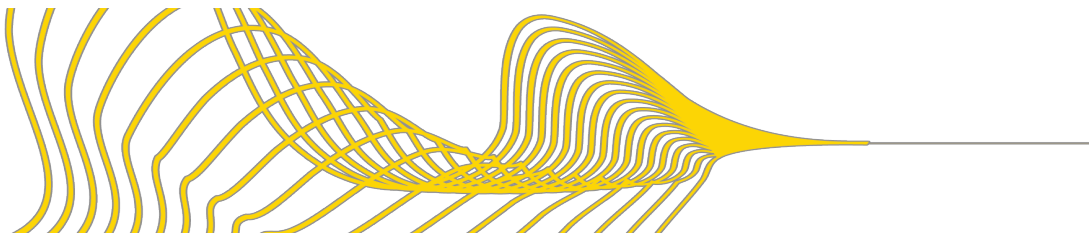


Environment Scan – 2012



Financial Services Industry



Acknowledgements

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About this report

The Escan provides Innovation & Business Skills Australia (IBSA) with an opportunity to gather industry intelligence on business directions and emerging workforce development issues and to consider them in light of statistical information on training and industry trends. The Escan examines the key skilling challenges facing the Financial Services industry.

The Escan is also provided as advice to assist Government consideration of the industry skills and workforce development investment priorities for Australia's Vocational Education and Training (VET) system. The Escan will also be of interest to other audiences including Registered Training Organisations (RTOs) in working with industry to develop and implement strategies to build workforce skills and productivity.

This industry Escan accompanies and underpins IBSA's principal Escan 2012: Securing future workforces and references data from the Australian Bureau of Statistics (ABS), IBISWorld and the National Centre for Vocational Education Research (NCVER). Industry intelligence, gained from annual Escan consultations, is a vital element in development of this Escan. The research methodology used to prepare the report is explained in more detail in Appendix A.

Terms:

Terminology used to describe occupations and industry sectors varies across jurisdictions and different parts of the industry. In the interests of readability this report has adopted the following terms:

1. Industry – refers to the IBSA industry grouping that this Escan report covers, ie Financial Services
2. Sector – refers to the segments that make up the IBSA industry grouping that this Escan report covers:
 - Account management
 - Accounting
 - Banking
 - Bookkeeping
 - Compliance
 - Conveyancing
 - Credit management
 - Customer service
 - Finance and mortgage broking
 - Financial literacy
 - Financial markets
 - Financial planning
 - Financial retail services
 - Financial risk management
 - Insurance broking
 - Insurance life
 - Insurance life distribution
 - Insurance life general
 - Insurance loss adjusting
 - Insurance services
 - Mercantile agents
 - Personal trustees
 - Practice management
 - Sales and marketing
 - Self-managed superannuation
 - Superannuation
 - Cross industry references:
 - Industry advice
 - Industry capability
 - Organisational skills
3. Tertiary – is the post-secondary learning sector that includes VET and higher education.

Disclaimer

IBSA has produced this Environment Scan as a resource for its stakeholders without any form of assurance. While IBSA aims to provide high quality content, it does not guarantee the accuracy of this information and therefore will not be liable in any capacity for damages or losses to the user that may result from the use of this information.



Australian Government

**Department of Industry
Innovation, Science, Research
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Chapter 1 – Executive summary

The Financial Services Industry employs more than 399,000 people, which represents around 3.5 percent of the total Australian workforce. The Financial Services Industry plays a critical role as a barometer for the Australian economy in the global environment and as such is highly sensitive to the state of international money markets. While signs of recovery were evident during 2010 and early 2011, following the global financial downturn experienced in 2008-09, further financial instability in late 2011 in the United States and Europe has once again impacted on the Australian Financial Services Industry. The Australian Financial Services Industry is highly regulated, which provides confidence to local and overseas investors. The industry ranks second behind mining for gross value added (GVA)¹ – making it a very important contributor to Australia's economy, with widespread demand for its services from all industries.

Workforce development needs are being driven by continuing and expanding regulation of occupations in the sector; extension of the reach of existing technology, eg the National Broadband Network (NBN), and the emergence of new innovations in information technology (IT). Demand for specialisation continues, combined with an increasing demand for skills converging with IT and business. Workforce development strategies exist to increase participation, especially of women, with flexible work practices including part time work and telework options.

The Financial Services Training Package (FNS10) was endorsed by the National Quality Council in July 2010 and included 51 new FNS10 units plus two new Skill Sets for financial literacy education and BAS agent registration to cover new skill requirements to better reflect job roles and to meet regulatory requirements in the industry. Implementation has led to some adjustments, with version two scheduled for release in 2011. Embedded systems for timely integration of new regulations are critical for ensuring the latest skills and knowledge is delivered.

Close engagement between industry and education providers to ensure needs are consistently articulated and addressed will be critical for ensuring that a skilled workforce is available for the future of the Financial Services Industry. Providers need to look for innovative delivery methods that embrace new technologies appropriate for the target audience. The main workforce development challenges being faced by the Financial Services Industry include:

- increasing regulation and compliance – managing and monitoring compliance to mitigate risk and minimise impact on effective and efficient delivery of services and products
- skills convergence – blurring of the lines between job roles and skill requirements, and
- maximising high speed broadband use capability – having the skills and knowledge to develop innovative products and services to meet client needs.

¹ Gross Value Added is, by industry, the value of goods and services produced minus the value of inputs or costs. Gross Domestic Product (GDP) is the total industries' GVA with taxes added and subsidies taken off. ABS Topics at a glance, 16 August 2010

Chapter 2 – Industry intelligence

The Financial Services Industry

The strength of the Australian Financial Services Industry was evident in the resilience of the Australian economy during the financial downturn. Australia's banks are among the strongest in the world and there is a sophisticated system of regulation in place. The strength of the Financial Services Industry is underpinned by mandated retirement savings, a highly skilled and multilingual workforce and advanced business infrastructure. Finance and insurance is the fourth largest sector in Australia's economy.² Regulation in the finance sector provides investors with security for expansion in the Asia Pacific region.

The Financial Services Industry employs more than 399,000³ people, which represents around 3.5 percent of the total workforce. Australia has a large and mature financial services sector, being the fourth largest funds management industry in the world with banks dominating the scene. The finance industry, excluding insurance, employs more than 200,000 people in more than 15,000 firms. The importance of the industry is expected to increase, driven by growing household wealth, increasing funds under management and the provision of an increasing array of financial services and products. In the five years through 2015-16, industry revenue is expected to grow at an average rate of 5.1 percent to reach \$230.7 billion.⁴ Exports of financial services declined by 22.5 percent between 2009-10 and the five year trend is 0.3 percent, while imports declined by 2.4 percent between 2009-10 with a five year trend of -7.6 percent.⁵

Following 13 years of strong growth, a reversal of fortune occurred in reaction to the global financial downturn in 2008-09. Credit markets froze, share markets plunged and some of the largest United States and United Kingdom financial institutions teetered on the edge of collapse. Governments around the world were forced to intervene to stabilise financial markets as investors fled. Stability is still a long way off with recent events in the European Union and the United States making financial markets very edgy. One consequence of this uncertainty has been greater consolidation within the Australia and global finance sector, with the four banks directly or indirectly employing 35 percent of all financial advisers.

The sector is highly regulated with principal responsibility shared between the Australian Securities and Investments Commission (ASIC), the Australian Prudential Regulatory Authority (APRA) and the Tax Practitioners Board (TPB).⁶ ASIC has responsibility for market integrity and consumer protection and the regulation of investment banks and finance companies. APRA is responsible for the licensing and prudential supervision of Authorised Deposit Taking Institutions, life and general insurance companies and superannuation funds. Regulatory reforms are widespread including increasing transparency and investor protection, banking reforms around increasing competition, eg the removal of mortgage exit fees, tighter standards for financial planners and incremental increases in the compulsory superannuation levy.

The prominence of superannuation in Australia positions Australia's funds management market as the fourth largest in the world but the industry's long term outlook is mixed. Super fund managers are expected to benefit from strong growth in super assets but significant reform of the industry is planned with the Australian Government's superannuation review recommendations aiming to bring the cost of Australia's superannuation industry below one percent of assets. Over the five years through 2015-16, industry revenue is forecast to grow at an average of seven percent per year to reach \$12.9 billion.⁷

² <http://www.austrade.gov.au/Invest/Why-Australia/Strong-and-Sophisticated-Financial-Services-Sector/default.aspx>

³ SkillsInfo Industry Reports and Charts, February 2011

⁴ IBISWorld Industry Report, Finance in Australia, March 2011

⁵ Australian Government, Trade in Services Australia, 2010

⁶ Note: Other regulators include the Australian Accounting Standards Board, Reserve Bank of Australia, Australian Taxation Office and the Australian Stock Exchange

⁷ IBISWorld Industry Report, Superannuation Funds Management in Australia, June 2011

Superannuation covers about 90 percent of the working population, largely driven by the retirement income policies of successive governments. This has ensured strong underlying demand for superannuation savings and therefore super fund managers. As funds have increased so to have scale economies and innovation resulting in a reduction of labour intensiveness and increases in profitability. Employment and assets have recovered to above pre global financial downturn levels, accompanied by consolidation of enterprises.

Products and services are expected to continue to grow with developments in information technology providing increasing economies of scale and opportunities through the National Broadband (NBN) rollout. Employment rose between 2009-10 and 2010-11 from 199,272 workers to 205,306 workers, representing a three percent increase.⁸ These economies of scale may not result in the same benefits to small and medium enterprises as larger businesses but benefits may derive from access to wider market opportunities.

Australia's asset based finance and leasing sector facilitates approximately 40 percent of the nation's capital expenditure on equipment. Australia has one of the largest and fastest growing funds management sectors in the world, largely driven by a mandated requirement scheme creating new opportunities for fund managers, service providers and investors. Investment banking is well developed with established world leading institutions offering a range of banking services and products. Private banking is flourishing and retail banking, building societies and credit unions enjoy strong support.⁹

Australia has a developed sophisticated, regulated and highly competitive insurance sector split into three sectors; life insurers, health insurers and general insurers. Life and general insurers have a strong mix of domestic and international competition, while health insurance is mainly domestic and includes some not for profit entities.

The general insurance industry is expected to generate revenue of \$42.1 billion during 2010-11, which represents a 2.9 percent fall on the previous year. Industry revenue is estimated to experience an average annual decline of three percent for the five years through 2010-11. The financial downturn deeply set back the industry in terms of profitability and its ability to generate revenue from investments. Further adding to the need for price rises was the increase in losses as a result of catastrophic events, eg Queensland floods. However, the future looks more promising for general insurance companies. Over the next five year period industry revenue is forecast to grow by 2.4 percent to reach \$46.9 billion in 2015-16.¹⁰

IBISWorld expects general insurer establishment and enterprise numbers to contract with further consolidation leading to scale economies and investment in technology. Increasing automation and lowering labour intensity is expected to result in slow employment growth. The most successful insurers are expected to be those who have access to capital and strong skills in underwriting, information collection and analysis, structuring, risk assessment, pricing and negotiation skills.¹¹

More than 45 percent of the Australian population has private health insurance and despite recent turbulence, rising premiums and a return to solid investments are expected to drive revenue growth at an average annual rate of 6.2 percent per annum in the next five years to reach \$21.2 billion in 2015-16. Beyond the customer service perspective there is also a strong reliance on labour in undertaking administrative tasks such as in processing claims and monitoring and maintaining customer accounts. Although outsourcing and technology are helping to reduce the reliance on labour in performing these tasks, such initiatives are not able to completely remove the labour requirement that these tasks demand. As such, IBISWorld estimates that the labour investment requirements of this industry will continue to be high into the future.¹²

⁸ IBISWorld Industry Report, Finance in Australia, March 2011

⁹ <http://www.austrade.gov.au/Invest/Why-Australia/Strong-and-Sophisticated-Financial-Services-Sector/default.aspx>

¹⁰ IBISWorld Industry Report, General Insurance in Australia, May 2011

¹¹ *Ibid.*

¹² IBISWorld Industry Report K7421, Health Insurance in Australia, May 2011

The mortgage sector in Australia has experienced remarkable growth of an estimated 6.3 percent annually over the five years to 2010-11, reaching \$84.7 billion, despite a small slump during 2008-09. IBISWorld forecasts that revenue will grow by 3.6 percent annually through to 2015-16. Low interest rates and low unemployment allow more people to enter the housing market but the removal of the first homeowners' grant and tighter lending criteria are expected to make borrowing more difficult. Although there is increasing use of computer technology in areas such as administration, processing and delivery, labour remains a major cost. Banks and other lenders employ a large number of salespeople and customer service personnel to provide personalised customer service and differentiate products in a highly competitive market.¹³

The financial planning and investment advice sector is experiencing significant change driven by advisory firm disasters, conflicts of interest, transparency and duty to clients. Despite the new regulatory framework, demographic trends and superannuation legislation will continue to support growing demand for financial advice. The average age of financial advisers is about 55 years and many may be unwilling to make the transition from commission based remuneration to a fee for service model at this stage of their career. As a result, the number of financial advisers exiting the industry is expected to increase over the next few years.

ASIC introduced minimum training requirements for financial planners and it is expected there will be an increase in the level of education and training required of advisers over the next five years. There are about 15,810 financial advisers and about 158 dealer groups in the industry with estimates indicating that about one quarter of all financial advisers are self employed or operate as part of an independent adviser group.¹⁴ This would suggest that they not only need financial planning training but small business skills.

Outsourcing continues to be used to meet industry needs largely driven by the growth of web based services and 24 hour operation of client support services. Off shore activities include provision of web based services, data processing and banking operations such as reconciliations and data entry.

Conveyancing services

A number of key national activities are occurring which are expected to impact on conveyancing services. The first is the staggered roll out of the new national licensing system. National licensing will start from 1 July 2012, with licenses for conveyancers to be issued under the new national system from 1 July 2013.¹⁵ It is not yet clear what implications there will be for skill requirements and training.

The second is the Commercial Building Disclosure (CBD) which is a national program designed to improve the energy efficiency of Australia's large office buildings. Under the *Building Energy Efficiency Disclosure Act 2010*, from 1 November 2010 there are mandatory obligations applicable to many commercial buildings.

The third key national activity impacting conveyancing services is that in 2009 the Council of Australian Governments committed to phase in the mandatory disclosure of residential building energy, greenhouse and water performance as part of the National Strategy on Energy Efficiency – subject to the results of regulatory analysis. This proposed measure would require the owners of houses, flats or apartments to provide energy, water and greenhouse performance information about the home at the time it is offered for sale or lease. It is not yet clear what the implications will be for conveyancers and for property transactions.¹⁶

¹³ IBISWorld Industry Report X0010, Mortgage Industry in Australia Report, March 2011

¹⁴ IBISWorld Industry Report, K7515 Financial Planning & Investment Advice in Australia, May 2011

¹⁵ <http://nola.gov.au/files/2011/08/Factsheet-prospective-licensees.pdf>

¹⁶ <http://www.climatechange.gov.au/government/submissions/residential-building-disclosure.aspx>

Workforce characteristics

The following table shows a decrease of 4.9 percent in the number of those employed in the Financial Services Industry between 2010 and 2011 compared with an increase in all Australian industries of 3.8 percent. The percentage change is particularly noticeable over the period 2006-2011 – see the second row in Table 1 below. The percentage of those employed part time increased slightly from 16 to 18 percent but is still significantly behind the all Australian industries figure of 30 percent employed part time. The impact of targeted mature age worker and return to work attraction strategies employed by some financial services businesses to meet their workforce needs is not yet showing in the workforce profile.

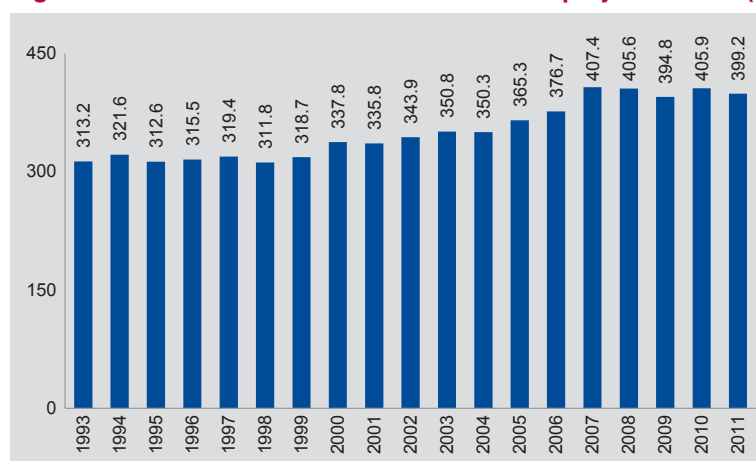
Table 1: Financial Services Industry workforce size compared with all Australian industries 2010 and 2011

Workforce characteristics	Finance and insurance services 2010	Finance and insurance services 2011	All Australian industries 2010	All Australian industries 2011
Employment (number)	408,200	388,200	10,971,600	11,390,100
% Employment change (past 5 years)	11.8	3.3	10.9	13.1
% Working part time	16	18	30	30
% Women	53	52	46	45
% Aged 45 years or older	29	29	39	38
% of employment outside state capital cities	20	19	37	37

Source: DEEWR, 2010 and 2011 Australian Jobs¹⁷

Figure 1 shows that while there has been some fluctuation in employment in financial and insurance services, the sector has not changed significantly since 2007 despite significant events including the global financial downturn and natural disasters such as the 2011 Queensland floods.

Figure 1: Financial and insurance services employment level ('000s) February 1993–2011

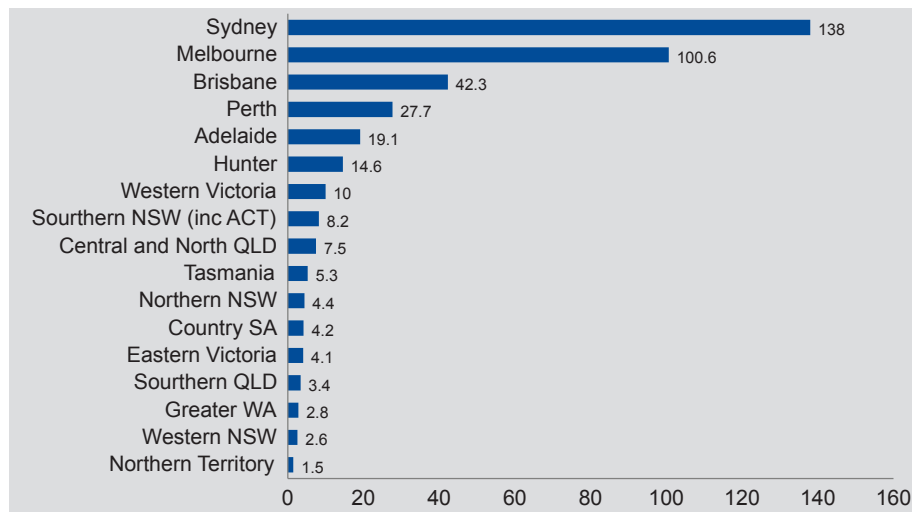


Source: SkillsInfo Industry Reports and Charts, February 2011¹⁸

Most of the employment activity occurs in the eastern states of Australia, with head office operations of banks and insurance businesses most often based in Sydney or Melbourne. This pattern is likely to change with more regional employment opportunities emerging due to wider access to high speed broadband and teleworking, although further consolidation of businesses may also intensify concentration of businesses in Sydney and Melbourne.

¹⁷ DEEWR, 2010 and 2011 Australian Jobs

¹⁸ SkillsInfo Industry Reports and Charts, February 2011

Figure 2: Financial and insurance services employment by region ('000s) year to February 2011

Source: SkillsInfo Industry Reports and Charts, February 2011

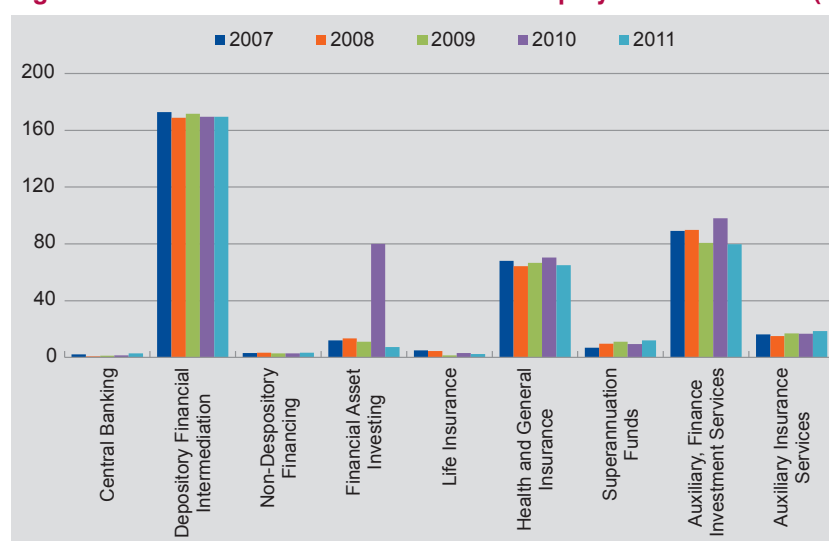
The industry classification system used by the Department of Education, Employment and Workplace Relations for Financial Services divides the industry into nine sectors:

- Depository financial intermediation – services offered by banks, building societies and credit unions
- Non-depository financing – companies offering loans and credit without deposits, eg credit card companies
- Central banking (Reserve Bank)
- Financial asset investing – companies trading stocks, bonds and bank deposits
- Auxiliary finance and investment services – financial consultants, stock brokers, mortgage brokers and financial advisors
- Superannuation funds
- Life insurance
- Health and general insurance, and
- Auxiliary insurance services – insurance broking.

While these nine categories are formal sectors within the Financial Services Industry, IBSA also includes accounting, bookkeeping and conveyancing as related occupations.

At the sectoral level, depository financial intermediation employs the most workers. Financial asset investing and auxiliary finance investment services have shown the most variation in employment numbers over the period 2007-11. Financial asset investing and auxiliary finance and investment services showed spikes in 2010 which may be attributed to recovery following the global financial downturn.

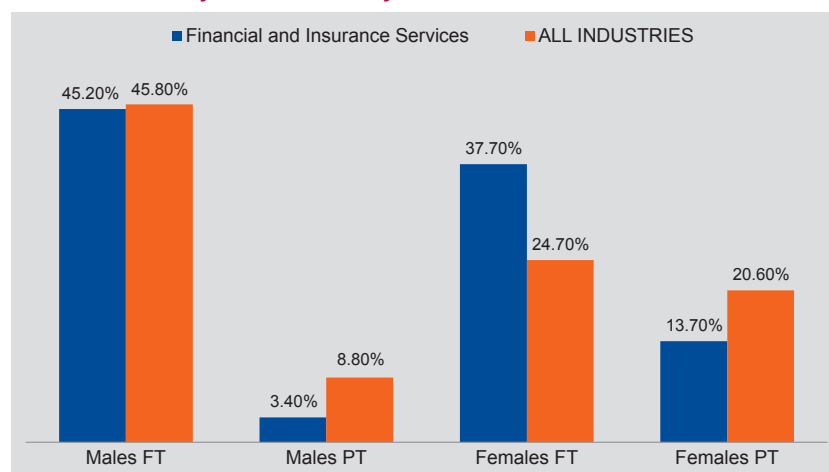
Figure 3: Financial and insurance sectoral employment 2007–2011 ('000s)



Source: SkillsInfo Industry Reports and Charts, February 2011

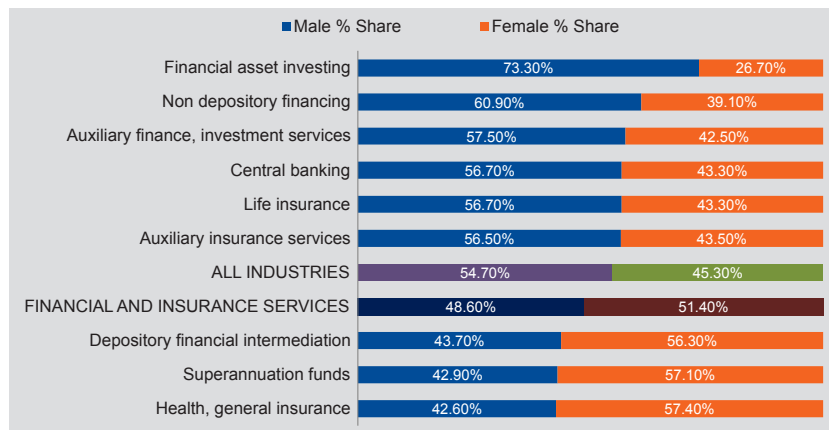
While fulltime males dominate the Financial Services workforce, full time female numbers are one third higher than for all Australian industries. Part time workers make up 17.1 percent of the workforce compared to the all Australian workforce which comprises 29.4 percent of part time workers. These characteristics pose opportunities to increase participation through increasing part time work and the number of women employees.

Figure 4: Financial and insurance services employment by gender and full time, part time (%) share year to February 2011



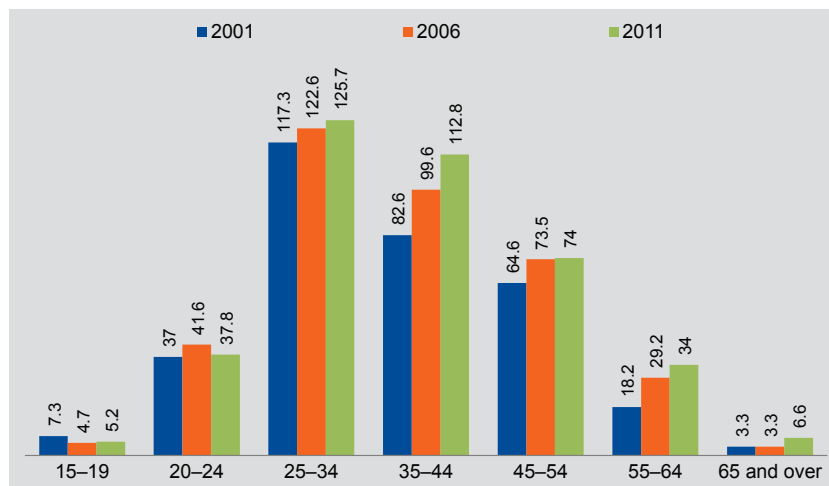
Source: SkillsInfo Industry Reports and Charts, February 2011

For the year to 2011, women dominated three of the nine sectors, namely depository financial intermediation, superannuation funds and health and general insurance. Men dominated the remaining six sectors at levels which were higher than the all Australian industries ratio of men to women.

Figure 5: Financial and insurance services employment by gender year to February 2011

Source: SkillsInfo Industry Reports and Charts, February 2011

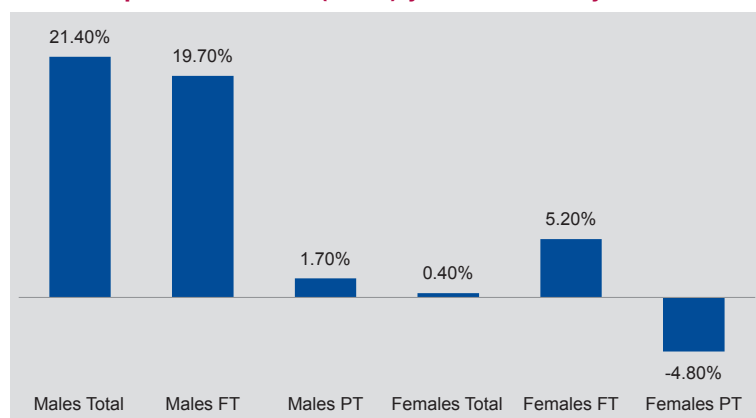
Figure 6 shows an increasing trend over the period to employ all age groupings except those under 25. The 35–44 age group increased by 36.6 percent over the period 2001–2011 and those aged 55 and over increased by 88.8 percent. This may be a reflection of deferred retirements resulting from negatively affected superannuation funds and/or a deliberate strategy to retain mature age workers.

Figure 6: Financial and insurance services employed persons by age ('000s) year to February 2001, 2006 and 2011

Source: SkillsInfo Industry Reports and Charts, February 2011

Figure 7 below shows that males are experiencing a 21.4 percent increase in employment over the five year period to February 2011 compared to 0.4 percent increase for females in the Financial Services Industry. Part time work increased marginally for men, at 1.7 percent, compared with a decline of 4.8 percent in part time work for females. This trend requires further consideration to develop appropriate workforce development strategy responses.

Figure 7: Financial and insurance services five year employment growth by gender and full time, part time status (000's) year to February 2011



Source: SkillsInfo Industry Reports and Charts, February 2011

Table 2 below shows that accountants and insurance agents have good job prospects while bank workers and financial dealers have below average job prospects. Future employment growth for the next five years to 2016 is positive for insurance, money market and statistical clerks and insurance agents while bank workers are expected to experience a decline. It is important to note that this table only recognises occupations with ANZSCO codes and that new areas are becoming increasingly important to banking and financial institutions and are not well represented, eg collateral management, portfolio compression and carbon related activities – trading, analysis, advising, aggregation and management.

Table 2: Top employing occupations, job prospects and future growth

Occupation	Job prospects August 2010	Employment numbers ('000s) September 2011	Job prospects September 2011	Future growth 2015-16
	Below Average **	Average ***	Good ****	
Bank workers	***	53,200	**	Decline
Financial investment advisers and managers	****	36,100	***	Steady
Credit and loans officers	****	27,400	***	Steady
Insurance, money market and statistical clerks	****	29,000	***	Slight growth
Financial brokers	***	20,800	***	Steady
Accountants	****	157,600	****	Moderate growth
Financial dealers	***	13,200	**	Steady
Insurance agents	***	14,200	****	Strong growth
Finance managers	***	46,100	***	Steady
Insurance investigators and loss adjusters	****	5,300	***	Steady

Source: joboutlook.gov.au, sourced September 2011

Industry and workforce outlook

Industry outlook

Labour productivity growth has slowed in recent years, prompting significant economic reforms. The May 2011 Australian Government budget positions workforce skills and growth, including 500,000 new jobs in the next two years, as central to boosting the productivity and skills base of existing workers. This is expected to offset the problems of tight labour supply, lower population growth than in the recent past and an ageing population. Tax reforms in the Carbon Plan, such as increasing the tax free threshold, are also designed to get more people into work. The National Australia Bank comments on these reforms by suggesting they can be expected to lift the level of structural productivity, though not necessarily its growth rate, but over a lengthy period of time. Further comments suggest that the decline in labour productivity performance is attributable to special and cyclical factors, such as the global financial downturn and weaknesses in Gross Domestic Product (GDP) growth.¹⁹

The early part of 2011 saw strong economic growth for the Australian economy with low unemployment, outstanding terms of trade and the Australian dollar experiencing record highs against the United States (US) dollar and the Japanese Yen. The more recent sharp falls in stock exchanges across the United States, Europe and in Australia, amid concerns over the continuing sovereign debt crises in Europe and worsening economic news from the United States, is fuelling uncertainty.

The labour market is reflecting broader global uncertainty as well as the already strong differences between sectors resulting from buoyancy in resources, the strong Australian dollar and weak consumer sentiment. As economists are observing, the strong are getting stronger and the weak are getting weaker with the gap now at record levels. This environment creates particular challenges for managers seeking skills that are already in demand such as professional services from sections of financial services and information technology, where hiring intentions remain robust.²⁰

A direct flow on effect occurs with Financial Services with increasing attention being turned to risk management, audit and compliance. Changes in the International Financial Reporting Standards (IFRS), and the release of Basel III, a global regulatory framework for more resilient banks and banking systems and continued public and government scrutiny of the retail banking sector, places external and internal compliance requirements on financial services.

Employer sentiment in the Financial Services Industry continues to soften with the majority of employers planning to keep headcount steady or increase the level of permanent employees in the three months to December 2011. In New South Wales and Victoria, where most of the financial services workers are employed in Australia, 30.4 percent and 39 percent of employers respectively are planning to increase permanent headcount leading up to December 2011.²¹

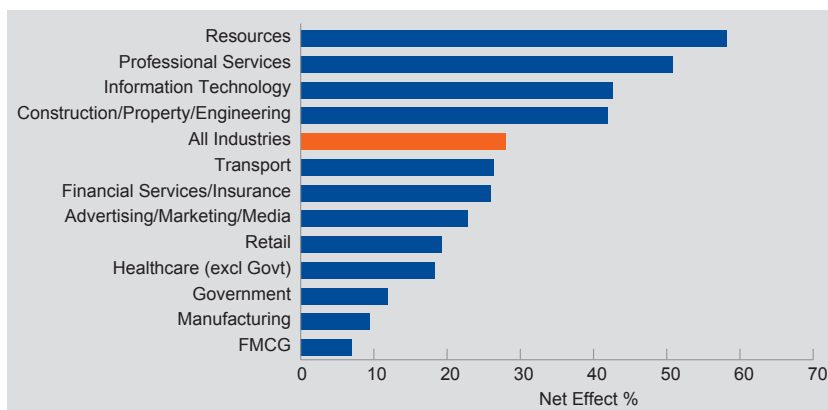
The following figures show the marked variation between sectors in terms of employer sentiment. Financial Services trails the all industries result.

¹⁹ <http://media.crikey.com.au/wp-content/uploads/2011/09/2011-09-27-Productivity-puzzle.pdf>

²⁰ The Hudson Report, Employment and HR Trends, October-December 2011

²¹ *Ibid.*

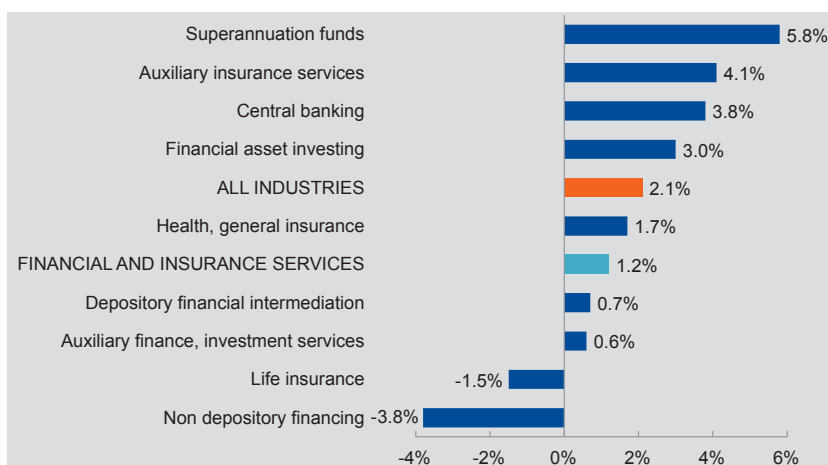
Figure 8: Permanent employment expectations by industry (ANZSIC)



Source: The Hudson Report, Employment and HR Trends, October-December 2011

The industry outlook varies across the sectors with the employment outlook for life insurance and non depository financing the only sectors not expected to grow.

Figure 9: Projected employment growth in the financial and insurance services sector (%pa) to 2015-2016



Source: Skillsinfo Employment Outlook, Financial and Insurance Services, February 2011

Tight labour market conditions are placing pressure on supply of skills. Skills supply in the banking sector remains varied, with client facing and revenue generating skills in high demand, along with wealth management and superannuation fund management and administration skills. Administrative and non revenue generating roles are experiencing a decline. There is an undersupply of financial planners and insurance professionals in states affected by natural disasters.²²

It is expected that the carbon tax will create a number of opportunities for accountants, auditors and risk analysts, who will benefit from increased demand for their skills, particularly from the energy sector. The need to measure and report on carbon emissions is expected to drive measurement systems and accounting policies and see demand for skills in carbon accounting. Over the long run a move towards carbon trading is expected to create new opportunities for trading institutions, banks and financial advisors.²³ It has been suggested that carbon trading may not lead to new jobs but rather be incorporated into expanding accounting roles with carbon offset learning for support roles. The impact of the carbon tax on small business, other than being another cost, remains unclear and continues to create some uncertainty.

²² Clarius Skills Index, Prepared by KPMG Econtech, June Quarter 2011

²³ Ibid.

Workforce and employment outlook

For Financial Services, fundamental changes in regulatory systems, business models and management philosophies over the last five years are placing increasing pressure on the sector to not only perform traditional finance functions but to also provide management accounting expertise to drive businesses and identify opportunities. Accounting and finance professionals, in addition to their technical knowledge and skills, also need communication, people management skills and the ability to engage and interact with others in order to obtain acceptance, build consensus, provide leadership and show active empathy.²⁴

An increased corporate focus on due diligence and compliance may lead to further demand for training package Skill Sets in Financial Services. An example which continues to impact is the Australian Securities and Investment Commission's (ASIC) minimum standards for the training of financial product advisers; Regulatory Guide 146 sets out the knowledge and skill requirements for various adviser activities. The Anti-Money Laundering and Counter Terrorism Financing Act 2006 contains new obligations which came into effect in November 2011. Auditors are becoming more engaged with operational functions and gaining a broader view of risks placing increased pressure on experienced personnel.²⁵

A compliance culture will be needed across activity areas from management to front line business operations and will need to be underpinned by continuous professional development. Governance skills are expected to continue to grow in importance to accompany the compliance regime, outsourcing and the development of strategic partnerships.

For Financial Services there is a need for constant professional development, refresher courses and opportunities for upskilling existing workers. Accredited qualifications and Skill Sets provide some answers to this need, as does unaccredited training offered both in house and commercially in response to industry need. For example, the shortage of sales professionals²⁶ is driving demand for training in areas such as customer service but also National Consumer Credit Protection (NCCP) and Financial Services Reform (FSR).²⁷

A recent survey of banking and financial services in the Asia Pacific found that following significant changes over the last two years, evident in the media by mass redundancies, pay cuts and reduction in working hours, rebounds and expansions are on the table and people are recognised as a key driver of growth. Demand for accounting staff and project based resources is expected to increase, as is funds management.²⁸

Insurance and, to a lesser degree, banking and finance are strong markets for IT skills and recruiters are advising that retention premiums are being used to keep people with skills in high demand such as SAP skills, business analysts with financial background and some categories of senior project management.²⁹

The following occupations and job roles have been reported as in demand in the Financial Services Industry at IBSA's Escan 2012 industry consultations and validation:

- Accountant/accounting manager
- Financial risk manager
- Financial services – client services
- Superannuation adviser, and
- Superannuation funds manager/administrator.

²⁴ Hudson Accounting and Finance, The Changing Face of Accounting and Finance, Industry Leaders Series, 2011

²⁵ Clarius Skills Index, Prepared by KPMG Econtech, June Quarter 2011

²⁶ *Ibid.*

²⁷ http://www.money101.com.au/news?s=1618&utm_source=MailingList&utm_medium=email&utm_campaign=Connect101+October+2011

²⁸ Robert Half Financial Services Group, Banking and Financials Services Asia Pacific Salary Guide 2010/11

²⁹ <http://www.theaustralian.com.au/australian-it/technology-wage-growth-defies-economic-gloom/story-e6frgaxk-1226135196270>

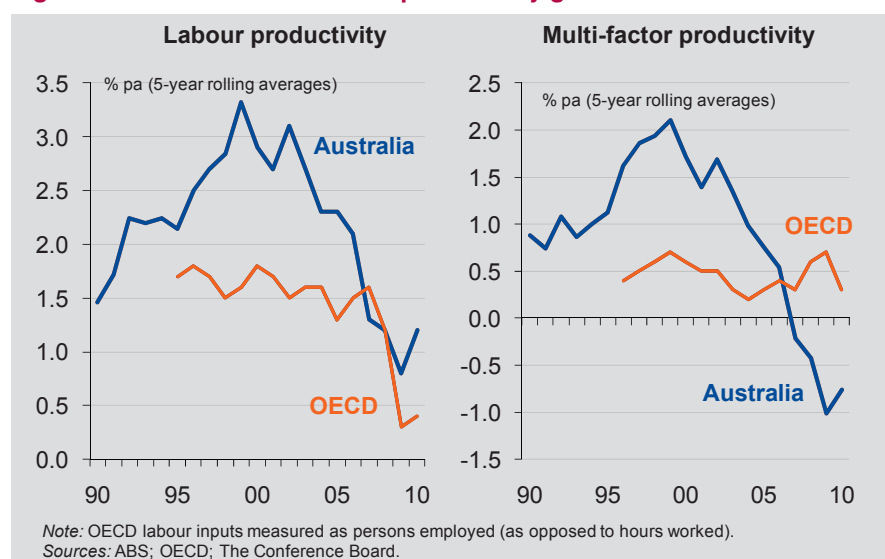
Chapter 3 – Identified workforce development needs

The following information is largely drawn from the Skills Australia 2011 conference ‘Putting skills at the heart of the economy’ which placed skills as a limiting factor to Australia’s future prosperity. The Australian Government’s skills initiatives were supported but the conference speakers challenged governments and industry alike to invest in skilling the workforce. There was strong evidence and support for increasing the skilled migration target, in the short term, to address the immediate skilling needs and provide a larger tax payer base to support the retiring baby boomers.

The following excerpt from the presentation by Phillip Bullock, Skills Australia focuses on the importance of increasing Australia’s productivity to deal with challenges such as demographic change, environmental constraints on economic growth, improvements in living standards and the side effect of the resources boom.

Both labour productivity³⁰ and multi factor productivity³¹ have declined in Australia over the last five years. Australia has experienced a much more pronounced deterioration in multi factor productivity than the OECD. For the OECD as a whole multi factor productivity growth has not deviated much from its long term average of 0.4 percent per annum since the late 1990s. In contrast to this, Australian multi factor productivity growth has slowed from a peak of over two percent per annum in the second half of the 1990s to a negative rate in the second half of the 2000s.

Figure 10: Australian and OECD productivity growth



Source: Skills Australia 2011 Conference ‘Putting skills at the heart of the economy’ presentation by Phillip Bullock

Instead of productivity enhancing reform, Australia has, since the early 2000s, experienced a significant increase in productivity restricting legislation and regulations driven by pursuit of national security and improved corporate governance.³²

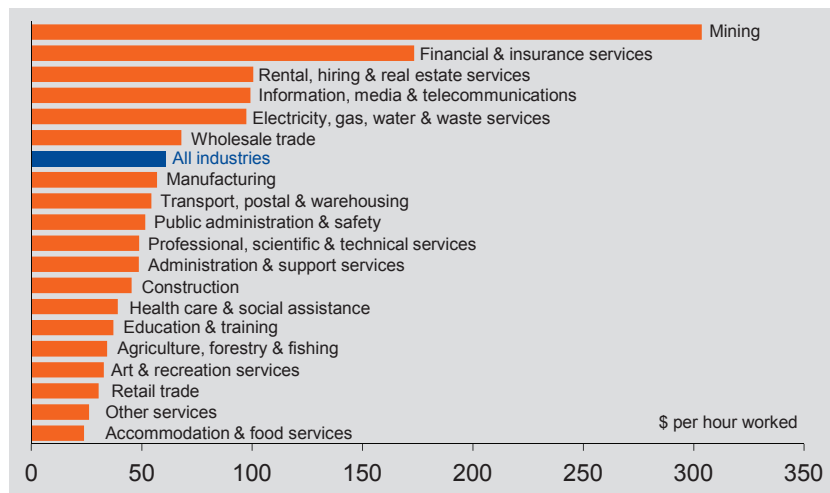
³⁰ Labour productivity is the ratio of the real value of output to the input of labour. Where possible, hours worked, rather than the numbers of employees, is used as the measure of labour input. With an increase in part time employment, hours worked provides the more accurate measure of labour input. Labour productivity should be interpreted very carefully if used as a measure of efficiency. In particular, it reflects more than just the efficiency or productivity of workers. Labour productivity is the ratio of output to labour input; and output is influenced by many factors that are outside of workers’ influence, including the nature and amount of capital equipment that is available, the introduction of new technologies and management practices.

³¹ Multifactor productivity is the ratio of the real value of output to the combined input of labour and capital. Sometimes this measure is referred to as total factor productivity. In principle, multifactor productivity is a better indicator of efficiency. It measures how efficiently and effectively the main factors of production – labour and capital – combine to generate output. However, in some circumstances, robust measures of capital input can be hard to find.

³² Grattan Institute, Australia’s Productivity Challenge, February 2011

The following graph, figure 11, shows estimates of labour productivity by sector. It shows capital and/or skilled labour sectors, including Financial Services, having a higher than average output per hour worked compared to unskilled labour sectors. Increased participation and continued investment in training and skills development by the Financial Services Industry will help to secure this position.

Figure 11: Gross value added per hour worked in dollars by industry 2009-10



Source: Eslake, S. and Walsh, M., Grattan Institute 'Australia's Productivity Challenge', February 2011

Productivity growth is expected to be the main driver of economic growth and living standards in the future.³³ Education and training can improve both productivity and participation in the workforce. In the May 2011 budget the Australian Government released a workforce strategy called Building Australia's Future Workforce. The Australian Government is investing in skills reform to provide a platform to maintain and grow Australia's productivity and increase participation. Around \$3 billion will be spent on initiatives over six years, including reform of the national VET system.

The program comprises the following key initiatives:

- a \$558 million investment in the National Workforce Development Fund (NWDF) which will place industry skills needs at the heart of the training effort
- apprenticeships and traineeships that work for more Australians – \$100 million to support new approaches to training and \$101 million for mentoring to support apprentices and trainees through to completion of their training
- VET to meet the longer term needs of the economy – review of the Australian Government's \$1.4 billion per annum investment in the National Agreement on Skills and Workforce Development and an additional investment of \$1.75 billion over five years from 2012-13 under a new national partnership with the states and territories to make the VET system more transparent and productive, and
- building better skills for workforce participation through policies and programs to improve participation of single and teenage mothers, and increasing commencements for job seekers through the Australian Government's Language, Literacy and Numeracy (LLN) Program.

In terms of the Financial Services Industry this commitment provides significant scope to access funding for skilling new and existing workers:

- the NWDF will co-fund industry skilling in higher qualifications on the priority occupations list (POL) and related Skill Sets; at October 2011 the POL included accountants and external auditors and funded skilling in relevant VET qualifications, and
- securing support for additional traineeships and developing strategies to close the gap between traineeships starts and completions.

³³ Swan, W., Australia to 2050: future challenges, January 2010

Skills Australia's latest report – *Skills for Prosperity – a roadmap for vocational education and training*³⁴ – provides a blueprint for VET's key role in industry initiated and responsive workforce development. The key challenge is workforce participation, in particular increasing foundation skills, better use of existing skills and knowledge and skills matching for business needs. Three areas are highlighted in *Skills for Prosperity* as activities for the VET sector:

- an increase in participation in vocational learning, deeper acquisition of skills by individuals and improved qualification outcomes
- an increase in skills use and innovation by enterprises, and
- an increase in workforce participation and social inclusion in communities.

The Australian Bureau of Statistics (ABS) lists ten core skills used by business which can be identified in innovation and non innovation businesses and an ABS conducted survey shows that the skills used in innovation vary by industry. The following table illustrates the difference in skill usage between innovation active and non active businesses in selected industries. It shows that while marketing is important in innovation across sectors it is the most important skill for innovation of financial services followed by business management.

Table 3: Difference in skills used by innovative active and non active businesses for selected industries 2008-09 (%)

Core skills	Manufac.	Prof., sci & tech. Services	Finance * insurance	Wholesale trade	Mining	Retail trade
Engineering	14.7	-7.0	*	6.2	26.4	4.6
Scientific	9.8	4.6	-1.1	3.3	6.9	1.1
IT professionals	12.5	13.5	12.7	20.1	22.6	13.3
IT support technicians	10.9	11.0	16.2	20.4	20.3	21.2
Trades	14.0	1.6	2.2	4.7	26.4	7.7
Transport, plant & logistics	16.5	-3.1	*	4.9	26.3	10.4
Marketing	19.6	18.7	31.3	25.6	22.4	19.8
Project management	13.1	16.7	9.7	9.7	20.1	6.1
Business management	11.6	13.2	22.6	20.8	19.2	17.6
Finance related	17.6	3.1	16.8	20.5	16.8	14.7

Notes: * this information was not available from the survey

The bold numbers in the table represent the two highest differences per industry category.

Note that some of these figures are subject to relatively high standard errors.

Source: John Stanwick, NCVER, Innovation: its links with productivity and skill development – at a glance, September 2011

As with all industries, particularly in economies with smaller labour markets such as Australia, innovation offers opportunity for productivity and growth. Incremental innovation, ongoing minor modifications to processes, products and services, has been described as the chief source of productivity growth that, with organisational improvement is playing a momentous role in economic development.³⁵ The links between VET and innovation have implications specifically for the content of training packages and evidence suggests that training packages should focus on the fundamental skills

³⁴ Skills Australia, *Skills for Prosperity – a roadmap for vocational education and training*, May 2011

³⁵ Toner, P 2009, Workforce skills and innovation: an overview of major themes in the literature, OECD, Paris – 2011, 'Tradespeople and technicians in innovation', in *Fostering enterprise: the innovation and skills nexus – research readings*, eds P Curtin, J Stanwick & F Beddie, NCVER, Adelaide

and knowledge of a vocation or occupation. This will increase an individual's ability to learn to learn, to solve problems and adapt to different situations. To support this learning VET providers must keep abreast of new technologies and changes in industry practice.³⁶

The CEO of financial services provider Deloitte suggests finding skilled workers will be employers' biggest challenge.³⁷ Keeping older workers therefore provides a number of benefits including increasing levels of productivity and lowering demand for government services related to retirements. The Financial Services Industry has significant opportunities to improve participation by increasing the number of part time positions for over 45s who are often seeking more flexible work conditions. This group also requires skilling to build or maintain their skill levels, especially with technology.

Access to high speed broadband and the NBN rollout is a double edge sword for Financial Services. While it provides significant scope for new products and services the NBN may also drive further regulation and compliance around security of networks and information. Small business again will need impetus and support to innovate in processes, products and services.

Mining, infrastructure, resources and utilities continue to thrive and are placing demand on other sectors including accounting skills in business management, property and finance. Moreover increased emphasis on business planning is creating demand for forward accounting including planning and analysis as well as taxation, business services and audit skills.³⁸

In the workplace

Changes in legislation impact in various ways, for example the proposed changes to the Future of Financial Advice (FOFA) package which seeks to allow accountants to operate as financial planners under a restricted license.³⁹ Qualifications associated with the license have not yet been determined but the related skills needs may be best satisfied by Skills Sets.

The insurance sector has experienced a tough year and is working towards business renewal and margin recovery. Analyst Gartner has forecast that Australian insurance companies will spend approximately \$5.2 billion on technology products and services in 2013, an increase of 2.8 percent over 2012. While most will be spent on maintenance of IT systems and ongoing projects, product innovation is expected to become a top priority over the next five years.⁴⁰ Distribution and customer interaction can benefit from cloud and context aware computing and social and mobile technology. Innovation in business processes and support platforms is expected to mitigate the effects of factors such as regulatory change, increasing frequency of catastrophic events and unstable economic conditions.

For Financial Services, skills convergence with ICT and business is expected to grow. IT investment in the last decade was characterised by implementation of backend systems. The emphasis now is on customer systems for web savvy consumers.⁴¹ Specialist skills are being replaced by teams that can offer a range of specialist services. Escan industry consultations reinforced a shift from specialists to generalist skills and the need for multi skilling. Contact call centres are being replaced by online contact centres with reduced costs and face to face interaction. Frontline staff are handling more complex jobs, standardised transactions and referring matters requiring specialist advice.

In a recent survey conducted by IBSA of associations and their members, cost of training, skills funding and upskilling and retention were identified as the three most important workforce development issues. Skills needs are being addressed by training and development of employees, buying in and using external training along with in house training. While LLN skills were a concern for more than 70 percent of association respondents, results from Financial Services showed significantly less concern than IBSA's other industries.

36 John Stanwick, Sept 2011, NCVER, Innovation: its links with productivity and skill development – at a glance

37 The Advertiser, October 5, 2011

38 The Weekend Australian, June 11-12, 2011

39 The Weekend Australian, October 8-9, 2011

40 The Weekend Australian, October 8-9, 2011

41 Hudson, ICT Industry Leaders Series, Economic Recovery and the new IT Skills Crisis, 2010

As the insurance business involves the sale of a product to a client, requiring timely customer responses, communication skills remain critical and labour requirements remain high.

Various forms of skilling – formal accredited training, in house training, on the job training and mentoring and coaching using both online and physical infrastructure – supports business adaptation to changing market conditions. A feature of this adaptation is building work life balance flexibilities in work practices, particularly for parental and extended leave.

An innovative and strategic alliance between industry, TAFE NSW and universities is expected to deliver a tertiary pathway to accounting that will address skills shortages and meet the projected growth in demand for accounting skills. The Tertiary Pathway initiative offers a pathway to higher education for people who have not had the opportunity previously – including people from low socio economic communities, rural and regional communities and Indigenous Australians. The three year program supports students to study at TAFE NSW for the first two years, completing an Associate Degree of Accounting, after which they can progress to the third year of a university Bachelor degree program. This program offers real choice for people who may not have previously considered going to university or getting a post school qualification. Students who choose not to progress to the degree can apply to be registered as a Business Activity Statement (BAS) Agent.⁴²

⁴² Media Release 7 June 2011, Adrian Piccoli, NSW Minister for Education, 'New partnership helps more students access higher education'

Chapter 4 – Current impact of training packages

FNS10 Financial Services Training Package

The FNS10 Financial Services Training Package was endorsed by the National Quality Council on 7 July 2010 and made fully available to the education and training market on the National Training Information Service (NTIS) website in November 2010. This version (v1.0) of the FNS10 Training Package included 480 units of competency of which 138 are imported units. Fifty one new FNS10 units were developed to cover new skill requirements to better reflect job roles and to meet regulatory requirements in the industry. The package includes 51 qualifications covering all industry sectors plus two new Skill Sets for financial literacy education and BAS agent registration.

The qualifications have undergone significant change from those in FNS04, the previous package. Most notable is the separating of the insurance industry specialisations from the previous generic Certificate, Diploma and Advanced Diploma in Financial Services qualifications into their own insurance industry qualifications. The previous workers compensation qualifications have also been extensively revised and retitled Personal Injury Management to better reflect the professional focus of this industry subsector. There is also an additional personal injury management qualification at Certificate IV to cover important return to work management job roles.

New qualifications have been developed in banking to reflect emerging specialist pathways and roles such as mobile banking. The financial markets sector has a new qualification at Certificate IV to cover back office roles, such as dealing, and two additional diplomas to meet regulatory and legislative requirements in securitisation, anti money laundering and counter terrorism management. There is a new credit management diploma and extensive changes to the Certificate IV to cover emerging licensing requirements for credit providers that will impact across a range of industries.

Given the significant nature of change in the new Training Package, early 2011 was focused on addressing implementation issues for the new qualifications described in the package. This work did identify a number of areas where minor adjustments were necessary, leading to the development of v2.0 of the Training Package which was endorsed in October 2011.

Uptake of training packages

The following data is reported from the annual NCVER VET Provider Collection and the quarterly Apprentice and Trainee Collection; the collections report publicly funded training and fee for service VET provided by public institutions. They assist consideration of trends in the uptake and use of publicly funded VET in IBSA's training packages and contribute to the reporting of industry skilling drivers.

Industry advice suggests that these tables and figures be read in the understanding that significant amounts of training also occurs in financial services outside the publicly funded VET system including:

- fee for service training in national qualifications provided by RTOs
- in house training in national qualifications delivered by enterprise RTOs, and
- non accredited training conducted in house or by external providers.

Enterprise and private RTOs provide significant levels of training for financial services and this training, both accredited and non accredited, is customised to more closely respond to the skill needs of the specific enterprise and the industry. That this data is not yet collected and published systematically is considered, by industry, to weaken any attempts to comprehensively analyse the effectiveness of industry skilling arrangements.

As explained in previous Escans, while data on publicly funded VET activity– commencements and completions – are of interest, comparison of results in any one year will not provide statistically viable data.

Comparisons, within one year are problematic because:

- any VET learner undertaking skilling in more than one calendar year for the same qualification may have multiple enrolments
- where multiple year learning takes place the completions are recorded in different years from the commencement/s, and
- state and territory completion processes vary significantly and do not allow comparability.

Generally, this results in an over representation of commencements and an under representation of completions. This over representation of commencements does not apply to traineeships and apprenticeships, but the underrepresentation does apply to completions.

Financial Services course enrolments and qualifications issued

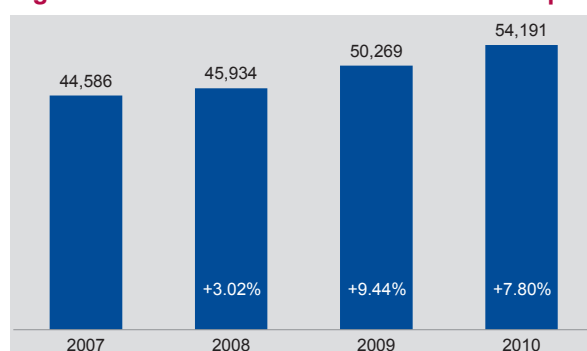
Enrolments in Financial Services qualifications continue to rise, with a 7.8 percent increase between 2009 and 2010 as shown in Table 4 and illustrated in Figure 12 below. These numbers need to be treated with caution as noted above. Nevertheless, this may be partly attributed to the Australian Government skilling programs and associated funding.

Table 4: Enrolments and qualifications issued in Financial Services 2007–2010

Financial Services	2007	2008	2009	2010
FNS Enrolments	44,586	45,934	50,269	54,191
% Change in Enrolment		+3.02%	+9.44%	+7.80%
<i>Average % Change in Enrolments 2008–2010</i>				+6.75%
<i>Overall % Change in Enrolments 2007–2010</i>				+21.54%
FNS Qualifications Issued	9,465	10,363	12,860	11,507
% Change in Qualifications Issued	–	+9.49%	+24.10%	-10.52%
<i>Average % Change Qualifications Issued 2008–2010</i>				+7.69%
<i>Overall % Change Qualifications Issued 2007–2010</i>				+21.57%

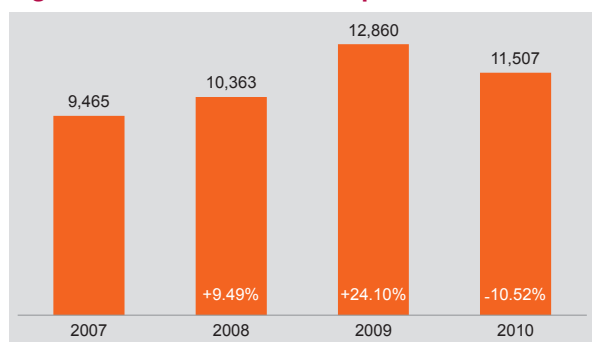
Source: NCVER, VET Provider Collection, 2011

Figure 12: Enrolments in Financial Services qualifications 2007–2010



Source: NCVER, VET Provider Collection, 2011

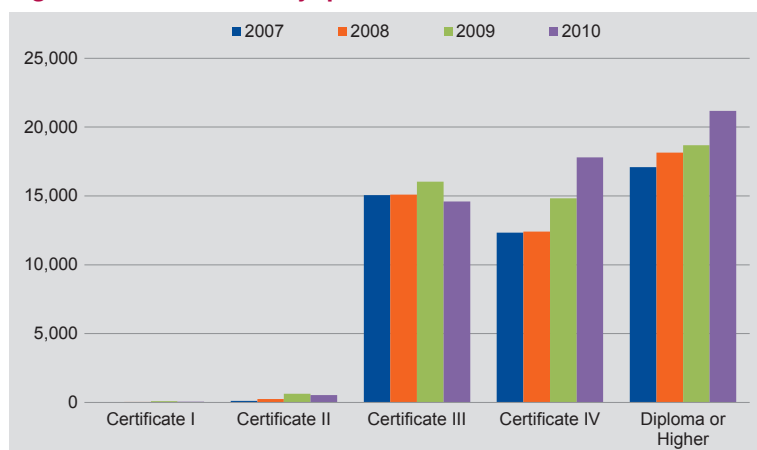
Qualifications issued in the Financial Services Industry have increased 21.6 percent over the last four years, peaking in 2009 and declining between 2009 and 2010 by 10.5 percent. As qualifications issued are reported only once this provides a more accurate picture of demand and therefore such a decrease may require further investigation.

Figure 13: Qualifications completed in Financial Services 2007–2010

Source: NCVET, VET Provider Collection, 2011

Financial Services enrolments by qualification level

Data presented in Figure 14 highlights that enrolments in Financial Services Certificates II and below are very low while enrolments for Certificate III and above are much higher. Certificate IV and above enrolments have significantly increased in 2010. The highest overall enrolments are in diploma or higher qualifications. This enrolment data may reflect the importance of higher qualifications to the Financial Services Industry and the trend for employers using Certificate III for traineeships and as an industry entry point. This trend toward higher qualifications provides a sound basis for streamlining articulation arrangements between VET and higher education providers to support skills development and create career pathways.

Figure 14: Enrolments by qualification level in Financial Services 2007–2010

Source: NCVET, VET Provider Collection, 2011

Financial Services qualifications issued and enrolment trends

For 2007-10 the five Financial Services qualifications with the highest qualifications issued represented 68.9 percent of total qualifications issued for Financial Services during that period. These qualifications are listed below and incorporate data from earlier versions of the qualifications and show a distinctive trend to accounting.

- FNS30304 Certificate III in Financial Services (Accounts Clerical)
- FNS30107 Certificate III in Financial Services
- FNS40604 Certificate IV in Financial Services (Accounting)
- FNS50204 Diploma of Accounting
- FNS60204 Advanced Diploma of Accounting

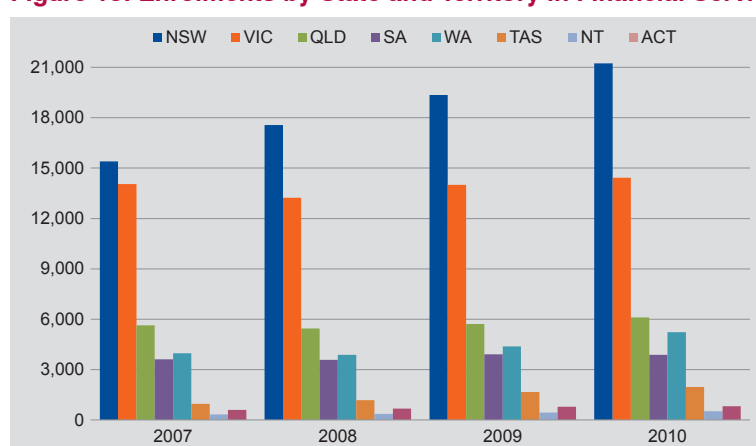
Qualifications issued are generally considered a good indicator of demand. Advice from industry indicating demand for skills in superannuation, risk and insurance is not reflected in the uptake of publicly funded training – in either enrolments or qualifications issued in these areas which are low in all cases. Further investigation is required to determine why this is so but anecdotally it seems likely that much of this training is purchased fee for service or provided by enterprise RTOs.

For further information on enrolments and qualifications issued in Financial Services qualifications please see Appendix C.

Financial Services enrolments by State and Territory

Figure 15 shows that enrolments increased in all jurisdictions, with the exception of South Australia and the pattern matches the employment pattern presented in Figure 2. Western Australia is showing a spike in enrolments for 2010 which parallels the demand for skills in Financial Services to support the requirements of the growing resources sector.

Figure 15: Enrolments by State and Territory in Financial Services qualifications 2007–2010

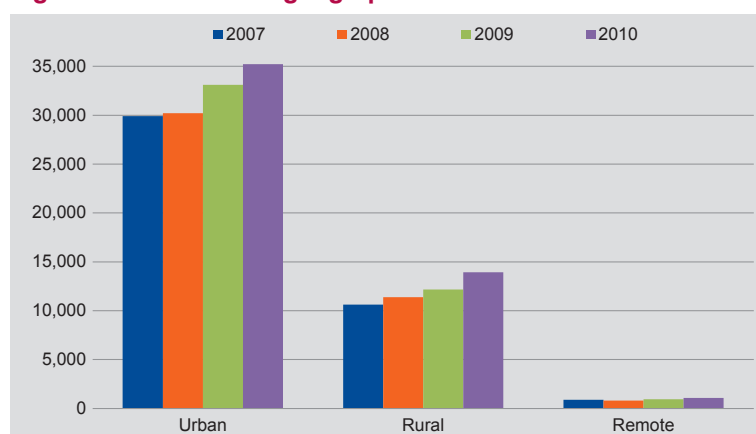


Source: NCVER, VET Provider Collection, 2011

Financial Services enrolments by geographic location

Figure 16 shows that enrolments in urban and rural areas are on the increase, while enrolments in remote areas show little significant movement. This picture may change as participation programs target regional areas and the NBN roll out enables service provision to be location neutral, thus accessing a potential workforce that is currently under represented.

Figure 16: Enrolments geographic location in Financial Services qualifications 2007–2010



Source: NCVER VET Provider Collection, 2011

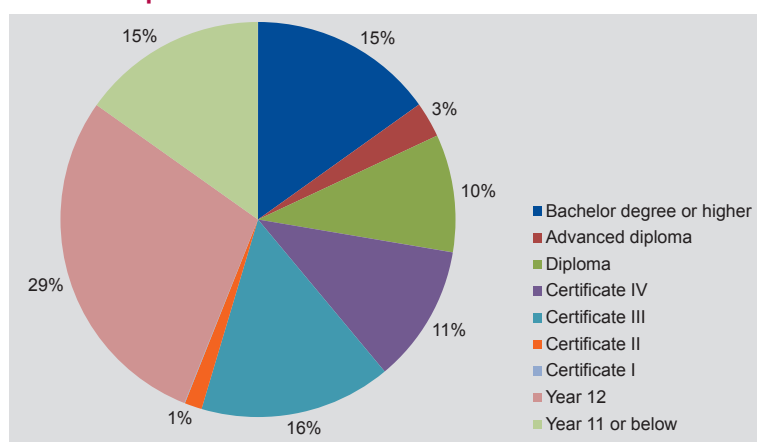
Financial Services qualifications enrolment characteristics

The following section provides data on characteristics of enrolments in Financial Services: previous highest education level, enrolments by age, enrolments by gender, enrolments by study mode and enrolments by delivery type.

Previous highest education level

Figure 17 shows that 44 percent of participants enrolled in the Financial Services Training Package in 2010 had no post secondary qualifications, while 15 percent had a higher education degree or higher. Skill Sets support reskilling and upskilling and with the increasing presence and funding of Skill Sets there may be an increase in enrolments in the future from those with higher education qualifications seeking Skill Sets rather than entire qualifications to meet skill needs.

Figure 17: Previous highest education level of participants enrolled in Financial Services qualifications 2010

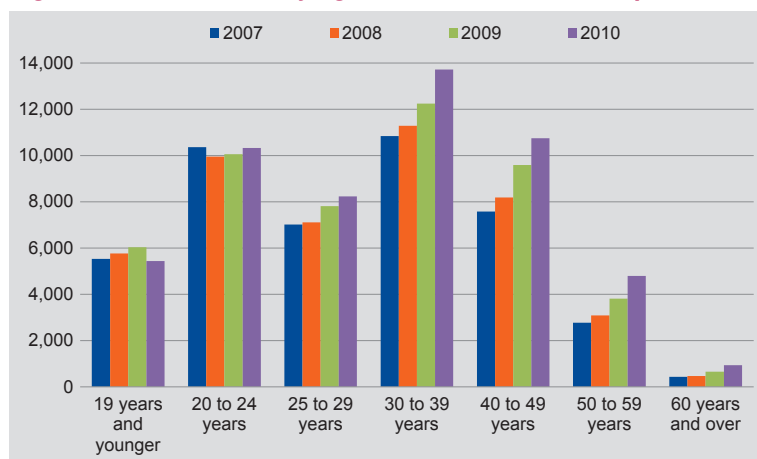


Source: NCVER VET Provider Collection, 2011

Enrolments by age

Enrolments in the 30-39 and 40-49 year age groups were the highest in 2010 and continued a trend building over the preceding three years. Enrolments of those over 50 years have almost doubled in the four years 2007-2010, see Figure 18 below. This increase parallels the retention of over 50s in the Financial Services workforce. Reskilling is critical to ensuring mature workers continue to contribute effectively, particularly in client service technologies.

Figure 18: Enrolments by age in Financial Services qualifications 2007-2010



Source: NCVER, VET Provider Collection, 2011

Enrolments by gender

Enrolments are dominated by women, with an increase between 2009 and 2010 of 8.9 percent for women and 5 percent for men. Interestingly this is not as yet evident in employment of female workers or the employment growth of female workers in Financial Services.

Figure 19: Enrolments in Financial Services qualifications by gender 2007–2010

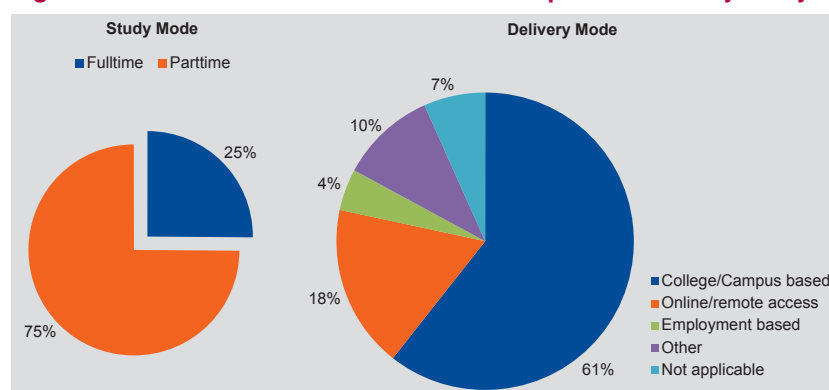


Source: NCVER, VET Provider Collection, accessed September 2010

Enrolments by study mode and delivery type

Of the publicly funded training activity in 2010, part time, on campus enrolment was the most common. Industry feedback suggests this representation may be quite different if fee for service enrolments in nationally recognised training from enterprise and private RTOs were included as online learning features quite strongly as a delivery mode.

Figure 20: Enrolments in Financial Services qualifications by study and delivery mode 2010

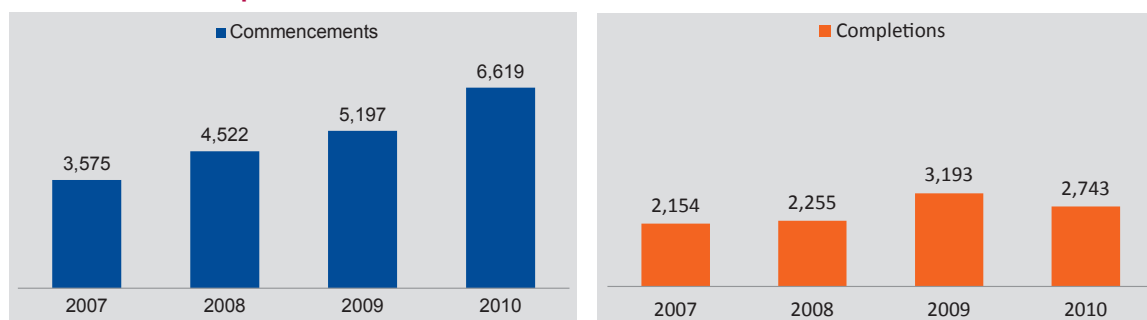


Source: NCVER, VET Provider Collection, 2011

Financial Services apprenticeships and traineeships

Enrolments and completions occur throughout the year and so a direct comparison of enrolments and completions within one year cannot be made but over time it could be expected that completions would follow the same trend pattern as enrolments. Over the period 2007-2010 there were 19,913 commencements in traineeships and 10,345 completions. Whilst commencement numbers may be inflated due to new contracts being initiated when trainees transfer workplace, completions trail commencements at a ratio of 1:1.9. Figure 21 illustrates a change in completions through the years 2007-08, 2008-09 and 2009-10, of 4.7 percent, 41.6 percent and -14.1 percent respectively.

Figure 21: Financial Services qualifications apprenticeships and traineeships commencements and completions 2007–2010



Source: NCVER, Apprentices and Trainees Collection, June 2011.

This data is not consistent with NCVER findings that the economic downturn significantly increased the attractiveness of undertaking an apprenticeship or traineeship and that alternative employment became less attractive compared with being an apprentice or a trainee and, in general, the pay off to completion increased. The report suggests that in the non trades areas the training wage matters more than becoming qualified. For both male and female trainees, completion rates decrease with increases in the difference between wages in alternative employment and training wages.⁴³

Outlook for training

Increasing compliance and regulation is and will continue to impact the Financial Services Industry. Responding to this in a timely fashion is challenging for a training system that is underpinned by extensive stakeholder consultation and a regulated process.

Convergence of once disparate skills reduces the demand for specialists but doesn't necessarily reduce the demand for specialist skills. Unpacking of traditional job roles and skill requirements – driven by automation, new technologies and the need to innovate to keep ahead – is leading to new approaches to skilling, including new partnerships and utilisation of Skill Sets to address upskilling and reskilling.

The Financial Services Industry has significant benefits to gain from radical and incremental innovation driven by regulatory activity, economic constraints, new and improved technologies and the NBN roll out. Ensuring workers have the necessary skills to undertake their jobs will position them well to innovative.

While the increase in skilling at the higher qualifications is welcome, trends that relate to specific programs or industry shifts such as increased regulation or sector downturn, eg in life insurance, are not obvious but may warrant monitoring.

Reporting trends or movement of workers to new or different industries or sectors of Financial Services can help understand and support industry adjustments, eg mature workers upskilling or mandatory, regulation based upskilling.

⁴³ Karmel.T. Mlotkowski. P., May 2011, The Impact of wages and the likelihood of employment on the probability of completing an apprenticeship or traineeship

Chapter 5 – Future directions

As the Industry Skills Council with responsibility for the Financial Services Industry, IBSA has a key role to play in ensuring appropriate qualifications and skill sets are available for the Financial Services Industry and its workforce.

Following the desktop research and industry consultations undertaken for the development of Escan 2012 Table 1 below highlights the workforce development challenges in this industry. Priorities for the Financial Services Training Package and for enhanced responsiveness of the national VET system follow.

Table 6: Summary: Financial Services workforce development challenges

Workforce development challenge:	Impact on:	Critical future skills:
Maximising NBN uptake capability in organisations	Businesses – metropolitan and regional Not for profits Community service providers Clients	<ul style="list-style-type: none"> • business methods social networking • client service delivery, eg mobile banking • cloud based computing • high level digital literacy • innovation • marketing • outsourcing • repositories management and security • risk management assessment and mitigation • system security
Increasing regulation and compliance	All businesses impacted by regulation – small, medium and large Not for profits Training packages Qualifications Skills Sets Certification Upskilling Retraining	<ul style="list-style-type: none"> • auditing • business planning • carbon tax reporting • client financial analysis • client management • ethics • financial advice and guidance • industry knowledge • innovation, eg cloud devices • monitoring, interpreting and implementing compliance regime • portfolio management • product knowledge • risk assessment • risk management • security and accessibility of networks and information
Skills convergence	Training packages Qualifications Skills Sets HR practitioners Training providers Employers Employees Articulation	<ul style="list-style-type: none"> • business expertise and planning • customer service • entrepreneurship • ICT • innovation • leadership • marketing • risk management

Priorities for the Financial Services Training Package

Findings from Escan 2012 indicate that priorities for the Financial Services Training Package, in working with industry stakeholders, are:

- Developing closer links with regulators to ensure the training package responds dynamically to evolving requirements, including for conveyancers under the National Licensing regime
- Considering strategically the ICT requirements in responding to skills and occupational convergences between the Financial Services, ICT and Business Services Training Packages with specific attention to risk management, compliance and innovation and entrepreneurship, and
- Identifying and supporting tertiary pathways and articulation particularly in the areas of certification and regulation.

Supporting a responsive national VET system

To assist in enhancing the responsiveness of the national VET system and maximising industry skills outcomes, Escan 2012 findings suggest that stakeholders consider:

- Identifying digital literacy skills required for the workplace contexts within the Financial Services Industry and funding digital literacy training, targeting generational capabilities such as social literacy and social learning, for consumers and businesses to underpin opportunities provided by the NBN
- Working with the Financial Services Sector Advisory Committee to develop strategies to compile more complete activity data from private and enterprise RTOs delivering to the Financial Services Industry
- Providing support to ensure that migrants and those with skilled work visas have adequate English language skills, particularly listening and speaking, to be successful in the workplace
- Continuing to evolve workforce planning and development as an investment to address changing work patterns and future business directions particularly amongst small and medium enterprises
- Within workforce development and planning exercises:
 - undertake scenario business planning to more dynamically utilise available workforce skills as changing economic conditions have impact and consider:
 - implementing flexible work practices to increase participation
 - Investing in retention and retraining strategies to respond to labour market tightening and retention of critical knowledge, and
 - recruitment of skilled customer service operators for upskilling to technical financial capabilities
- For the skilled occupation list adopting a broader definition of preferred Financial Services qualifications graduates eg Diploma of Professional Practice
- Capturing and reporting accurate student data from public and private providers to inform resource allocations
- Investigating reasons for lower enrolments in formal superannuation, risk and insurance skilling and work with stakeholders to develop strategies to address these, as well as retention and completion rates
- Mapping informal workplace training to units of competency to identify pathways to upskilling and increasing qualifications in the workforce, and
- Developing assessment mechanisms in a range of modes, that recognise underpinning knowledge and social literacy and support active industry engagement with regulatory and practice changes.

Appendix A – Methodology, acknowledgements and bibliography

Methodology and stakeholder input

Statistical information for this report was gathered through a desktop research process from a range of sources as indicated in the bibliography.

Further input into this Escan was gathered from industry stakeholders via a series of consultation forums held in 2011. Forums were held in Adelaide, Brisbane, Darwin, Melbourne, Perth and Sydney. A webinar gathered views from regional stakeholders and from jurisdictions not represented in the forums.

Survey tools were used at each of the forums to gather information from participants, including advice on occupations in demand.

This Escan was validated by IBSA's Sector Advisory Committee and State and Territory Advisory Network representatives in November 2011.

The following organisations have made valuable contributions to this Escan report:

ABC Content Services	Australian Government Information Management Office (AGIMO)
Academies Australasia	Australian Human Resources Institute (AHRI)
ACE North Coast Inc.	Australian Industry Group (AiGroup)
Achieving Your Career Potential	Australian Industry Training Providers Pty Ltd
ACS Foundation	Australian Information Industry Association (AIIA)
ACT Department of Education and Training	Australian Institute of Credit Management (AICM)
Adelaide College of the Arts/TAFE SA	Australian Institute of Management (AIM)
Advanced Careers College	Australian Institute of Management (AIM) NSW & ACT
AIC National	Australian Institute of Management (AIM) SA
AiGroup Training Services	Australian Institute of Management (AIM) WA
Always-B-Certified Pty Ltd	Australian Libraries and Information Association (ALIA)
AMA Training Services	Australian Manufacturers Worker's Union (AMWU)
Andrea Thompson Consulting	Print
ANZ Bank	Australian Marketing Institute
APM College of Business and Communication	Australian Medical Association (AMA)
AQUEST	Australian Professional Skills Institute
Arts, Communications, Finance Industries and Property Services (ACFIPS)	Australian Red Cross
Ashley Institute of Training	Australian Securities and Investments Commission (ASIC)
Asia Pacific Training Institute	Australian Services Union (ASU)
Association of Superannuation Funds of Australia Ltd (ASFA)	Australian Society of Archivists (ASA)
Ausdance Victoria Inc	Bendigo TAFE
Australian and New Zealand Institute of Insurance and Finance (ANZIIF)	Berkeley College
Australian Chamber of Commerce and Industry (ACCI)	Box Hill Institute
Australian Computer Society (ACS)	BRACE Education Training and Employment
Australian Council for Educational Research	Bremer TAFE
Australian Council for Private Education and Training (ACPET)	Brisbane North Institute of TAFE
Australian Entertainment Industry Association (AEIA)	Business Foundations Inc
Australian Financial Markets Association (AFMA)	Business Planning Pty Ltd
	Business SA

Business Services Industry Skills Board SA Inc	Excellence in Education and Training
Business Skills Victoria	Family Business Australia
Cabinet Makers Association	Finance Sector Union
Centacare Employment & Training	Finance, Property and Business Skills WA
Challenger Institute of Technology	Financial Planning Association of Australia (FPAA)
Chamber of Commerce and Industry Queensland	Financial, Administrative & Professional Services Training Council Incorporated
Chamber of Commerce NT	Finsia
Charles Darwin University	Foxtel
CHARTTES Training Advisory Council	Fuji Xerox
Cisco	Future Now
Communications and Information Technology Training Ltd (CITT)	FutureStaff Pty Ltd
Communications, Electrical, Plumbing Union (CEPU)	Game Developers' Association of Australia (GDAA)
Community Arts Network SA	Gem & Jewellery Institute of Australasia Limited
Community Services, Health and Education Training Council	Global Markets Investment & Financial Services Association (IFSA)
CompTIA	Gold Coast Institute of TAFE
CQ University Library	GOTAFE
Craft Australia	Grace Training
CREATE Secretariat	Great Southern Institute of Technology
Creative Industries Skills Council (CISC)	Heidelberg Print
Crossbow Consultancy	Heritage Building Society
Cultural Immersions	Higher Purpose Training
CY O'Connor Institute	Housing Industry Association (HIA)
Datacom	Hudson Global Resources (Aust) Pty Ltd
Department of Business & Employment NT	Human Resources & Organisation Development
Department of Education & Communities NSW	Hunter Institute of Technology
Department of Education & Training NT	IIT Training
Department of Education and Training QLD	Inforg Information Solutions
Department of Employment, Economic Development and Innovation QLD	Institute of Public Accountants (IPA)
Department of Further Education, Employment, Science and Technology (DFEEST)	Insurance Australia Group Limited (IAG)
Department of Innovation, Industry, Science and Research	Lane Print Group
Department of Training & Workforce Development WA	Learning Advisory Services Australia (LASA) Pty Ltd
DGIT Consultants Pty Ltd	Lennox Institute
Directions WA	Linda Simon, VET Consultant
Durie Consulting	Local Government Association of Queensland
Dymond Institute of Business	Macquarie Business Training Centre
Electrical and Communications Association	Maddisson Training Group
Electrotechnology and Water Skills Board	Major Industries Training Advisory Council (MITAC)
EPIC Industry Training Board	Martin College
ET Australia	MDS Partners
ETAS (WA) Pty Ltd	Media Entertainment and Arts Alliances (MEAA)
	MG My Gateway
	Midel Education Pty Ltd
	Milcom

Money101	Software, Data#3 Business Systems Pty Ltd
Motor Traders' Association of NSW	St George Bank
MP Personnel and Training	STA Qld
MRAEL Group	Staging Connections
Musicians' Union of Australia (MUA)	Sterling Business College
MyFENG	Strathfield College
National Association for the Visual Arts (NAVA)	Study Group Australia
National Banking Industry Association (NBIA)	Suncorp Metway Ltd
National Institute of Accountants (NIA)	Sunshine Coast TAFE
National Insurance Brokers Association of Australia (NIBA)	Sutherland College of TAFE, Sydney Institute
Nationwide Training	Swinburne University of Technology
NBN Co Ltd	Sydney Community College Representing Adult and Community Education
Northern Territory Library	Sydney Film School
Odyssey House Victoria	TAFE Development Centre (TDC)
Olpac Pty Ltd	TAFE Directors Australia
Open Channel	TAFE NSW
Print NZ	TAFE SA
Printing Industries Association of Australia (PIAA)	The Gordon TAFE
Prografica Printing	The Pivot Institute
QANTAS Airways Limited	Therese Hickey
Radio Adelaide	TITAB Australia
RedOxygen	Traditional Credit Union (TCU)
Regional Group Training	Tropical North Queensland Institute of TAFE
SAI Global	Try Youth & Community Services
Salmat Limited	University of Adelaide
Scripture Union Training Institute	UQ College
Self-Managed Superannuation Funds Association (SPAA)	VET Development Centre QLD
Service Industries Training Advisory Council (SITAC)	Victoria University
Service Skills SA	Victorian Curriculum & Assessment Authority (VCAA)
Skilled Group	Victorian Employers' Chamber of Commerce and Industry (VECCI)
Skills Tasmania	WA Academy of Performing Arts
SkillsHub	WEA Illawarra
Society of Motion Picture and Television Engineers (SMPTE)	WestCoast Institute of Training
	Women in Film and Television (WIFT)

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Appendix B – Financial Services occupations in demand

IBSA reports critical occupations in demand to government and industry stakeholders.

This alphabetical list reflects demand in the Financial Services Industry for occupations and job roles reported in Escan research and industry consultations.

Qualifications that correspond with the occupations are also provided. The **bold** occupations and job roles represent newly reported occupations in demand.

A full list of IBSA's occupations in demand is available in the Principal Escan 2012 and on the IBSA website: <http://www.ibsa.org.au/news-and-projects/environment-scan.aspx>

Table 7: Financial Services occupations in demand

ANZSCO	Occupation/Job Role	Training Package Qualification/Skill Set	
Financial Services			
221111/ 221112/ 221113	Accountant or Accounting Manager	FNS40211 FNS40611 FNS40710 FNS50210 FNS60210	Cert IV in Bookkeeping Cert IV in Accounting Cert IV in Financial Practice Support Diploma of Accounting Advanced Diploma of Accounting
551111/ 221111	Accounting Assistant, Accounts Payable and Receivable , Senior Supervisor	FNS30311 FNS40611 FNS40211 FNS40111 FNS40710 FNS50210 FNS60110	Cert III in Accounts Administration Cert IV in Accounting Cert IV in Bookkeeping Cert IV in Credit Management Cert IV in Financial Practice Support Diploma of Accounting Advanced Diploma of Accounting
221213/ 221214	Auditor – internal or external, Audit Officer and including Carbon Auditor	FNS30311 FNS40211 FNS40310 FNS40611 FNS50210 FNS60210	Cert III in Accounts Administration Cert IV in Bookkeeping Cert IV in Credit Management Cert IV in Accounting Diploma of Accounting Advanced Diploma of Accounting
222112/ 222199	Broker – Mortgage or Finance	FNS40811 FNS50311	Cert IV in Finance and Mortgage Broking Diploma of Finance and Mortgage Broking Management
5522	Business Lending or Mortgage Development	FNS30311 FNS40111 FNS40811 FNS50311	Cert III in Accounts Administration Cert IV in Credit Management Cert IV in Finance and Mortgage Broking Diploma of Finance and Mortgage Broking Management
221212	Business Risk Manager including Operational, Risk , Treasury Market and Treasury Risk Management	FNS50811 FNS60811	Diploma of Integrated Risk Management Advanced Diploma of Integrated Risk Management
22111	Carbon Trader, Analyst and Manager	FNS51011 FNS60711	Diploma of Financial Markets Advanced Diploma of Financial Licensing Management

ANZSCO	Occupation/Job Role	Training Package Qualification/Skill Set	
Financial Services			
5995	Compliance or Regulatory Officer or Manager	FNS40811	Cert IV in Finance and Mortgage Broking
		FNS40111	Cert IV in Credit Management
		FNS50811	Diploma of Integrated Risk Management
		FNS51511	Diploma of Credit Management
		FNS51710	Diploma of Anti-Money Laundering and Counter Terrorism Financing Management
		FNS60711	Advanced Diploma of Financial Licensing Management
599311	Debt Collector	FNS40111	Cert IV in Credit Management
		FNS51511	Diploma of Credit Management
222311	Financial Investment – Advisor or Financial Planner or Technical Specialist	FNS40811	Cert IV in Finance and Mortgage Broking
		FNS50611	Diploma of Financial Planning
		FNS60410	Advanced Diploma of Financial Planning
149212/ 131112/ 222312/	Financial Planning Manager – Business Development Relationship and Client Service	BSB40207	Cert IV in Business
		BSB40607	Cert IV in Business Sales
		BSB40311	Cert IV in Customer Contact
		BSB50207	Diploma of Business
		BSB50311	Diploma of Customer Contact
		BSB60207	Advanced Diploma of Business
		FNS50611	Diploma of Financial Planning
		FNS60410	Advanced Diploma of Financial Planning
221214/ 5522/	Financial Services – Administrator, Corporate and Operations Officer including: <ul style="list-style-type: none">• Custody Operations and Settlements Officer• Custody Unit Registry and Pricing Administrator• Investigation Officer• Operational Risk and Control Officer• Reconciliation Officer• Settlements Officer – Commodities, Equities and Treasury	FNS30111	Cert III in Financial Services
		FNS30311	Cert III in Accounts Administration
		FNS40111	Cert IV in Credit Management
		FNS41110	Cert IV in Financial Markets Operations
		FNS41811	Cert IV in Financial Services
		FNS51710	Diploma of Anti-Money Laundering and Counter Terrorism Financing Management
		FNS51811	Diploma of Financial Services
541112/ 131112/ 611312	Financial Services – Customer and Client Service including: <ul style="list-style-type: none">• Financial product sales• Retail banking sales• Retail relationship management• Telephone banker	FNS30111	Cert III in Financial Services
		FNS30311	Cert III in Accounts Administration
		BSB40207	Cert IV in Business
		BSB40311	Cert IV in Customer Contact
		BSB40607	Cert IV in Business Sales
		BSB50207	Diploma of Business
		BSB50311	Diploma of Customer Contact
		BSB60207	Advanced Diploma of Business

ANZSCO	Occupation/Job Role	Training Package Qualification/Skill Set	
Financial Services			
132211/ 149914/ 222312	Financial Services Manager including Collateral and Portfolio Managers	FNS40710	Cert IV in Financial Practice Support
		FNS50210	Diploma of Accounting
		FNS50311	Diploma of Finance and Mortgage Broking Management
		FNS50511	Diploma of Personal Trustees
		FNS50611	Diploma of Financial Planning
		FNS51011	Diploma of Financial Markets
		FNS50910	Diploma of Banking Services Management
222113/ 6112	Insurance Agent or Broker	FNS41710	Cert IV in Insurance Broking
		FNS51210	Diploma of Insurance Broking
		FNS60110	Advanced Diploma of Insurance Broking
552312/ 599611	Insurance Consultant Claims	FNS30210	Cert III in Personal Injury Management (Claims Management)
		FNS40310	Cert IV in Personal Injury Management (Claims Management)
		FNS41710	Cert IV in Insurance Broking
		FNS51210	Diploma of Insurance Broking
		FNS60110	Advanced Diploma of Insurance Broking
611211	Insurance Officer – Health and Life Insurance Compliance	FNS30210	Cert III in Personal Injury Management (Claims Management)
		FNS41411	Cert IV in General Insurance
		FNS41510	Cert IV in Life Insurance
		FNS51110	Diploma of General Insurance
		FNS51310	Diploma of Life Insurance
599611/ 599612/ 599613/ 611211/ 599613	Loss Recovery and Claims, Fraud or Repossessions and Collections Reconciliation and Underwriting	FNS30311	Cert III in Accounts Administration
		FNS40111	Cert IV in Credit Management
		FNS40510	Cert IV in Personal Injury Management (Underwriting)
		FNS40811	Cert IV in Finance and Mortgage Broking
		FNS41611	Cert IV in Loss Adjustment
		FNS50110	Diploma of Personal Injury Management
		FNS51410	Diploma of Loss Adjustment
		FNS50811	Diploma of Integrated Risk Management
552211	Managers Credit and Audit Compliance including: <ul style="list-style-type: none">Credit AnalystsTreasury Credit ControllerTreasury Compliance Manager	FNS51511	Diploma of Credit Management
		FNS50811	Diploma of Integrated Risk Management
		FNS60811	Advanced Diploma of Integrated Risk Management
222312	Superannuation Advisor or Funds Manager	FNS40911	Cert IV in Superannuation
		FNS50711	Diploma of Superannuation
		FNS51011	Diploma of Financial Markets
		FNS60510	Advanced Diploma of Superannuation
		FNS60811	Advanced Diploma of Integrated Risk Management
5523	Superannuation Officer	FNS30111	Cert III in Financial Services

ANZSCO	Occupation/Job Role	Training Package Qualification/Skill Set	
Financial Services			
552312/ 599611	Workers' Compensation (RTW) Injury Management	FNS30111	Cert III in Financial Services
		FNS40310	Cert IV in Personal Injury Management (Claims Management)
		FNS40410	Cert IV in Personal Injury Management (Return to Work)
		FNS50110	Diploma of Personal Injury Management
		FNS50811	Diploma of Integrated Risk Management

Where the skills requirement is financial literacy for a workforce entrant the recommended qualifications is FNS20111 Certificate II in Financial Services.

Appendix C – NCVER data

Data on publicly funded training activity is provided by NCVER. The tables should be read understanding that significant amounts of training also occurs outside the publicly funded VET system which may lead to under reporting of:

- fee for service training in national qualifications provided by private providers
- in house training in national qualifications delivered by enterprise RTOs, and
- non accredited training conducted in house or by external providers, eg vendor training.

Attempts to directly correlate commencements and completions should be avoided because:

- an enrolment is recorded for each year the course is active – multiple enrolments are recorded when a course is undertaken over more than one year, and
- completions are not uniformly reported, ie some jurisdictions only report completions when they award a certificate rather than a Statement of Attainment.

These factors may result in an over reporting of enrolments and under reporting of completions.

These tables do not include training package activity where totals are ten or less participants.

Table 8: Enrolments in Financial Services (FNB/FNS) Qualifications 2007–2010

FNB/FNS Enrolments	2007	2008	2009	2010	Total
ACCOUNTING					
FNB40602/FNS40604/FNS40610 – Certificate IV in Financial Services (Accounting)	9,188	9,816	11,134	11,497	41,635
FNB50299/FNB50202/FNS50204 – Diploma of Accounting	8,878	9,473	10,516	11,562	40,429
FNB60202/FNB60299/FNS60204 – Advanced Diploma of Accounting	6,240	6,474	6,234	6,339	25,287
ADMINISTRATION					
FNB30302/FNS30304 – Certificate III in Financial Services (Accounts Clerical)	11,911	11,910	12,323	11,229	47,373
BANKING					
FNS51204 – Diploma of Financial Services (Banking)	602	592	547	590	2,331
BOOKKEEPING					
FNS40207/FNS40210 – Certificate IV in Financial Services (Bookkeeping)	0	505	1,951	4,976	7,432
CONVEYANCING					
FNB50601/FNS50604 – Diploma of Financial Services (Conveyancing)	451	578	442	748	2,219
FNB60301/FNS60304 – Advanced Diploma of Financial Services (Conveyancing)	87	83	76	175	421
CREDIT MANAGEMENT					
FNS40304 – Certificate IV in Financial Services (Credit Management)	55	103	99	127	384

FNB/FNS Enrolments	2007	2008	2009	2010	Total
FINANCIAL PLANNING					
FNB50802/FNS50804 – Diploma of Financial Services (Financial Planning)	239	362	343	1,019	1,963
FNS60404 – Advanced Diploma of Financial Services (Financial Planning)	13	25	22	70	130
FINANCIAL SERVICES					
FNS10104 – Certificate I in Financial Services	0	34	87	64	185
FNB20199/FNS20104 – Certificate II in Financial Services	112	246	632	544	1,534
FNB30199/FNS30104/FNS30107 – Certificate III in Financial Services	2,935	2,977	3,541	3,282	12,735
FNB40199/FNS40104/FNS40107 – Certificate IV in Financial Services	2,260	1,077	582	724	4,643
FNB50199/FNS50104/FNS50107 – Diploma of Financial Services	413	372	252	281	1,318
FNS60104 – Advanced Diploma of Financial Services	11	77	126	85	299
GENERAL INSURANCE					
FNB50701 – Diploma of Financial Services (General Insurance)	46	1	0	0	47
INSURANCE					
FNS30204 – Certificate III in Insurance Services	16	11	5	1	33
MERCANTILE AGENT					
FNS30404 – Certificate III in Financial Services (Mercantile Agents)	193	200	172	86	651
MORTGAGE BROKING					
FNS40804 – Certificate IV in Financial Services (Finance/Mortgage Broking)	824	913	1,062	463	3,262
FNS50504 – Diploma of Financial Services (Finance/Mortgage Broking Management)	100	102	122	296	620
WORKERS COMPENSATION					
FNS41007 – Certificate IV in Financial Services (Workers Compensation)	0	0	0	13	13
Total	44,586	45,934	50,269	54,194	194,983

Source: NCVER, VET Provider Collection, 2011

Table 9: Qualifications Issued in Financial Services (FNB/FNS) 2007–2010

FNB/FNS Qualifications Issued	2007	2008	2009	2010	Total
ACCOUNTING					
FNB40602/FNS40604 – Certificate IV in Financial Services (Accounting)	1,558	1,721	2,001	1,814	7,094
FNB50299/FNB60202/FNS50204 – Diploma of Accounting	1,778	1,699	2,189	2,042	7,708
FNB60299/FNB60202/FNS60204 – Advanced Diploma of Accounting	1,466	1,445	1,487	1,230	5,628
ADMINISTRATION					
FNB30302/FNS30304 – Certificate III in Financial Services (Accounts Clerical)	2,214	2,502	3,005	2,312	10,033
BANKING					
FNS51204 – Diploma of Financial Services (Banking)	277	206	239	192	914
BOOKKEEPING					
FNS40207 – Certificate IV in Financial Services (Bookkeeping)	0	126	534	1,187	1,847
CONVEYANCING					
FNB50601/FNS50604 – Diploma of Financial Services (Conveyancing)	57	66	59	80	262
FNB60301/FNS60304 – Advanced Diploma of Financial Services (Conveyancing)	20	13	17	2	52
CREDIT MANAGEMENT					
FNS40304 – Certificate IV in Financial Services (Credit Management)	12	26	21	30	89
FINANCIAL PLANNING					
FNB50802/FNS50804 – Diploma of Financial Services (Financial Planning)	93	176	138	335	742
FNS60404 – Advanced Diploma of Financial Services (Financial Planning)	9	10	8	12	39
FINANCIAL SERVICES					
FNS10104 – Certificate I in Financial Services	0	81	87	67	235
FNB20199/FNS20104 – Certificate II in Financial Services	26	10	195	175	406
FNB30199/FNS30104/FNS30107 – Certificate III in Financial Services	964	1,100	1,452	1,257	4,773
FNB40199/FNS40104/FNS40107 – Certificate IV in Financial Services	134	113	166	154	567
FNB50199/FNS50104/FNS50107 – Diploma of Financial Services	62	68	71	35	236
FNS60104 – Advanced Diploma of Financial Services	6	39	74	31	150

FNB/FNS Qualifications Issued	2007	2008	2009	2010	Total
INSURANCE					
FNS30204 – Certificate III in Insurance Services	5	5	2	0	12
FNB50701 – Diploma of Financial Services (General Insurance)	10	1	0	0	11
MERCANTILE AGENT					
FNS30404 – Certificate III in Financial Services (Mercantile Agents)	70	79	100	45	294
MORTGAGE BROKING					
FNS40804 – Certificate IV in Financial Services (Finance/Mortgage Broking)	619	781	924	354	2,678
FNS50504 – Diploma of Financial Services (Finance/Mortgage Broking Management)	73	95	86	151	405
Total	9,466	10,363	12,860	11,507	44,196

Source: NCVER, VET Provider Collection, 2011

