



Australian
Industry and
Skills Committee

RECREATIONAL VEHICLE QUALIFICATIONS AND UNITS

Case for Change

Name of allocated IRC(s): Process Manufacturing, Recreational Vehicle and Laboratory

Name of the SSO: IBSA Manufacturing

1. Administrative information

For a list of the products proposed to be reviewed as part of this project, please see **Attachment A**.

Name of IRC(s):	Process Manufacturing, Recreational Vehicle and Laboratory Industry Reference Committee
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Name of SSO:	IBSA Manufacturing
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1.1 Name and code of Training Package(s) examined to determine change is required

MSM Manufacturing

2. The Case for Change

For information on the job roles to be supported through the proposed qualifications updates, enrolments data, completion rates, and the number of RTOs delivering these qualifications please see **Attachment B**.

2.1 Rationale for change

This Case for Change, which has been guided and informed by the Process Manufacturing, Recreational Vehicle and Laboratory (PMRVL) IRC, will investigate an improved structure and content for recreational vehicle (RV) qualifications in the *MSM Manufacturing Training Package*. The work will include the review and redevelopment of seven qualifications, and 38 units of competency, including eight new units.

The seven qualifications are:

MSM21015 Certificate II in Recreational Vehicle Service and Repair

MSM31015 Certificate III in Recreational Vehicle Service and Repair

MSM31215 Certificate III in Recreational Vehicle and Accessories Retailing

MSM41115 Certificate IV in Recreational Vehicle and Accessories Retailing

MSM21115 Certificate II in Recreational Vehicle Manufacturing

MSM31115 Certificate III in Recreational Vehicle Manufacturing

MSM41015 Certificate IV in Recreational Vehicles

The 38 units of competency, updated and new, are listed at Attachment A.

The RV qualifications in this Case for Change provide skills for workers in RV, manufacturing, service, and retailing; an industry that generates over \$20 billion worth of economic value annually and service an estimated workforce of excess of 53,000 employees across the industry sub-sectors of manufacturing, service and repair and accessories and retailing.¹ As such, the RV qualifications support multiple occupations with projected demand ('8999 Other Miscellaneous Labourers', '6213 Motor Vehicle and Vehicle Parts Salespersons' and '3242 Vehicle Body Builders and Trimmers'); which the Department of Employment, Skills, Small and Family Business projects to increase by 8.9%, 6.3% and 4.6% respectively for the period of May 2019 to May 2024 (see **Attachment F**)².

Unlike the broader Motor Vehicle and Motor Vehicle Part Manufacturing the RV sector in Australia continues to see strong growth, with RVs consistently being one of the fastest growing vehicle types by registration for the past seven years. The number of units manufactured has consistently exceeded 20,000

¹ Caravan Industry Association of Australia, "Who are we?", available at <https://www.caravanindustry.com.au/who-is-caravanindustry>, accessed on 19/02/2021

² LMIP, "2019 Employment Projections - for the five years to May 2024," available from <https://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>, accessed 18/02/2021

units since 2010, despite a huge increase in imported product into the market, which now accounts for approximately 30% of the total product being supplied to market¹.

The RV industry is currently in a COVID operating environment desperate for skilled labour to accommodate unprecedented consumer demand caused through international boarder closures and sky-rocketing lead times. While imported RV product for the month of February 2021 was 88% higher than February 2020 (with growth exceeding 30% for each month since October 2020), local production has also seen record manufacturing levels (YTD production is 12.5% higher than any YTD production dating back to 2008 with February 2021 up 10.2% on February 2020 with each month since October exceeding 2019/2020 pre-COVID levels).

Despite strong growth in the RV industry uptake of formal qualifications is low. Workers are often trained inhouse on the job, it is estimated in Victoria alone where a large concentration of trade-based businesses exists, over 90% of the current workforce remain unqualified. The limited take up from RTO's to deliver the courses has resulted in low enrolments for some components over the period from 2017 to 2019. However, increased demand across the RV industry and new National Road Vehicle Standards Act (RVSA) coming into effect on 1 July 2021 is driving significant structural change in the sector. In response, the Caravan Industry Association of Australia has established a jobs strategy, aimed at building a professional workforce with minimum skills and knowledge through nationally recognised training. The strategy includes:

- marketing RV career paths through to attract school students seeking a career in the RV industry under VCAL Certificate II in Recreational Vehicle Service and Repair.
- the roll out training messages and pilot programs beginning with service and repair, followed by manufacturing and finally retailing.
- establishment of an industry led compliance program through the delivery of nationally accredited training programs in the anticipated 'updated' recreational vehicle qualifications, in partnership with Registered Training Providers.
- recognition pathways for existing workforce and attracting and training new workers in the redeveloped RV qualifications.
- a range of State/Territory specific initiatives including, Queensland, NSW and Victoria

To support the jobs strategy, the Caravan Industry Association of Australia are calling for an urgent review and redevelopment of RV qualifications to bring them in line with contemporary job roles and the updated RVSA.

Reasons for updating training products

The Process Manufacturing, Recreational Vehicle and Laboratory IRC have identified the need to review and redevelop the RV training package components due to skills gaps identified due to significant changes in processes and practices across the sector arising from:

- the need to strengthen quality and compliance through a trained workforce to meet industry responsibilities for RVSA and consumer guarantees under the Australian Consumer Law.
- structural changes in the industry increasing the demand for business/leadership skills within RV.
- the introduction of ², materials, and equipment in the manufacture and repair of recreational vehicles.³
- new technical requirements including, interpret diagrams/specifications and produce reports. Need to develop RV specific skills for the retailing sector.

¹ Data supplied by the Caravan Industry Association of Australia

³ MSM Manufacturing Training Package IRC Skills Forecast and Proposed Schedule of Work 2019–2023, April 2019, p.33.

- increasing use of automation and technology demands an understanding of diagnostics and electrical components for workers in manufacturing, service and repair sectors.

In addition, to support their jobs strategy, industry has submitted a formal to the IRC requesting a review and redevelopment of the RV qualifications.

The project will also:

- update qualification structure and packaging rules to better support individuals to move more easily between related RV industry occupations. Opportunities to rationalise qualifications will be explored with the potential for named specialisations further investigated. However, initial feedback suggests that core requirements of manufacturing, retailing, service and repair are different. It could be argued that these are already 'umbrella' areas, for example the service and repair of caravans, motor homes and camper trailers require different skills but are packaged in the same qualification;
- review the selection of imported units from other training packages and how they interact with RV skill needs.

Implications of not making the change:

The risks of not implementing changes are as follows:

- the RV industry jobs strategy will be compromised due to the unavailability of contemporary industry qualifications.
- The RV industry will continue to experience skill gaps in critical areas relating to RVSA, quality, leadership, technical requirements and new materials and technologies. If workers are not trained in the new regulations, it may result in high levels of non-compliance.
- RV industry workforce, apprentices, and employers will be disadvantaged through lack of access to contemporary industry qualifications.
- Delivery of RV qualifications will continue to experience issues due to import units that are not suitable for RV skill needs.

2.2 Evidence for change

The RV industry, through the Recreational Vehicle Association, has raised concerns to the Process Manufacturing, Recreational Vehicle and Laboratory IRC that the current RV qualifications are out of date with the new and emerging requirements of the modern RV sector. This sector is experiencing unprecedented growth due to increased holidays within Australia as a consequence of COVID-19 pandemic international travel restrictions.

Industry associations (through the National Caravan Industry Training College) have applications in to become a Registered Training Organisation so that the industry qualifications can be better supported and delivered than is currently the case. The effectiveness of this will rely on the qualifications having equity in the market and reflecting current RV manufacturing, retail and service and repair.

Further, the annual employment growth relative to each RV qualification has been positive, as shown below. Please see Attachment F for further details.

Qualification	ANZSCO Code and Class	% annual growth
Certificate II in Recreational Vehicle Service and Repair	899916 Mechanic's Assistant	12.2
Certificate III in Recreational Vehicle Service and Repair	321211 Motor Mechanic (General)	7.4
Certificate II in Recreational Vehicle Manufacturing	832211 Product Assembler	5.9
Certificate III in Recreational Vehicle Manufacturing	324211 Vehicle Body Builder	5.5
Certificate IV in Recreational Vehicles	324211 Vehicle Body Builder	5.5

Certificate III in Recreational Vehicle and Accessories Retailing	621311 Motor Vehicle or Caravan Salesperson	4.4
Certificate IV in Recreational Vehicle and Accessories Retailing	621311 Motor Vehicle or Caravan Salesperson	4.4

Source: Process Manufacturing, Recreational Vehicle and Laboratory IRC Prioritisation Report and 2019 MSM Industry Skills Forecast and Proposed Schedule of Work

On 1 December 2020, the PMRVL IRC held an industry engagement webinar, Delivering modern manufacturing through a skilled workforce. This webinar included a RV breakout group to discuss issues and future skill needs of the process manufacturing industry.

Critical changes in your business/industry sector over the next five years?

- Critical changes will come from the RVSA standards. This will drive uniform construction and impose an element of regulation the industry has not seen before.
- Issues with supply chains as most components come from China. The industry will need to determine how much componentry starts to be sourced onshore rather than relying on offshore suppliers.
 - It will take 5-years for the international trade situation to settle down.
 - Repairers need to understand the manufacturing process and keep up with new components, equipment and materials. There is a requirement for them to be quasi manufactures.

Likely impacts on future workforce needs and/or job roles over the next five years

- Service and repair activities require multi skilled workers.
- Greater emphasis will be placed on diagnostics due to automation and the incorporation of more electronic components.
- More diversified in job, there is an increasing need to understand technical requirements and interpret specifications and report.
- Education in RVSA standards and compliance is required.

How will these job roles change in terms of the skills needed?

- Consumers are increasingly expecting workers to be trained and qualified. There will be more focus on industry specific technical skills.
- Skill needs in change management, quality management, administration, critical thinking, design and reading diagrams.
- Roles have become quite hybrid and will need a mix of manufacturing and soft skills.
- Repairers must build product knowledge and adapt. They need good diagnostic skills, ability to manage processes, think critically about what needs to be done and plan using project management.
- The increasing need for skills in conflict management and mental health in supervisory roles
- The industry needs to review the way manufacturing, repairs and sales work together.

2.3 Consideration of existing products

Imported units will need to be reviewed and in some situations more bespoke units will need to be developed as revised units are no longer meeting the requirements of the RV sector.

An analysis using the TGA search application to consider units from other training packages with potential to replace imported units. Seven potential alternative units were considered, though only two (FBPOPR1010 or TLID1001) may be suitable as replacements. As a result, eight new units will need to be developed. The project will undertake further consultation to confirm appropriateness of these units with industry.

New units will be developed to cover the following skill areas where no suitable existing units are available:

- Electrical and diagnostics: Application of some units will be dependent on jurisdictional restricted licenses and regulations.
- Installation of solar equipment: solar systems are increasing in demand for RVs as technology becomes more advanced to cater for a wide range of off-grid applications.
- Removal, replacement and/or repair of components made of new materials.
- Customer service and repair requirements.

2.4 Approach to streamlining and rationalisation of the training products being reviewed

The proposed project will investigate the opportunity to review and rationalise the elective banks, including consideration of any available cross-sector units, will be a key consideration in the review of the RV qualifications. Two units, MSMRV367 and MSMRV368, were initially included in this case for change but a decision has been made to exclude them from the review list as these were only released in September 2020. However, they will be considered in the context of the broader job role for relevance to ensure they are fit for purpose.

3. Stakeholder consultation

3.1 Stakeholder consultation undertaken in the development of Case for Change

*For a full list of industry-specific stakeholders that actively participated in the stakeholder consultation process undertaken to develop the Case for Change, please see **Attachment C**.*

In addition to the consultation to inform the development of the 2018 and 2019 Industry Skills Forecasts, targeted consultation was undertaken in preparing this case for change. This included telephone discussions, teleconferences, an industry engagement webinar and email follow up.

The PMRVL IRC held an industry engagement webinar, *Delivering modern manufacturing through a skilled workforce*, on 1 December 2020. This webinar included a recreational vehicle breakout group to discuss issues and future skill needs of the process manufacturing industry.

A public consultation webpage has been established to provide stakeholders with broad access to information about the development of this case for change and invite feedback on the training package components. The draft Case for Change has been broadly distributed via an email blast to stakeholders, including training providers, State Training Authorities, associations, and industry. State Training Authorities distributed the draft case for change to key stakeholders in their jurisdictions to review and provide feedback.

Each state and territory training authority has been consulted and provided the opportunity to give feedback and nominate stakeholders to be included in the project consultation list.

The project will undertake targeted consultation across all States and Territories, where these qualifications are delivered. See **enrolments by state/territory 2016–19** graph in Attachment F.

*For a full list of industry-specific stakeholders contacted to participate in the stakeholder consultation process undertaken to develop the Case for Change, please see **Attachment C**.*

3.2 Evidence of Industry Support

*For a list of the issues raised by stakeholders during consultation and the IRC's response to these, please see **Attachment D**.*

The Caravan Industry Association of Australia, the peak national body for the Australian caravanning and camping industry which represents an estimated workforce of excess of 53,000 industry employees, firmly supports the retainment of the RV qualifications marked for deletion. Caravan Industry Victoria and Caravan, Camping and Touring Industry and Manufactured Housing Industry Association of NSW LTD have provided letters of support as evidenced in **Attachment G**.

Further, the PMRVL IRC industry engagement webinar, *Delivering modern manufacturing through a skilled workforce*, on 1 December 2020 included a RV industry breakout group to discuss issues and future skill needs of the sector. The feedback from this session identified that the RV industry is undergoing industry structural change that critical changes will come from the RV standards. This will drive uniform construction and impose an element of regulation the industry has not seen before. Additionally, the breakout group highlighted the need for an urgent review of RV qualifications, noting that the review should include units which are imported from other qualifications and how they interact with RV skill needs and the need for new industry specific units including new skills to understand technical requirements, interpret diagrams/specifications and produce reports. In recent years the RV qualifications have imported units which themselves have been updated but which have included additional pre-requisites and no longer reflect their needs. This has diluted the number of specific RV units of competency which are available for selection within some RV qualifications. The industry is keen to update existing units and consider the development of new units that will better reflect the skills and knowledge of the RV sector.

Due to the geographical spread of RV businesses the support from the traditional training network has been limited creating another barrier for those industry businesses looking to upskill and train their employees and for individuals looking at the RV Industry as a career path to find a convenient training provider. To

address this the industry associations (through the National Caravan Industry Training College) have applications in to become a Registered Training Organisation so that the industry qualifications can be better supported and delivered than is currently the case. To effectively do this it is important that the qualifications themselves have equity in the market and reflect current RV manufacturing, retail and service and repair.

Finally, the public consultation included broad distribution of the draft Case for Change to 813 stakeholders, including training providers, State Training Authorities, associations, and industry. State Training Authorities distributed the draft case for change to key stakeholders in their jurisdictions to review. No objections from STAs were received. The draft Case for Change was available on the IBSA website from Tuesday April 20th to Tuesday May 4th 2021 and was viewed by 58 stakeholders.

3.3 Proposed stakeholder consultation strategy for project

*Note: For a full list of industry-specific stakeholders who are planned to be contacted to participate in the stakeholder consultation process undertaken for this project, please see **Attachment E**.*

IBSA Manufacturing follows a training package development model, which supports the development of two drafts and two rounds of public consultation. Below is an overview of the process.

- Details about the project are made available on the IBSA Manufacturing website current projects.
- The PMRVL IRC nominate Technical Advisory Committee members who will:
 - provide specific subject-matter advice and technical expertise for the development and review of the training package components. The TAC is made up of industry – representing the broad range of users – and RTO representatives.
 - attend regular meetings throughout the project to discuss draft documents, consider issues presented by stakeholders and through public consultation, and to provide expert advice.
- Develop draft training package components.
- Stakeholder consultation strategies include:
 - Promoting the project via the IBSA website, newsletters and email notifications to subscribed stakeholders and industry groups at key stages of the project.
 - Undertaking industry surveys to obtain feedback about:
 - the job roles of people involved in recreational vehicles
 - the key tasks performed in the workplace and the skills and knowledge required to complete the tasks competently
 - whether skills and knowledge have changed over time
 - the amount of evidence industry would want to see to know that a person is competent and ready to perform in the workplace.
 - Conducting broader consultation with industry through site visits and meetings with stakeholders, across a number of jurisdictions to collect industry intelligence to inform training package development work.
 - Undertaking targeted consultation with identified regional stakeholders in Horsham and Bendigo VIC
 - Completing two rounds of public consultation of draft components for review and comment via the IBSA Manufacturing website.
- Consulting with state and territory training authorities (STAs) throughout the project through:
 - an initial briefing and maintaining open dialogue throughout the project.
 - requesting feedback on Draft 1 and Draft 2/Validation draft components.

- providing opportunity for STAs to review the components and provide feedback at the conclusion of the project, as provisioned for in the Training Package Development and Endorsement Process Policy.
- Feedback received during public consultations is tabled in an Issues Register and considered by the TAC.
- All feedback will be considered, and competing views dealt with through consultation. The outcomes will be approved in IRC meetings.

*For a full list of industry-specific stakeholders who are planned to be contacted to participate in the stakeholder consultation process undertaken for this project, please see **Attachment E**.*

4. Licencing or regulatory linkages

There are no specific licences that relate to the qualifications and units affected by this Case for Change.

5. Project implementation

5.1 Prioritisation category

It is proposed that this project be progressed as a “routine project”. The routine prioritisation category is based on:

- The need for the RV qualifications to reflect current job roles, as requested by industry.
- The need to strengthen quality and compliance through a trained workforce to meet industry responsibilities for RVSA and consumer guarantees under the Australian Consumer Law.
- The PMRVL IRC prioritisation report: although four qualifications in this case for change were flagged for deletion in the report, the proposal for a routine project is consistent with three qualifications to be monitored for updates or undertake a routine update.

As the prioritisation category of routine will see the project timelines extend beyond the end of the funding agreement extension of December 2021, IBSA will make sure resources to complete the first two milestones as listed in section 5.2 are made available. This will ensure that the project can be effectively transitioned and continued within the agreed timelines.

5.2 Project milestones

- Key project milestones include:
 - *AISC project approval – June 2021*
 - *Draft 1 consultation research and analysis – August to October 2021*
 - *Draft 1 consultation and stakeholder feedback – November to December 2021*
 - *Stakeholder validation – January to April 2022*
 - *Stakeholder validation consultation – May 2022*
 - *Quality Assurance – June 2022*
 - *Final consultation with states and territories – July 2022*
 - *CfE submitted for approval – July 2022*

Note: IBSA will handover draft 1 components, consultation report and files in December 2021 as required.

5.3 Delivery or implementation issues

Stakeholders have raised issues arising from the minister’s direction in 2020 to delete a number of low use RV units and qualifications. This includes the Certificate II qualification which would reduce the amount of knowledge and skills available to entry level/VCAL students: a key demographic of the RV industry. Further, not updating the training products would:

- Limit training in RV service and repair; areas which have been flagged as critical skills needs over the next five years
- Fail to address the critical need to review the way manufacturing, repairs and sales work together
- Severely disadvantage both employees and employers; with consumers increasingly expecting workers to be trained and qualified on industry specific technical skills, the removal of training package components would reduce the amount of leadership skills available which have been flagged as a critical skill need over the next five years.

These issues will be considered as part of the retainment and modernisation of RV training package components.

6. Implementing the Skills Minister's Priority reforms for Training Packages (2015 and October 2020)

The case for change will address the following priorities:

Ensure that more information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed course choices

The Implementation Guide will be updated to:

- include information on industry expectations of training delivery
- explanation of how RV qualifications and units align to industry's needs and work outcomes

Foster greater recognition of skill sets and work with industry to support their implementation

- training package components will be reviewed, and new components may be considered, to address emerging skills, knowledge and compliance needs of the RV industry

Ensure the training system better supports individuals to move more easily between related occupations

- a key outcome of this review is to update units and qualifications to support workers in the RV industry move more easily between related occupations such as retailing and service and repair

Improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors


- the development of new units will aim to make them usable across industry sectors, where relevant.

This Case for Change was agreed to by the PMRVL IRC

Name of Chair

Keith Monaghan

Signature of Chair



Date

5 May 2021

Attachment A: Training Package components to change

IBSA Manufacturing

Contact details: Antoinette Hewitt, General Manager SSO, Antoinette.Hewitt@ibsa.org.au, +61 3 9815 7000

Date submitted: [TBA]

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Recreational Vehicle Case for Change	Qualification	MSM21015	Certificate II in Recreational Vehicle Service and Repair	Reviewed 24/Jun/2019	Update
1	Recreational Vehicle Case for Change	Qualification	MSM31015	Certificate III in Recreational Vehicle Service and Repair	Reviewed 04/Sep/2020	Update
1	Recreational Vehicle Case for Change	Qualification	MSM31215	Certificate III in Recreational Vehicle and Accessories Retailing	Reviewed 05/Dec/2018	Update
1	Recreational Vehicle Case for Change	Qualification	MSM41115	Certificate IV in Recreational Vehicle and Accessories Retailing	Reviewed 24/Jun/2019	Update
1	Recreational Vehicle Case for Change	Qualification	MSM21115	Certificate II in Recreational Vehicle Manufacturing	Reviewed 22/Oct/2018	Update
1	Recreational Vehicle Case for Change	Qualification	MSM31115	Certificate III in Recreational Vehicle Manufacturing	Reviewed 04/Sep/2020	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Recreational Vehicle Case for Change	Qualification	MSM41015	Certificate IV in Recreational Vehicles	Reviewed 04/Sep/2020	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV310	Fit recreational vehicle floor	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV311	Fit furniture in a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV312	Fit water systems in a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV313	Fit 12 V cable systems in a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV314	Construct and fit roof to a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV315	Construct and fit slide out in a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV318	Fit cladding to a recreational vehicle	Establishment 15/Dec/2015	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Recreational Vehicle Case for Change	Unit	MSMRV319	Fit front and rear moulds to a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV320	Fit windows and doors to a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV321	Fit required external items to a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV322	Fit required external electrical components to a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV323	Fit required internal items to a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV324	Conduct final quality inspection for a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV325	Fabricate a chassis and suspension for a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV350	Remove and replace a recreational vehicle roof	Establishment 15/Dec/2015	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Recreational Vehicle Case for Change	Unit	MSMRV352	Remove and replace a recreational vehicle sidewall cladding	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV356	Remove and replace a gas struts and roof lifting equipment on a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV357	Remove and replace external components of a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV358	Modify the body of a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV359	Install additional appliances in a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV360	Service camper wind up systems	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV361	Repair dry rot in a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV362	Install and repair battery systems in a recreational vehicle	Establishment 15/Dec/2015	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Recreational Vehicle Case for Change	Unit	MSMRV363	Complete pre-delivery check of a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV364	Hand over a recreational vehicle to a customer	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV365	Remove and refit body moulding	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRV366	Fit transfers and decals to a recreational vehicle	Establishment 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRVG201	Tow a recreational vehicle safely	Reviewed 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRVS202	Repair/service LPG systems in a recreational vehicle	Reviewed 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRVT201	Apply technical knowledge of recreational vehicle manufacturing to work activities	Reviewed 15/Dec/2015	Update
1	Recreational Vehicle Case for Change	Unit	MSMRVXXXX	Work effectively in the recreational vehicle industries	N/A	New

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review (endorsement date, nature of this update transition, review, establishment)	Change Required
1	Recreational Vehicle Case for Change	Unit	MSMRVXXXX	Use issued recreational vehicle drawings	N/A	New
1	Recreational Vehicle Case for Change	Unit	MSMRVXXXX	Wire and connect electrical/electronic components in recreational vehicles	N/A	New
1	Recreational Vehicle Case for Change	Unit	MSMRVXXXX	Install and connect solar equipment in recreational vehicles	N/A	New
1	Recreational Vehicle Case for Change	Unit	MSMRVXXXX	Fit and maintain wheels and tyres to recreational vehicles	N/A	New
1	Recreational Vehicle Case for Change	Unit	MSMRVXXXX	Determine requirements and quote to service/repair recreational vehicles	N/A	New
1	Recreational Vehicle Case for Change	Unit	MSMRVXXXX	Use electrical/electronic measuring devices	N/A	New
1	Recreational Vehicle Case for Change	Unit	MSMRVXXXX	Repair camper trailers	N/A	New

Attachment B: Job role, enrolment information, the number of RTOs currently delivering these qualifications

Please set out the job roles to be supported through the updated qualifications, enrolment data over the past three years in which data is available for each qualification, completion rates for each qualification, and the number of RTOs delivering these qualifications.

Job role	Qualification to be updated to support the job role	Enrolment data (2018-20)	Completion rates (2018-20)	Number of RTOs delivering (2018-20)
Recreational Vehicle Serviceperson	Certificate II in Recreational Vehicle Service and Repair	0	0	1
Recreational Vehicle Serviceperson / Recreational Servicer & Repairer	Certificate III in Recreational Vehicle Service and Repair	300	80	5
Recreational Vehicle Retail Salesperson	Certificate III in Recreational Vehicle and Accessories Retailing	0	0	0
Recreational Vehicles Assistant Sales Manager	Certificate IV in Recreational Vehicle and Accessories Retailing	0	0	0
Recreational Vehicle Production Worker	Certificate II in Recreational Vehicle Manufacturing	0	0	1

Recreational Vehicle Manufacturer	Certificate III in Recreational Vehicle Manufacturing	130	40	5
Recreational Vehicle Manufacturing Supervisor	Certificate IV in Recreational Vehicles	0	0	1

Attachment C: List of stakeholders that actively participated in the consultation process of the Case for Change

Name of stakeholder	Title	Organisation	Organisation type (e.g. Employer, peak body, union, RTO, regulator)	Jurisdiction/town/city (e.g. NSW/Sydney)
Stuart Lamont	CEO	Caravan Industry Association of Australia	Peak body	NATIONAL
Lyndel Gray	CEO	Caravan & Camping Industry Association of NSW	Peak body	NSW
Robert Lucas	CEO	Caravan Industry Victoria	Peak body	VIC
Julian Barry	CEO	Caravan Industry Association of WA	Peak body	WA
Jason Plant	CEO	Caravan Trade & Industries Association of QLD	Peak body	QLD
Stuart Livingstone	CEO	Caravan & Camping Industry Association of SA	Peak body	SA

Attachment D: Issues Raised by Stakeholders during consultation on the development of the Case for Change

Stakeholder Type	Issues Raised	IRC's Response to Issues Raised
Industry Reference Committee (IRC) Representatives	N/A	N/A
Peak Industry Bodies	<ul style="list-style-type: none"> Identified that the RV industry is desperate for skilled labour to accommodate unprecedented consumer demand caused through international border closures (due to COVID-19) The industry has raised concerns that the Certificate III in Recreational Vehicle and Accessories Retailing is more reflective of automotive requirements rather than RV requirements, justifying the need to retain and update this qualification. There are an estimated 14,300 jobs nationwide in the RV retailing and service sectors. Raised concerns about the need for urgent action to update and modernise the RV qualifications to: <ul style="list-style-type: none"> reflect upcoming legislation (the Road Vehicle Standards Act 2018) due to start transition from 1 July 2021 as well as increased consumer expectation driven out of consumer guarantee provisions within the Australian Consumer Law address identified skills gaps and concerns being seen globally around reduced quality of finished product due to bringing in unskilled labour to meet consumer demand 	<p>Review and update the qualifications and units to support the RV industry employers meet emerging RV compliance requirements and address skills gaps.</p> <p>This will:</p> <ul style="list-style-type: none"> address current knowledge and critical skills gaps in RV qualifications relating to the way manufacturing, repairs and sales of RVs work together, technical requirements, emerging RV regulations, and leadership skills provide better consumer outcomes in relation to quality and safety of RV products and the workmanship associated with such products create a more relevant career pathway for those individuals looking to enter the industry encourage better support for industry qualifications through increased confidence of the workforce which has obtained such qualifications

	<ul style="list-style-type: none"> ○ better reflect current practices and technologies employed in the RV industry which has matured considerably since the qualifications were last reviewed ○ reset units within the qualification around imported units which have themselves been independently updated (including the addition of additional pre-requisites which are not required in RV manufacturing, retailing, service or repair 	
Employers (Non-IRC)	<p>Need for workers to be skilled and knowledgeable in:</p> <ul style="list-style-type: none"> • service and repair • diagnostics due to automation and the incorporation of more electronic components • understanding technical requirements and the adherence to Australian Standards surrounding gas plumbing and electrical • RVSA standards and compliance • change management, quality management, administration, critical thinking, design and reading diagrams • conflict management • the way manufacturing, repairs and sales work together 	As above
Regulators	N/A	N/A
Registered Training Organisations (RTOs)	N/A	N/A

Training Boards/Other	N/A	N/A
State and Territory Training Authorities (STAs)	N/A	N/A
Unions	N/A	N/A
<i>Please add other categories as appropriate</i>	N/A	N/A

Attachment E: List of stakeholders to be contacted as part of the development of the Case for Endorsement

Name of stakeholder	Title	Organisation	Organisation type (e.g. Employer, peak body, union, RTO, regulator)	Jurisdiction/town/city (e.g. NSW/Sydney)
Stuart Lamont	CEO	Caravan Industry Association of Australia	Peak body	NATIONAL
Lyndel Gray	CEO	Caravan & Camping Industry Association of NSW	Peak body	NSW
Robert Lucas	CEO	Caravan Industry Victoria	Peak body	VIC
Julian Barry	CEO	Caravan Industry Association of WA	Peak body	WA
Jason Plant	CEO	Caravan Trade & Industries Association of QLD	Peak body	QLD
Stuart Livingstone	CEO	Caravan & Camping Industry Association of SA	Peak body	SA
Darren Webster	CEO	Skillinvest Limited	RTO	Horsham VIC
Sally Curtain	CEO	Bendigo Kangan Institute	RTO	Bendigo VIC

Attachment F: Additional data

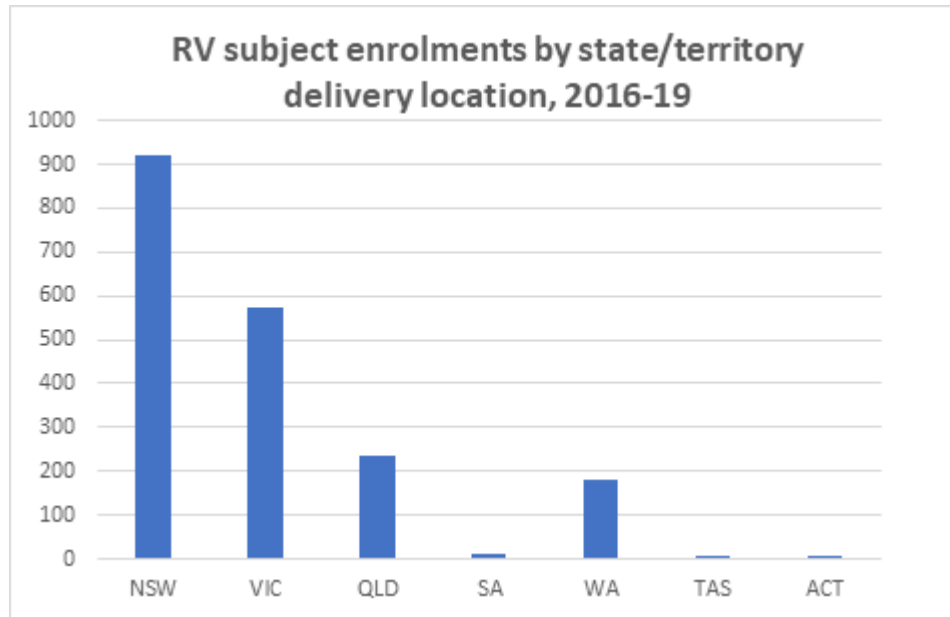
Subject enrolments

Unit of competency	2016	2017	2018	2019	Total
MSMRV310 - Fit recreational vehicle floor	5	10	5	-	20
MSMRV311 - Fit furniture in a recreational vehicle	5	10	15	25	55
MSMRV312 - Fit water systems in a recreational vehicle	5	10	-	10	25
MSMRV313 - Fit 12 V cable systems in a recreational vehicle	5	20	20	20	65
MSMRV314 - Construct and fit roof to a recreational vehicle	5	20	15	15	55
MSMRV315 - Construct and fit slide out in a recreational vehicle	-	10	5	-	15
MSMRV318 - Fit cladding to a recreational vehicle	5	25	25	30	85
MSMRV319 - Fit front and rear moulds to a recreational vehicle	5	10	20	15	50
MSMRV320 - Fit windows and doors to a recreational vehicle	20	30	20	30	100
MSMRV321 - Fit required external items to a recreational vehicle	5	20	25	30	80
MSMRV322 - Fit required external electrical components to a recreational vehicle	5	20	10	35	70
MSMRV323 - Fit required internal items to a recreational vehicle	10	20	15	5	50
MSMRV324 - Conduct final quality inspection for a recreational vehicle	10	20	15	15	60
MSMRV325 - Fabricate a chassis and suspension for a recreational vehicle	-	15	20	30	65
MSMRV350 - Remove and replace a recreational vehicle roof	-	-	-	40	40

MSMRV352 - Remove and replace a recreational vehicle sidewall cladding	-	10	30	100	140
MSMRV356 - Remove and replace gas struts and roof lifting equipment on a recreational vehicle	-	-	-	60	60
MSMRV357 - Remove and replace external components of a recreational vehicle	-	20	35	105	160
MSMRV358 - Modify the body of a recreational vehicle	-	-	-	40	40
MSMRV360 - Service camper wind up systems	-	-	-	5	5
MSMRV361 - Repair dry rot in a recreational vehicle	-	-	-	40	40
MSMRV362 - Install and repair battery systems in a recreational vehicle	-	-	-	35	35
MSMRV363 - Complete pre-delivery check of a recreational vehicle	-	5	10	60	75
MSMRV364 - Hand over a recreational vehicle to a customer	-	-	-	15	15
MSMRV365 - Remove and refit body moulding	10	25	30	75	140
MSMRV366 - Fit transfers and decals to a recreational vehicle	5	15	30	85	135
MSMRVG201 - Tow a recreational vehicle safely	25	-	25	5	55
MSMRVS202 - Repair/service LPG systems in a recreational vehicle	-	5	15	35	55
MSMRVT201 - Apply technical knowledge of recreational vehicle manufacturing to work activities	-	15	25	80	120
Totals	130	340	415	1,045	1,930

Source: NCVER, extracted 15/03/2021

Enrolments by state/territory 2016–19



Source: NCVER, extracted 15/03/2021

2020 Employment numbers

Source: Process Manufacturing, Recreational Vehicle and Laboratory IRC Prioritisation Report and 2019 MSM Industry Skills Forecast and Proposed Schedule of Work

Qualification	ANZSCO Code and Class	No. of people employed	% annual growth
Certificate II in Recreational Vehicle Service and Repair	899916 Mechanic's Assistant	74,744	12.2
Certificate II in Recreational Vehicle Manufacturing	832211 Product Assembler	26,655	5.9
Certificate III in Recreational Vehicle Service and Repair	321211 Motor Mechanic (General)	107,263	7.4
Certificate III in Recreational Vehicle Manufacturing	324211 Vehicle Body Builder	5,748	5.5
Certificate III in Recreational Vehicle and Accessories Retailing	621311 Motor Vehicle or Caravan Salesperson	37,939	4.4

Certificate IV in Recreational Vehicles	324211 Vehicle Body Builder	5,748	5.5
Certificate IV in Recreational Vehicle and Accessories Retailing	621311 Motor Vehicle or Caravan Salesperson	37,939	4.4

Occupation Projections to May 2024¹

Occupation Code	Occupation	Employment level May 2019 ('000)	Department of Employment, Skills, Small and Family Business Projections		
			Projected employment level May 2024 ('000)	Projected employment growth five years to May 2024	
				('000)	(%)
8999	Other Miscellaneous Labourers	74.7	81.4	6.7	8.9
8322	Product Assemblers	26.7	26.0	-0.7	-2.5
3212	Motor Mechanics	107.3	106.5	-0.7	-0.7
3242	Vehicle Body Builders and Trimmers	5.7	6.0	0.3	4.6
6213	Motor Vehicle and Vehicle Parts Salespersons	37.9	40.3	2.4	6.3
1335	Production Managers	57.4	57.2	-0.2	-0.3
	TOTALS	309.7	317.5	7.8	16.4

¹ Labour Market Information Portal, Australian Government, Occupation Projections – 5 years to May 2024 (Excel), Accessed on 15/03/2021

Apprenticeship funding¹

Qualification	States/territories where an apprenticeship/traineeship is available
MSM21115 Certificate II in Recreational Vehicle Manufacturing	WA, NT, SA, NSW
MSM21015 Certificate II in Recreational Vehicle Service and Repair	NT, SA, NSW
MSM31115 Certificate III in Recreational Vehicle Manufacturing	WA, SA, NT, QLD, NSW, VIC, TAS
MSM31015 Certificate III in Recreational Vehicle Service and Repair	NT, QLD, SA, NSW, ACT, VIC, TAS
MSM31215 Certificate III in Recreational Vehicle and Accessories Retailing	NT, SA, NSW
MSM41015 Certificate IV in Recreational Vehicles	NT, SA, NSW
MSM41115 Certificate IV in Recreational Vehicle and Accessories Retailing	NT, SA, NSW

Attachment G: Letters of support

¹ National Careers Institute, "MySkills," available at <https://www.myskills.gov.au/>, accessed on 30/04/2021

29 April 2021

Mark Shaddock
Industry Engagement Partner
IBSA Group

By email: manufacturing@ibsa.org.au

Dear Mark

SUPPORT FOR RECREATIONAL VEHICLES CASE FOR CHANGE

We write to you to advise our support for the Case for Change, guided and informed by the Process Manufacturing, Recreational Vehicle and Laboratory (PMRVL) IRC, to investigate an improved structure and content for recreational vehicle (RV) qualifications in the MSM Manufacturing Training Package. We note the work will include the review and redevelopment of seven qualifications, and 40 units of competency, including eight new units.

The Caravan, Camping & Touring Industry & Manufactured Housing Industry Association of NSW LTD (CCIA NSW) is this State's peak industry body representing the interests of holiday parks and residential land lease communities (residential parks, including caravan parks and manufactured home estates) manufacturers, retailers and repairers of recreational vehicles (RVs, including) (motorhomes, campervans, caravans, camper trailers, tent trailers, 5th wheelers and slide-ons) camping equipment suppliers, home builders and service providers to these businesses.

We currently have, as members, over 700 businesses representing all aspects of our industry. More than 400 are operators of holiday parks and residential land lease communities in NSW and over 200 are manufacturers, retailers and repairers of RVs and accessories.

As indicated in the Case for Change the RV industry is a growing industry with great opportunities, resulting in a need to continually source, develop and retain a skilled workforce. This is particularly important given increasing consumer demand for caravan and camping holidays and the impending regulatory changes impacting the RV industry under the new *Road Vehicle Standards Act 2018*, due to fully commence from 1 July 2021.

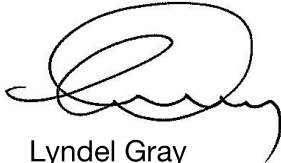
However, attracting sufficient and skilled labour to the RV industry is becoming increasingly difficult. The shallow pool of workers with the essential technical skills is compounded by existing qualifications lacking in relevance and application for industry job roles and there being limited access to quality training delivery.

The production and registration of RVs will continue to increase and regulatory and technological changes will continue to advance. The industry must therefore improve its manufacturing, retailing, service and repair capacity. This includes making sure industry qualifications are meeting employer needs and creating successful student results.

We fully support the Case for Change, the outcomes of which will assist in providing greater access to the skills needed for the RV industry to thrive.

Should you have any questions or require further information please contact Shannon Lakic, Policy, Training & Executive Services Manager, on 0410 651 782 or email shannon.lakic@cciansw.com.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lyndel Gray', with a large, stylized loop at the beginning.

Lyndel Gray
Chief Executive Officer



Caravan Trade & Industries Association of Victoria T/A

Caravan Industry Victoria

ABN: 67 413 472 774

ADDRESS – Unit 8 / 88 Dynon Road, WEST MELBOURNE VIC 3003

PHONE – 03 9372 5388

FAX – 03 9376 5890

EMAIL – info@ciavic.com.au

22 April 2021

Mr Stuart Lamont
Chief Executive Officer
Caravan Industry Association Australia
214 Graham Street
Port Melbourne, VIC, 3207

Dear Stuart,

Re: Recreational Vehicle Training Qualifications Case for change

I write on behalf of the Caravan Trade & Industries Association Victoria T/A Caravan Industry Victoria representing our members in support of a complete review of the Recreational Vehicle Industry Training Qualifications. We represent caravan and Recreational Vehicle manufacturers, dealers, retailers, service and repairers and supplier to our industry. We have 263 members which represents \$2.1b of economic input to the Victorian economy and our members employ over 7500 people in Victoria. Over 90% of all Caravan and Recreational Vehicles are made in Victoria.

Since 2015 when we launched our National Caravan Industry Training College we have been actively engaged in the delivery of several of the industries national qualifications, in fact there has been over 290 enrolments in the Certificate III in Recreational Vehicle –Service and Repair in Victoria as part of a program established under the Associations Job, Career and Training Strategy released in 2018.

In 2017 Caravan Industry Victoria received a \$1.2m funding grant from the Victorian Government to develop a training delivery framework and learning resources for the manufacturing sector of our membership this was successfully completed in 2020. Through this project we were able to comprehensively review and map all the relevant and not relevant competencies in the Certificate III in Recreational Vehicle –Manufacturer qualifications in particular. We also worked closely with a large TAFE Institute in the delivery of the Certificate III in Recreational Vehicle –Service and Repair qualification, however we found them to be unwilling to listen to concerns on delivery strategies and use of competencies. The following is only a sample of what we have found:

- Imported competencies from other packages (Engineering) had been changed into our members training plans without our knowledge or input with increased pre-requisites, which meant if a competency from another package was selected it may attract up to 5 additional pre-requisite competencies which had not relevance to the our members or the industry;
- Training providers were choosing competencies as part of training plans which had no relevance to the enterprise or industry based on the above;
- Many competencies are out of date to current and future work practices;
- Some competencies were not compatible with others in trying to make a training plan work;
- The level of language and literacy skills as listed in all of the competencies were an impediment for migrant and multicultural workers;
- Our manufacturing members have a significant migrant and multicultural workforce which has meant they have been excluded from participating in up skilling programs;



Caravan Trade & Industries Association of Victoria T/A

Caravan Industry Victoria

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PHONE – 03 9372 5388 FAX – 03 9376 5890 EMAIL – info@ciavic.com.au

- There is a need to rewrite some specific competencies and write some competencies from when we developed the original raft of competencies some time ago;
- Training providers were manipulating the competency assessment tasks to suit them and not the industry agreed outcomes;
- Some training providers have offered the full Recreational Vehicle qualifications on line with no workplace based assessment.

Based on the above Caravan industry Victoria is progressing the registration as a private industry training provider for the Associations National Caravan Industry Training College to ensure greater uptake and delivery of relevant industry training qualifications.

We support a complete review which provides for the development of further specific RV competencies, the deletion of RV competencies, the tightening in the use of competencies from other training packages, the language and literacy requirements contained in the current training packages amongst other items.

We look forward to being an active participant in making these changes relevant to our industry and to grow training outcomes for our members.

I look forward to participating in the review.

Yours sincerely

Robert Lucas
Chief Executive

Robert Lucas
Chief Executive

