labour Force, Australia, Detailed, Quarterly, May 2014

³ Department of Training and Workforce Development TRS Datacube, August 2014

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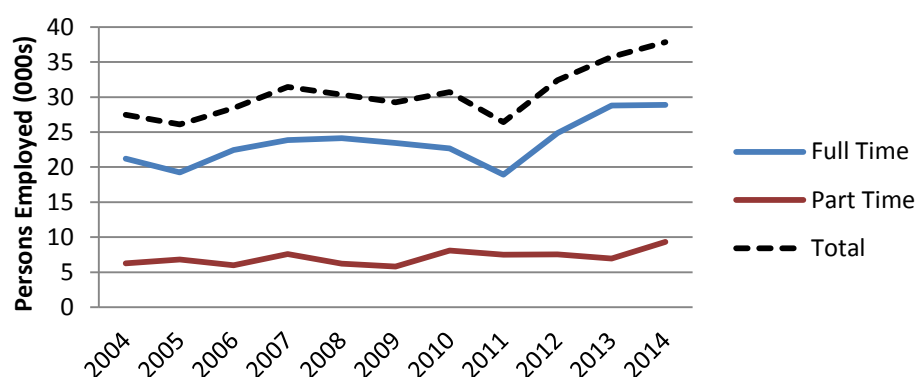
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Finance and Insurance Services

The Finance and Insurance Services industry provides a range of depository (banking, credit unions, etc.) and non-depository finance services, as well as insurance, superannuation, broking, fund management, bookkeeping and financial advice/consulting services. Although classified under a different industry, accounting has been included in this section of the analysis due to its inclusion in the Financial Services Training Package. In the second quarter of 2014, the industry employed 2.8% of the State's workforce.

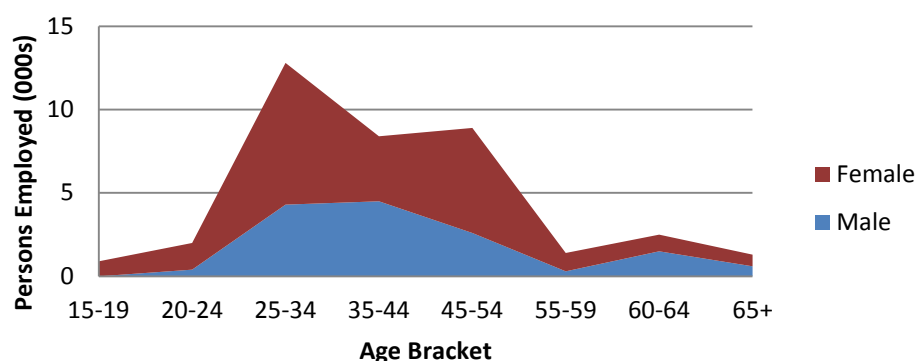
Workforce Demographics

**WA Employment Levels
(Annualised)**



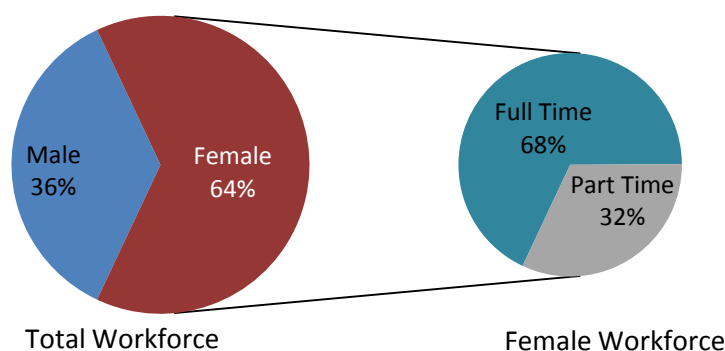
For comparison, overall state workforce growth was: 2.12% (Annualised) ; 1.75% (Quarterly).

**Workforce Age Demographics
Second Quarter 2014**



For comparison, the state workforce age for Q2 is 16.3% (<25), 45.9% (25-45), 37.8% (>45)

**Workforce Gender Demographics
Second Quarter 2014**



For comparison, the state workforce for Q2 was 56.3% male, 43.7% female

Total Workforce

+ 8.59%

(Annualised)

+ 3.24%

(Quarterly)

33,400

May 2013

38,200

May 2014

Workforce Age

	Annualised	Quarterly
<25	-17.6%	+16.0%
25-45	+3.0%	+8.7%
>45	+25.4%	-6.0%

<25

2,900

2,500

25-45

21,200

18,700

>45

14,100

10,300

May 2013

May 2014

Female Participation

+ 12.15%

(Annualised)

+ 10.60%

(Quarterly)

18,100

May 2013

24,000

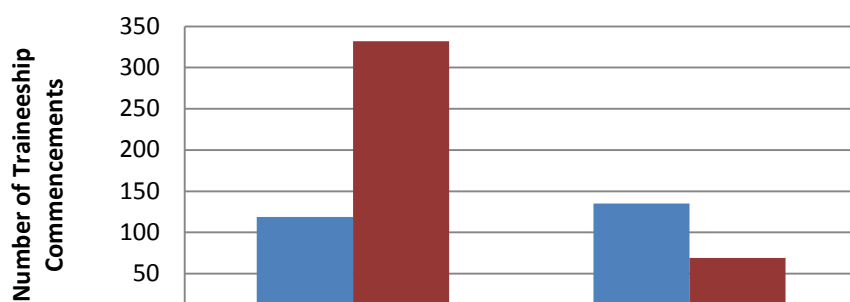
May 2014

Traineeship Demographics

The following data relates to traineeships currently available to support the skilling and upskilling of the Finance and Insurance Services workforce. They include:

Certificate II in Financial Services
 Certificate III in Financial Services
 Certificate III in Accounts Administration
 Certificate III in Insurance Services
 Certificate IV in Financial Services
 Certificate IV in Accounting
 Certificate IV in Bookkeeping
 Certificate IV in Financial Practice Support
 Certificate IV in Finance and Mortgage Broking
 Certificate IV in General Insurance
 Certificate IV in Superannuation

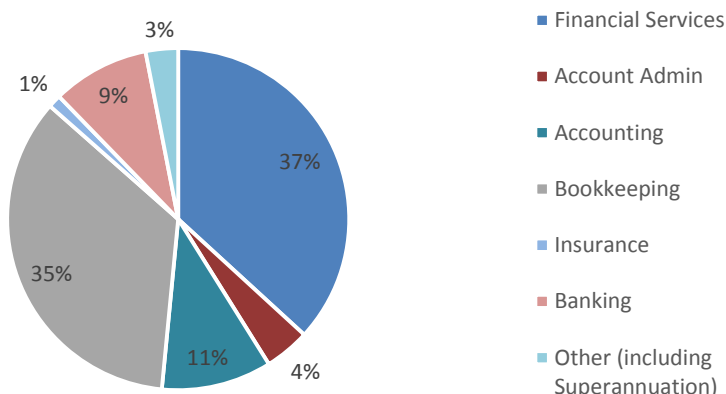
**FNS Traineeship Commencements
Quarterly Comparison**



■ First Quarter
 ■ Second Quarter

FNS Traineeship commencements were down significantly in Q2, to their lowest levels since Q2, 2008.

**Finance (FNS) Traineeship 2014 Commencements
Qualification Areas**



Traineeship Commencements

- 79.22%

(Second Quarter Comparison)

- 54.77%

(Half Year Comparison)

754

2013 Total

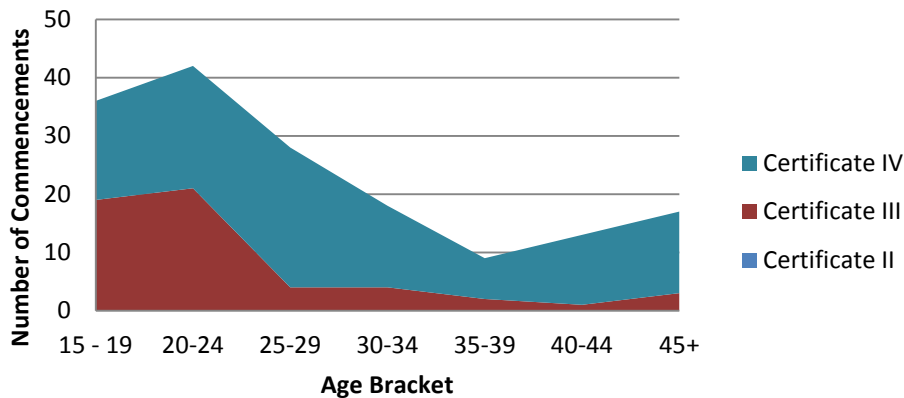
204

2014 YTD

Top 5 Traineeship Areas 2014 YTD

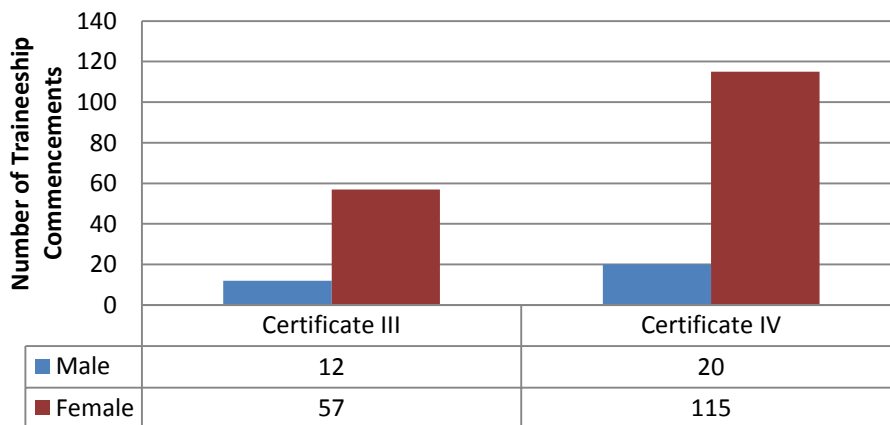
	Share (2013)	Share (2014 YTD)
Financial Services	43.5%	36.8%
Bookkeeping	14.7%	35.0%
Accounting	5.7%	10.4%
Banking	25.9%	9.2%
Accounts Admin	2.8%	4.3%

Age of Trainees 2014 Commencements



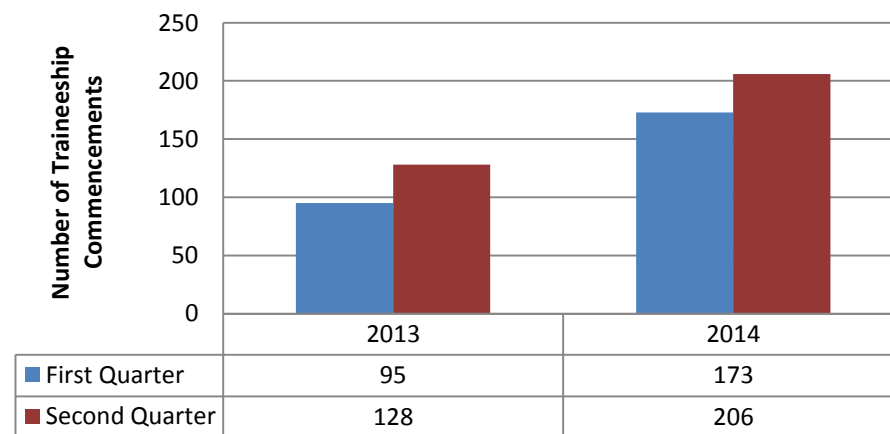
<25 year olds are making up an increasing share of FNS trainees, and are commencing at a rate higher than the State average across all traineeship areas in 2014 YTD.

Trainee Gender Demographics 2014 YTD



Female FNS traineeship participation remains strong and continues to be significantly higher than the State average across all traineeship areas.

Finance (FNS) Traineeship Completions Quarterly Comparison



85% of completions were in Certificate IV level qualifications, with Banking Services, Financial Services and Bookkeeping the top 3 completion areas in Q2, 2014.

Trainee Age

	Age Share (2013)	Age Share (2014 YTD)
<25	35.4%	47.9%
25-45	47.8%	41.7%
>45	16.8%	10.4%

754

2013 Total

204

2014 YTD

Female Trainees

	Female (%) 2013	Female (%) 2014 YTD
Cert III	80.7%	82.6%
Cert IV	75.7%	85.2%
Total	82.9%	84.3%

582

2013 Total

115

2014 YTD

Traineeship Completions

+ 60.90%

(Second Quarter Comparison)

+ 70.00%

(Half Year Comparison)

506

2013 Total

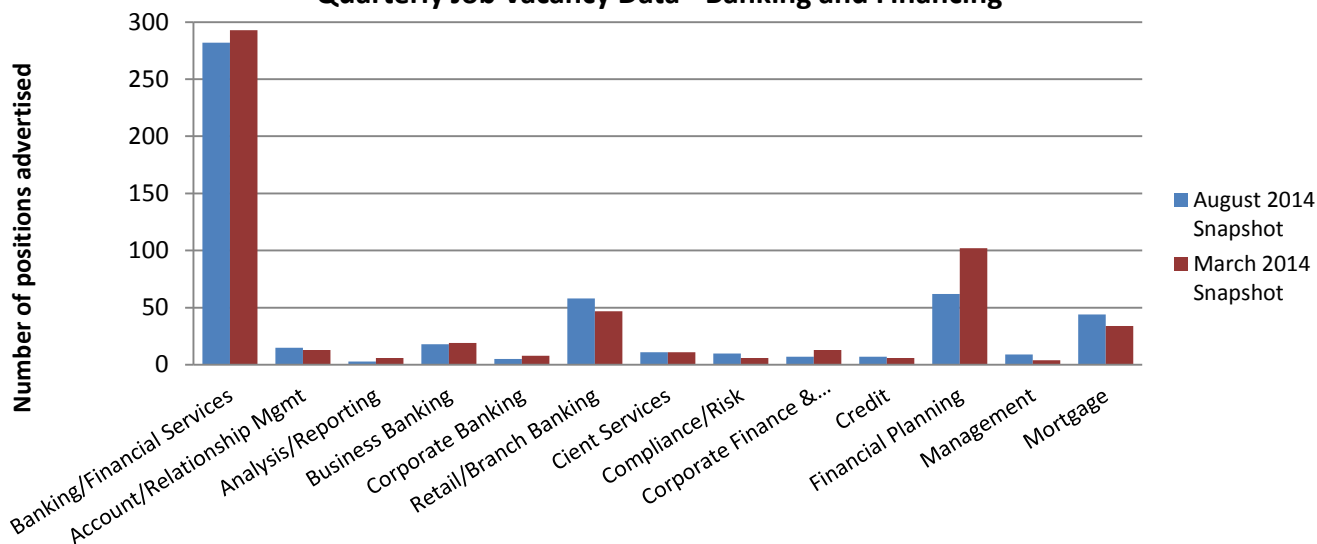
379

2014 YTD

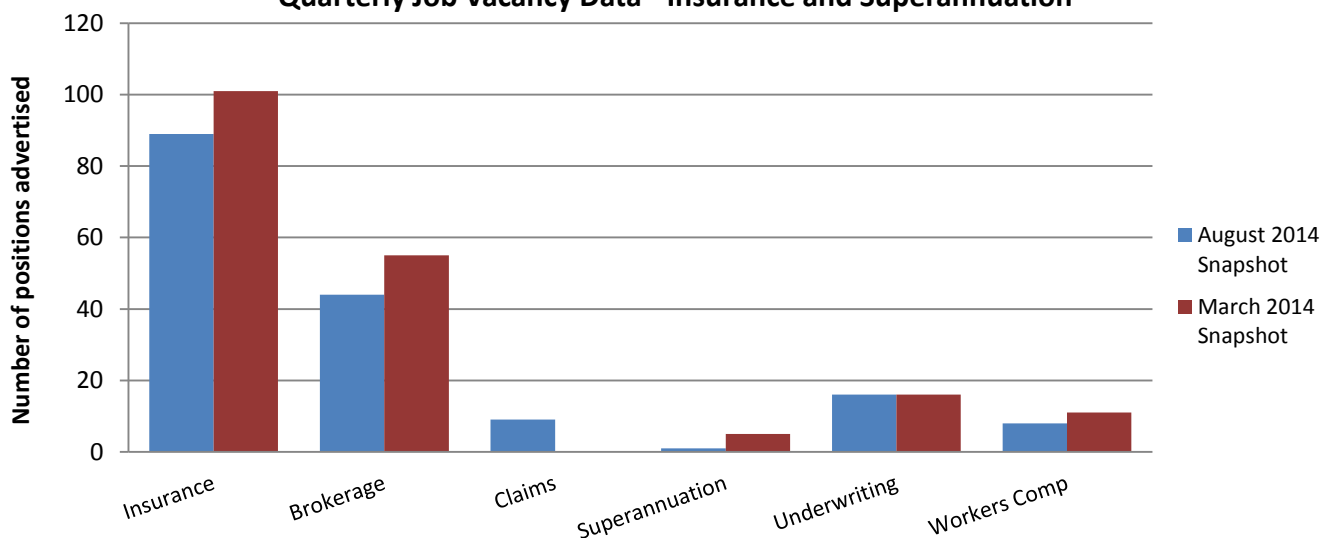
Job Vacancy Data

Metropolitan

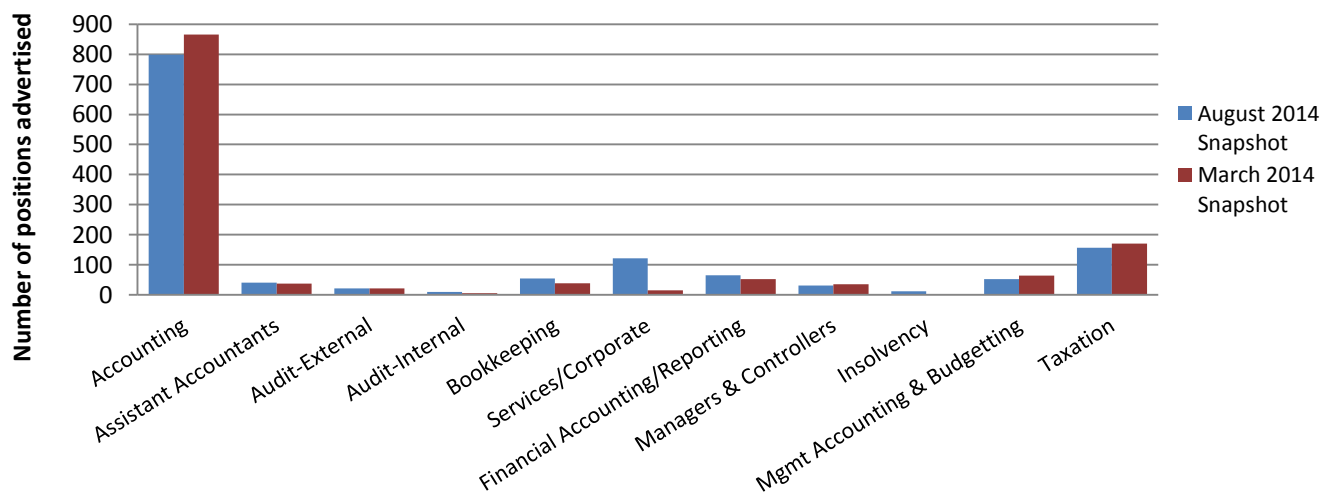
Quarterly Job Vacancy Data - Banking and Financing



Quarterly Job Vacancy Data - Insurance and Superannuation

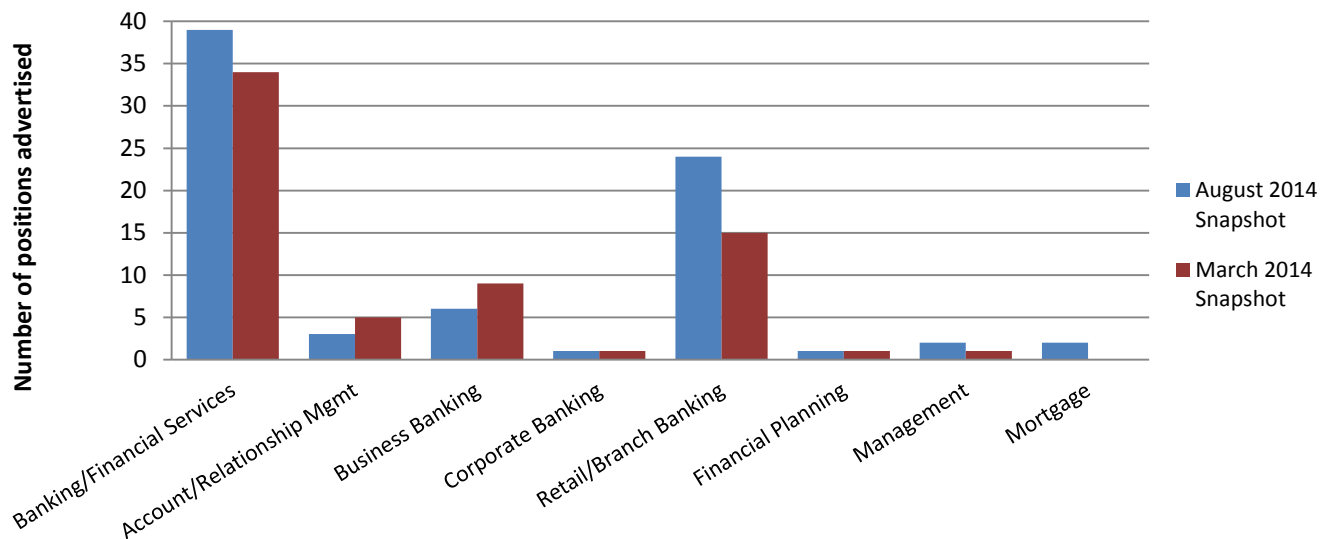


Quarterly Job Vacancy Data - Accounting and Related Services/Management

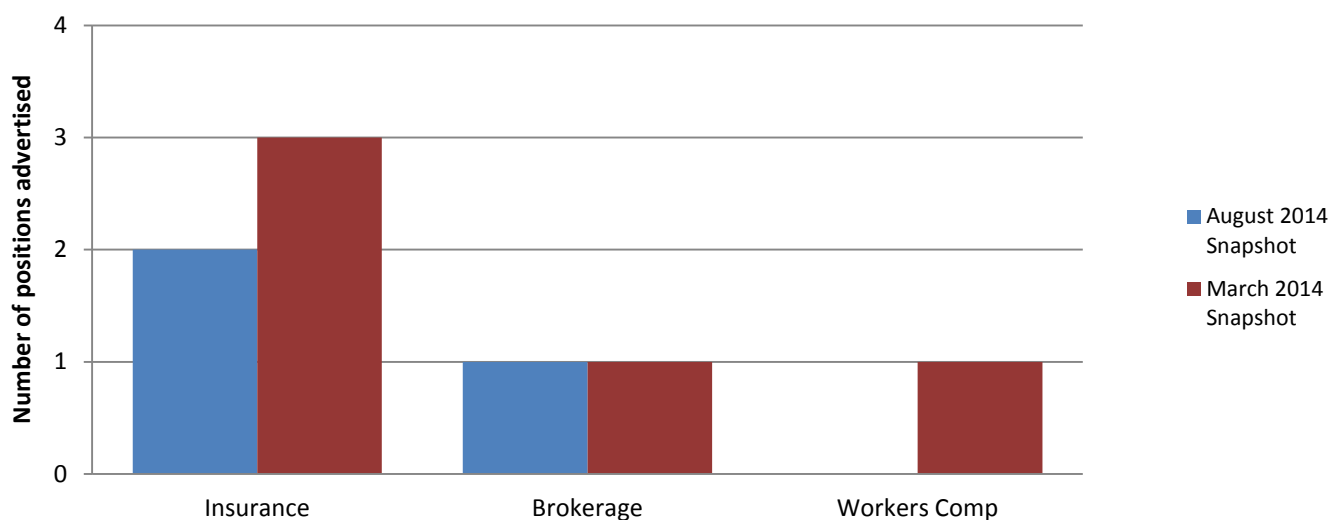


Regional

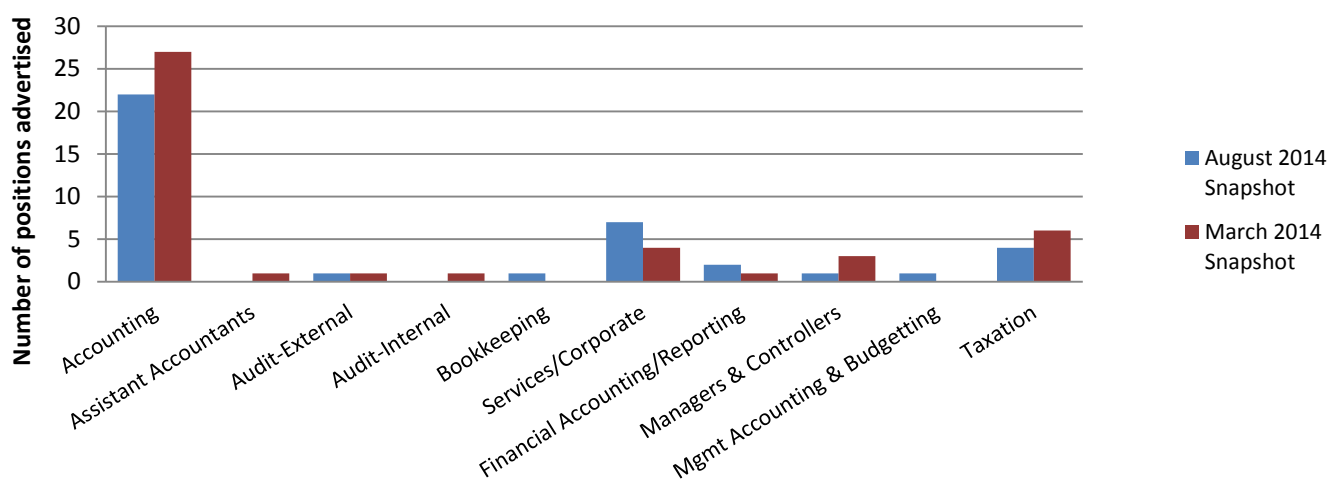
Quarterly Job Vacancy Data - Banking and Financing (Regional)



Quarterly Job Vacancy Data - Insurance and Superannuation (Regional)



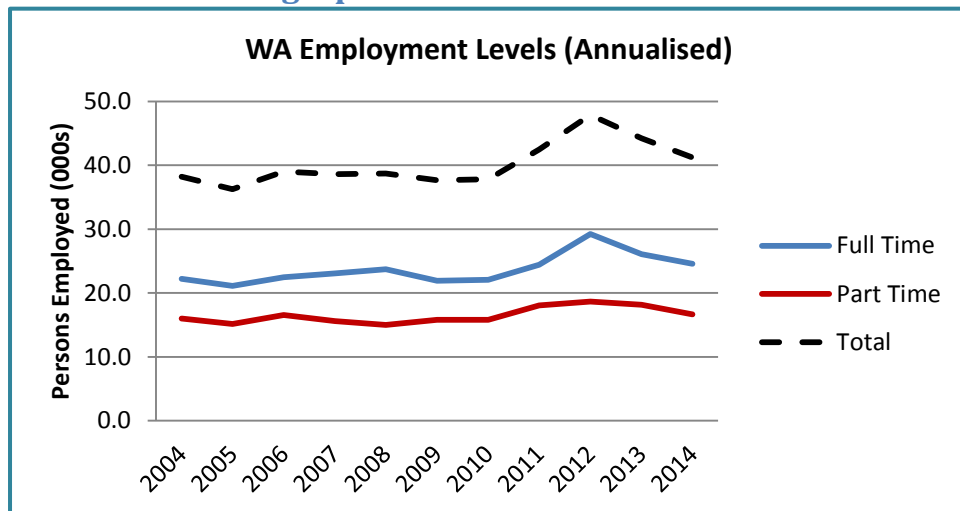
Quarterly Job Vacancy Data - Accounting and Related Services/Management (Regional)



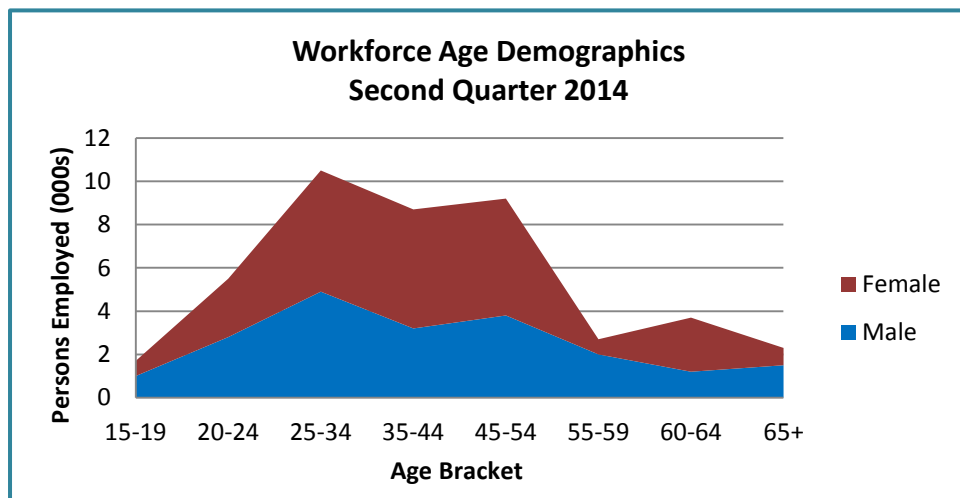
Administration & Support Services⁴

The Administration and Support Services industry incorporates administrative (clerks, receptionists, etc.), call/contact centre and human resources occupations, as well as support services including, but not limited to, pest management and cleaning services. In the second quarter of 2014, the industry employed 3.2% of the State's workforce.

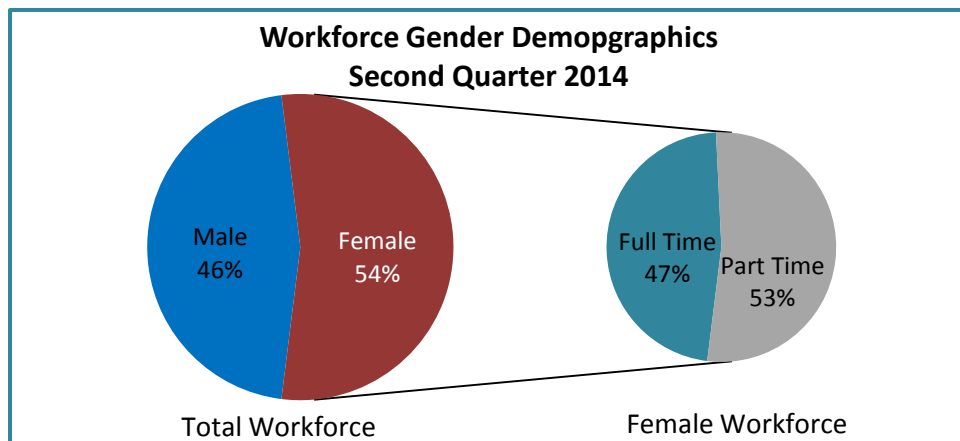
Workforce Demographics



For comparison, overall state workforce growth was: 2.12% (Annualised) ; 1.75% (Quarterly).



For comparison, the state workforce age for Q2 is 16.3% (<25), 45.9% (25-45), 37.8% (>45)



For comparison, the state workforce for Q2 was 56.3% male, 43.7% female

⁴ Occupations in gardening, packing, events and tourism are also located within this industry, but have not been included in this analysis as they fall outside the FAPSTC portfolio.

Total Workforce

- 6.84%

(Annualised)

+ 16.27%

(Quarterly)

42,200

May 2013

44,300

May 2014

Workforce Age

	Annualised	Quarterly
<25	+14.3%	+100%
25-45	-9.6%	-7.2%
>45	-9.0%	+29.7%

<25

4,900

7,200

25-45

18,000

19,200

>45

19,300

17,900

May 2013

May 2014

Female Participation

- 10.84%

(Annualised)

+ 23.83%

(Quarterly)

24,600

May 2013

23,900

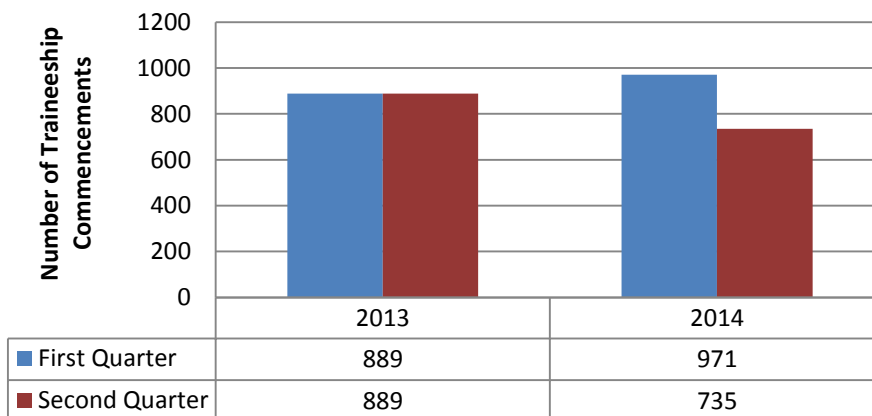
May 2014

Traineeship Demographics

The following data relates to traineeships currently available to support the skilling and upskilling of the Administrative and Support Services workforce. They include:

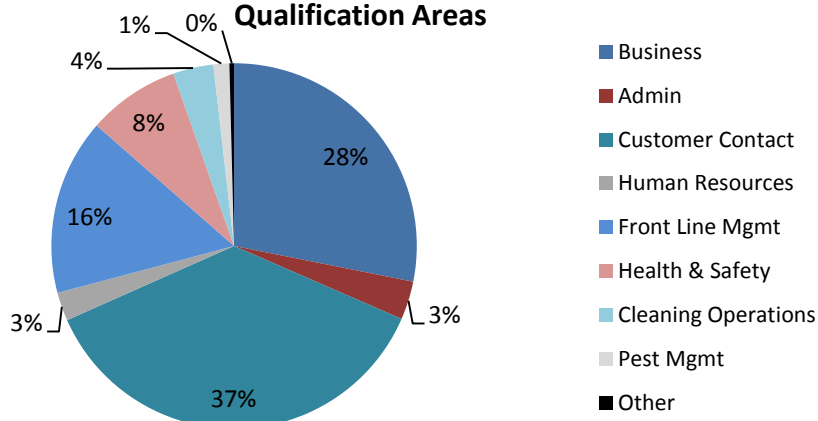
Certificate II in Business
 Certificate II in Cleaning Services
 Certificate III in Business
 Certificate III in Business Administration
 Certificate III in Medical Administration
 Certificate III in Recordkeeping
 Certificate III in Customer Contact
 Certificate III in Cleaning Operations
 Certificate III in Pest Management
 Certificate IV in Business
 Certificate IV in Business Administration
 Certificate IV in Recordkeeping
 Certificate IV in Customer Contact
 Certificate IV in Frontline Management
 Certificate IV in Human Resources
 Certificate IV in Work Health and Safety

**Admin & Support Traineeship Commencements
 Quarterly Comparison (2013-2014)**



State traineeship commencement were down by almost 38% in Q2, with Admin & Support numbers also down, albeit to a lesser degree.

**Admin & Support Traineeship 2014 Commencements
 Qualification Areas**



Traineeship Commencements

- 17.32

(Second Quarter Comparison)

- 4.05

(Half Year Comparison)

3576

2013 Total

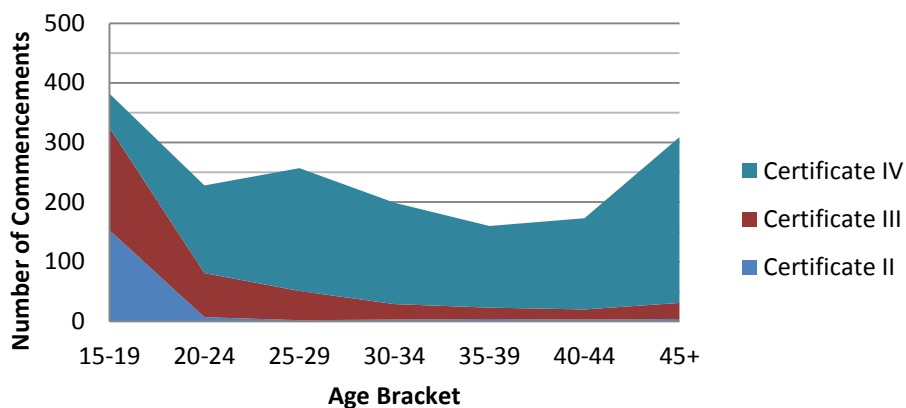
1706

2014 YTD

Top 5 Traineeship Areas 2014 YTD

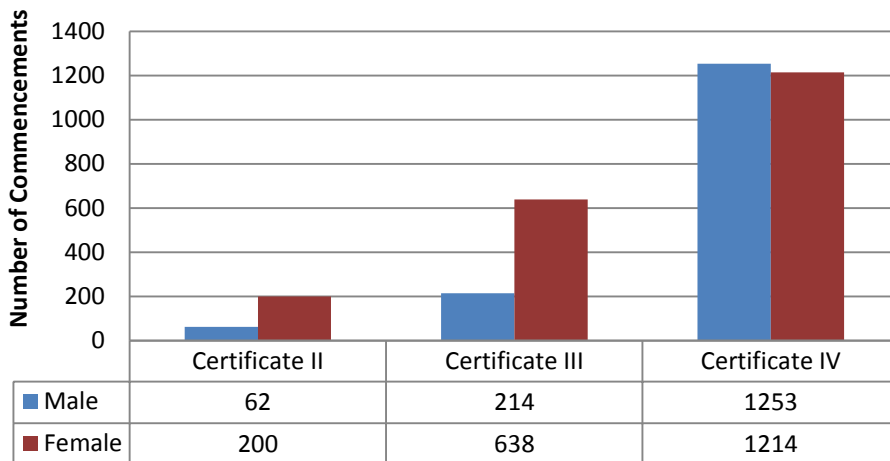
	Share (2013)	Share (2014 YTD)
Customer Contact	23.2%	36.8%
Business	27.2%	28.1%
FLM	17.4%	15.6%
O/WHs	16.6%	8.2%
Cleaning	3.6%	3.6%

Age of Trainees 2014 Commencements



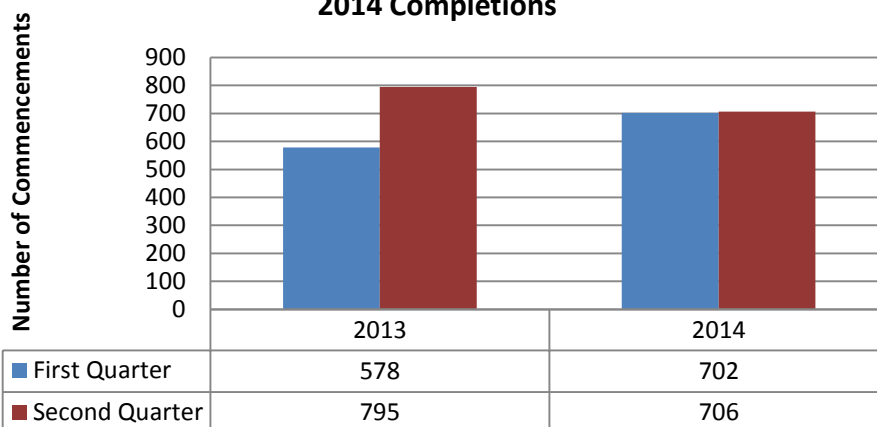
There is a higher proportion of 25-45 and >45 years of age undertaking these traineeships than the State average across all traineeships for the 2014 YTD.

Trainee Gender Demographics 2014 Commencements



Female traineeship participation remains strong and continues to be significantly higher than the State average across all traineeship areas. However, there remains almost no participation by women in the Pest Management traineeship.

Trainee Gender Demographics 2014 Completions



Completions rates in the first two quarters of 2014 have been particularly strong in Cleaning (+185%), Cert IV Customer Contact (+86%), O/WHS (+75%), HR (+50%) and Pest Mgmt (+68%) compared to the same period in 2013. Completions are down in Admin (-41%), Business (-32%) and FLM (-10%).

Trainee Age

	Age Share (2013)	Age Share (2014 YTD)
<25	33.6%	35.7%
25-45	46.6%	46.2%
>45	19.8%	18.1%

3576

2013 Total

1706

2014 YTD

Female Trainees

	Female (%) 2013	Female (%) 2014 YTD
Cert II	76.3%	76.7%
Cert III	91.1%	67.7%
Cert IV	49.2%	45.2%
Total	59.8%	53.5%

2052

2013 Total

913

2014 YTD

Traineeship Completions

- 11.20%

(Second Quarter Comparison)

+ 2.55%

(Half Year Comparison)

3013

2013 Total

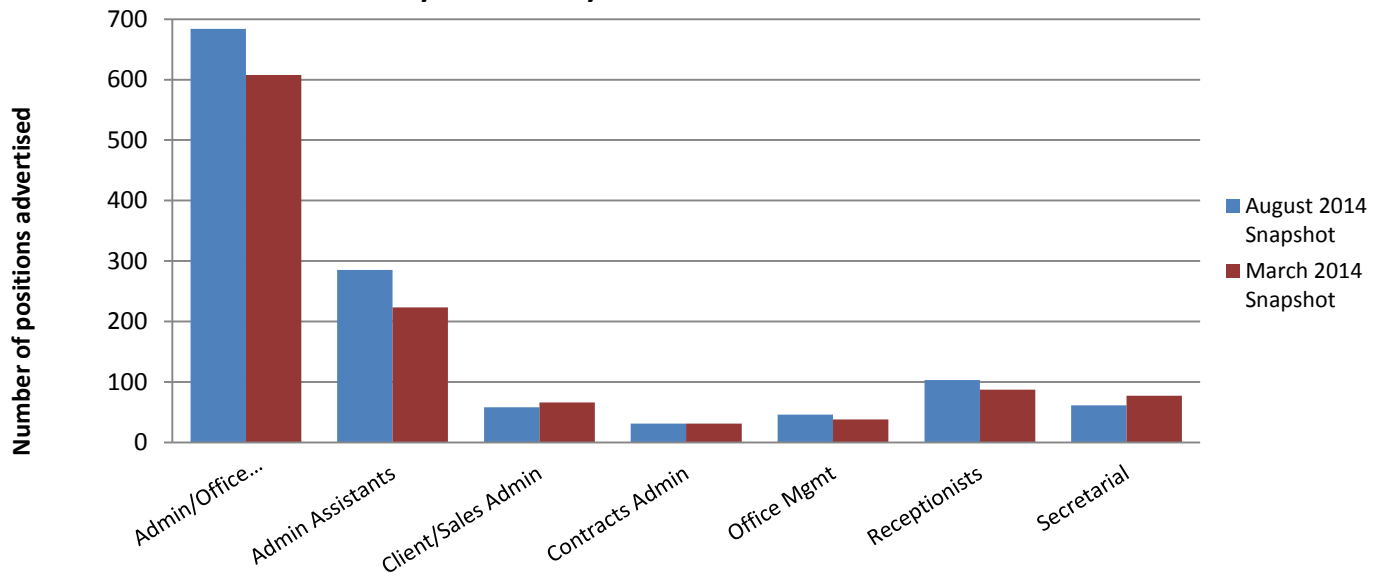
1408

2014 YTD

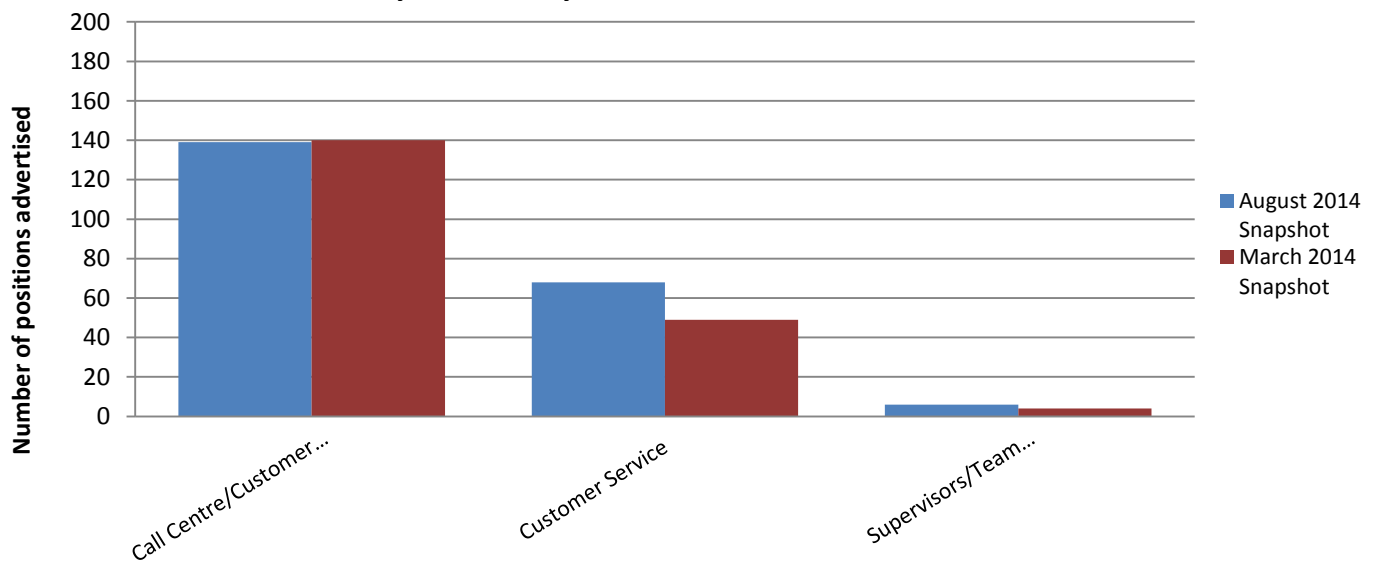
Job Vacancy Data

Metropolitan

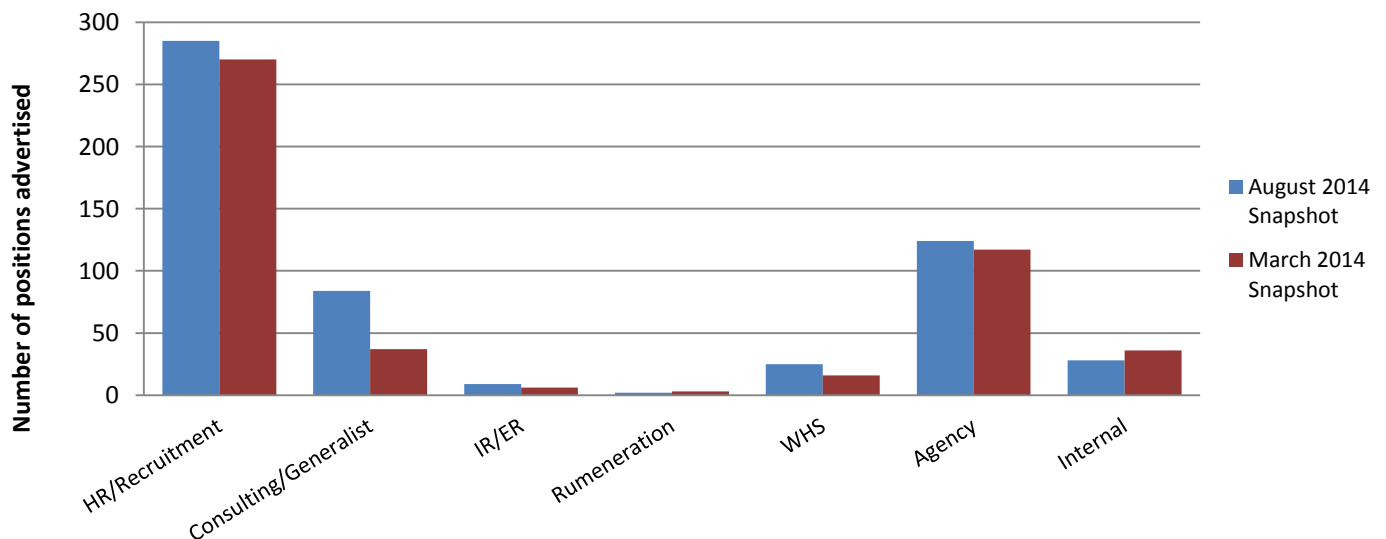
Quarterly Job Vacancy Data - Administration and Secretarial



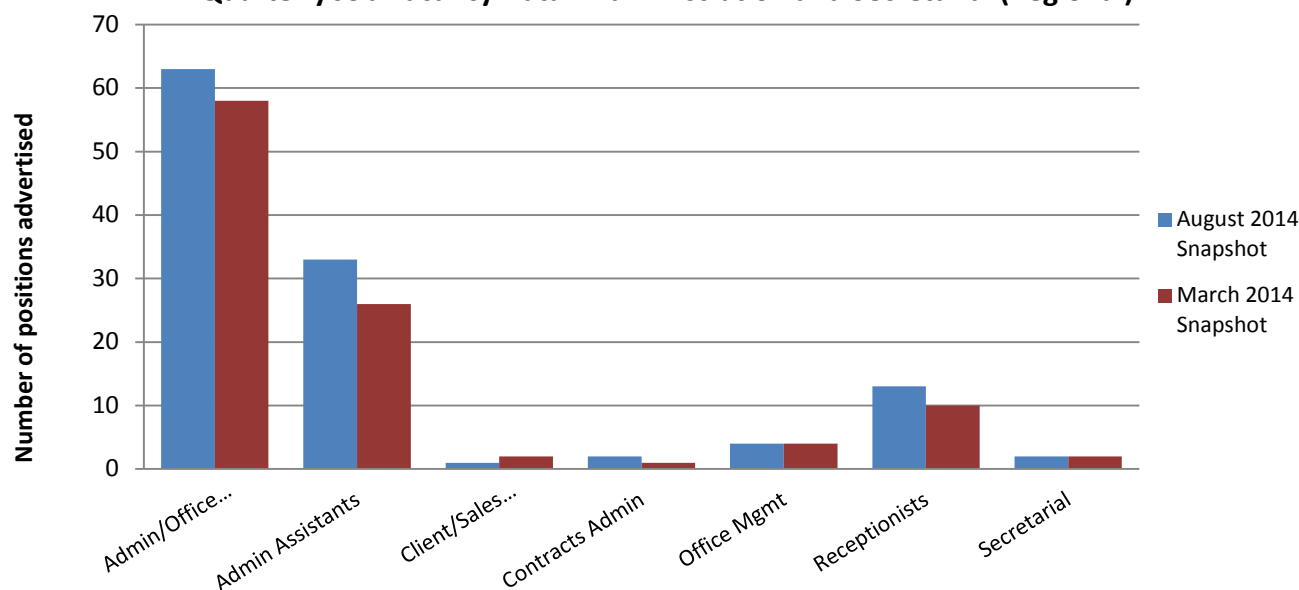
Quarterly Job Vacancy Data - Call Centres and Customer Service



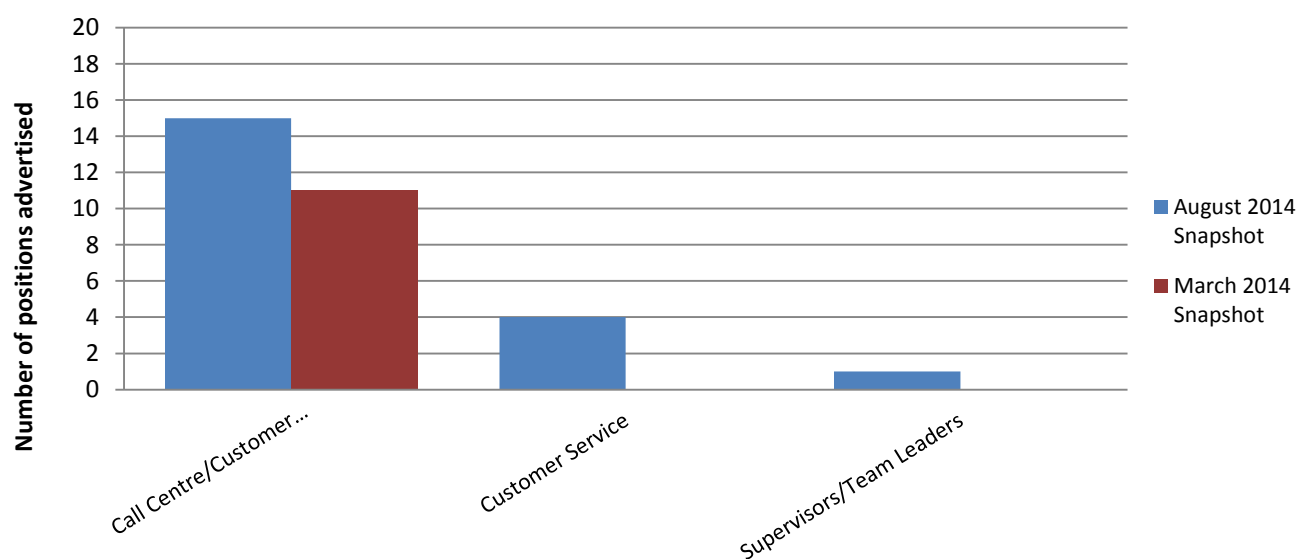
Quarterly Job Vacancy Data - HR and Recruiting



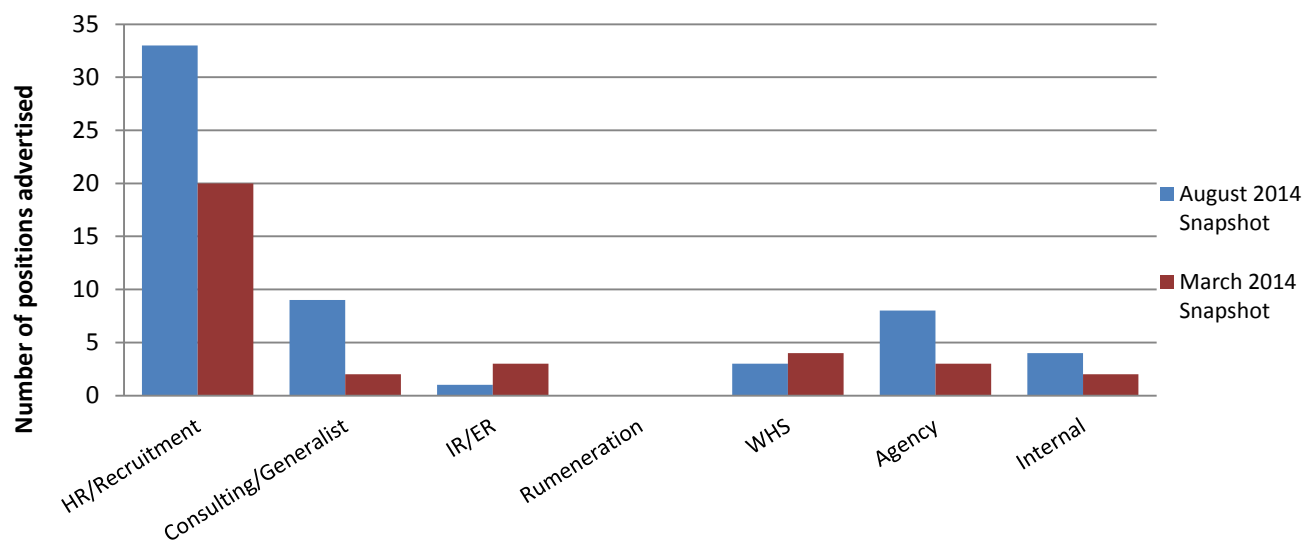
Quarterly Job Vacancy Data - Administration and Secretarial (Regional)



Quarterly Job Vacancy Data - Call Centres and Customer Service (Regional)



Quarterly Job Vacancy Data - HR and Recruiting

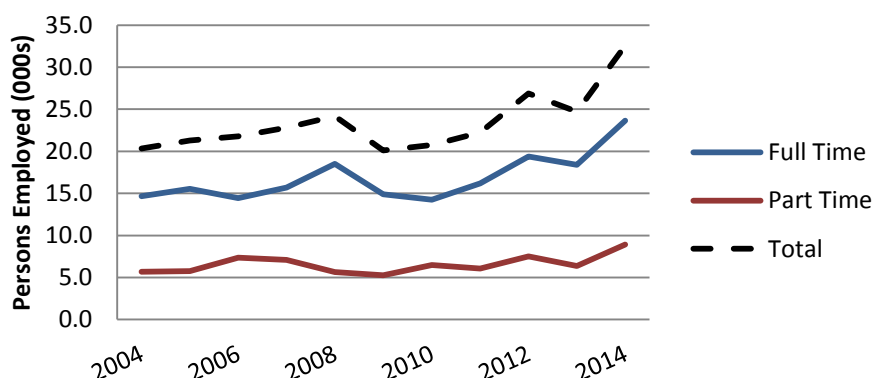


Rental, Hiring and Real Estate⁵

The Rental, Hiring and Real Estate industry is dominated by real estate sales agents, but also incorporates property, facilities and strata manager, as well as administrative workers. In the second quarter of 2014, the industry employed 2.6% of the State's workforce.

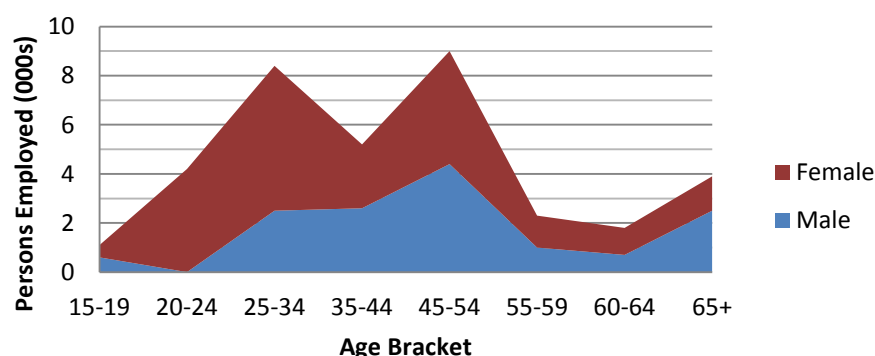
Workforce Demographics

**WA Employment Levels
(Annualised)**



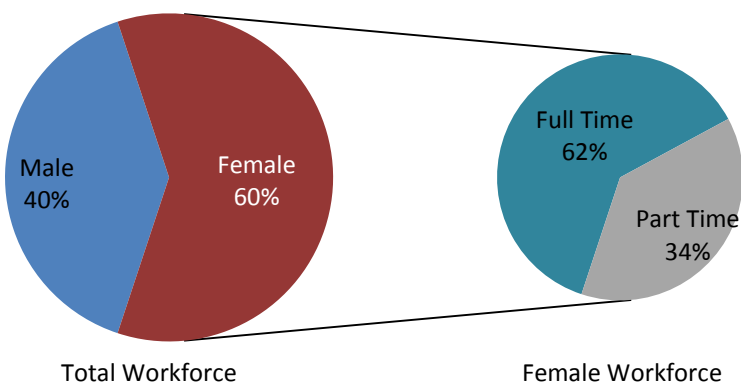
For comparison, overall state workforce growth was: 2.12% (Annualised) ; 1.75% (Quarterly).

**Workforce Age Demographics
Second Quarter 2014**



For comparison, the state workforce age for Q2 is 16.3% (<25), 45.9% (25-45), 37.8% (>45)

**Workforce Gender Demographics
Second Quarter 2014**



For comparison, the state workforce for Q2 was 56.3% male, 43.7% female

⁵ Workers in rental and hiring of goods and services are also located within this industry however there is no specific training in this field.

Total Workforce

+ 31.65%

(Annualised)

+ 22.95%

(Quarterly)

23,700

May 2013

35,900

May 2014

Workforce Age

	Annualised	Quarterly
<25	-55.6%	+71.0%
25-45	+16.0%	+8.8%
>45	+42.0%	+25.0%

<25 3,600 7,200

25-45 20,700 19,200

>45 13,800 17,900

May 2013

May 2014

Female Participation

+ 45.45%

(Annualised)

+ 33.33%

(Quarterly)

13,500

May 2013

21,600

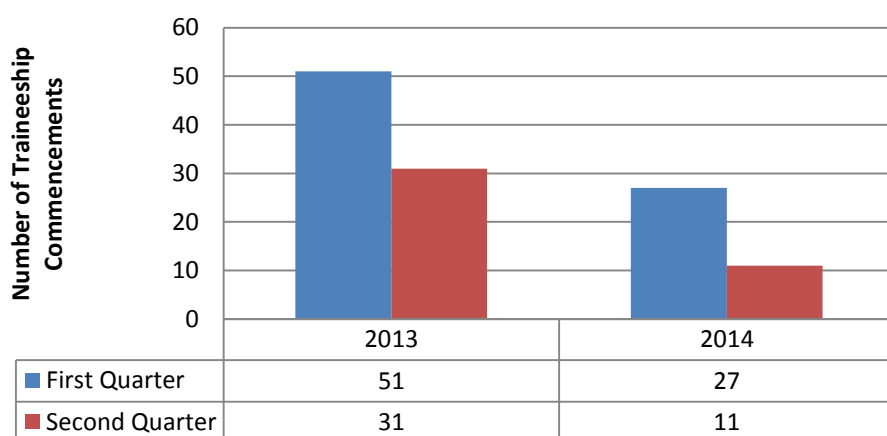
May 2014

Traineeship Demographics⁶

The following data relates to traineeships currently available to support the skilling and upskilling of the Rental, Hiring and Real Estate workforce. They include:

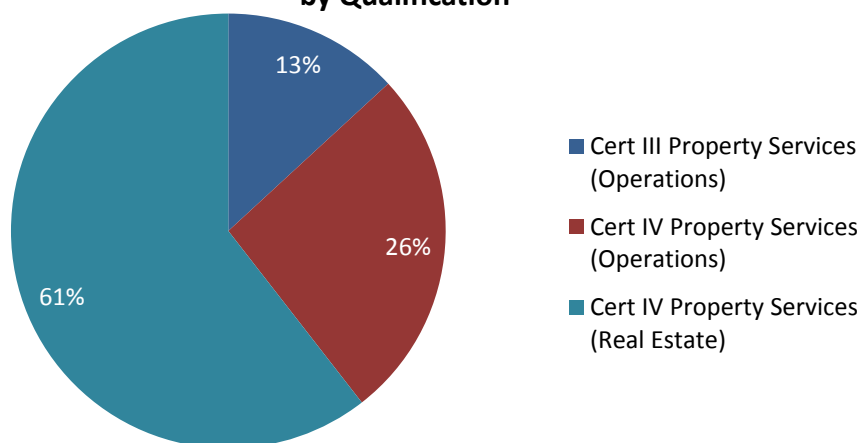
- Certificate III in Property Services (Operations)
- Certificate IV in Property Services (Real Estate)
- Certificate IV in Property Services (Operations)

**Property Services Traineeship Commencements
Quarterly Comparison (2013-2014)**



Property Services traineeship commencements have declined sharply, at a rate exceeding the State average across all traineeship areas.

**Property Services Traineeship 2014 Commencements
by Qualification**



Traineeship Commencements

- 64.52%

(Second Quarter Comparison)

- 53.65%

(Half Year Comparison)

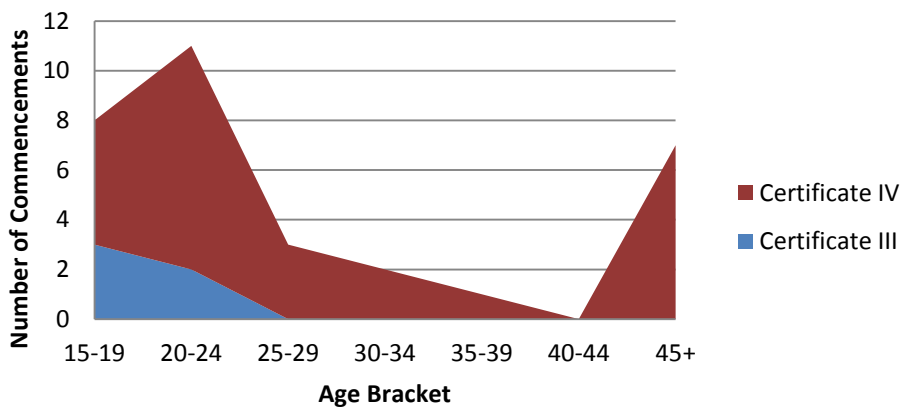
<u>145</u>	<u>38</u>
2013 Total	2014 YTD

Top Traineeship Areas 2014 YTD

	Share (2013)	Share (2014 YTD)
Cert III (Ops)	7.6%	13.2%
Cert IV (Ops)	24.8%	26.3%
Cert IV (Real Estate)	67.6%	60.5%

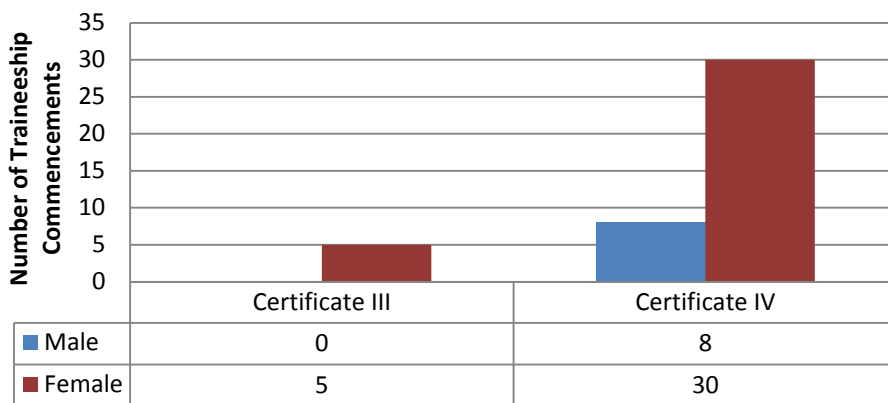
⁶ The Certificate IV in Property Services (Real Estate) is only available as a traineeship for individuals employed as Property Managers (not in sales). Completion of a set of Cert IV units of competency enable an individual to apply to become a Registered Representative and work as either Property Managers or Sales Representatives. A Diploma in Property Services (Agency Management) is required to apply for an Individual or Business Agent License.

Age of Trainees 2014 Commencements



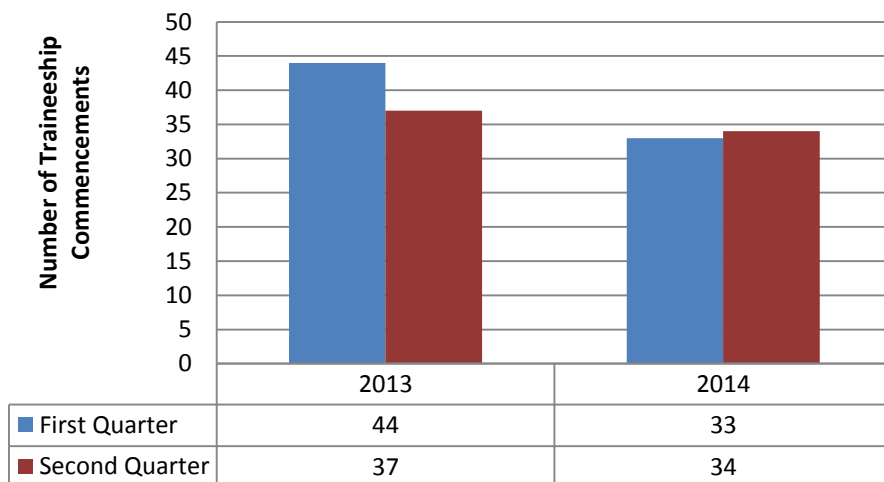
There is a higher proportion of 25-45 and >45 years of age undertaking these traineeships than the State average across all traineeships for the 2014 YTD.

Trainee Gender Demographics 2014 Commencements



Uptake of Property Services traineeships remains almost exclusively female in the current quarter, although the male participation rate has increased slightly since 2013.

Property Services Traineeship Completions Quarterly Comparison (2013-2014)



Despite a weak first quarter, traineeship completion numbers for the half year to June 2014 are steady compared to the same period of 2013.

Trainee Age

	Age Share (2013)	Age Share (2014 YTD)
<25	45.5%	59.4%
25-45	35.0%	18.8%
>45	19.6%	21.9%

145

2013 Total

38

2014 YTD

Female Trainees

	Female (%) 2013	Female (%) 2014 YTD
Cert III	100%	100%
Cert IV	88.8%	79.0%
Total	89.7%	81.4%

130

2013 Total

35

2014 YTD

Traineeship Completions

- 25.00%

(Second Quarter Comparison)

+ 2.48%

(Half Year Comparison)

149

2013 Total

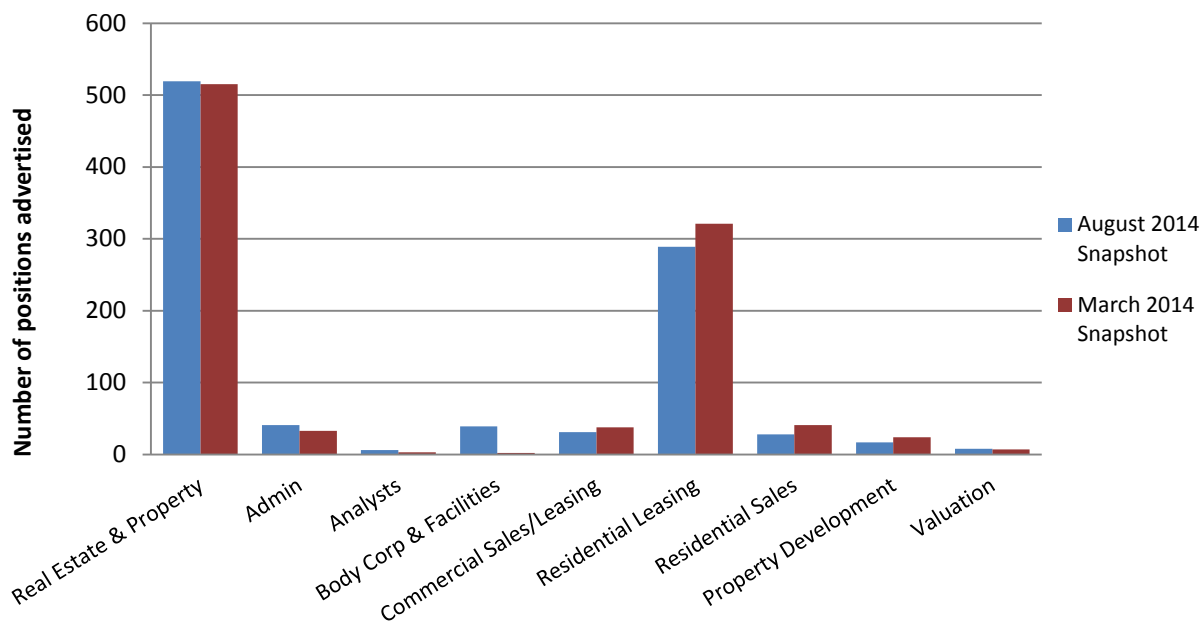
67

2014 YTD

Job Vacancy Data

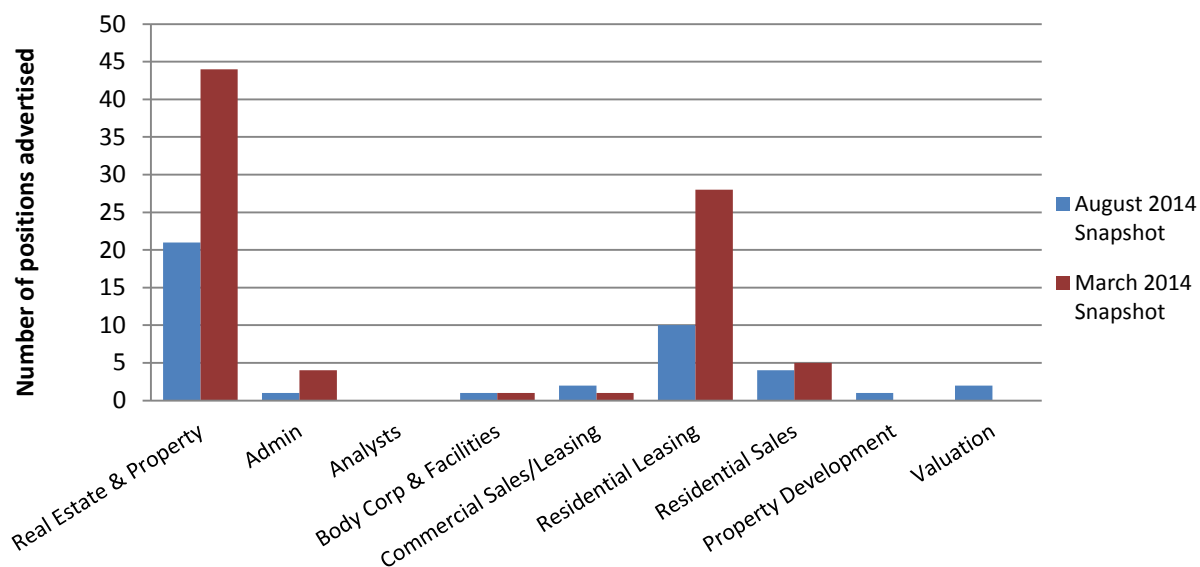
Metropolitan

Quarterly Job Vacancy Data - Real Estate



Regional

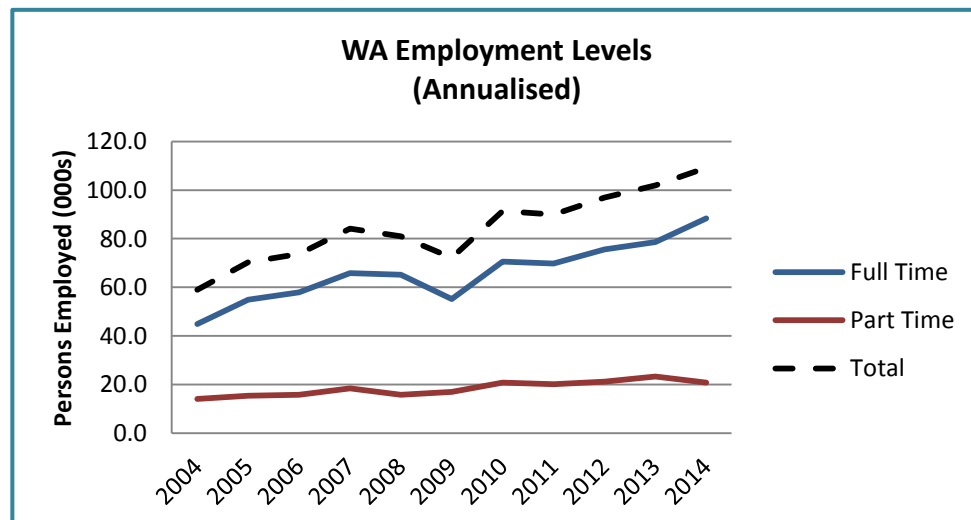
Quarterly Job Vacancy Data - Real Estate (Regional)



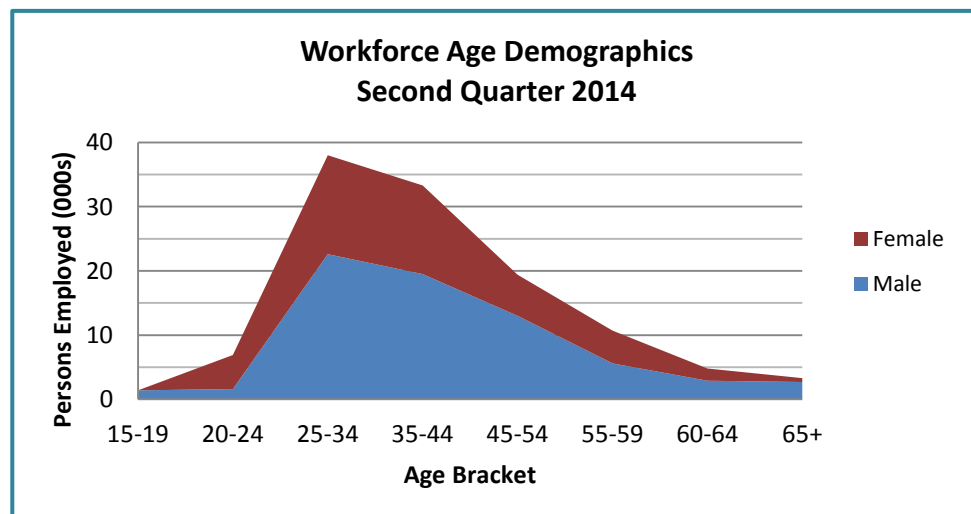
Professional, Scientific and Technical Services

The Professional, Scientific and Technical Services industry is large and comprised of a diverse range of occupations, including, but not limited to, Accounting/Economic, Legal, Advertising/Marketing, Surveying, architecture and cartography and Senior Management roles. In the second quarter of 2014, the industry employed 8.6% of the State's workforce, making it the fourth largest employing industry in the state, and with the second largest full-time workforce.

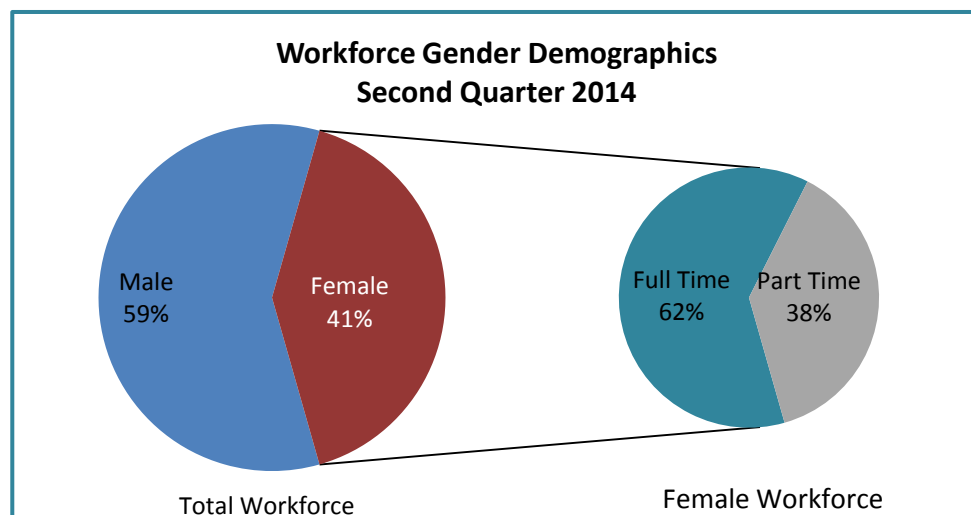
Workforce Demographics



For comparison, overall state workforce growth was: 2.12% (Annualised) ; 1.75% (Quarterly).



For comparison, the state workforce age for Q2 is 16.3% (<25), 45.9% (25-45), 37.8% (>45)



For comparison, the state workforce for Q2 was 56.3% male, 43.7% female

Total Workforce

+ 7.14%

(Annualised)

+ 17.10%

(Quarterly)

98,600

May 2013

117,800

May 2014

Workforce Age

	Annualised	Quarterly
<25	-10.7%	-27.2%
25-45	+5.6%	+45.8%
>45	+15.4%	+5.2%

<25 10,200 8,300

25-45 56,300 71,300

>45 32,100 38,200

May 2013

May 2014

Female Participation

+ 10.26%

(Annualised)

+ 20.65%

(Quarterly)

40,100

May 2013

48,500

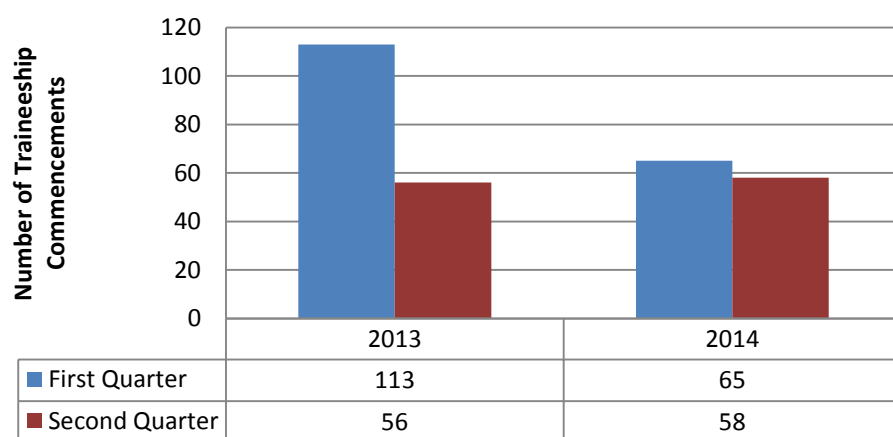
May 2014

Traineeship Demographics⁷

The following data relates to traineeships currently available to support the skilling and upskilling of the Professional, Scientific and Technical Services workforce. They include:

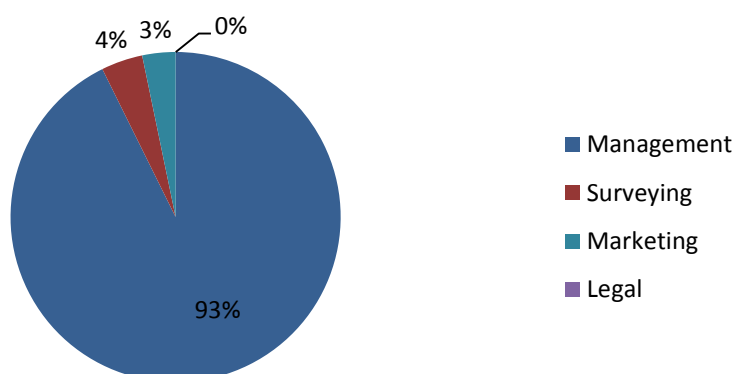
Certificate III in Business Administration (Legal)
 Certificate IV in Legal Services
 Certificate IV in Marketing
 Certificate IV in Surveying
 Diploma of Management
 Diploma of Surveying
 Diploma of Spatial Information Services

**Professional Services Traineeship Commencements
 Quarterly Comparison (2013-2014)**



Professional Services traineeship commencements have remained steady over the first two quarters of 2014, however they remain significantly lower than the same period of 2013.

**Professional Services Traineeship Contracts -
 by Qualification, 2014 Commencements**



Traineeship Commencements

- 42.48%

(Second Quarter Comparison)

- 27.22%

(Half Year Comparison)

324 **123**
 2013 Total 2014 YTD

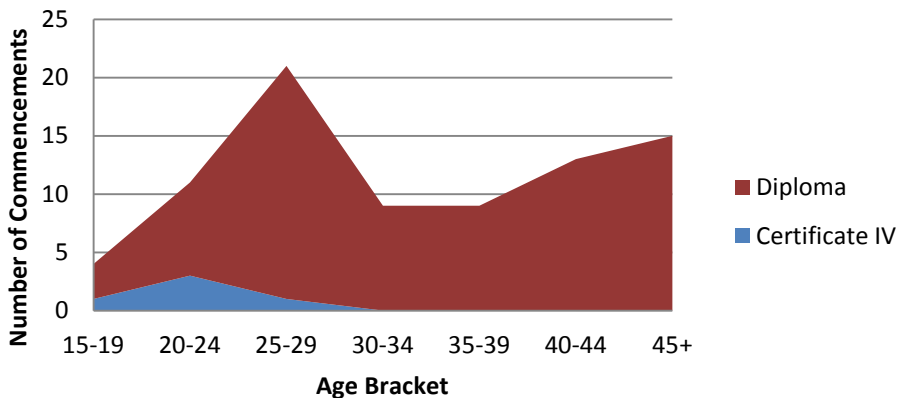
Traineeship Areas 2014 YTD

	Share (2013)	Share (2014 YTD)
Management	89.8%	92.7%
Surveying	6.5%	4.1%
Marketing	2.8%	3.3%
Legal	1.0%	0.0%

324 **123**
 2013 Total 2014 YTD

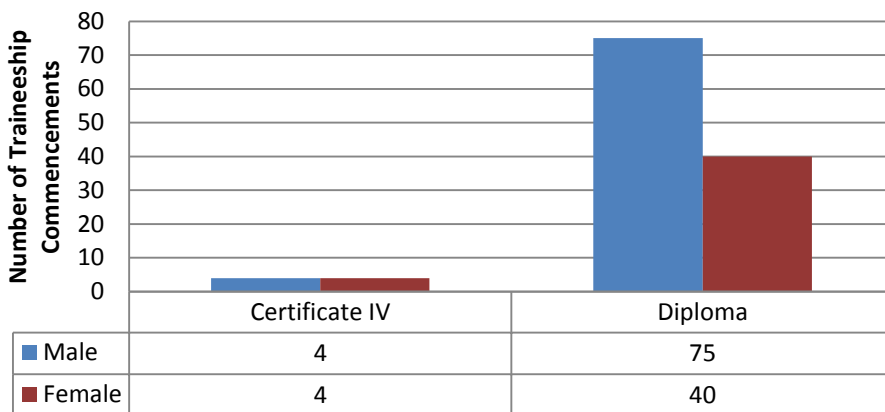
⁷ Although they fall within this industry, Accounting and Bookkeeping have been included in Financial and Insurance Services in line with the Financial Services Training Package that includes the qualifications relevant to these occupations. Training for scientific occupations have not been included as they fall outside the FAPSTC portfolio

Age of Trainees 2014 Commencements



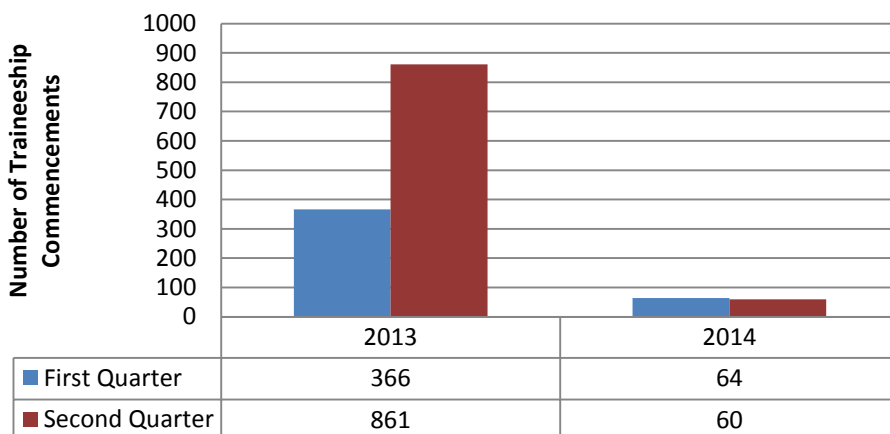
There is a significantly higher proportion of older (25+) individuals taking up Professional Services traineeships (81.7%), compared to the state average (58.7%)

Trainee Gender Demographics 2014 Commencements



Women make up a smaller share of Professional Services trainees than the state average, despite a slight increase over 2013. There is almost no uptake of surveying or spatial information traineeships by women.

Professional Services Traineeship Completions Quarterly Comparison (2013-2014)



Completion numbers have remained worryingly low over the past two quarters. This is particularly concerning given the concurrent decline in traineeship commencement.

Trainee Age

	Age Share (2013)	Age Share (2014 YTD)
<25	14.4%	18.3%
25-45	59.9%	63.4%
>45	25.7%	18.3%

324

2013 Total

123

2014 YTD

Female Trainees

	Female (%) 2013	Female (%) 2014 YTD
Cert IV	34.8%	50.0%
Diploma	34.3%	34.8%
Total	34.6%	35.8%

112

2013 Total

44

2014 YTD

Traineeship Completions

- 82.51%

(Second Quarter Comparison)

- 89.89%

(Half Year Comparison)

1570

2013 Total

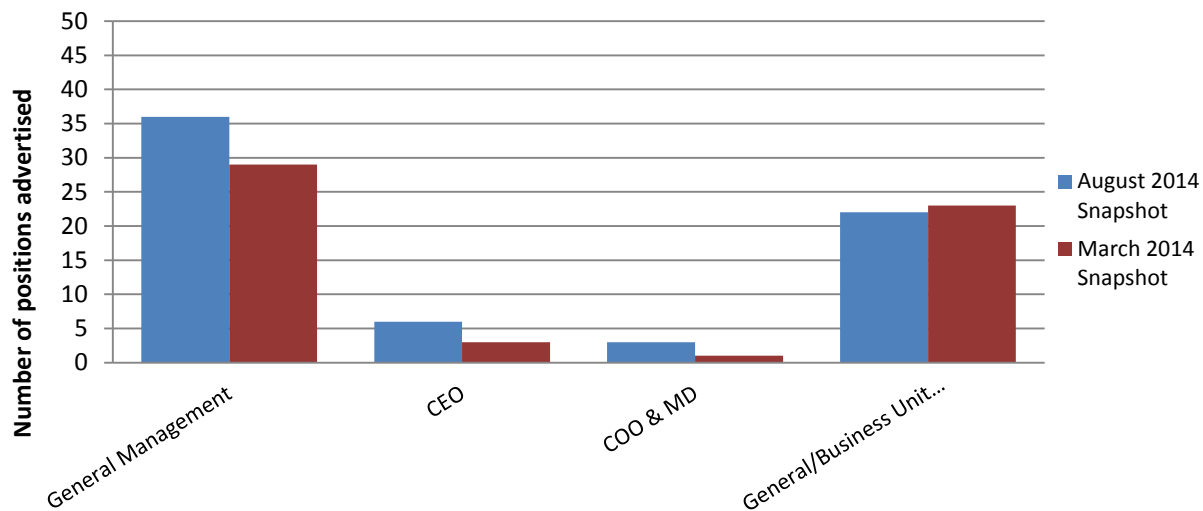
124

2014 YTD

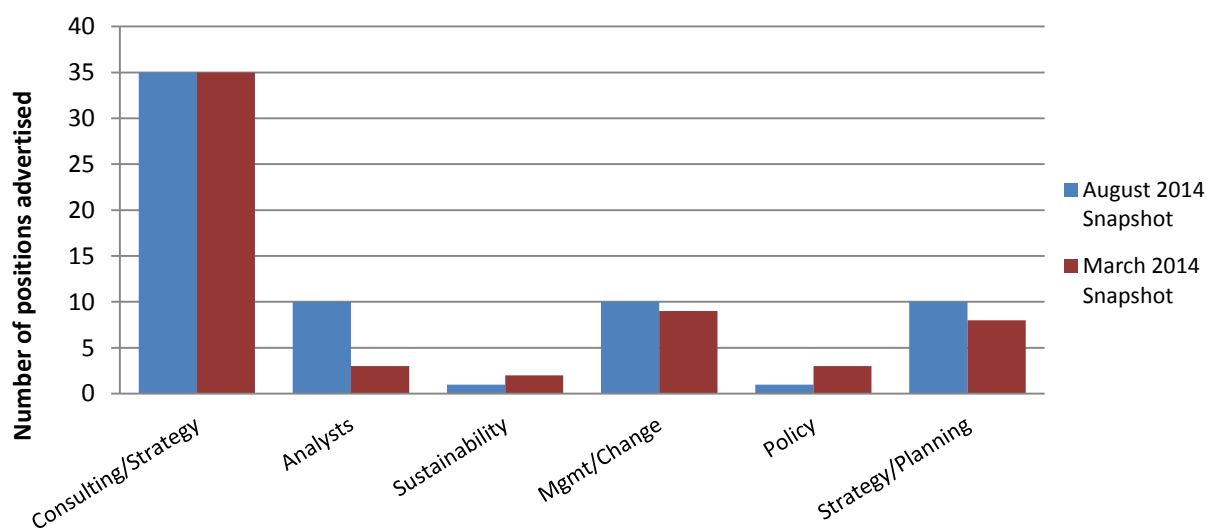
Job Vacancy Data

Metropolitan

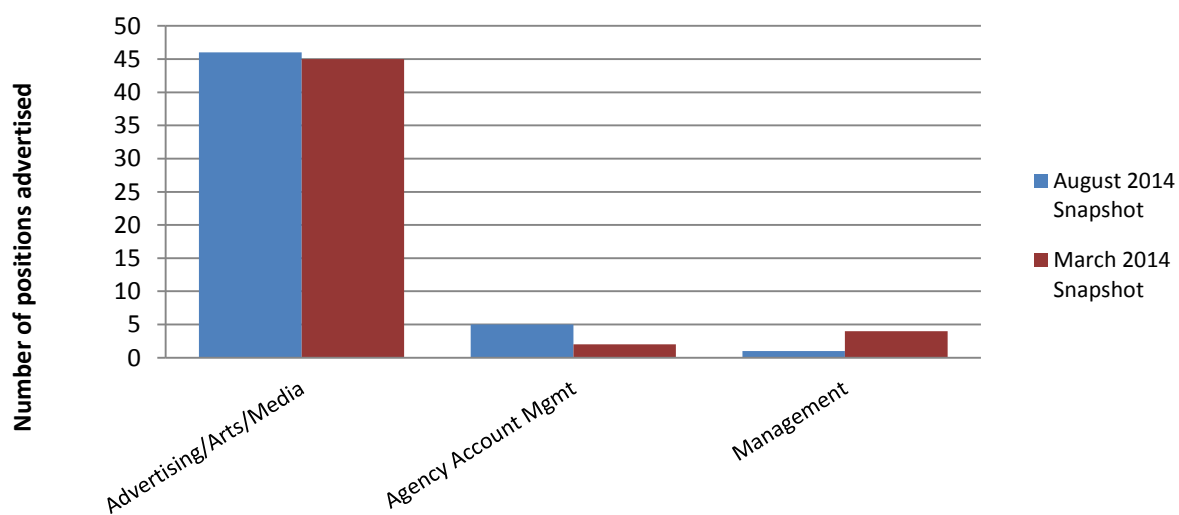
Quarterly Job Vacancy Data - Senior Management



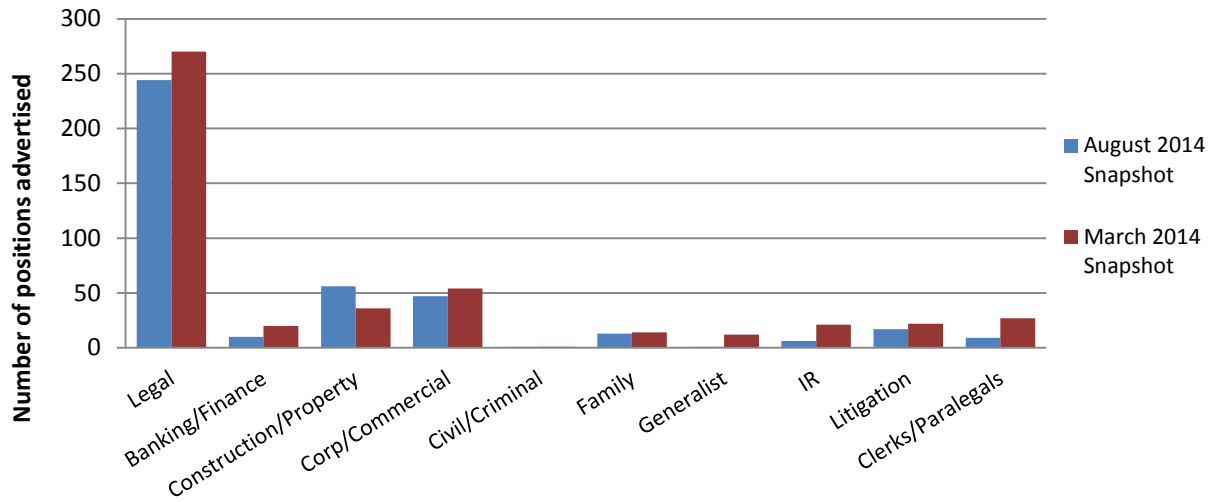
Quarterly Job Vacancy Data - Consulting and Strategy



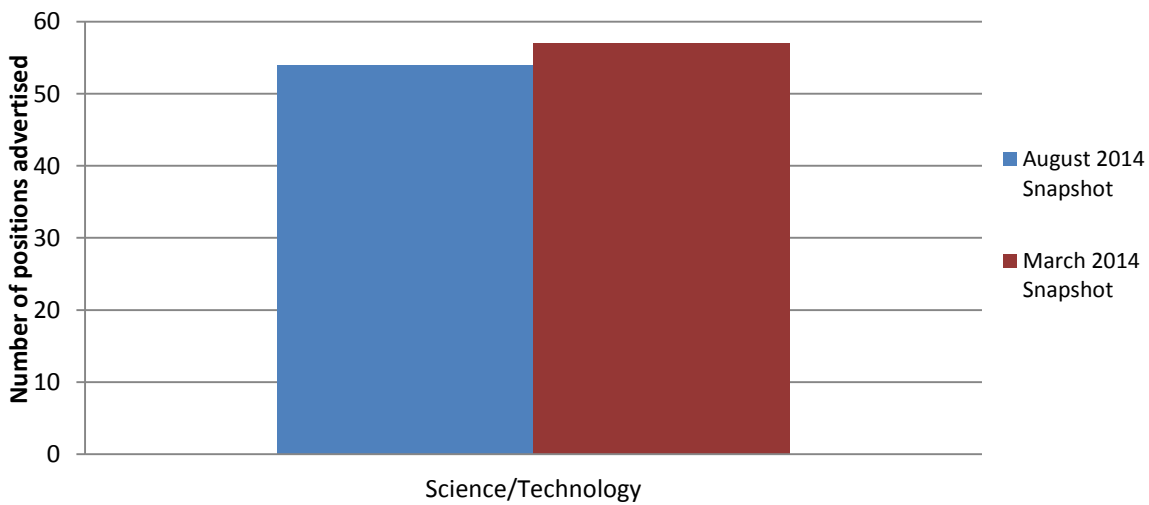
Quarterly Job Vacancy Data - Advertising



Quarterly Job Vacancy Data - Legal

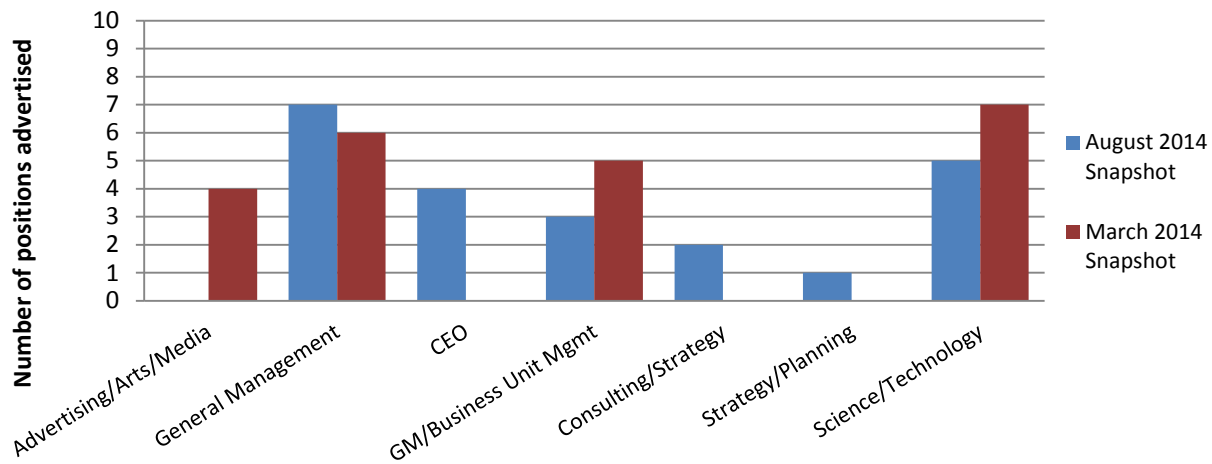


Quarterly Job Vacancy Data - Science & Technology

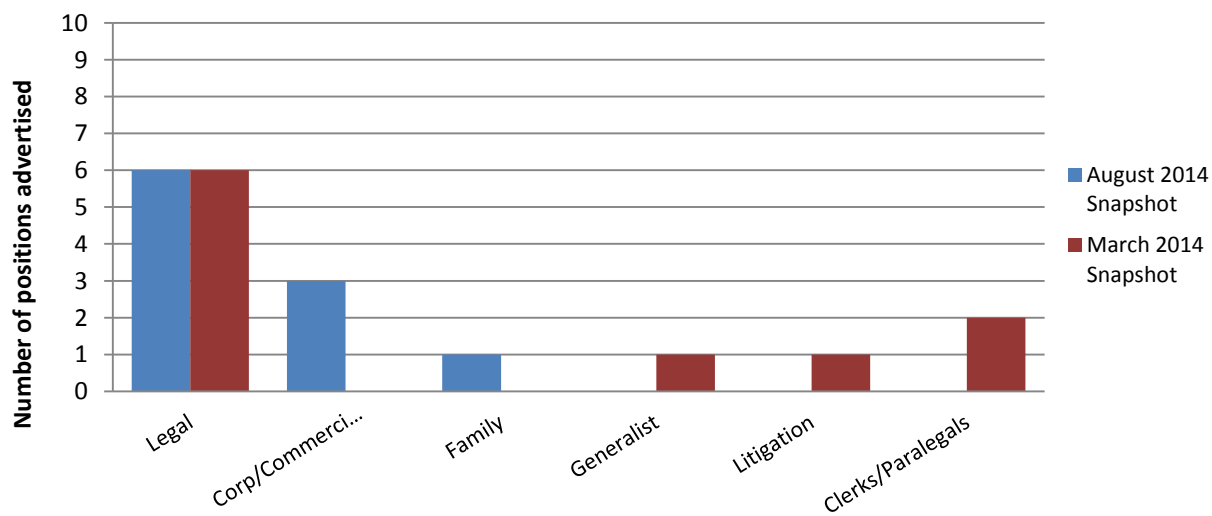


Regional

Quarterly Job Vacancy Data - Advertising, Management, Consulting & Science (Regional)



Quarterly Job Vacancy Data - Legal (Regional)

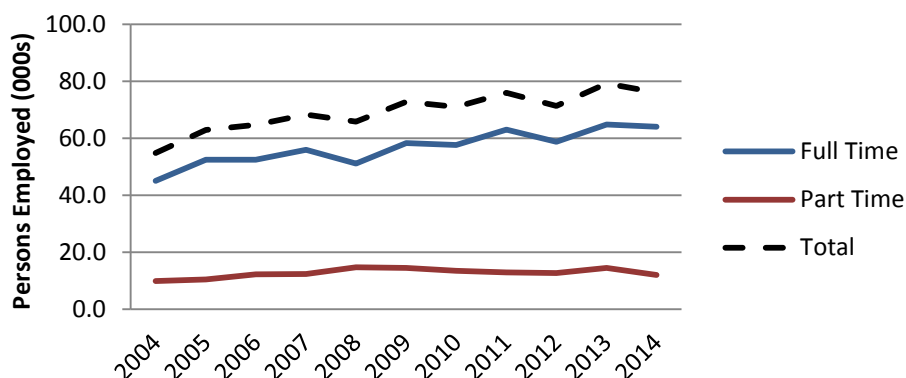


Public Administration and Safety

The Public Administration and Safety industry incorporates a range of occupations, covering policing and security, fire and emergency, intelligence and policy and planning roles. In the second quarter of 2014, the industry employed 2.9% of the State's workforce.

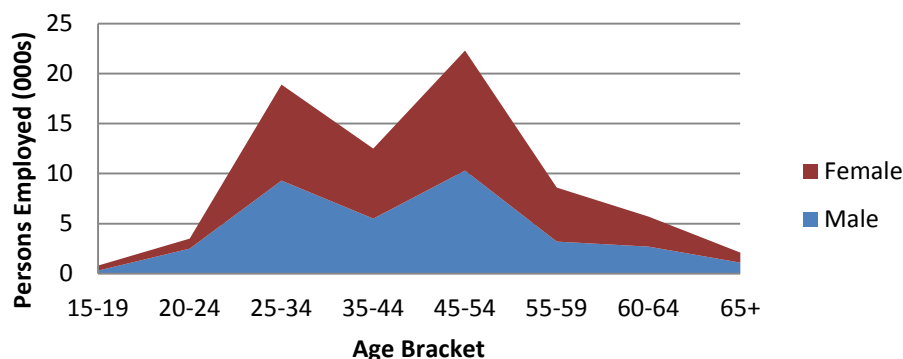
Workforce Demographics

**WA Employment Levels
(Annualised)**



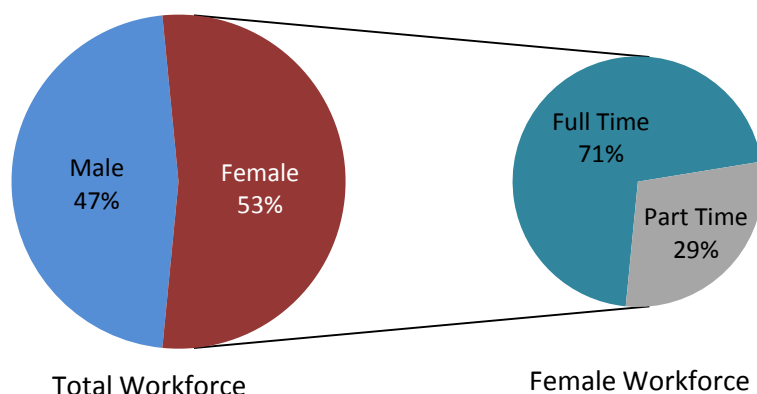
For comparison, overall state workforce growth was: 2.12% (Annualised) ; 1.75% (Quarterly).

**Workforce Age Demographics
Second Quarter 2014**



For comparison, the state workforce age for Q2 is 16.3% (<25), 45.9% (25-45), 37.8% (>45)

**Workforce Gender Demographics
Second Quarter 2014**



For comparison, the state workforce for Q2 was 56.3% male, 43.7% female

Total Workforce

- 4.00%

(Annualised)

- 4.25%

(Quarterly)

76,400

May 2013

74,400

May 2014

Workforce Age

	Annualised	Quarterly
<25	-13.0%	-24.6%
25-45	-6.1%	-10.0%
>45	-0.7%	+4.3%

<25	6,600	4,300
25-45	36,300	31,400
>45	33,500	38,700
	May 2013	May 2014

Female Participation

+ 13.01%

(Annualised)

+ 2.07%

(Quarterly)

30,900

May 2013

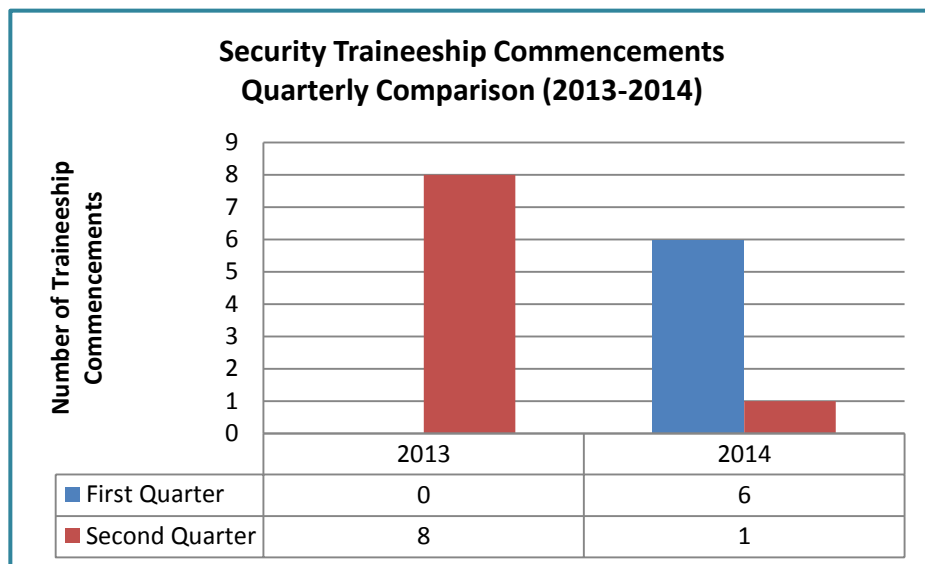
39,500

May 2014

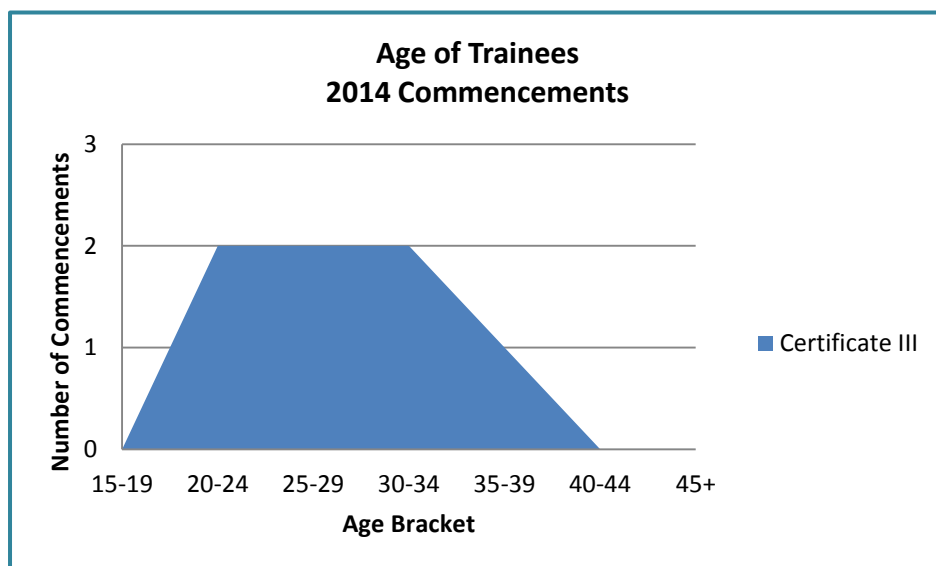
Traineeship Demographics

The following data relates to the traineeship currently available to support the skilling and upskilling of the Security sector of the Public Administration and Safety industry. This is:

Certificate III in Security Operations



Overall traineeship uptake is steady on a half yearly comparison, however there was only one new commencement in Q2, 2014.



Security trainees have shifted from predominantly <25 to 25-45 over 2013-2014.

Traineeship Commencements

- 87.50%*

(Second Quarter Comparison)

- 12.50%*

(Half Year Comparison)

<u>29</u>	<u>7</u>
2013 Total	2014 YTD

Trainee Age

	Age Share (2013)	Age Share (2014 YTD)
<25	72.4%	28.6%
25-45	24.1%	71.4%
>45	3.5%	0%

<u>29</u>	<u>7</u>
2013 Total	2014 YTD

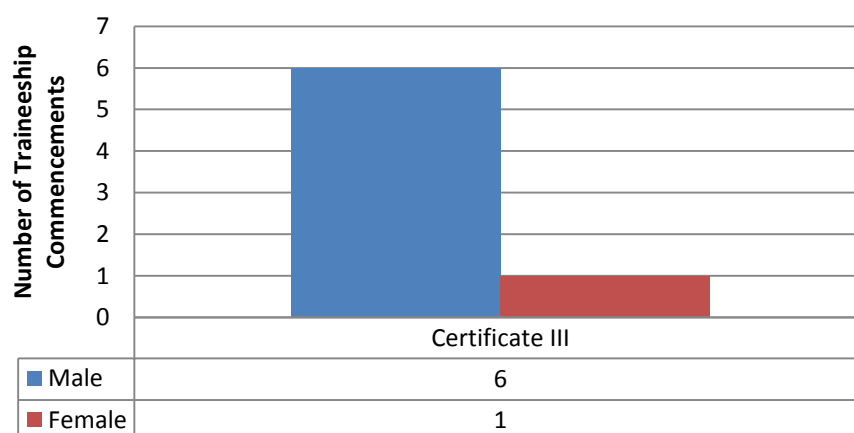
* These statistics serve as guidance only, given the extremely small numbers involved.

Property Services Traineeship Completions Quarterly Comparison (2013-2014)



Completion numbers have remained down in Q2, 2014 when compared to the same period in 2013. This is particularly concerning given the limited uptake of traineeships in 2014.

Trainee Gender Demographics 2014 Commencements



Uptake of the Security traineeship by women remains negligible.

Traineeship Completions

- 50.00%

(Second Quarter Comparison)

- 54.72%

(Half Year Comparison)

74 **24**
2013 Total 2014 YTD

Female Trainees*

	Female (%) 2013	Female (%) 2014 YTD
Cert III	6.9%	14.3%

2 **1**
2013 Total 2014 YTD

* These statistics serve as guidance only, given the extremely small numbers involved.

Further Information

FAPSTC works to promote quality training to the portfolio of industries for which it is responsible.

In order to achieve this we develop and provide a range of publications for stakeholders/registered training organisations, including:

- Monthly Newsletters
- Quarterly Industry Scans
- Annual Workforce Development Plans

In addition we host regular Network Meetings for our industries and our staff participate in a range of events, providing feedback and information on issues surrounding training and workforce development.

FAPSTC and the Innovation & Business Skills Australia (IBSA) have joined forces to distribute a variety of training and assessment resource material suitable for those delivering Business, Finance and Training and Assessment Qualifications. These FAPSTC branded products are available at special WA prices, providing a cost effective option for training providers. They also come with face to face assistance.

If you would like any further information, please contact the Training Council at:

info@fapstc.org.au or on (08) 9445 9000

For those working with job seekers or young people, our career quiz is the perfect tool for exploring career options in FAPSTC industries. It is easily accessed via the FAPSTC website: www.fapstc.org.au

Find the career that suits YOU!

Use our self assessment system

- Tell us how you see yourself
- 100's of job options across a range of industries
- Let us point you in the right direction

 Let's get started

