

Australian
Industry and
Skills Committee

FLOORING, GLASS AND GLAZING

Case for Change

Name of allocated IRC(s): Furnishing IRC

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):	Furnishing IRC
Name of SSO:	IBSA Manufacturing

1.1 Name and code of Training Package(s) examined to determine change is required

MSF Furnishing

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 Furnishing IRC, will review and redevelop two qualifications and 73 units, (72 existing and one new), and identify Skill Sets to meet contemporary job role requirements.

The scope of this Case for Change is to:

Review and redevelop:

- MSF30818 Certificate III in Flooring Technology
- MSF40418 Certificate IV in Glass and Glazing
- 72 existing units of competency.

Develop:

- 1 new unit covering installation of vinyl/hybrid flooring
- 3 new Skills Sets aligned to specialisations in flooring technology.

The full list of Training Package components for review and development is provided in **Attachment A**.

Reasons for updating or developing the training products at this time

Ensuring the qualifications are fit for purpose

The Furnishing IRC has identified the need to review and redevelop two qualifications in response to new materials, technologies, and workplace practices being applied in the industry. This is based on research and consultation undertaken on behalf of the IRC by IBSA Manufacturing, which is summarised in this section. (See **Section 2.2** and **Attachment D** for more details.)

Review of the qualifications will require review and redevelopment of the native units of competency to ensure that current and emerging workplace needs are reflected. Sixty eight of the 72 existing units of competency included in this Case for Change have not been reviewed since 2018, and the remaining four were last reviewed in 2013. Use of imported units will also to be evaluated to ensure relevance and currency of the qualifications.

There are also units of competency, currently packaged in these qualifications, that are flagged for deletion by the AISC. There is a critical need to review the packaging rules and the 72 existing units of competency to assess the impact of the deleted units on the two qualifications and to ensure that essential skills are still available to industry.

Flooring Industry

The flooring industry sector is experiencing an increasing demand for vinyl/hybrid and resin flooring¹. These are emerging as popular products in domestic and commercial construction however, due to skill gaps in the MSF30818 Certificate III in Flooring Technology and current licensing structures, both are reliant on a workforce unskilled in vinyl/hybrid flooring installation.

Currently, the MSF30818 Certificate III in Flooring Technology does not include skills for installation of vinyl/hybrid flooring which has very different properties and installation requirements compared to hardwood flooring. These include requirements for installation, subfloor preparation and site assessment relative to temperature/climate.

However, due to the skill gap, vinyl/hybrid flooring is being installed by people who are qualified in carpet or hardwood installation or people without any qualification. According to feedback from the Australasian Flooring and Timber Association (ATFA) an increasing number of disputes related to installation of vinyl/hybrid flooring have been raised through State Civil and Administrative Tribunals including, VCAT, QCAT and NCAT. The feedback also notes that construction regulators are moving to address the poor installation practices by incorporating installation of vinyl/hybrid flooring, currently exempt, into the building construction licensing.

Resin flooring, or epoxies, are becoming increasingly popular in areas such as residential garages. This is an emerging sector which also currently relies on an unqualified workforce. The epoxy flooring industry sector has provided feedback that it is working to change this and improve quality, encouraging workers and employers to undertake formal qualifications through the MSF30818 Certificate III in Flooring Technology.

To support this initiative the industry is requesting that the units within the resin stream be reviewed and redeveloped to incorporate skills in the application of water based or solventless resin. In recent years, there has been a significant shift away from solvent based to water based or solventless resin technologies; these are less forgiving resin systems which require a different set of skills. It is also vital that workers understand the increasing range of substrates to which resins are being applied and the proper testing and evaluation methods for the substrates to ensure optimum performance of their preferred installation system.

These trends demonstrate the need to support workers qualified in one stream to adapt and upskill in other streams where work is available. For example, carpet layers could upskill to install vinyl/hybrid flooring products thus expanding the range of services they offer and providing skilled workers in the emerging area of demand.

In response to the above industry changes there is a need to review and redevelop the MSF30818 Certificate III in Flooring Technology to align with current and emerging job roles. In addition, feedback from industry indicates the need to develop Skill Sets to provide improved pathways for workers to upskill in a range of specialist streams and take up work opportunities in areas of high demand.

Glass and Glazing Industry

In the glass and glazing industry, the peak body, the Australian Glass and Window Association (AGWA), has advised that the MSF40418 Certificate IV in Glass and Glazing does not align well with current industry needs. On behalf of industry, the association has highlighted the need to increase uptake of this qualification by improving the alignment and relevance to contemporary job roles, incorporating skills related to emerging areas, such as advanced technologies and energy efficient glass, and strengthening the recognition pathway from MSF30418 Certificate III in Glass and Glazing.

Furthermore, in June 2021, the AISC advised IBSA to review the MSF40418 Certificate IV in Glass and Glazing to ensure it is fit for purpose considering that selected units from the MSF Furnishing Training Package were being flagged for deletion. As such, the review and redevelopment of this qualification is crucial in ensuring it meets the needs of the glass and glazing industry.

¹ Alen Allday, "Threadbare: Increasing imports and greater substitute competition have constrained revenue growth," *IBISWorld Industry Report C1331*, March 2021, p.14.

See **Attachment G** for additional background information on MSF40418 Certificate IV in Glass and Glazing.

Implications of not making the changes

- The MSF30818 Certificate III in Flooring Technology will not support skilling of workers in high demand flooring products in vinyl/hybrid and resin.
- Skills gaps in vinyl/hybrid flooring and resin flooring installation and application will continue to drive the use of unskilled labour to perform this work, with potential impact on quality and safety.
- Installation faults related to skills gaps will lead to costly inspections and rectification requirements for consumers and businesses.
- MSF30818 Certificate III in Flooring Technology may not align to emerging licensing requirements across jurisdictions to incorporate hybrid flooring and address industry issues (see Section 4)
- The flooring industry will continue to struggle to upskill or reskill workers and will not be able to pivot to meet areas of higher market demand e.g., vinyl/hybrid flooring.
- The MSF40418 Certificate IV in Glass and Glazing will not be adequately aligned with current industry needs, limiting enrolment potential and development opportunities for Certificate III qualified workers.
- Graduates of the MSF40418 Certificate IV in Glass and Glazing will have knowledge and skills gaps related to advancing glass and glazing technologies and soft skills such as leadership and customer service.

2.2 Evidence for change

The flooring and glass and glazing sectors, through their industry peak bodies, have raised concerns to the Furniture IRC that the current MSF30818 Certificate III in Flooring Technology and MSF40418 Certificate IV in Glass and Glazing are out of date with industry requirements. These qualifications are aligned to occupations identified by the National Skills Commission, 2021 Skills Priority List as an area of skill shortage in moderate demand, see **Attachment F**.

Flooring Industry

In the December 2020 Furnishing IRC Prioritisation Report the MSF30818 Certificate III in Flooring Technology has been flagged to be monitored for updates; as such, monitoring has identified the critical need to update existing and develop new training package components to meet industry demand.

The Australasian Flooring and Timber Association (ATFA) and Mint Floors and Shutters have emphasised the critical need for vinyl/hybrid flooring installation skills to be incorporated into the timber flooring stream of the MSF30818 Certificate III in Flooring Technology. They have advised there are approx. 80 to 100 shipping containers of vinyl/hybrid flooring arriving in Australia each week which can be seen as an indicator of the demand for the products and therefore the need for skilled installers.

The demand for flooring installation and finishing is strong with an estimated 17,633 businesses in the flooring industry as of June 2020. ATFA has stated that there are 5,500 timber flooring enterprises and \$1.4bn turnover per annum; with timber floors currently representing 25% of the flooring market with this figure steadily increasing.

The MSF30818 Certificate III in Flooring Technology provides skills for 'Floor Finishers', which total 10,700 employees as of November 2020 with a projected annual employment growth of 12.9%. Floor Finishers have been flagged on the national skills shortage list as an occupation with moderate future demand. Data references are provided in **Attachment F**.

Epoxy flooring industry representatives have raised the need to update relevant resin flooring, units to reflect technological changes required for water-based and solventless resin products. They have also identified a need for Skill Sets to support upskilling.

Glass and Glazing Industry

In the December 2020 Furnishing IRC Prioritisation Report, the MSF40418 Certificate IV in Glass and Glazing had initially been flagged for deletion due to low enrolments in recent years. However, targeted consultation with Melbourne Polytechnic (the only RTO in Australia delivering the qualification) has identified current enrolments and forecasted demand for the qualification next year. As such, it is critical that the qualification is reviewed and redeveloped to ensure training is fit for purpose.

It is estimated that the glass and glazing industry in Australia currently accounts for approximately \$4 billion in revenue. Data references are provided in **Attachment F**.

The peak industry association, Australian Glass and Window Association (AGWA) has expressed the urgent need to review and redevelop the qualification and associated units of competency to ensure alignment to the job and role of an advanced or highly skilled glazier; an occupation flagged on the national skills shortage list with moderate future demand.

AGWA has also advised that the qualification would have greater uptake if it was better aligned with current industry technologies and materials. Whilst glazing will remain a very manual trade long into the future, there have been advances in technology and materials. Energy efficient glass has been highlighted as a significant growth area that is not addressed adequately in the current qualification and the industry needs training products that address skills and knowledge to support these advances.

A detailed analysis of industry and occupational data is provided in **Attachment F**.

2.3 Consideration of existing products

IBSA Manufacturing recently conducted a search using the TGA text analysis tool to identify any relevant units covering the skills and knowledge proposed in the new unit for vinyl/hybrid flooring installation.

There was no evidence of any units which offer similar content.

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

The project will support streamlining and rationalisation through:

- Review of low or no enrolment units and remove any superfluous units
- Review and rationalisation of the elective banks of the two qualifications included in this Case for Change.

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 response to issues raised by key industry stakeholders who represent and reflect broader industry needs this case for change is focused on two distinct qualifications, the MSF30818 Certificate III in Flooring Technology and MSF40418 Certificate IV in Glass and Glazing. Consequently, IBSA has undertaken a targeted consultation process.

The Furnishing IRC nominated key stakeholders for consultation across the two distinct industry sectors of flooring installation and finishing and glass and glassing.

Consultation activities have included:

- Direct engagement and consultation with key stakeholders including:
 - In-depth interview with ATFA and Mint Floors and Shutters

- Meetings with AGWA (with over 1,000 members AGWA represents around 25% of the 4,122 businesses in the glass and glazing industry)
- Discussion with Glass and glazing employer - G. James Glass and Aluminium
- Discussion with flooring employers (Clever Choice Design Floors, Real World Epoxies, Carpet Call, Wonderfulfloor, and Paintec Group)
- IBSA reviewed the MSF Furnishing Training Package issues register to identify any stakeholders who have raised issues related to the scope of this Case for Change.
- A public consultation webpage was 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. This was promoted via email blasts to IBSA stakeholders, including training providers, State Training Authorities, associations, and industry.
- State Training Authorities distributed the draft Case for Change for review by key stakeholders in their jurisdictions.
- Each State Training Authority has been consulted and given the opportunity to provide feedback and nominate stakeholders to be included in the project consultation list.

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**.*

As outlined in Section 3.1, key industry stakeholders have provided advice on industry trends and skill needs as part of the consultation for this Case for Change. The Case for Change has been developed to reflect the input from these industry stakeholders and proposes to review and redevelop existing training package components and develop new components in response to the issues raised.

The draft Case for Change has been distributed for validation to the following stakeholders who contributed to the consultation:

- ATFA
- Mint Floors and Shutters
- Clever Choice Design Floors
- Real World Epoxies
- Carpet Call
- Wonderfulfloor
- Paintec Group
- AGWA
- G James Glass

See Letters of Support at **Attachment H** and details of issues raised by stakeholders and IRC responses at **Attachment D**.

The 2020 *IBSA Delivering modern manufacturing through a skilled workforce* webinar series featured a session for the Furnishing sectors. This was attended by industry stakeholders who highlighted future needs in the industry over the next 2-5 years. These included advances in technology and the need for an incentive program to assist manufacturers to upgrade and improve their technology. This supports the Case for Change rationale, that the flooring and glass and glazing sectors will require workers who are competent to use emerging technologies and materials.

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 includes 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 Furnishing IRC nominates Technical Advisory Committee (TAC) 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.
- 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 flooring, glass and glazing
 - 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 engagement and meetings with stakeholders, across a number of jurisdictions to collect industry intelligence to inform training package development work.
 - Completing two rounds of public consultation of draft components for review and comment; as Draft 1 and Draft 2 components.
 - Providing multiple feedback mechanisms, including emails and webinar sessions.
- 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.
- Documenting feedback received during public consultations in an Issues Register; and analysing and presenting the issues for consideration by the TAC.
- Addressing competing views through additional consultation for approval by the IRC.

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

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**.

4. Licencing or regulatory linkages

The MSF30818 Certificate III in Flooring Technology has linkages to licencing and regulatory bodies including, but not limited to:

- NSW – Better Regulation
- QLD – QBCC
- SA – Attorney General’s Department
- WA – WA Building Commission

ATFA has advised that licencing changes are currently being considered in some jurisdictions which would affect vinyl/hybrid flooring. These changes would need to be built into relevant units within the qualification. In addition, licencing or regulatory requirements may apply to the use of some units in this qualification in some jurisdictions. Local regulations should be checked for details.

No licencing, legislative, regulatory or certification requirements apply to the MSF40418 Certificate IV in Glass and Glazing at the time of publication. However, depending on the jurisdiction, licencing or regulatory requirements may apply to the use of some units in this qualification. Local regulations should be checked for details.

5. Project implementation

5.1 Prioritisation category

It is proposed that this project is progressed as a routine project. The rationale for the suggested approach to project implementation is:

- The MSF IRC Prioritisation Report (December 2020), which indicates that the MSF30818 Certificate III in Flooring Technology has been flagged to be routinely updated, and the rates of change in tasks in occupations related to these qualifications which are between 7 – 8.2%; supporting the need to update training products to ensure they meet current workplace skills needs.
- The AISC has raised the need to assess the impact of Group A deleted units on the MSF40418 Certificate IV in Glass and Glazing.
- ATFA has highlighted that the deletion of certain MSF units will result in skills and knowledge gaps within the flooring industry; the need to redevelop units to embed content from these deleted units is time sensitive.
- The majority of training products included in this Case for Change have not been reviewed for several years:
 - the qualifications last undertook a major review in 2018, and
 - of the 72 units of competency, 68 were last reviewed in 2018 and four in 2013.

5.2 Project milestones

Key project milestones include:

- AISC project approval – October 2021
- Draft 1 consultation research and analysis – December 2021
- Draft 1 consultation and stakeholder feedback– March 2022
- Stakeholder validation – April 2022 – June 2022
- Quality Assurance – July 2022
- Final consultation with states and territories – August 2022
- CfE submitted for approval – September 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 in relation to the minister's direction in 2020 to delete low use MSF units of competency.

Key flooring stakeholders have identified these units contain critical skills required for their industry and requested the following action to ensure critical skills and knowledge are not lost in the deletion:

Unit flagged for deletion	Action requested by industry
MSFFL3093 Apply emulsion wax to timber flooring	Merge with MSFFL3091 Apply oil-based coatings to timber flooring
MSFFL3097 Sand cork flooring	Merge with MSFFL3095 Fine sand timber flooring
MSFGG4010 Use glass industry data systems	Retain unit. Review and redevelop to ensure content align to current and emerging industry needs.
MSFGG4014 Operate complex glass processing plant control systems	Retain unit. Review and redevelop to ensure content align to current and emerging industry needs.
MSFGG4015 Manage glass processing plant shutdown and restart	Retain unit. Review and redevelop to ensure content align to current and emerging industry needs.
MSFGG4016 Plan and coordinate commercial glazing installations	Retain unit. Review and redevelop to ensure content align to current and emerging industry needs.

These issues will be considered as part of this project.

6. Implementing the Skills Ministers' 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 Companion Volume Implementation Guide will be updated to provide more detailed explanation of:

- Industry expectations of training delivery in the flooring and glass and glazing sectors
- How the two qualifications, and their units, align to industry's needs and work outcomes.

Ensure the training system better supports individuals to move more easily between related occupations and foster greater recognition of Skill Sets and work with industry to support their implementation

This project will update units of competency to reflect current and emerging technologies and develop industry identified Skill Sets; both of these will support workers in the flooring or glass and glazing sectors to move more easily between related occupations.

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

The development of a new unit for installation of vinyl/hybrid flooring will consider the potential for cross industry application.

This Case for Change was agreed to by the Furnishing IRC

Name of Chair

Kristian Stratton

Signature of Chair

Date

Name of Chair	Kristian Stratton
Signature of Chair	
Date	

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 <i>(endorsement date, nature of this update transition, review, establishment)</i>	Change Required
1	Flooring, glass and glazing	Qualification	MSF40418	Certificate IV in Glass and Glazing	Last major review: 03/Dec/2018 Last minor IRC update: 07/May/2020	Update
1	Flooring, glass and glazing	Qualification	MSF30818	Certificate III in Flooring Technology	Last major review: 03/Dec/2018 Last minor IRC update: 07/May/2020	Update
1	Flooring, glass and glazing	Unit	MSFDN4003	Produce patterns and templates	Reviewed: 10/Dec/2013	Update
1	Flooring, glass and glazing	Unit	MSFDN5001	Generate and transfer complex computer-aided drawings and specifications	Reviewed: 10/Dec/2013	Update
1	Flooring, glass and glazing	Unit	MSFFL2030	Receive and prepare flooring materials	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2031	Remove existing floor coverings	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2032	Select, prepare and apply moisture barriers to concrete subfloors	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2033	Install hard underlays	Reviewed: 03/Dec/2018	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review <i>(endorsement date, nature of this update transition, review, establishment)</i>	Change Required
1	Flooring, glass and glazing	Unit	MSFFL2034	Prepare subfloors with cementitious coating applications	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2035	Mechanically prepare surfaces for installation of flooring materials	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2036	Install soft carpet underlays and gripper accessories	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2037	Install unpatterned tufted carpet	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2038	Install lay flat vinyl floor coverings	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2039	Install laminate flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2040	Install engineered timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2041	Install impact and sound absorption underlay	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2042	Nail strip timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2043	Install expansion joints	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2044	Install mouldings and edge trims to timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL2045	Coarse sand timber flooring	Reviewed: 03/Dec/2018	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review <i>(endorsement date, nature of this update transition, review, establishment)</i>	Change Required
1	Flooring, glass and glazing	Unit	MSFFL3052	Plan and cost flooring technology work	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3053	Establish and maintain a safe flooring technology work environment	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3054	Assess flooring installation sites	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3055	Respond to complaints about flooring installations	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3056	Polish concrete floors	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3057	Select and fit diamond tools for concrete surface preparation and polishing	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3058	Provide advice to customers on floor coverings	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3059	Install carpet tiles	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3060	Install adhesive fixed carpet	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3061	Install commercial carpet	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3062	Install patterned and custom designed carpet	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3063	Install synthetic textile floor coverings to sports facilities and outdoor spaces	Reviewed: 03/Dec/2018	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review <i>(endorsement date, nature of this update transition, review, establishment)</i>	Change Required
1	Flooring, glass and glazing	Unit	MSFFL3064	Install carpet to custom design stairs	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3065	Install resilient tiles	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3066	Install linoleum floor coverings	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3067	Complete large scale and complex vinyl flooring installations	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3068	Install resilient floor coverings using custom designs and decorative finishes	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3069	Install rubber floor coverings	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3070	Install resilient sheet to walls	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3071	Install anti-static and conductive resilient floor coverings	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3072	Mix and apply thin-film rollcoat resin flooring systems	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3073	Mix and apply thin-film broadcast resin flooring systems	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3074	Mix and apply self-levelling resin flooring systems	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3075	Mix and apply trowel-applied resin flooring systems	Reviewed: 03/Dec/2018	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review <i>(endorsement date, nature of this update transition, review, establishment)</i>	Change Required
1	Flooring, glass and glazing	Unit	MSFFL3076	Mix and apply high-build decorative resin flooring systems	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3077	Prepare subfloors for resin flooring systems	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3078	Install direct stick timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3079	Adapt and apply custom designs to timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3080	Install timber flooring materials to stairs	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3081	Install block parquetry flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3082	Install cork tiles	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3083	Install patterned and mosaic parquetry flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3085	Install battens or plywood in preparation for strip timber	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3087	Plan and implement maintenance systems for timber, laminate and engineered flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3089	Apply solvent-based coatings to timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3090	Apply water-based coatings to timber flooring	Reviewed: 03/Dec/2018	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review <i>(endorsement date, nature of this update transition, review, establishment)</i>	Change Required
1	Flooring, glass and glazing	Unit	MSFFL3091	Apply oil-based coatings to timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3092	Apply composite-based coatings to timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3094	Apply stains and fillers to timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3095	Fine sand timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3096	Edge sand timber flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3098	Sand and fill parquetry flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3099	Apply finishes to cork flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3100	Apply densifiers and sealers to concrete surfaces	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFL3101	Install bamboo flooring	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFFT4007	Sample, inspect and test products to specifications	Reviewed:10/Dec/2013	Update
1	Flooring, glass and glazing	Unit	MSFFT4011	Purchase materials and consumables	Reviewed:10/Dec/2013	Update
1	Flooring, glass and glazing	Unit	MSFGG4009	Apply standards and codes of practice for the glass industry	Reviewed: 03/Dec/2018	Update

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review <i>(endorsement date, nature of this update transition, review, establishment)</i>	Change Required
1	Flooring, glass and glazing	Unit	MSFGG4010	Use glass industry data systems	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFGG4011	Manage glass industry production scheduling	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFGG4012	Perform laser measurement and levelling for glass windows and doors in buildings	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFGG4014	Operate complex glass processing plant control systems	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFGG4015	Manage glass processing plant shutdown and restart	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFGG4016	Plan and coordinate commercial glazing installations	Reviewed: 03/Dec/2018	Update
1	Flooring, glass and glazing	Unit	MSFXXXXXXX	Vinyl/hybrid flooring unit	N/A	New
1	Flooring, glass and glazing	Skill Set	MSFSSXXXXX	Timber flooring Skill Set	N/A	New
1	Flooring, glass and glazing	Skill Set	MSFSSXXXXX	Resin flooring installation Skill Set	N/A	New
1	Flooring, glass and glazing	Skill Set	MSFSSXXXXX	Vinyl/hybrid flooring installation Skill Set	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 (2017-2019)	Completion rates (2017-2019)	Number of RTOs delivering
Carpet Floor Preparer Timber Floor Preparers Floor Finisher and Coverer Concrete Floor Preparer Carpet Layer Resilient Floor Layer Resin Floor Finisher Timber Floor Installer Timber Floor Sander and Polisher	MSF30818 Certificate III in Flooring Technology	2235	450	8
Glazier Glass Process Supervisor	MSF40418 Certificate IV in Glass and Glazing	0* Melbourne Polytechnic has advised that there are current enrolments not yet reflected in the NCVER database.	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)
Michael Roberts	General Manager	Clever Choice Design Floors	Employer	QLD
Randy Flierman	CEO	Australasian Timber Flooring Association (ATFA)	Peak Body	National
Phil Buckley	Director	Mint Floors & Shutters	Employer	NSW
Jack Josephsen	Founder and Managing Director	Real World Epoxies	Employer	QLD
Michael Harrison	General Manager	Carpet Call	Employer	VIC
Wanda Wu	Director	Wonderfulfloor	Employer	NSW
Brendan McAuliffe	Managing Director	Paintec Group	Employer	QLD
Rachel Driessen	Director	G.James Glass and Aluminium (also a key member of Australian Glass and Window Association)	Peak Body	National
Melissa Baker	National Industry Development Manager	Australian Glass and Window Association	Peak Body	National
Donna Kennedy	Program Lead (Glass)	Melbourne Polytechnic	RTO	VIC
Mark Nicholls	Education manager	TAFENSW	RTO	NSW
Leah Simmons	Industry Relationship Lead	TAFENSW	RTO	NSW
Nathan Cook	Technical Manager	Preference Floors	Employer	VIC

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	The Furnishing IRC has identified the need to review and redevelop the MSF30818 Certificate III in Flooring Technology and MSF40418 Certificate IV in Glass and Glazing.	Develop the Case for Change on behalf of their industry.
Peak Industry Bodies	Australasian Timber and Flooring Association (ATFA) have raised several issues, outlined below, on behalf of their members:	
	<p>1.1 The need to retain critical skills included in units identified for deletion: The two units listed below, identified for deletion, include skills that need to be retained by industry:</p> <ul style="list-style-type: none"> • MSFFL3093 Apply emulsion wax to timber flooring • MSFFL3097 Sand cork flooring 	<p>Delete the two units but incorporate skills required by industry into existing units as follows:</p> <ul style="list-style-type: none"> • Incorporate critical skills from MSFFL3093 into redeveloped version of the unit MSFFL3091 - Apply oil-based coatings to timber flooring. • Incorporate critical skills from MSFFL3097 into redeveloped version of the unit MSFFL3095 - Fine sand timber flooring.
	<p>1.2 Skill gaps identified due to changed materials and practices within the flooring industry: The qualification does not provide skills in the installation of vinyl/hybrid flooring which has significantly increased in popularity since the qualification was last updated. There is a critical need to incorporate skills in:</p> <ul style="list-style-type: none"> • installation of this specific type of flooring and new technologies • Subfloor preparation and site assessment – temperature and climate checking will be needed for hybrid flooring. Suggestion to include this in the new unit and also update an existing unit to incorporate this into <i>MSFFL3054 - Assess flooring installation sites</i>. This will also serve to future-proof future products that may emerge. 	<p>Review and update the qualifications and units to support flooring employers address current skills and knowledge gaps. Including:</p> <ul style="list-style-type: none"> • Develop a new unit for installation of vinyl/hybrid flooring
	1.3 Request to update unit MSFFL3085 - Install battens or plywood in preparation for strip timber terminology	Review and update unit to better align with current industry needs or work practices

Stakeholder Type	Issues Raised	IRC's Response to Issues Raised
	1.4 Request to better articulate key soft skills (leadership and customer service skills) required in flooring job roles within existing units of competency.	<ul style="list-style-type: none"> Review the selection of native and imported units to ensure they support the new and emerging skill needs of contemporary job roles. Review and redevelop native units address current knowledge and skills gaps relating to emerging technologies, vinyl/hybrid flooring installation, and soft skills.
	1.5 There are licensing updates emerging across many jurisdictions to provide better consumer outcomes in relation to quality and safety of flooring products and the workmanship associated with such products as well as to incorporate hybrid flooring.	Develop new vinyl/hybrid flooring unit.
	1.6 Need to better align qualification with contemporary job roles and support existing workers to upskill: <ul style="list-style-type: none"> The increased demand from consumers for vinyl/hybrid flooring requires existing workers who had specialised in carpet and hardwood to upskill in installation of these new products. The vinyl/hybrid products have very different properties, methods and technologies than carpet and timber. Innovations and new materials coming into the market has highlighted the need to provide improved flexibility and pathways for workers to move across the sub-sectors and take up opportunities where work is available. 	<ul style="list-style-type: none"> Redevelop qualification structure and develop new Skill Sets to better align with contemporary job roles and support existing workers to upskill Develop Skill Sets to provide upskilling opportunities and support existing flooring installers to 'pivot' and be flexible once they enter the workforce.
	The Australian Glass and Window Association have raised several issues, outlined below, on behalf of their members:	
	1.7 Need to review and redevelop the MSF40418 Certificate IV in Glass and Glazing to address barriers to uptake, which include:	
	<ul style="list-style-type: none"> The qualification not matching with industry needs: <ul style="list-style-type: none"> key growth areas i.e. advancing technologies and energy efficient glass are not currently addressed adequately 	Redevelop MSF40418 Certificate IV in Glass and Glazing and units to include more advanced skills and address contemporary job needs

Stakeholder Type	Issues Raised	IRC's Response to Issues Raised
	<ul style="list-style-type: none"> ○ the qualification needs to map to the role of a more highly qualified glazier • The Certificate IV would not guarantee a higher salary or better job security compared to the Certificate III. As such, there is little incentive to enrol in the Certificate IV <p>This qualification is needed by industry and supports key roles e.g. salespeople, estimator, site supervisors and leading hands.</p>	
	<ul style="list-style-type: none"> • Greater preference for the Certificate III in Glass and Glazing due to: <ul style="list-style-type: none"> ○ the Certificate III being required for licensing, unlike the Certificate IV ○ employer subsidies (wage subsidies for apprentices) for the Certificate III 	<ul style="list-style-type: none"> • Improve recognition pathways from Certificate III into MSF40418 Certificate IV in Glass and Glazing
	<p>1.8 The need to retain critical industry skills related to glass and glazing units identified for deletion under the Minister's streamlining process. These units are required to maintain industry specific skills to match workplace requirements in the areas of complex glass processing, industry data and commercial glazing installations. See letter of support in Attachment G.</p>	<ul style="list-style-type: none"> • Review and redevelop units to ensure they align to current and emerging job role requirements..
<p>Employers (Non-IRC)</p>	<p>Employers provided support for issues raised by ATFA letter of support as outlined in 1.2, 1.3, 1.4, 1.5 and 1.6 above.</p>	<p>See 'IRC Response to Issues Raised' for issues 1.2, 1.3, 1.4, 1.5 and 1.6</p>
	<p>2.1 Skill gaps identified due to changed materials and practices within the flooring industry (resin flooring products and installation):</p> <ul style="list-style-type: none"> • Resin flooring products have increased in popularity and have advanced to become quite specialised in performance and capability • In recent years, there have been: <ul style="list-style-type: none"> ○ significant shifts towards the use of water-based and solventless resin technologies, and 	<ul style="list-style-type: none"> • Review and redevelop native units address current knowledge and skills gaps relating to emerging technologies, resin flooring installation, and soft skills. • Redevelop qualification structure and develop a new resin flooring installation skillset to better align with contemporary job roles and support existing workers to upskill

Stakeholder Type	Issues Raised	IRC's Response to Issues Raised
	<ul style="list-style-type: none"> ○ changes in the composition of the cementitious substrates to which the traditional solvent based and newer water-based and solvent less technologies are being applied to <p>As such, formulators and manufacturers are finding it difficult to keep up. Applicators need to know the proper testing and evaluation methods for these substrates to ensure optimum performance of their preferred installation system.</p> <ul style="list-style-type: none"> • Request for a formal foundational skill set in resin flooring installation to support this growth. The proposed benefits include greater qualification reach, more opportunities for business involvement, better quality training, help employers with staff training, and raise standards. 	
	<p>2.2 G James Glass has requested units flagged for deletion be retained to ensure industry specific skills to match workplace requirements in the areas of complex glass processing, industry data and commercial glazing installations. See letter of support in Attachment G.</p>	<p>See 'IRC Response to Issues Raised' for issue 1.8</p>
<p>Regulators</p>		
<p>Registered Training Organisations (RTOs)</p>		
<p>Training Boards/Other</p>		
<p>State and Territory Training Authorities (STAs)</p>		
<p>Unions</p>		
<p><i>Please add other categories as appropriate</i></p>		

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)
David Little	CEO	Timber & Building Materials Association (Tabma)	Peak Body	National
Janine Blake	Executive Officer	FFTITC	Peak Body	National / WA
Phil Buckley	Director	Mint Floors & Shutters	Employer	NSW
Randy Flierman	CEO	Australasian Timber Flooring Association (ATFA)	Peak body	National
Jack Josephsen	Founder and Managing Director	Real World Epoxies	Employer	QLD
Stephen Quirk		Blinds Manufacturers Association of Australia (BMAA)	Peak body	National
Hendrikus Berkers		Environmental Blinds P/L	Employer	WA
Melissa Baker	National Industry Development Manager	The Australian Glass and Window Association (AGWA)	Peak body	National
Mike Stacey		Mike Stacey Agencies	Employer	WA
Keith Phasey		NT Blinds	Employer	NT
		Décor Window & Blinds	Employer	
		Better Regulation	Regulator	NSW
		QBCC	Regulator	QLD
		Attorney General's Department	Regulator	SA
		WA Building Commission	Regulator	WA

Attachment F: Additional Data

Business data 2017-2020: Number of businesses operating at end of financial year

ANZSIC code and class		Jun-17	Jun-18	Jun-19	Jun-20
2010	Glass and Glass Product Manufacturing	646	625	618	603
3245	Glazing Services	3,293	3,395	3,483	3,519
3243	Tiling and Carpeting Services	16,094	16,680	17,278	17,633

Source: ABS, "Counts of Australian Businesses, including Entries and Exits (Operating at end of financial year)", available at <https://www.abs.gov.au/statistics/economy/business-indicators/counts-australian-businesses-including-entries-and-exits>, accessed 29/06/2021-1/7/2021

Flooring business and employment statistics

There are an estimated 17,633 businesses in the flooring industry as of June 2020¹; these businesses are listed under ANZSIC class '3243 Tiling and Carpeting Services' and the number has grown annually since 2017. The MSF30818 Certificate III in Flooring Technology provides skills for 'Floor Finishers', which total 10,700 employees as of November 2020² with a projected annual employment growth of 12.9%. Furthermore, floor finishers have been flagged on the national skills shortage list as an occupation with moderate future demand³, and the

In addition, ATFA has stated that there are 5,500 timber flooring enterprises and \$1.4bn turnover per annum; with timber floors currently representing 25% of the flooring market with this figure steadily increasing. Changing trends in architectural design have boosted the popularity of competing hardwood and other laminated wood flooring products⁴; as industry demand is growing in line with the popularity of products, it is increasing the demand for workers and apprentices. The demand for flooring apprentices and trainees is further evidenced by the MSF30818 Certificate III in Flooring Technology being available as an apprenticeship/traineeship across all states and territories (WA, SA, NT, QLD, NSW, ACT, VIC, TAS) and also eligible with JobTrainer in SA.⁵

In the December 2020 Furnishing IRC Prioritisation Report, the MSF30818 Certificate III in Flooring Technology has been flagged to be monitored for updates; as such, monitoring has identified the critical need to update existing and develop new training package components to meet industry demand.

¹ ABS, "Counts of Australian Businesses, including Entries and Exits (Operating at end of financial year)", available at <https://www.abs.gov.au/statistics/economy/business-indicators/counts-australian-businesses-including-entries-and-exits>, accessed 29/06/2021-1/7/2021

² Australian Government, "Labour Market Information Portal, Occupation Projections – five years to November 2025", available at <https://lmip.gov.au/default.aspx?LMIP/EmploymentProjections>, accessed 28/6/2021-1/7/2021.

³ National Skills Commission, "2021 Skills Priority List," available at <https://www.nationalskillscommission.gov.au/2021-skills-priority-list>, accessed on 13/7/2021

⁴ Alen Allday, "Threadbare: Increasing imports and greater substitute competition have constrained revenue growth," *IBISWorld Industry Report C1331*, March 2021, p.14.

⁵ Myskills, "MSF30818 Certificate III in Flooring Technology," available at <https://www.myskills.gov.au/courses/details?Code=MSF30818>, accessed on 13/7/2021

Glass and glazing business and employment statistics

It is estimated that the glass and glazing industry in Australia currently accounts for approximately \$4 billion in revenue, of which:

- \$2.1 billion revenue in glazing services; over the five years through 2025-26, industry revenue is forecast to rise at an annualised 1.8%, to \$2.3 billion
- \$3.5 billion revenue in glass and glazing product manufacturing, of which approximately 55.8% (\$1.9 billion) of the market segment relates to furnishing.¹

The performance of the glass and glazing industry is forecast to gradually improve over the next five years, as investment recovers in the residential building market^{2 3}; in addition, as customers increasingly demand proof of quality craftsmanship, formal accreditation is crucial for industry employees.

In the December 2020 Furnishing IRC Prioritisation Report, the MSF40418 Certificate IV in Glass and Glazing had initially been flagged for deletion due to low enrolments in recent years. However, targeted consultation with Melbourne Polytechnic (the only RTO in Australia delivering the qualification) has identified that there are current enrolments and forecasted demand for the qualification next year. As such, it is critical that the qualification is reviewed and redeveloped to ensure training is fit for purpose.

There are an estimated 4,122 businesses in the glass and glazing industry as of June 2020⁴; these businesses are predominantly listed under ANZSIC class '3245 Glazing Services'. The number of businesses in glazing services has grown annually since 2017; with 3,293 businesses in June 2017 and 3,519 in June 2020.⁵ The MSF40418 Certificate IV in Glass and Glazing provides skills for 'Glaziers', which total 8,700 employees as of November 2020⁶ with a projected annual employment growth of 8.9%.

Task rate of change

The qualifications in this Case for Change provide skills for workers in the flooring industry (which has an estimated 17,633 businesses) and the glass and glazing industry (which has an estimated 4,122 businesses) as of June 2020⁷. The qualification supports 'Floor Finishers' and 'Glaziers'; the rates of change in tasks in these occupations are 7% and 8.2% respectively. As such, it is crucial that training package components are updated in a timely manner to reflect critical job role changes needed within the flooring, glass and glazing industries.

¹ Anthony Kelly, "Heart of glass: Weak demand from key construction markets has caused revenue to shatter," *IBISWorld Industry Report C2010*, June 2021, pp.7-24.

² Ibid, p.18.

³ Anthony Kelly, "Glazing over: The outbreak of COVID-19 has reduced industry demand and revenue," *IBISWorld Industry Report E3245*, October 2020, pp.10-32

⁴ ABS, "Counts of Australian Businesses, including Entries and Exits (Operating at end of financial year)", available at <https://www.abs.gov.au/statistics/economy/business-indicators/counts-australian-businesses-including-entries-and-exits>, accessed 29/06/2021-1/7/2021

⁵ Ibid

⁶ Australian Government, "Labour Market Information Portal, Occupation Projections – five years to November 2025", available at <https://lmip.gov.au/default.aspx?LMIP/EmploymentProjections>, accessed on 28/6/2021.

⁷ Ibid

Occupation Projections to November 2025

Occupation Code	Occupation	National Skills Commission Skills Priority List		Employment level - November 2020 ('000)	National Skills Commission Projections		
		Occupations in national shortage	Future demand		Projected employment level - November 2025 ('000)	Projected employment growth - five years to November 2025	
						('000)	(%)
3331	Glaziers	Yes – national shortage	Moderate	8.7	8.6	-0.1	-1.2
3321	Floor Finishers	Yes – national shortage	Moderate	10.7	10.9	0.1	1.4

Source:

- Australian Government, "Labour Market Information Portal, Occupation Projections – five years to November 2025", available at <https://lmip.gov.au/default.aspx?LMIP/EmploymentProjections>, accessed 28/6/2021-1/7/2021.
- National Skills Commission, "2021 Skills Priority List," available at <https://www.nationalskillscommission.gov.au/2021-skills-priority-list>, accessed in July 2021

MSF IRC Prioritisation Report (December 2020) - Benchmark against prioritisation tests

Qualification		Primary occupation	Categorisation	No. people employed	% annual employment growth	% task change
MSF40418	Certificate IV in Glass and Glazing	Glaziers	Flagged for deletion	11,139	8.9%	8.2%
MSF30818	Certificate III in Flooring Technology	Floor Finisher	Monitor	11,694	12.9%	7.0%

Source: Furnishing IRC Prioritisation Report December 2020

Apprenticeship/traineeship funding¹

Qualification	States/territories where apprenticeship/ traineeship is available	States/territories where qualification is JobTrainer eligible
MSF40418 Certificate IV in Glass and Glazing	N/A	N/A
MSF30818 Certificate III in Flooring Technology	All Australian States and Territories (WA, SA, NT, QLD, NSW, ACT, VIC, TAS)	SA (Free or low-fee)

¹ Myskills, "MSF30818 Certificate III in Flooring Technology," available at <https://www.myskills.gov.au/courses/details?Code=MSF30818>, accessed on 13/7/2021

Subject enrolments 2016-2019

Unit code	Unit title	2016-19
MSFDN4003	Produce patterns and templates	55
MSFDN5001	Generate and transfer complex computer-aided drawings and specifications	75
MSFFL2030	Receive and prepare flooring materials	1,060
MSFFL2031	Remove existing floor coverings	835
MSFFL2032	Select, prepare and apply moisture barriers to concrete subfloors	65
MSFFL2033	Install hard underlays	690
MSFFL2034	Prepare subfloors with cementitious coating applications	1,165
MSFFL2035	Mechanically prepare surfaces for installation of flooring materials	320
MSFFL2036	Install soft carpet underlays and gripper accessories	610
MSFFL2037	Install unpatterned tufted carpet	900
MSFFL2038	Install lay flat vinyl floor coverings	490
MSFFL2039	Install laminate flooring	210
MSFFL2040	Install engineered timber flooring	45
MSFFL2041	Install impact and sound absorption underlay	25
MSFFL2042	Nail strip timber flooring	20
MSFFL2043	Install expansion joints	55
MSFFL2044	Install mouldings and edge trims to timber flooring	65
MSFFL2045	Coarse sand timber flooring	230
MSFFL3052	Plan and cost flooring technology work	815
MSFFL3053	Establish and maintain a safe flooring technology work environment	1210
MSFFL3054	Assess flooring installation sites	1490
MSFFL3055	Respond to complaints about flooring installations	55
MSFFL3056	Polish concrete floors	35
MSFFL3057	Select and fit diamond tools for concrete surface preparation and polishing	35
MSFFL3058	Provide advice to customers on floor coverings	30
MSFFL3059	Install carpet tiles	850

Unit code	Unit title	2016-19
MSFFL3060	Install adhesive fixed carpet	435
MSFFL3061	Install commercial carpet	185
MSFFL3062	Install patterned and custom designed carpet	265
MSFFL3064	Install carpet to custom design stairs	140
MSFFL3065	Install resilient tiles	585
MSFFL3066	Install linoleum floor coverings	70
MSFFL3067	Complete large scale and complex vinyl flooring installations	430
MSFFL3068	Install resilient floor coverings using custom designs and decorative finishes	155
MSFFL3069	Install rubber floor coverings	20
MSFFL3070	Install resilient sheet to walls	325
MSFFL3071	Install anti-static and conductive resilient floor coverings	85
MSFFL3078	Install direct stick timber flooring	115
MSFFL3080	Install timber flooring materials to stairs	45
MSFFL3081	Install block parquetry flooring	100
MSFFL3082	Install cork tiles	20
MSFFL3083	Install patterned and mosaic parquetry flooring	20
MSFFL3085	Install battens or plywood in preparation for strip timber	140
MSFFL3089	Apply solvent-based coatings to timber flooring	115
MSFFL3090	Apply water-based coatings to timber flooring	115
MSFFL3091	Apply oil-based coatings to timber flooring	30
MSFFL3094	Apply stains and fillers to timber flooring	60
MSFFL3095	Fine sand timber flooring	105
MSFFL3096	Edge sand timber flooring	80
MSFFL3100	Apply densifiers and sealers to concrete surfaces	35
MSFFL3101	Install bamboo flooring	210
MSFFT4007	Sample, inspect and test products to specifications	225
MSFFT4011	Purchase materials and consumables	35

Source: NCVER, extracted 29/06/2021 - 01/07/2021

2016-19 low/no subject enrolment units

Unit code	Unit title	Low/zero use
MSFFL3063	Install synthetic textile floor coverings to sports facilities and outdoor spaces	Low
MSFFL3072	Mix and apply thin-film rollcoat resin flooring systems	Zero
MSFFL3073	Mix and apply thin-film broadcast resin flooring systems	Zero
MSFFL3074	Mix and apply self-levelling resin flooring systems	Zero
MSFFL3075	Mix and apply trowel-applied resin flooring systems	Zero
MSFFL3076	Mix and apply high-build decorative resin flooring systems	Zero
MSFFL3077	Prepare subfloors for resin flooring systems	Zero
MSFFL3079	Adapt and apply custom designs to timber flooring	Zero
MSFFL3087	Plan and implement maintenance systems for timber, laminate and engineered flooring	Low
MSFFL3092	Apply composite-based coatings to timber flooring	Low
MSFFL3098	Sand and fill parquetry flooring	Low
MSFFL3099	Apply finishes to cork flooring	Zero
MSFGG4009	Apply standards and codes of practice for the glass industry*	Zero
MSFGG4011	Manage glass industry production scheduling	Zero
MSFGG4012	Perform laser measurement and levelling for glass windows and doors in buildings*	Zero

*The AISC has advised that units MSFGG4009 and MSFGG4012 will be retained. See **Attachment G** for more information.

Source: NCVER, extracted 29/06/2021 - 01/07/2021

Attachment G: Background information MSF40418 Certificate IV in Glass and Glazing

Confirmation of current and future enrolments in MSF40418 Certificate IV in Glass and Glazing

Melbourne Polytechnic confirmed there are current enrolments as well as future demand for the MSF40418 Certificate IV in Glass and Glazing. In addition, 19 students are currently undertaking the Certificate III in Glass and Glazing of which over 50% are expected to enrol in the Certificate IV next year.

AISC's amended advice RE MSF40418 Certificate IV in Glass and Glazing

The AISC had initially flagged the MSF40418 Certificate IV in Glass and Glazing, as well as six units in the qualification's Group A elective bank, for deletion. However, in June 2021, the AISC provided the following amended advice:

IBSA Manufacturing to retain the following two units, 'MSF4009 Apply standards and codes of practice for the glass industry' and 'MSF4012 Perform laser measurement and levelling for glass windows and doors in buildings', based on meeting two of the key criteria for retention:

- Evidence of existing enrolments in Melbourne Polytechnic's course
- Deletion rendering the overarching MSF40418 Certificate IV in Glass and Glazing unusable.

However, the AISC's original determination to delete the following four units still stands, as there is insufficient rationale for their retention at this stage:

- MSF4010 Use glass industry data systems
- MSF4014 Operate complex glass processing plant control systems
- MSF4015 Manage glass processing plant shutdown and restart
- MSF4016 Plan and coordinate commercial glazing installations

The AISC has advised IBSA Manufacturing to consider submitting a Case for Change to review the MSF40418 Certificate IV in Glass and Glazing to ensure it is fit for purpose, in light of the revised Group A.

Deleted MSF units of competency

In total, eight units within the MSF40418 Certificate IV in Glass and Glazing have been flagged for deletion by the AISC:

- Four from the Group A elective bank
- One from the Group B elective bank
- Three from the Group C elective bank.

In addition, four units within the MSF30818 Certificate III in Flooring Technology (Group D: Timber elective bank) have also been flagged for deletion. As such, there is a critical need to assess the impact of the deleted units on the two qualifications to ensure they are current and fit for purpose.

Attachment H: Letters of Support



Australasian Timber Flooring Association

Ms Demi Paris
IBSA
Level 3, 289 Wellington Pde South
East Melbourne Vic 3002
Demmi.paris@ibsa.org.au

Dear Demmi

ATFA is the peak body for the timber flooring industry throughout Australia and New Zealand, representing over 5,500 enterprises within Australia alone.

We write to express our support for the inclusion of a vinyl/hybrid flooring unit of competency to be included in the trade qualification for flooring – the 'Certificate III in Flooring Technology', specifically within the timber flooring stream. Likewise, the need for important development of Skills Sets for the Timber Flooring Industry. Two of which have been proposed.

To maintain currency with technology and market demands, the inclusion of this unit of competency will reflect the considerable market share this product within the industry now controls. With this fast introduction of the product to the market, it has highlighted considerable industry education deficiencies leading to many installation faults and subsequently costly inspections to report on rectification requirements.

Likewise, the industry is experiencing considerable skills shortages and urgently needs to fast track new people into the industry. The introduction of Skills Sets will allow industry (in conjunction with RTOs) to apply rapid training to new entrants to quickly overcome the deficiencies currently being experienced. We see Skills Sets as an excellent platform to springboard participants into further education such as the Certificate III in Flooring Technology.

We look forward to these initiatives being addressed quickly to resolve these major issues within the flooring industry.

Yours sincerely

Randy Flierman
CEO
18-Mar-2021

Ms Demi Paris
IBSA
Level 3, 289 Wellington Pde South
East Melbourne Vic 3002
Demmi.paris@ibsa.org.au

Dear Demmi

We write to express our support for the inclusion of a vinyl/hybrid flooring unit of competency to be included in the trade qualification for flooring – the 'Certificate III in Flooring Technology', specifically within the timber flooring stream. Likewise, the need for important development of Skills Sets for the Timber Flooring Industry.

To maintain currency with technology and market demands, the inclusion of this unit of competency will reflect the considerable market share this product within the industry now controls. With this fast introduction of the product to the market, it has highlighted considerable industry education deficiencies leading to many installation faults and subsequently costly inspections to report on rectification requirements.

Likewise, the industry is experiencing considerable skills shortages and urgently needs to fast track new people into the industry. The introduction of Skills Sets will allow industry (in conjunction with RTOs) to apply rapid training to new entrants to quickly overcome the deficiencies currently being experienced. We see Skills Sets as an excellent platform to springboard participants into further education such as the Certificate III in Flooring Technology.

We look forward to these initiatives being addressed quickly to resolve these major issues within the flooring industry.

Yours sincerely

Michael Roberts
General Manager
Clever Choice Design Floors

Hi Demmi,

As you may now, this is something that we have pushed for some time. Below is our case for a formal government funded skillset.

To set the background, our industry largely grew from the painting sector and the common scenario where painters were asked to paint concrete floors as a project “add on”. While there are some obvious overlaps with basic hand tools, the skills and equipment required to do floor coatings are very different and so are the business models for the operators involved.

In addition to that, the products themselves are also very different, and have advanced over the years to become quite specialised in performance and capability – so much so they are now accepted as a genuine alternative to mainstream floor coverings such as tile, timber, vinyl and carpet (hence the reason resin flooring now sits under the floor covering qualification).

A big part of this push into mainstream has been the popularity of resin flooring in areas where the traditional coverings aren't well suited, i.e. residential garages. The demand in this particular niche is strong and growing stronger, to the point where it has become the “bread and butter” for hundreds of resin flooring installers.

In Queensland, there is a requirement to be licensed with QBCC for any installation valued at over \$3300. Most residential garages are below that threshold and are done legally by unlicensed, potentially unskilled, installers; however, there are also many flooring projects done by the same installers, with the same systems, that are valued at well over \$3300. The incentives for installers/consumers to go down the QBCC licensing path are obviously not strong enough.

Adding to the challenge is the fact that the current qualification required to get a license is the FULL Cert III in Flooring Technology (Resin Flooring Stream). This qualification is very comprehensive and, for many installers, covers learning and assessment of skills they aren't likely to ever use. For example, a small operator who is set up to do flake flooring in garages, and maybe some solid colour floors in the home, is never going to tackle large commercial kitchens with falls to drains and coving, or showroom floors etc.

As an industry we have only just started taking the first steps towards becoming a professional trade. We are literally starting from zero and, although the Cert III qualification is an important foundation for our future, it does feel like we are trying to go from zero to 100 in one step.

So, with this in mind, our focus right now is how to better navigate this early phase. How do we encourage an established industry - that has existed without these things - to embrace the qualification and become formally trained so it can reach its full potential as a standalone trade?

This is the business case for developing a formal skill set.

The first proposed skill set would cover the key units from the Cert III that are required to do the bread and butter business of thin-film broadcast flooring systems. This includes:

- Assessing Installation Sites (MSFFL3054)
- Mechanically Prepare Surfaces (MSFFL2035)
- Select and Apply Moisture Barriers (MSFFL2032)
- Prepare Subfloors (MSFFL3077)

- Mix and Apply Thin-film Broadcast Systems (MSFFL3073)

Although there would be a number of small businesses that would pay for the training, we know that the best uptake will happen if we don't have a cost barrier to getting the skill set.

Therefore, the benefits for providing a funded program are:

1. **Greater reach** – we can promote the qualification to a greater range of installers that would be interested in a skill set rather than a full qualification.
2. **More involvement** - Existing business owners and their staff have an opportunity to enter the qualification process that they might not otherwise be able to consider due to financial constraints. Also, once in the system they are more likely to pursue the remaining units of the qualification.
3. **Better quality** - We can promote independent, industry-based training to support entry-level installers that are currently enrolling in inadequate manufacturer-supplied training because there is no better alternative.
4. **Help employers** – Give employers a recognised way to have their staff trained and be of higher value to them quicker. Otherwise, by the time an apprentice is assessed for the resin broadcast unit, they would've been doing broadcast floors for a number of years.
5. **Raise standards** - As there are many unskilled people trying to do resin flooring jobs under the licensing threshold, we can encourage QBCC to remove the value limit and ensure resin flooring projects are only completed by suitably trained installers.

I hope the above can help you derive a suitable business case for the funding of a resin flooring skill set. If you have any questions or would like further clarification on any topic then do not hesitate to ask.

As always...

Take Care and Keep Smiling

Jack Josephsen
M. 040 88 77 256
E. jack@realworlddepoxies.com

Ms Demi Paris
IBSA
Level 3, 289 Wellington Pde South
East Melbourne Vic 3002
Demmi.paris@ibsa.org.au

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Yours sincerely



Carpet Call - Michael Harrison
General Manager

Wonderfulfloor Pty Ltd

ABN:45167195388 www.wonderfulfloor.com.au serving industry since 1990. Experience Count

P:0295172413 F:95172436 62-66 VALLANCE ST ST MARYS NSW 2076

Ms Demi Paris

IBSA

Level 3, 289 Wellington Pde South

East Melbourne Vic 3002

Demmi.paris@ibsa.org.au

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Yours sincerely

Director. Wanda wu

From: Nathan Cook <nathan@preferencefloors.com.au>
Sent: Monday, 19 July 2021 10:28 AM
To: Phil Buckley -Mint Floors <phil@mintfloors.com.au>
Subject: Re: Hybrid

Hi Phil,

Our background. For close to 10 years, Preference Floors has been wholesaling floorboards: Engineered Timber, Bamboo, Laminate, Cork, LVT and now Hybrid-vinyls. We are now arguably the largest wholesaler of floating floorboards in Australia.

We have seen Hybrid-vinyls dramatically increase in popularity overtaking Bamboo, Cork, LVT and now even Laminates in a few short years to become our second most popular floor type.

While Hybrid-vinyls share many similarities with other floating floor types, they also have many important differences (Thermal vs moisture related expansion, greater need for substrate levelling/rigidity, different adhesives for lap joints/nosings). We have seen many teething problems with the new products largely because of a lack of knowledge with the new product and its unique limitations.

There has also been confusion over the many different types of floor that fall under the wide 'Hybrid-vinyl' category (different cores, different coatings), confusion between other vinyl types (LVT) and confusion with older generation vinyl products and with differences between manufacturers. This will probably only get more complicated as new generations of Hybrid-vinyls come out trying different materials.

Having a unit on these products will be a benefit bringing knowledge and some standardization to the industry which should reduce confusion and incorrect application.

Nathan | Technical Manager | Preference Floors | 0479 060 224

30th March 2021

To Whom It May Concern,

RE: Resin Flooring Skillset

My name is Brendan McAuliffe, I am Managing Director of Paintec Group, a South East Queensland, family-owned business involved in the formulation, manufacture and distribution of coatings and media used for Resin Flooring installations. I am writing this letter in support of the need for a specific skillset training course for these installations.

Since we first started supplying into this field there have very dramatic changes in resin technologies used as well as the composition of the substrate materials that these resins are applied to. These changes are of such magnitude that even as a formulator and manufacturer it can be difficult to keep up.

In recent years there have been tremendous shifts towards the use of water based and solventless resin technologies which are a less forgiving resin system than the traditional solvent based technologies. Due to the changes in application techniques required for these newer technologies it scares applicators off from switching to these technologies despite these new technologies offering considerable cost and time saving benefits to the applicators.

In addition, with changes in the composition of the cementitious substrates to which the traditional solvent based and newer water based and solvent less technologies are being applied to it is vital that applicators know the proper testing and evaluation methods for these substrates to ensure optimum performance of their preferred installation system.

Currently, the specification for how to use coatings in a resin flooring installation is dependant on the manufacturer/supplier of that system and, unfortunately, most of these businesses provide generic guidelines and leave it up to the applicator to troubleshoot any issues that arise.

I know of many applicators that are conducting resin flooring installations with no QBCC licence as there is quite a degree of uncertainty as to whether the licence is even required, moreover, having completed the study required for a QBCC Painting and Decorating licence I can advise that there is nothing in the curriculum that covers anything to do with resin flooring installations.

I would wholeheartedly support a specific qualification system for the installation of resin flooring systems as it serves to lift the standards of our entire industry.

Should you wish to discuss this further with me please do not hesitate to contact me.

Brendan McAuliffe
Paintec Group Pty Ltd

☎ (07) 3209 8933
📍 17 Dulwich St
Loganholme QLD 4129
☎ 0419 173 208



ATTN: Demmi Paris
IBSA Industry Partner

26th July 2021



AUSTRALIAN
GLASS & WINDOW
ASSOCIATION

Hi Demi,

AGWA would like to support the case for change application for the Certificate IV Glass and Glazing (MSF40418).

Whilst there is currently no delivery of the qualification occurring in Australia it is an important part of the training of the future leaders of our industry. A Certificate IV qualification will give career progression options for Certificate III qualified Glaziers and should be retained.

Melbourne Polytechnic has a delivery of Certificate IV Glass and Glazing scheduled for 2022 and plans to deliver MSF4012 and MSF4009 units. The other Group A Elective units should also be retained as they are required for other areas of industry. We are currently seeing a major skills shortage in the Glass and Window industry and these skills will be more and more relevant in the future. Workforce needs are changing, and these units (and the Certificate IV qualification) will be a big part of industry development over the coming years. Our industry would be placed at a significant disadvantage in the future if the qualification is deleted.

Specifically, we want to retain the following units that are proposed for deletion

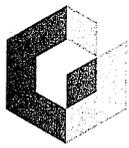
- o MSF4010 Use glass industry data systems
- o MSF4014 Operate complex glass processing plant control systems
- o MSF4015 Manage glass processing plant shutdown and restart
- o MSF4016 Plan and coordinate commercial glazing installations

On behalf of the Glass and Window industry, the AGWA supports the Case for Change application for the Certificate IV Glass and Glazing.

If you require any further information, please do not hesitate to contact me directly.

Kindest regards,

Melissa Baker
National Industry Development Manager



G.JAMES

G.James Australia Pty Ltd
ABN 47 010 823 542

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1084 Kingsford Smith Drive,
Eagle Farm Qld 4009
Phone: (07) 3877 2333
Fax: (07) 3877 2893

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QLD 4009
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Demmi Paris
Industry Partner - Furnishing Industry
Innovation & Business Skills Australia (IBSA)

Wednesday 28th July 2021

Dear Demmi,

G.James Glass and Aluminium would like to support IBSA's Case for Change application to the review the Certificate IV in Glass and Glazing (MSF40418) and the retention of units of competency proposed for deletion.

G.James is a major employer of glaziers and glass processes with over 2000 workers involved in the manufacture, fabrication and installation of glass and window and door products across Queensland, New South Wales, Victoria, Australia Capital Territory, South Australia and Western Australia. G.James employees were members of the Technical Advisory Committees involved in the initial development and last review of this qualification.

The Certificate IV in Glass and Glazing is a much needed qualification to provide structured and accredited training for key skills and critical roles including sales representatives, estimators, production planners, higher skilled (post-trade) tradespeople, project supervisors and leading hands. These roles are currently in critical supply across Australia within our industry. G.James has seen a significant increase in recruiting for these roles (specifically since January 2021) and significant increase in time to find suitable applicants – directly attributed to increased residential construction demand due to government grants and COVID-19 related restrictions. Currently within the glass and glazing industry, workers in these roles do not typically hold any formal qualifications and are reliant on their on-the-job experiences. This qualification also offers a qualification pathway for future employment and development for workers with Certificate III in Glass and Glazing outcome.

G.James has been unable to offer Certificate IV in Glass and Glazing to employees over the last few years due to competing priorities, including the major revision of the Certificate III in Glass & Glazing (apprenticeship) qualification completed in 2018, transition of existing apprentices, increased attraction and employment of new apprentices and significant business interruptions and issues due to COVID-19 during 2020 and 2021.

G.James is currently reviewing all training and development plans especially across these critical and hard to fill rolls and plans to offer this qualification from 2022 (by utilising G.James Australia RTO or partnering with other RTOs).

Specifically, the following glass and glazing specific units of competency proposed for deletion must be retained as they are essential to offering industry specific and relevant skills to match our workplace requirements for these key roles:

- MSFGG4010 Use glass industry data systems
- MSGG4014 Operate complex glass processing plant control systems
- MSFGG4015 Manage glass processing plant shutdown and restart
- MSGGG4016 Plan and coordinate commercial glazing installations

On behalf of G.James Glass and Aluminium, we request a review of the Certificate IV in Glass and Glazing and support IBSA's Case for Change to retain units of competency proposed to be deleted and retain this qualification as required to meet the current and developing training needs of the glass and glazing, windows and doors industry.

If you require any further information, or have any further questions, please do not hesitate to contact me directly.

Kind regards,

Rachel Driessen | Director | G.James Glass & Aluminium | Head Office - Administration
Ph. +61738772382 | Mob. 0419 645 262 | rachel_driessen@gjames.com.au | www.gjames.com