



FINANCIAL ADMINISTRATIVE & PROFESSIONAL
SERVICES TRAINING COUNCIL
INCORPORATED

FAPSTC e- News October 2012

Welcome to FAPSTC e-News. This is a free service provided by the FAPS Training Council to keep our supporters informed about developments and events in the vocational education & training sector, particularly those that impact on the Financial, Administrative and Professional Services industries.

E-news will be distributed and back issues archived on our website www.fapstc.org.au

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If you have any comments on the e-news please send them [here](#). We welcome your feedback and suggestions for future editions.

2012 - WA Training Awards

FAPSTC congratulates all finalists and winners from the 2012 WA Training Awards which were announced at a presentation dinner at the Perth Convention and Exhibition Centre on Friday 14 September. Special mention to Ms Nicola Howe who took out the category of the 2012 Trainee of the Year.

WA Training Award Winners:

- WA Apprentice of the Year – Samuel Goodall
- WA Trainee of the Year – Nicola Howe
- WA Vocational Student of the Year – Stephen Moore
- WA School-based Apprentice of the Year – Timothy Gossage
- WA Aboriginal and Torres Strait Islander Student of the Year – Nathan McGuire
- WA Trainer of the Year – Guy Truss
- Culturally and Linguistically Diverse Training Award – Maria Lima Villahermosa
- WA Small Business of the Year – Ceiling Solutions
- WA Employer of the Year – Main Roads WA
- WA Small Training Provider of the Year – LabTech Training Pty Ltd
- WA Large Training Provider Year – Challenger Institute of Technology
- WA International Training Provider of the Year – the Australian College of Applied Education
- Winners of the VET in Schools Excellence Award – MPA Skills and John Forrest Secondary College



2012 WA Trainee of the Year Nicola Howe
with Howard Rosario, CEO Government
Employees Superannuation Board

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Training Package Version Guide

Training Package	Version @ 21.9.2012.
CPP07 Property Services Training Package	Version 10.
FNS10 Financial Services Training Package	Version 3.1
BSB07 Business Services Training Package	Version 6.

Financial Services

'Personal Banker' Traineeship Launched

FAPSTC CEO Allan Jones welcomed banking industry representatives, private and state training providers, Australian Apprenticeship Centre representatives, the Training Accreditation Council and the Department of Training and Workforce Development (DTWD) to FAPSTC on Monday 27 August, to mark the launch of the newly established 'Personal Banker' traineeship by Director-General Dr Ruth Shean.

The *FNS41011* Certificate IV in Banking Services qualification is designed for individuals requiring specialist understanding of financial products and services in a banking, customer contact centre or retail financial services environment.

The traineeship was approved by the Minister for Training and Workforce Development and gazetted on 19 June 2012. FAPSTC looks forward to significant traineeship take up in the year ahead and excellent career opportunities opening up as a result for new entrants in to the banking industry in Western Australia. For information and advice regarding the traineeship, please contact: Helen McNeill, Project Consultant on

T: 9445 9000 or the ApprentiCentre on

T: 131914

E: apprenticentre@dtwd.wa.gov.au



Launch of the Banking Services Traineeship:
Dr Ruth Shean (Director General – Department of Training and Workforce Development); Gordon Duffy (DTWD Manager, Workforce Development and VET Planning); Morena Stanley (Training Accreditation Council); Graham Drury – Chair, FAPSTC.



Launch of Banking Traineeship

Superannuation Workforce Development Strategy

FAPSTC recently hosted IBSA consultant Anna Henderson during a visit to Western Australia as part of a national project to address the workforce development needs of the superannuation industry. While in Perth, Anna met with a number of superannuation industry representatives and training providers to seek their feedback on key issues which have been identified in a recently released discussion paper which can be [viewed here](#). IBSA continues to seek industry input and would welcome your response to the discussion paper. Please contact Anna Henderson at [IBSA](#) or Helen McNeill on T: 9445 9000 E: helen.mcneill@fapstc.org.au

FNS30111 Certificate III in Financial Services – request for variation

Following a period of stakeholder consultation during June/July, FAPSTC is now awaiting advice from the State Training Board to confirm whether approval has been granted to extend the *Certificate III in Financial Services* traineeship term from 12 months to 18 months (at the request of ANZ Banking Group Ltd with strong support from industry stakeholders). Notification is anticipated shortly and FAPSTC will provide advice of the outcome as soon as that information is to hand.

FNS40710 Certificate IV in Financial Practice Support

In response to a FAPSTC submission prepared at the request of both the Financial Planning Association (WA) and the Association of Financial Advisers (WA), the Department of Training and Workforce Development (DTWD) has recently approved traineeship funding arrangements for existing staff, as well as new employees. The qualification is relevant to ASIC Tier 2 compliance and is designed for individuals working in a support role to qualified financial planners and para-planners. The new traineeship arrangements will provide additional support for career progression in a growth industry and assist the financial planning profession to up skill support staff to meet industry, client and practice requirements. For information please contact Helen McNeill, Project Consultant on 9445 9000 or the ApprentiCentre on T: 131914 E: apprenticentre@dtwd.wa.gov.au



Current Financial Services Projects - *Click on the following links for more information:*

- [Superannuation Workforce Development Strategy](#)
- [Financial Services Training Package \(FNS10\) follow up work](#)



Financial literacy units of competency for apprentices and trainees

IBSA has collaborated with the Australian Tax Office (ATO) and the Australian Securities and Investments Commission (ASIC) to develop two units of competency in financial literacy focused at trainees and apprentices.

Financial Services Training Package (FNS10) v3.1 ISC Upgrade

IBSA has published an ISC upgrade version of FNS10 to implement minor changes to the Training Package, bringing it to version 3.1. [more...](#)

Financial Services Network Meeting

Date	Event	Location
27th November	Finance RTO Meeting	38 O'Malley Street Osborne Park

Business Services

Business Services network meeting

FAPSTC welcomed more than fifty guests to Rendezvous (Observation City) Hotel on Tuesday, 11 September for the final Business Services network meeting for 2012. The meeting agenda included representatives from IBSA, DTWD, TAC and industry who updated the meeting on training package developments, resourcing, regulation/compliance, professional development and e-learning opportunities, and workforce development issues in office administration. FAPSTC is grateful to all who participated and, particularly, those who presented and led meeting discussions. Business network meetings will resume early in 2013 and we have taken note of feedback seeking continued industry involvement, additional opportunities for resource sharing/moderation and networking. FAPSTC has established a [LinkedIn Business Services hub](#) for those who would like to stay connected with the network in the meantime. A record of meeting notes can also be located via the hub.

WorldSkills Competition

Two candidates represented Western Australia in the Business Services category at the recent WorldSkills National Competition in Sydney – Tyler Lewis (BHP Billiton) and Teija Blanden (Gilmore College). FAPSTC congratulates Tyler and Teija and staff at their workplace and college respectively, and Emily McCain (Pilbara Institute) and Patrice Kilpatrick (Gilmore College) who supported them every step of the way.



WorldSkills: Tyler Lewis (3rd from right) with fellow WorldSkills (WA) competitors and Pilbara Institute staff



WorldSkills: Teija Blanden (Gilmore College) with Hon Murray Cowper MLA, Minister for Training and Workforce Development



Current Business & Industry Projects - [Click on the following links for more information:](#)

Cross Industry Projects

- [Streamline Training Packages](#)
- [Foundation Skills Training Package](#)
- [LLN Scoping Project](#)

Business Services Projects

- [BSB Leadership and Management Project](#)
- [BSB Occupational Health and Safety Project](#)
- [BSB Human Resources](#)
- [BSB Project Management](#)

Human Resources Review

The review of the Certificate IV in Human Resources and the Diploma of Human Resources Management is nearing completion, with the revised qualifications and units of competency to be submitted to the National Project Reference Group on 19 September 2012. [more...](#)



Project Management Review

The review of the BSB07 project management qualifications was undertaken to better address current and emerging industry and enterprise skilling needs and align the qualifications to the NSSC flexibility requirements. [more...](#)

Occupational Health and Safety Review

The revised BSB Workplace Health and Safety qualifications and units of competency are a direct response to the harmonisation of Commonwealth and State and Territory WHS laws. The revised units and qualifications have undergone the required editing, equity evaluation and QA. It is anticipated that the revised qualifications and units of competency will go to the NSSC for consideration at its 6 December 2012 meeting. [more...](#)

Leadership and Management Scoping/Research

The key objective of this project is to identify contemporary and emerging needs of Australian managers and leaders. The research will focus on practical aspects of management and leadership which can be implemented at the enterprise level and are relevant to all levels of management, including frontline managers. This project is due to commence shortly. [more...](#)



Marketing tool for RTO's promoting traineeships!

Use Apprenticentre resources to promote traineeships to both industry and students.

Apprenticentre Jobs Board

ApprentiCentre's Jobs Board is a free online apprentice and trainee vacancy listing service for employers and for prospective apprentices/trainees.

For prospective apprentices /trainees, you can view all job vacancies or you can register as a job seeker and set up your job search profile. Once your profile is established only vacancies that meet your selected criteria will be displayed and you will be notified by email, SMS or both of vacancies as they become available. When you see a vacancy you're interested in, you can apply directly to the employer according to the instructions on the vacancy. Find out how easy it is to [register for Jobs Board here](#).

For employers, Jobs Board means you are able to advertise your apprentice and trainee job vacancies in the one place and in real time. It's free and it's simple to use! Find out how easy it is to [register your vacancies on Jobs Board here](#).

Go directly to ApprentiCentre's Job Board - [Click here](#)

To view the full Apprenticentre Traineeship list [Click here](#)



Current CPP07 Property Services Projects

Development of a Certificate in Drafting Qualification

After representations from industry indicating that a national competency based Certificate IV in Drafting qualification was required, Construction and Property Services Industry Skills Council (CPSISC) undertook a Scoping Project. Recommendations from the Scoping Project Report indicated strong support for the development of this qualification. This was accepted by the CPSISC Construction and Property Services Industry Advisory Committees.

Project deliverables:

The development of a Certificate IV in Drafting will meet the needs of individuals, enterprises and potential regulators. The newly developed qualification will offer:

- a defined assessment and training pathway for new entrants seeking careers as a draftsman;
- a recognition pathway for experienced industry workers without nationally recognised qualifications; and
- open entry to the qualification.

The qualification and new units of competency will be included as an extension to CPP07 Property Services Training Package upon endorsement by the National Skills Standards Council.

The scoping recommendations will be used to inform this redevelopment project.

[Click here](#) to view full Scoping Report

CPP07 - Current Case for Endorsement Submission(s)

CPP07 V11 Case for Endorsement [click here to download the CfE documents](#)

- *Includes: Certificate IV in NatHERS Assessment Plus Diploma of Residential Building Energy Assessment*

CPP07 V12 Case for Endorsement [click here to download the CfE documents](#)

- *Includes: CPP60312 Advanced Diploma of Surveying Plus 12 new units of competency in surveying and spatial information.*

Property Services

Property Services network meeting

FAPSTC held a Property Services network meeting on 21st August 2012. The meeting agenda included presentations from the Department of Commerce, AMA (Australian Apprenticeship Centre), Strata Community Australia (Western Australia) and Facility Management Association of Australia (Western Australia). Information was provided concerning the traineeship processes, proposed traineeships for Strata and Facility Management, consumer protection issues and National Licensing for the property industry.

National Licensing for the Property Industry

Have your say on national licensing!

Industries in WA affected by national occupational licensing will have a chance to have their say during a series of information and feedback sessions to be held in Perth and major regional areas.

Representatives from the Department of Commerce will be available to hear the views of members of the property industry on the planned National Occupational Licensing System (NOLS). The Department of Commerce encourages real estate agents/sales representatives and property managers to attend. While the changes don't directly impact land valuers and settlement agents at this stage, they may find it valuable to also attend the sessions.

FAPSTC notes the following concerns:

- Fit and proper person test – replaced.[\(does not include criminal history\)](#)
- Knowledge of Act – not specifically required.
- Sufficient resources test – removed.
- Entry qualifications – reduced [\(Certificate IV not Diploma qualification and no requirement to have any industry experience in order to hold a real estate agents license- Plus quality of sales & property management registration course reduced\)](#)
- Formal age limit – removed. [\(don't have to be over 18 year of age\)](#)
- Commercial property work – licence not required.[\(Rural property work – licence not required\)](#)
- CPD – not applicable.
- Nominee – replaces obligations for directors/partners to be licensed.
- Registration of branch offices – not required.

[Click here](#) to register for one of the Department of Commerce sessions which are to be held in Fremantle, Claremont, Geraldton or Karratha or phone 1300 30 40 54.

FAPSTC Transition & Pathway Program (TAPP) Project

What is transition planning?

Transition planning is a process that helps young people plan, prepare and work towards achieving their future directions and goals. It is planning now for a desired future. It is a process that:

- promotes a smooth transition to adult life
- is empowering
- maximises choices
- informs decision making
- provides direction and purpose

This focus recognises that young people who engage in transition planning processes, and are supported to do so, make smoother transitions into adult life and greatly enhance their post-school outcomes and quality of life.

FAPSTC Transition & Pathways Program Report

Since the commencement of the TAPP project in July 2012 Greg Bridge has connected with and provided support to potential trainees, including school leavers who have an interest in undertaking a career in the Financial Services, Business Services or Property Services sector.

Greg has travelled throughout Western Australia visiting the Goldfields and Esperance, the lower South West Regions, the Pilbara and the Kimberley meeting with Schools and Education Colleges, Group Training Organisations, Registered Training Organisations, local Chambers of Commerce, Industry & Indigenous groups, local Councils and Regional Development Commissions. Greg will be visiting the Mid-West / Geraldton Region & Great Southern Region in October and Bunbury Region & Pilbara Region in November.

Meeting with key stakeholders has provided FAPSTC with valuable feedback and an insight into each group's issues including their short and long term forecasting and future planning for workforce development. Greg is seeking to identify industries, employment, career pathways and other trends likely to grow in the FAPSTC industry sectors.



Greg is receiving positive feedback from stakeholders when providing them with copies of the FAPSTC Career Pathway & Qualification Brochures. The Brochures provide the roles, duties and educational qualification pathways to assist not only industry and training groups but also support Careers Advisors from schools when counselling students how qualifications and the career paths are aligned.

FAPSTC Career Pathway & Qualification Brochures are available on our website or you may [Click here](#) to view.

For more information regarding this program please contact Greg Bridge on 9445 9000 or email: greg.bridge@fapstc.org.au

The FAPSTC Transitions and Pathways Program (TAPP) project is funded by the Australian Government Department of Industry, Innovation, Science, Research and Tertiary Education through the Australian Apprenticeships Mentoring Package.