



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 update the following two qualifications:

- MSF30818 Certificate III in Flooring Technology
- MSF40418 Certificate IV in Glass and Glazing

The review of the above qualification will also include 30 existing units of competency and proposes to develop up to 7 new units to address issues raised by stakeholders in hybrid vinyl plank, carpet and polished concrete and terrazzo flooring.

Four new skills sets will be developed to support upskilling and reskilling of workers in industry sectors having trouble sourcing workers with the required skills.

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 update 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.)

Flooring Industry

The flooring industry sector is experiencing an increasing demand for hybrid vinyl plank, polished concrete, terrazzo 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, installation of these products is reliant on an unskilled workforce. Currently, the MSF30818 Certificate III in Flooring Technology does not include the full range of skills for installation of hybrid vinyl plank, polished concrete, terrazzo and resin flooring.

Hybrid vinyl plank flooring has very different properties and installation requirements compared to hardwood flooring, including requirements for installation, subfloor preparation and site assessment relative to temperature/climate.

Resin flooring (or epoxies) are becoming increasingly popular in areas such as residential homes and commercial construction. This is an emerging sector which also currently relies on an unqualified

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

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. Therefore, industry have requested the development of a resin skill set.

Polished concrete and terrazzo floors are a booming industry that does not have a clear training pathway to skill workers needed by industry. Polished concrete industry stakeholders have requested this skills gap be addressed by developing two new units and one new skill set and consideration of including a polished concrete stream in the MSF30818 Certificate III in Flooring Technology. This stream would include existing units of competency from MSF Furnishing and the CPC Construction and Property Services Training Packages and support and strengthen employment pathways. This will improve quality of polished concrete and terrazzo floors in Australia.

Carpet industry stakeholders have requested that all carpet units be reviewed. Specific issues have been identified by industry and training providers about previously merged carpet units of competency being difficult to implement and assess. As such, industry has requested that the skills consolidated under the merged units be separated. Based on feedback, it is anticipated that this review will result in the development of up to four new carpet units.

The workforce demand in the flooring sector indicates the need to support workers qualified in one stream to adapt and upskill in other streams where work is available. This multiskilling is particularly important to support regional, rural and remote areas. For example, carpet layers could upskill to install hybrid vinyl plank flooring products thus expanding the range of services they offer and provide skilled workers in the emerging area of demand.

In response to the above industry changes there is a need to review and update the MSF30818 Certificate III in Flooring Technology to align with current and emerging job roles. Consultation has highlighted that most of the industry do not want significant structural changes to the qualification. Therefore, the project will aim to balance the need to minimise structural change to the qualification while addressing the identified skills gaps.

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.

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

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 and assess the impact of the deleted units on the two qualifications and to ensure that essential skills are still available to industry. See section 5.3 below for more detail.

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 hybrid vinyl plank, resin, polished concrete and terrazzo.

- Skills gaps in hybrid vinyl plank 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., hybrid vinyl plank 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 the 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 and the 2021 Skills Priority List as areas 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.

Industry stakeholders have emphasised the critical need for hybrid vinyl plank flooring installation skills to be incorporated into the MSF30818 Certificate III in Flooring Technology. It is proposed that a hybrid vinyl plank flooring unit be developed for use in the timber flooring sector. In addition, the project will determine the need to incorporate hybrid vinyl plank flooring skills and knowledge into existing flooring units where required.

The demand for flooring installation and finishing is strong with an estimated 17,633 businesses in the flooring industry as of June 2020. 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. Industry stakeholders have advised there are approximately 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 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 with 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 highly 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, polished concrete/terrazzo including grouting techniques.

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 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.

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

Consultation activities have included:

- Direct engagement and consultation with key stakeholders including:
 - Meetings with industry associations:
 - Floor Covering Institute of Australia (FCIA)
 - Australian Resilient Floorcovering Association (ARFA)
 - In-depth interview with ATFA and Mint Floors and Shutters
 - Australian Glass and Window Association (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.
- Public consultation (5th August to 19th August 2021) included broad distribution of the draft Case for Change to 820 stakeholders, including training providers, State Training Authorities, associations, and industry. In addition:
 - State Training Authorities distributed the draft case for change to key stakeholders in their jurisdictions to review.
 - Public consultation webinars held:
 - Tuesday 17 August – 7 participants
 - Wednesday 18 August – 5 participants
 - The draft Case for Change webpage was viewed by 2,829 times by stakeholders.
- Following public consultation on 10th September 2021, IBSA conducted a further consultation meeting with key industry and RTO stakeholders to discuss feedback.
- Each State Training Authority has been consulted with and given the opportunity to provide feedback and nominate stakeholders to be included in the project consultation list.
 - NSW STA provided feedback which has been addressed in Attachment D.
 - There were no objections received from other STAs.

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 industry stakeholders who contributed to the consultation:

- Mint Floors and Shutters
- Clever Choice Design Floors
- Real World Epoxies
- Carpet Call
- Wonderfulfloor
- Paintec Group
- AGWA
- G James Glass
- The Australian Resilient Floor Covering Association
- Polished Concrete Council of Australia
- Australian Resilient Floorcovering Association (ARFA)
- Flooring Covering Institute of Australia Ltd (FCIA)
- Carpet Institute of Australia
- AiGroup

- Glass Inc
- Food Fibre and Timber Industries Training Council (WA) Inc. (FFTITC)

The 2020 *IBSA Delivering Modern Manufacturing through a Skilled Workforce* webinar series featured a session for the Furnishing sector. This was attended by industry stakeholders who highlighted future needs in the industry over the next two to five 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.

Although there is consensus across stakeholders of the need to incorporate skills and knowledge for installation of hybrid vinyl plank flooring into the MSF30818 Certificate III in Flooring Technology stakeholders from different industry sectors have differing views about how this should be achieved. Different options have been put forward by stakeholders which include the development of a new unit and/or incorporate skills into existing units. The project TAC will undertake further investigation and industry engagement to broker a solution. Although this Case for Change proposes the development of a new hybrid vinyl plank flooring unit, if the project TAC determine this is not required, the unit will not be developed.

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

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 and 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 licensing and regulatory bodies including, but not limited to:

- NSW – Fair Trade
- QLD – QBCC
- SA – Attorney General’s Department
- WA – WA Building Commission

There have been licensing updates in some states which need to be built into relevant units within the qualification.

Currently the qualification MSF30818 Certificate III in Flooring Technology is required to obtain license in QLD but is being introduced in SA in 2024 and VIC in 2026.

In addition, licensing or regulatory requirements may apply to the use of some units in this qualification in some jurisdictions.

No licensing, 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, licensing 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.
- Industry 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.
- Most training products included in this Case for Change were reviewed in 2018 and four units were last reviewed in 2013.

5.2 Project milestones

Key project milestones include:

- AISC project approval – November 2021
- Draft 1 consultation research and analysis – February 2022
- Draft 1 consultation and stakeholder feedback– March - April 2022
- Draft 2 stakeholder validation – June – July 2022
- Quality assurance – August 2022
- Final consultation with states and territories – September 2022
- CfE submitted for approval – November 2022

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 and glass and glazing 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 | Delete unit and merge skills to be retained with MSFFL3091 Apply oil-based coatings to timber flooring |
| MSFFL3097 Sand cork flooring | Delete unit and merge skills to be retained 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; and
- 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 initiatives 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

08/10/21

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: 08/10/2021

| 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 | 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 | 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 | MSFFL2039 | Install laminate flooring | 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 |

| 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 | MSFFL3054 | Assess flooring installation sites | 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 | 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 | Delete |
| 1 | Flooring, glass and glazing | Unit | MSFFL3064 | Install carpet to custom design stairs | Reviewed: 03/Dec/2018 | Delete |
| 1 | Flooring, glass and glazing | Unit | MSFFL3065 | Install resilient tiles | 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 | MSFFL3070 | Install resilient sheet to walls | 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 |

| 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 | MSFFL3093 | Apply emulsion wax to timber flooring | Reviewed: 03/Dec/2018 | Delete |
| 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 | MSFFL3097 | Sand cork flooring | Reviewed: 03/Dec/2018 | Delete |
| 1 | Flooring, glass and glazing | Unit | MSFGG4009 | Apply standards and codes of practice for the glass industry | Reviewed: 03/Dec/2018 | Update |
| 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 |

| 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 | MSFXXXXXXX | Hybrid vinyl plank flooring unit | N/A | New |
| 1 | Flooring, glass and glazing | Unit | MSFXXXXXXX | Custom Carpet | N/A | New |
| 1 | Flooring, glass and glazing | Unit | MSFXXXXXXX | Install carpet to stairs | N/A | New |
| 1 | Flooring, glass and glazing | Unit | MSFXXXXXXX | Install unpatterned tufted carpet | N/A | New |
| 1 | Flooring, glass and glazing | Unit | MSFXXXXXXX | Patterned carpet | N/A | New |
| 1 | Flooring, glass and glazing | Unit | MSFXXXXXXX | Mix and install thin set terrazzo | N/A | New |
| 1 | Flooring, glass and glazing | Unit | MSFXXXXXXX | Apply grouting techniques | N/A | New |
| 1 | Flooring, glass and glazing | Skill Set | MSFSSXXXXX | Timber flooring | N/A | New |
| 1 | Flooring, glass and glazing | Skill set | MSFSSXXXXX | Resin flooring installation | N/A | New |
| 1 | Flooring, glass and glazing | Skill set | MSFSSXXXXX | Hybrid vinyl plank flooring installation | N/A | New |
| 1 | Flooring, glass and glazing | Skill set | MSFSSXXXXX | Polished Concrete and Terrazzo | 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* | 0 | 1 |

* Melbourne Polytechnic has advised that there are current enrolments not yet reflected in the NCVER database.

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 |
| Dan Lovell | President | Australian Resilient Floorcovering Association (ARFA) | Peak Body | National |
| Randy Flierman | CEO | Australasian Timber Flooring Association (ATFA) | Peak Body | National |
| Garry Thomas | Acting CEO | Floor Covering Institute of Australia Ltd (FCIA) | Peak Body | National |
| Jessica Ausburn | | Polished Concrete Council of Australia | Peak Body | National |
| Wayne Lee | Queensland Industry Skills Adviser - Manufacturing | AiGroup | Peak Body | National |
| Janine Blake | Industry Consultant | Food, Fibre & Timber Industries Training Council (WA) | Incorporated Body | WA |
| Donna Kennedy | Director | Glaas Inc | Incorporated Association | VIC |
| Garry Thomas | Acting CEO | Floor Covering Institute of Australia Ltd | 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 |
| Rob McLorinan | General Manager | Armstrong Flooring | Employer | VIC |

| | | | | |
|-------------------|---------------------------------------|---|-----------------|----------|
| Brendan McAuliffe | Managing Director | Paintec Group | Employer | QLD |
| Tim Attard | Commercial Manager | Altro Flooring | Employer | VIC |
| Craig Fuller | Managing Director | Gerflor | Employer | VIC |
| Jessica Ausburn | Director | Diamond, Grinding & Polishing Specialists | Employer | VIC |
| Rob Coombs | Managing Director | Interface Australia Pty Ltd | Employer | VIC |
| Roger Blasse | Director | Pegulan Floor Coverings Pty Ltd | Employer | VIC |
| Mike Snee | Commercial Sales Director | Tarkett Australia | Employer | NSW |
| Rachel Driessen | Director | G.James Glass and Aluminium (also a key member of Australian Glass and Window Association) | Peak Body | National |
| Jack Josephsen | Founder and Managing Director | Resin Flooring Group | Employer | VIC |
| Melissa Baker | National Industry Development Manager | Australian Glass and Window Association | Peak Body | National |
| Bruce Otten | TFIA Trainer and Assessor | TFIA Flooring Technology | RTO | VIC |
| Donna Kennedy | Program Lead (Glass) | Melbourne Polytechnic | RTO | VIC |
| Mark Nicholls | Education manager | TAFENSW | RTO | NSW |
| Craig Bennett | Industry expert and trainer | National Flooring trainers Network | Trainer Network | National |
| Leah Simmons | Industry Relationship Lead | TAFENSW | RTO | NSW |
| Andrew Cartledge | Trainer and Assessor | TFIA Business Services | RTO | VIC |
| Clare Rypstra | Product Development Coordinator | TAFE NSW | RTO | NSW |
| Janine | | FFTITC | Trainer Network | WA |

| | | | | |
|----------------|---------------------------------------|--|------------|----------|
| Neil Griffiths | MSF Product Manager | TAFE NSW | RTO | NSW |
| Nathan Cook | Technical Manager | Preference Floors | Employer | VIC |
| Suzanne Seinor | Senior Program Officer | Department of Training and Workforce Development | Government | NSW |
| Wayne Lee | Industry Skills Adviser Manufacturing | Australian Industry Group | Peak Body | National |

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 | <p>Australasian Timber and Flooring Association (ATFA) have raised several issues, outlined below, on behalf of their members:</p> <p>1.1 The need to retain critical skills included in units identified for deletion:</p> <p>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>1.2 Skill gaps identified due to changed materials and practices within the flooring industry:</p> <p>The qualification does not provide skills in the installation of hybrid vinyl plank 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>a new hybrid vinyl plank flooring unit and wish to clearly specify that this is strongly required by the timber flooring sector, as it is our contractors that install this product</p> | <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>Review and update the qualifications and units to support flooring employers address current skills and knowledge gaps.</p> <p>It is proposed that a hybrid vinyl plank flooring unit is developed for use in the timber flooring sector to be included in Group D: Timber elective bank.</p> <p>Update <i>MSFFL3054 - Assess flooring installation sites</i>.</p> |

| Stakeholder Type | Issues Raised | IRC's Response to Issues Raised |
|------------------|---|---|
| | 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 |
| | <p>1.4 Request to better articulate key soft skills (leadership and customer service skills) required in flooring job roles within existing units of competency.</p> <p>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.</p> <p>1.6 Need to better align qualification with contemporary job roles and support existing workers to upskill:</p> <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"> Review the selection of native and imported units to ensure they support the new and emerging skill needs of contemporary job roles. As per 1.2 above. Develop new Skill Sets to support existing workers to upskill and support existing flooring installers to 'pivot' and be flexible once they enter the workforce. |
| | <p>Australian Resilient Floorcovering Association (ARFA)</p> <p>1.7 The skill gap related to installation of vinyl/hybrid flooring should be addressed through the upgrade of the current unit 'MSFFL3065 Install resilient tiles. This would include the latest terminology of vinyl/Hybrid planks and floating installation methodologies would reflect the evolution of this product type in the 2 years since the publication of this unit.</p> | <ul style="list-style-type: none"> As per 1.5 above, test the need to develop a vinyl/hybrid unit or expand on install resilient tiles through broader consultation during the project. Update <i>MSFFL3065 Install resilient tiles</i> |
| | Food Fibre and Timber Industries Training Council (WA) Inc. (FFTITC) | As per 1.2 above |

| Stakeholder Type | Issues Raised | IRC's Response to Issues Raised |
|------------------|---|--|
| | <p>1.8 There is overall support to include information pertaining to Vinyl/hybrid flooring in the Certificate III Floor Technology. Stakeholders have a preference to include this in a unit already existing I.e., Install Laminate Flooring MSFFL2039.</p> | <p>Update <i>MSFFL2039 Install Laminate Flooring</i></p> |
| | <p>1.10 It is also noted that a small business skillset for the flooring trade is recommended including the ability to manage a diverse workforce including young people (apprentices)</p> | <p>Consider how to incorporate business skills into the qualification and development of a skill set.</p> |
| | <p>1.11 All stakeholders are supportive of reviewing the Cert IV Glass and Glazing noting that the qualification is not on scope in WA. Stakeholders have advised that the current qualification looks suitable and confirmed that it reflects Operations Managers' job roles. However, they agree that the updates should include new products and ways of working. They confirmed that manual tasks are being digitised including compliance, job sheets, notetaking, forms, maintenance i.e. businesses are moving to a paperless workplace. As such, staff are being required to use iPads, upload photos and operate digital machine parts.</p> <p>They would like to ensure that the following is covered sufficiently in the review:</p> <p>Technical Skills</p> <ul style="list-style-type: none"> • Keeping up with changes in the industry including energy efficient glass, thermally broken frames, acoustics and general product knowledge. • Ensure Construction and installation of double glazing is covered to a high degree • Ensure commercial foaming is covered to a significant degree • A solid foundation in understanding CNC and other machinery used in glass processing • Machine maintenance, diagnostics and fixing and how this relates to space and just in time systems | <p>The qualification review will take into consideration the feedback provided by Food, Fibre & Timber Industries.</p> |

| Stakeholder Type | Issues Raised | IRC's Response to Issues Raised |
|------------------|--|--|
| | <ul style="list-style-type: none"> • CAD and design training • Comfort with technology and change <p>Managerial/Leadership Skills/HR Skills</p> <ul style="list-style-type: none"> • Adequate research, analysis and application skills • Mentoring young people and managing a diverse workforce. For example there appears to be a significant portion of the workforce where English is a second language in the glass processing area • Talent management I.e., identifying and utilising talent, getting the best out of people • Understanding of job design and retention including cross skilling of staff and identifying skill gaps • Knowledge of career development including a commitment to lifelong learning and the development of self-confidence amongst the workforce to enable workers to lean into supervisory positions. I.e. career management skills • Ability to think strategically and convert strategy into planning and action • Understanding of commercial operations • One employer believes that most of Group A units should be core | |
| | <p>Resin Flooring Group</p> <p>1.12 The current Resin Flooring stream units has been written to support any resin system. There is therefore no need to change the units to accommodate water based or solventless technology. In addition, the implementation of updated units from the 2018 qualification review has been delayed due to extension of the teach out period.</p> | <p>Resin units are not included in the scope of the Case for Change.</p> |
| | <p>1.13 The concrete polishing units were not reviewed during the 2018 qualification review</p> | <p>The project will review these.</p> |

| Stakeholder Type | Issues Raised | IRC's Response to Issues Raised |
|------------------|--|---|
| | 1.14 We have expressed the need for some government funded resin flooring skill sets but we did not see the need to review the units in order to group the existing units into skill sets | The project will develop resin skill set/s. |
| | The Australian Glass and Window Association have raised several issues, outlined below, on behalf of their members: | |
| | 1.15 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 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> | Redevelop MSF40418 Certificate IV in Glass and Glazing and units to include more advanced skills and address contemporary job needs |
| | <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 |
| | 1.16 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 | <ul style="list-style-type: none"> Review and redevelop units to ensure they align to current and emerging job role requirements. |

| Stakeholder Type | Issues Raised | IRC's Response to Issues Raised |
|------------------|--|--|
| | requirements in the areas of complex glass processing, industry data and commercial glazing installations. See letter of support in Attachment G . | |
| | <p>Polished Concrete Council of Australia</p> <p>1.17 Polished Concrete Council of Australia has requested a new stream in MSF30818 Certificate III in Flooring Technology to support skilling of workers and improve quality of polished concrete and terrazzo. The recommended units to be included in the polished concrete and terrazzo stream are taken from existing units in MSF Furnishing and CPC Construction and Property Services Training Packages are listed below:</p> <p>MSFFL3077 Prepare subfloor for resin flooring systems</p> <p>MSFFL3072 Mix and apply thin film roll coat resin flooring systems</p> <p>MSFFL3056 Polish concrete floors</p> <p>MSFFL3057 Select and fit diamond polishing tools for concrete surface preparation and polishing</p> <p>MSFFL3100 Apply densifiers and sealers to concrete surfaces</p> <p>CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry</p> <p>CPCCON- Import these units into the course</p> <p>CPCCON3044 - Apply decorative finishes to concrete</p> <p>CPCCON3046 - Repair and rectify concrete</p> <p>CPCCON3047 - Cut concrete</p> <p>Develop new units for Mix and install thin set terrazzo and Apply grouting techniques</p> | <ul style="list-style-type: none"> • Create a pathway for polished concrete and terrazzo by incorporating requested units into elective banks. • Develop new units for Mix and install thin set terrazzo and, if required, apply grouting techniques. The project will investigate if applying grout can be incorporated into the new unit Mix and install thin set terrazzo. If so, a separate Apply grouting techniques will not be developed. |
| | <p>Floor Covering Institute of Australia (FCIA)</p> <p>1.18 MSFFL2037 Install unpatterned tufted carpet - Remove stair component and include it in MSFFL3064 with amendment to title by removing the words</p> | <ul style="list-style-type: none"> • Investigate the issues related to previously consolidated units and unpack / redevelop units to ensure they are fit for purpose. |

| Stakeholder Type | Issues Raised | IRC's Response to Issues Raised |
|-------------------------------|---|---|
| | <p>"custom design". An alternative suggestion is to split the unit to 2 units (however this will create non-equivalence):</p> <ul style="list-style-type: none"> • install unpatterned tufted carpet • Install carpet to stairs <p>MSFFL3061 Install commercial carpet - Needs review – nearly impossible to assess against the existing performance evidence requirements. This is not fit for purpose. Split unit, move some elements to a new Custom carpet unit</p> <p>MSFFL3062 Install patterned and custom designed carpet - Needs review – particularly the performance evidence – this unit is not fit for purpose after an unsuccessful merge. RTOs no longer deliver the patterned unit based on the performance evidence requirements. Preferred option - break into 2 units:</p> <ol style="list-style-type: none"> 1. patterned carpet 2. custom carpet as another. | <ul style="list-style-type: none"> • Delete units MSFFL3062 Install patterned and custom designed carpet and MSFFL3064 Install carpet to custom design stairs. • Develop new units: <ul style="list-style-type: none"> ○ Custom Carpet ○ Install carpet to stairs ○ Install unpatterned tufted carpet ○ Patterned carpet |
| 2. Employers (Non-IRC) | 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. | See 'IRC Response to Issues Raised' for issues 1.2, 1.3, 1.4, 1.5 and 1.6 |
| | <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 ○ 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 | <ul style="list-style-type: none"> • Consistent with the broader stakeholder feedback that the resin units do not require updating, resin units are not included in the scope of the Case for Change. • The project will develop resin skill set/s. |

| Stakeholder Type | Issues Raised | IRC's Response to Issues Raised |
|-------------------|---|--|
| | <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. | |
| | 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 . | See 'IRC Response to Issues Raised' for issue 1.8 |
| | <p>2.3 Diamond, Grinding & Polishing Specialists</p> <p>Requested a new stream in MSF30818 Certificate III in Flooring Technology to support skilling of workers and improve quality of polished concrete and terrazzo.</p> | As per 1.9 above |
| Regulators | <p>NSW Dept of Education</p> <p>3.1 Cert IV in Glass and Glazing: NSW does not support the case. The industry association in NSW prefers to keep some of the units marked for deletion to retain people in the industry and offer pathways to a higher-level qualification. It is prepared to invest in learning materials to facilitate more enrolments and support the few RTOs who offer the qualification.</p> | The case for change supports the retention glass and glazing units marked for deletion. |
| | 3.2 Cert III in Flooring Technology: NSW recognises the need to improve the qualification but does not see it necessary to update the entire qualification, last updated in Dec 2018. The proposal to update most of the units may impose a burden on the RTOs delivering the qualification. New units can be created to address new technology instead. | The intention of the case for change is to update the qualification with minimal impact. |

| Stakeholder Type | Issues Raised | IRC's Response to Issues Raised |
|--|---|---------------------------------|
| Registered Training Organisations (RTOs) | <p>TAFE NSW</p> <p>5.1 TAFE NSW has requested that the following changes to MSF30818 Certificate III in Flooring Technology:</p> <p>Add the following three elective units to Group E to support the concrete polishing industry:</p> <p>Units to be included:</p> <p>CPCCON3044 - Apply decorative finishes to concrete</p> <p>CPCCON3046 - Repair and rectify concrete</p> <p>CPCCON3047 - Cut concrete</p> | As per 1.9 above |
| | <p>Bruce Otten, TFIA Trainer and Assessor</p> <p>5.2 A new hybrid unit to stand alone as a unit and not to merge with another.</p> | See 1.5 above |
| | <p>5.3 As discussed in the webinar the challenges we are facing for apprentices who are trying to complete their qualification in a carpet stream, there are not enough units available and this leaves a short fall of approx 4 to 5 units. If we could possibly separate some units e.g. MSFFL 2037, and 3059,3062 this would assist in the additional units. (update wording to remove reference to separate units).</p> | See 1.18 above |
| Training Boards/Other | | |
| State and Territory Training Authorities (STAs) | | |
| Unions | | |
| <i>Please add other categories as appropriate</i> | | |

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 |
| Garry Thomas | Acting CEO | Floor Covering Institute of Australia Ltd (FCIA) | Peak Body | National |
| Randy Flierman | CEO | Australasian Timber Flooring Association (ATFA) | Peak Body | National |
| Donna Kennedy | Director | Glaas Inc | Incorporated Association | VIC |
| Jack Josephsen | Founder and Managing Director | Real World Epoxies | Employer | QLD |
| Donna Kennedy | Program Lead (Glass) | Melbourne Polytechnic | RTO | VIC |
| 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 |

| Name Of Stakeholder | Title | Organisation | Organisation Type (E.G. Employer, Peak Body, Union, RTO, Regulator) | Jurisdiction/Town/City (E.G. NSW/Sydney) |
|---------------------|-------|-------------------------------|---|--|
| | | 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.

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 and 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 |
| MSFFL3063 | Install synthetic textile floor coverings to sports facilities and outdoor spaces | Low |
| 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 |
| 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 |
| MSFFL3078 | Install direct stick timber flooring | 115 |
| MSFFL3079 | Adapt and apply custom designs to timber flooring | Zero |
| 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 |
| MSFFL3087 | Plan and implement maintenance systems for timber, laminate and engineered flooring | Low |
| MSFFL3089 | Apply solvent-based coatings to timber flooring | 115 |

| Unit code | Unit title | 2016-19 |
|-----------|---|---------|
| MSFFL3090 | Apply water-based coatings to timber flooring | 115 |
| MSFFL3091 | Apply oil-based coatings to timber flooring | 30 |
| MSFFL3092 | Apply composite-based coatings to timber flooring | Low |
| MSFFL3094 | Apply stains and fillers to timber flooring | 60 |
| MSFFL3095 | Fine sand timber flooring | 105 |
| MSFFL3096 | Edge sand timber flooring | 80 |
| MSFFL3098 | Sand and fill parquetry flooring | Low |
| MSFFL3099 | Apply finishes to cork flooring | Zero |
| 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 |
| 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 |

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

Low and zero enrolment units above may not be Due to an extension to the transition period by ASQA some units updated in 2018 have not been delivered.

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

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, 'MSFGG4009 Apply standards and codes of practice for the glass industry' and 'MSFGG4012 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; and*
- *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:

- MSFGG4010 Use glass industry data systems
- MSFGG4014 Operate complex glass processing plant control systems
- MSFGG4015 Manage glass processing plant shutdown and restart
- MSFGG4016 Plan and coordinate commercial glazing installations

In light of the revised Group A, 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,

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

ATTN: Demmi Paris
IBSA Industry Partner

26th July 2021



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 MSFGG4012 and MSFGG4009 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 MSFGG4010 Use glass industry data systems
- o MSFGG4014 Operate complex glass processing plant control systems
- o MSFGG4015 Manage glass processing plant shutdown and restart
- o MSFGG4016 Plan and coordinate commercial glazing installations

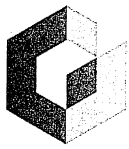
On behalf of the Glass and Window industry, the AGWA supports the Case for Change application for the Certificate IV Glass and Glazing.

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

Kindest regards,

A handwritten signature in black ink that reads 'Melissa Baker'.

Melissa Baker
National Industry Development Manager



G.JAMES

G.James Australia Pty Ltd
ABN 47 010 823 542

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

gjames.com

Postal Address
PO Box 1376
Eagle Farm BC
QLD 4009
admin@gjames.com.au

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

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



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.

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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

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

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



Carpet Call - Michael Harrison
General Manager

Dear Craig,

We at Diagrind are writing to support the inclusion of the polished concrete stream as the courses listed below into the "Certificate III in Flooring Technology";

Concrete polishing pathway In the course MSF30818

MSFFL3077 Prepare subfloor for resin flooring systems

MSFFL3072 Mix and apply thin-film roll coat resin flooring systems

MSFFL3056 Polish concrete floors

MSFFL3057 Select and fit diamond polishing tools for concrete surface preparation and polishing

MSFFL3100 Apply densifiers and sealers to concrete surfaces

CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry

CPCCCON- Import these units into the course

CPCCCON3044 - Apply decorative finishes to concrete

CPCCCON3046 - Repair and rectify concrete

CPCCCON3047 - Cut concrete

Polished concrete and terrazzo floors are currently a booming industry within Australia. It is critical that a course is available and developed to adjust for the current needs. There is a significant lack in qualified trades in this industry. Currently most tradesmen receive their training from equipment and chemical suppliers. This leads to a lot of confusion within the industry and no set standards. Every company has their own method they believe works best and anyone with significant experience and knowledge knows one type doesn't suit every application. Also technologies are constantly changing and improving with many trades being left behind.

To improve the quality within Australia the inclusion of this stream to the certificate III along with the resin flooring stream, will ensure trades can be adequately trained and licensed. Currently no license exists in Australia for polished concrete. I have had many conversations to the QBCC and Service NSW and we fall within a gap, no insurance company has a classification for this industry and no licensing body does. If you look into all the license classes polished concrete takes a little bit from a few.

First we need the education sorted, then we can work on licensing and Australian Standards. At Diagrind we have international training and licenses. We have also completed the older Cert III in flooring technology. With our almost 20yrs experience we are often called in to write reports and inspect defective works. We also advise companies and architects and create their specifications. I feel that these issues would be lessened if there was a training and licensing system created for polished concrete, terrazzo and resins. There should also be CPD points and further courses for continuing education.

Our experience when completing the Cert III in Flooring Technology was there was a significant amount of up to date information missing from the course. In its current state it doesn't provide any valuable courses for this industry. As this industry continues to grow at such a rapid rate, i am concerned if we dont address the education, training, licensing and standards soon we will continue to see faulty workmanship.

Yours Sincerely
Jessica Ausburn



Diagrind NSW

ABN: 42613118924

A: 7/10 Enterprise Close, west Gosford, NSW, 2250

E: matt@diagrind.com.au

P:0243141911



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Ms Demi Paris

IBSA

Level 3, 289 Wellington Pde South

East Melbourne Vic 3002

Demmi.paris@ibsa.org.au

Dear Demmi

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

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 been 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

