

Innovation & Business Skills Australia

Annual Report 2017-18



October 2018

Company information

Ms Sharon Robertson
Chief Executive Officer

Innovation & Business Skills Australia
Level 11,
176 Wellington Parade
East Melbourne, 3002
Victoria

ABN: 74 109 600 302

IBSA Overview

Background

Established in 2004, Innovation and Business Skills Australia (IBSA) is a not-for-profit independent company limited by guarantee and compliant with the Australian Charities and Not-for-profit Commission. It is governed by a board of independent directors who set the strategic direction of the business, ensure compliance and drive continuous improvement of its operations.

IBSA exists to create a skilled workforce. Our focus is on building the capability and professionalism of today's workers, developing their capacity for innovation, and their dedication to lifelong learning and continuous development.

IBSA has been an integral part of the Australian Vocational Education and Training (VET) sector for many years, providing high quality training resources and products. We hold in-depth knowledge and extensive experience of working with Australian industry to deliver high quality, industry-focused training packages. We have significant expertise in managing complex, concurrent projects within allocated budgets and involving multiple clients.

IBSA Manufacturing

IBSA is the Skills Service Organisation (SSO) for the manufacturing industry. As IBSA Manufacturing, we support our six Industry Reference Committees (IRCs) to develop training packages that are embraced by industry and relevant to a modern Australian economy. We engage with stakeholders to identify new training needs in line with changing trends and these are presented in our IRC Industry Skills Forecasts. We also work closely with industry stakeholders to obtain feedback about current training packages to ensure they meet the current and future needs of industry.

Australian Training Products

Since IBSA's inception in 2004, it has been a market leader in developing high-quality VET learning and assessment resources that enable providers to deliver quality outcomes. Australian Training Products was formed in 2017 when leading workplace learning and resource providers IBSA and Futura Group joined together. Australian Training Products focuses on offering engaging products and services with a solid compliance framework across online, digital and print formats.

eCoach

Founded in 2015, eCoach is a powerful and intuitive platform for organisations to create and deliver quality online training. It combines a user-friendly Learning Management System (LMS) with outstanding rapid authoring capabilities. With eCoach, organisations can create and deliver online training from a single integrated platform.

Our vision

To inspire workforce excellence.

Our mission

As skill needs change and industry faces new challenges, we provide training solutions that continue to grow the broader economy by developing the capabilities of workforces and communities.

Our values

Throughout 2017-2018 we have remained committed to our four values of:

- Building genuine relationships
- Fostering creativity and innovation
- Engaging with industry and communities
- Operating with integrity.



Chair's Message

John Vines OAM

The 2017-18 financial year has been another significant one for IBSA, with IBSA Commercial and Futura Group joining together to create the new entity, Australian Training Products and IBSA Manufacturing, the Skills Service Organisation (SSO) for the manufacturing industry, completing its first full year of operation.

2018 has seen a further strengthening of our focus on stakeholder engagement. As an integrated contributor to workforce skills in the VET system, IBSA is committed to supporting our industry stakeholders. In addition to our role as the SSO for the Manufacturing sector, we continue to develop training support materials to assist enterprises to improve workforce outcomes.

The vision for Australian Training Products is for it to be recognised as the 'go-to' provider of the highest quality workplace learning resources and training technologies in Australia and globally.

The merging of Futura Group and the IBSA commercial business has created Australia's leading workplace learning and resource provider. Both businesses have an excellent reputation for quality and innovation. Their complementary products, training platforms and services mean the merged company, Australian Training Products, is able to offer a much broader range of products to the vocational and corporate training markets.

During the year, IBSA acquired a majority stake in the intuitive learning management system and authoring tool, eCoach to further strengthen our capacity to support training delivery in the VET system and in industry more broadly.

As an SSO, IBSA Manufacturing provides support for the work of six Industry Reference Committees (IRCs). In addition to the day to day support and associated project work, there has been a strong focus on engaging with stakeholders within the manufacturing sector and working closely with the Australian Industry and Skills Committee (AISC) to ensure that training packages meet current and future needs of industry. As part of this activity, we have progressed 15 current and new projects.

Industry Skills Forecasts for each of our IRCs have been developed to identify skills gaps and emerging skills needs within industry and to provide a timetable of training package development work over the next four years.

IBSA has been involved in industry events and stakeholder engagement activities ranging from the TAFE Directors annual convention and VELG's National VET Conference, to hosting a delegation from South Korea and attending WorldSkills 2017 in Abu Dhabi.

We completed a cross sector project looking at Digital Skills which included recommending an Industry 4.0 conference for key stakeholders, held July 2018.

These achievements would not be possible without an impressive team of people in the IRCs and the IBSA staff. I would also like to acknowledge the ongoing support that the AISC and the Department of Education and Training have provided to IBSA.

Lastly, I would like to acknowledge the outstanding contribution that IBSA's outgoing CEO, Patricia Neden, made to the organisation during her 10 years in that role, and to welcome her replacement, Sharon Robertson, who assumed the role in August 2018.



John Vines OAM

Chair, Innovation & Business Skills Australia
October 2018

IBSA Manufacturing

Our Achievements

In the past year IBSA Manufacturing has boosted stakeholder engagement through participation in industry events. We have consolidated our role as an SSO by providing the advice of our Manufacturing IRCs to the Australian Industry Skills Committee (AISC) through the submission of the 2018 Skills Forecasts and Proposed Schedules of Work. These reports also outlined the training package development work required to ensure that skills needs across all sectors of the Manufacturing industry can be met.

Through the successful submission of a number of Cases for Endorsement and the progress of 15 training package development projects, IBSA Manufacturing continued to support IRCs in addressing identified industry skill needs.

Our Focus

Aligning methodologies and processes with COAG Industry and Skills Council (CISC) priorities has been a key focus throughout the year. As a result, training package components have been upgraded and improved through the removal of obsolete units and qualifications and the development of units which can be owned and used across industry sectors. IRCs have led these projects and driven CISC reforms to provide industry with training solutions which allow occupational mobility of workers to support individuals moving within and between industries. These best practice solutions have also resulted in reduced numbers of units and qualifications.

Looking Ahead

With the successful constitution of all the Manufacturing IRCs, IBSA Manufacturing is now implementing ways of engaging with a wider range of stakeholders and further deepening its industry relationships. Plans to participate in, and contribute to, a range of industry forums, networks and initiatives to heighten awareness of skills solutions are well progressed. A better understanding of the diverse range of sectors which draw on the Manufacturing training packages will allow us to provide access to skills development without further duplication of training package components.

The IBSA Manufacturing Industry 4.0 Conference is a notable example of providing connections to key industry stakeholders and deepening discussions about the future skills needs of the Australian Manufacturing industry.



Minister Sue Ellery (centre) with Kay Gerard, Textiles, Clothing and Footwear IRC and David Galbraith, IBSA Manufacturing



Furnishing IRC and IBSA Manufacturing attending an IRC meeting at Blum Australia Pty Ltd

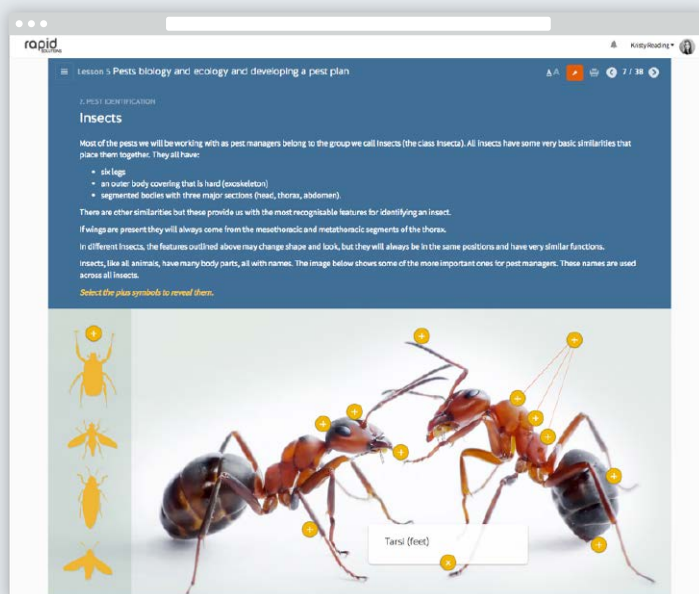


Vince Panozzo of IBSA Manufacturing engaging with stakeholders at Rotortech Conference

Australian Training Products

Our Achievements

Australian Training Products has launched fully revised resources for the Certificate IV Training and Education, and the Diplomas of VET and Training Design and Development. These new, user friendly resources are engaging and designed to stretch students, as well as developing their core knowledge.



A range of bespoke learner resources was also developed for both Australian and international clients across the VET, university and commercial sectors. Key industries that are supported by our learner resources include aged care, defence (the Australian Navy), government, pest control, legal, management, and digital transformation.

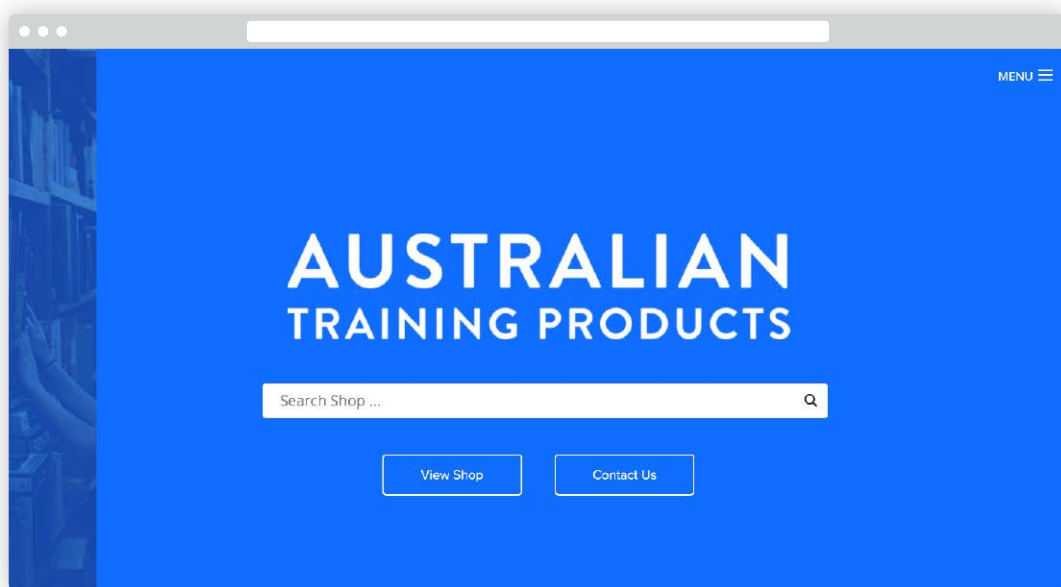
Finally, we assisted in the website and app development for NSW government agencies and commercial agencies.

Our Focus

In the past year our focus has been primarily on the creation of innovative and highly interactive content across all industries in the public and educational sector, with continued improvement of our resources to meet compliance standards and client expectations.

Our dedicated team and client-first approach has ensured that we are able to deliver creative digital solutions to the highest standard, while creating a fun, inspiring and challenging work environment.

Looking Ahead



With the delivery of a new website, Australian Training Products are further expanding industry engagement in the development and redevelopment of learning resources. The introduction of immersive video resources will offer enhanced learning for students and the appointment of external quality reviewers for our resources will lift the quality bar even higher.

The development of a new learning management system will complement our existing offerings through eCoach. We aim to further enhance our customer experience through the automation of key aspects of our services and support.

eCoach

Our Achievements

eCoach was listed in the top 20 LMS platforms for customer experience on the peer reviewed eLearning Industry Yearly Review. This was a huge achievement for all team members who work with our customers and put supporting their business needs as their top priority every day. The three categories were Customer Satisfaction, Customer Effort and Customer Expectation (and eCoach received scores of 98/100 in all three!)

eCoach now has more than 200 key accounts and more than 15,000 users. This is another significant achievement in just over 2 years.

eCoach Joint Top in Best LMS Platforms for Customer Experience



Our Focus

eCoach is working on several critical projects to be completed by mid 2019. These projects align to business strategies to increase the number of customers and users, improve brand awareness and support market expansion in the USA. They include:

Competitive Pricing Plans – Development of new plans and features that are strategically aligned to customer requirements in the Learning and Development market.

Customer Engagement – Working on customer success strategies and application design features that further drive customer engagement in the platform to ensure long term retention with the product.

Understand Our Customers – Undertaking research and analysing data to better understand our users and build a product that fits their needs. With an expansion to the US, strategic actions have been undertaken to ensure eCoach is well positioned to succeed in this market.

Referral Networks – Working to extend our network and referral partners in North America to secure access to a strong and guiding network of potential partners, customers and users who love talking about eCoach.

Looking Ahead

By January 2019 we aim to launch new competitive pricing plans and a new brand for eCoach – giving eCoach a new name, new logo, new website and all new designs within the application. This large and exciting change will coincide with onboarding of new US based team members. With the new brand and team we aim to reach a larger number of US based organisations and businesses.



Dimitry and Jude from eCoach attending the DevLearn conference in North America

Our company

IBSA Board



John Vines OAM

John Vines OAM has been Chair of the IBSA Board since 2004. From 1984-2008 he was Chief Executive of the Association of Professional Engineers, Scientists and Managers, Australia (APESMA). A civil engineer by profession, John Vines has an economics degree and a Master of Business Administration. He is Chairman of Austbrokers Countrywide Financial Services Group and the Professional Standards Council, a Director of Carroll and Richardson, and a Fellow of the Australian Institute of Company Directors. Until recently, he was a member of the National Skills Standards Council and the Minimum Wage Panel, Fair Work Commission. John has been a member of Government boards and inquiries including a member of the Australian Science, Technology and Engineering Council (1991-1997), a member of the Prime Minister's Science, Engineering and Innovation Council (1990-1997) and Deputy Chair of the Australian Government's Industry Task Force on Leadership and Management Skills (1993-1995). John was awarded the Order of Australia Medal in 2001 and in 2003 he was also awarded a Centenary of Federation Medal.



Peter Costantini

Peter Costantini has extensive executive leadership experience in the private and not-for-profit sectors. Peter has been a Director of IBSA since 2004 and chair of the Finance, Audit and Risk Management Committee since 2008. Peter is the Managing Director of the SAS Group – a specialist government and business relations and strategic communications firm. He is the Vice President of The Brisbane Club and chair of the Property and Finance Committees. He was previously a General Manager with the Queensland Chamber of Commerce and Industry, responsible for employment, education and training policy and Chief Executive Officer of Queensland Apprenticeship Services. He was a member for 10 years of the Australian Chamber of Commerce and Industry Ministerial Advisory Committee on Education and Training. He holds a Master of Business Administration, a Bachelor of Business (Marketing), and is a member of the Australian Institute of Company Directors.



Peter Dwyer

Peter Dwyer is a highly experienced Senior HR executive and consultant with more than 30 years of strategic and operational leadership experience in complex and multi-site manufacturing operations. He holds a Diploma of Business Studies and was for many years a senior executive of global packaging leader AMCOR. His career includes senior management positions with blue chip companies and, until recently, Peter was a member of the Minimum Wage Panel, Fair Work Commission. He has provided visible leadership and commitment through his active engagement on education and training committees, councils and boards. Peter is a strong advocate of the VET system and has actively represented industry and industry bodies including the National Printing Industry Training Council, Chair of the Victorian Printing Industry Training Board, Chair of the Curriculum Board of the Office of Training and Further Education (Victoria) and as a member of the Standards and Curriculum Council of the Australian National Training Authority.



Rosalind Eason

Ros Eason is a Senior National Industrial Research Officer with the Communications Workers Division of the Communications, Electrical and Plumbing Union. Her work for the union has been focused largely in the areas of public policy, regulation and skills development. She is a Director of Communications and Information Technology Training and a member of the former Labor Government's Service Leaders Group. Ros holds a Master of Art (Honours) and a Bachelor of Commerce.



Rhyll Gardner

Rhyll Gardner is a highly experienced senior executive and consultant with a diverse and distinguished career in financial services operating at executive and general management across a wide variety of disciplines. Her 25 years of expertise and experience spans across strategy, marketing and communications, training, risk management, sales, product management and finance. Her senior management roles have included managing teams of more than 1,000 people and building capability, professionalism and innovation capacity in the workforce. Rhyll's previous executive positions include Managing Director, Queensland and General Manager, Northern NSW for St. George Bank and, General Manager, Strategy for Westpac and Head of Strategy and M&A for Bank of Queensland. She holds Bachelor degrees in Economics and Commerce, a Masters degree in Applied Finance and an Executive MBA from INSEAD. She is also a Graduate Member of the Australian Institute of Company Directors.



Graeme Russell

Graeme Russell is the Chief Executive Officer of Media Super, the industry super fund for print, media, entertainment and arts professionals, providing superannuation and pension products and services to more than 90,000 members and 13,000 participating employers. Graeme has senior management experience across a range of companies in the financial services, business services and media industries, as well as management and consulting experience in the education and training sector. Graeme was CEO of First Super from 2008 to March 2013 and previously Chief of Staff for the Victorian Minister for Public Transport and the Arts. He has extensive experience at Board level with major industry super funds and private companies. Graeme has held senior community leadership roles, including as a Councillor and Mayor and has been involved in challenging change environments in his roles in private and public organisations. Graeme holds a Bachelor of Business (Accounting) and a Graduate Diploma of Applied Finance (Financial Planning) and is a Fellow of the Institute of Chartered Accountants, a Fellow of the Australian Institute of Superannuation Trustees, and a Fellow at the Australian Institute of Company Directors. Graeme is a member of IBSA's Finance, Audit and Risk Management Committee.



Anne Younger

Anne Younger is the General Manager, Education and Training at the Australian Industry Group (Ai Group), responsible for policy development and major projects. Anne previously worked as an economist at Ai Group, managing their training services and, prior to that, managed Ai Group's national team of business advisers under the Federal Government's Enterprise Connect program to improve productivity in small and medium-sized enterprises. Anne was also the National Industry Career Specialist for Innovation and Business under the Federal Government's Career Advice Australia program at Ai Group. Before joining Ai Group, Anne worked for more than 25 years in the VET sector in a range of roles involving project management, policy planning, and research and quality management. Anne holds a Master of Education in Educational Leadership and Management, a Bachelor of Economics and a Certificate IV in Assessment and Workplace Training.

Directors' Meetings

During the financial year, seven meetings of directors were held. Attendances by each director were as follows:

Board Meetings

Director	No. Eligible to Attend	No. Attended
John Vines (Board Chair)	7	7
Peter Costantini	7	7
Peter Dwyer	7	7
Rosalind Eason	7	7
Rhyll Garner	7	7
Graeme Russell	7	7
Anne Younger	7	7

Innovation & Business Industry Skills Council Ltd is incorporated under the Corporations Act 2001 and is a company limited by guarantee.

Board Committees

The IBSA Board maintains three Board Committees:

- The Executive, Governance and Nominations Committee which meets on an ad hoc basis as required and provides advice and recommendations to the Board in relation to the appointment of new Directors. The Committee did not meet during this reporting period.
- The Finance, Audit and Risk Management Committee which met six times, in conjunction with Board meetings. There were six face-to-face meetings and one Out of Session meeting. The Committee assists the Board in financial monitoring and has risk management and audit oversight.
- The IBSA Foundation Committee which meets on an ad hoc basis as a philanthropic fund. The Committee did not meet during this reporting period.

Membership of the three Board Committees is at Figure 3.

Figure 3. Membership of Board Committees

Committees	Members	Meeting frequency
Executive, Governance and Nominations	Chair – John Vines Peter Dwyer Rhyll Gardner Patricia Neden, CEO (ex Officio)	As required
Finance, Audit and Risk Management	Chair – Peter Costantini John Vines Rhyll Gardner Graeme Russell Patricia Neden, CEO (ex Officio) Ian Pollard, Chief Finance Officer (ex Officio)	Six times per year prior to board meetings
IBSA Foundation	Chair – Rhyll Gardener Patricia Neden, CEO (ex Officio)	As required

Company Membership

The following organisations are IBSA Company Members:

- Australian Council of Trade Unions
- Australian Industry Group
- Australian Chamber of Commerce and Industry
- Australian Council for Private Education and Training
- Australian Institute of Conveyancers
- Australian Institute of Management
- Australian Manufacturing Workers' Union
- Australian Services Union
- Finance Sector Union
- Printing Industries Association of Australia
- Professionals Australia

Financial Report

for the year ending 30 June 2018

The following pages provide the Director's Report and the Audited Financial Statements for the financial year ending 30 June 2018.

The Financial Report has not been included in this version of the Annual Report.



Level 11, 176 Wellington Parade,
East Melbourne, VIC 3002 Australia

www.ibsa.org.au