

APPENDIX C

Occupations and Qualifications in Demand Table

Road Transport



ANZSCO code	Occupation	Training Package qualification	Justification/evidence (qualitative and/or quantitative)
733111 – Truck Driver (General)	Truck Driver (General, Freight, Multi-Combination, B-Double)	<p>TLI21210 Certificate II in Driving Operations</p> <p>TLI31210 Certificate III in Driving Operations</p>	<p>With Australia’s freight task set to double by 2020, this occupation remains in demand and this is likely to continue at least in the short term.¹ An ageing workforce and challenges in attracting new entrants are the main contributing factors, despite an easing in competition with the slowdown in the mining and resource industries.²</p> <p>Broader skills such as customer service, problem solving enabling real-time action on the job, and the sustainable, safe and efficient operation of a truck as a valuable asset are increasingly sought after by employers. About 5,900 new Truck Driver jobs are forecast nationally in 2015.³</p> <p>The limited numbers of women and young people attracted to the sector have been restricting the available pool of labour.⁴ Some sections have called for Truck Drivers to be eligible for 457 Temporary Resident visas, although counter arguments have been put forward.</p> <p>Continued efforts in raising the profile of road transport, its diversity across the economy and the skill development opportunities it offers are critical in addressing the persistent negative image and attracting new entrants.</p> <p>In regions where there are higher levels of demand coupled with labour mobility, there are no guarantees of a return in training investment. Costs associated with licensing younger drivers can be prohibitive and this is a further disincentive to their recruitment.⁵</p> <p>Addressing these skill demands is becoming critical as employment is expected to grow more strongly than in the past five years as capacity is increased through more drivers and vehicles, rather than growth in the number of significantly larger vehicles.⁶</p>

<i>ANZSCO code</i>	<i>Occupation</i>	<i>Training Package qualification</i>	<i>Justification/evidence (qualitative and/or quantitative)</i>
723111 – Delivery Driver	Delivery Driver (M/R – H/R licence)	TLI21210 Certificate II in Driving Operations TLI31210 Certificate III in Driving Operations	<p>See Truck Driver comments.</p> <p>About 2,500 new Delivery Driver jobs are forecast nationally in 2015.⁷ In addition to the factors driving the demand for Truck Drivers generally, expected growth in online retail and e-commerce will continue to have a significant impact on the demand for Delivery Drivers. Suppliers are increasingly looking to delivery cost structures as a point of difference in these segments.⁸ The remuneration structures and terms of engagement of Delivery Drivers will come under increasing pressure, which could add to difficulties in attracting the new entrants required to service increasing demands.</p> <p>The increasing adoption of e-commerce platforms by Australian retailers is expected to support industry expansion in the five years through to 2018-19.⁹</p> <p>Workers will need skills to deal with evolving technology and systems and to respond to real-time data that affects performance of their role. The need for upskilling of parts of the existing workforce to address the changing skills mix is challenging.¹⁰</p> <p>For online retailers, the Delivery Driver is the last step in the sales process and quite often the only person who has a direct relationship with the customer.¹¹ Customer service skills incorporating the use of available information affecting service delivery are increasingly significant.^{12,13}</p>
731211 – Bus Driver	Bus Driver	TLI31210 Certificate III in Driving Operations	<p>Industry stakeholders report that this occupation is still in shortage.¹⁴ About 2,400 new Bus and Coach Driver jobs are forecast nationally in 2015.¹⁵</p>
731212 – Charter and Tour Bus Driver			<p>A growing workforce, rising population and increasing urban density are driving strong demand for more Bus Drivers in commuter markets.¹⁶</p> <p>Federal and state government infrastructure investment is significant across all major markets.</p>
731213 – Passenger Coach Driver			<p>Competition for skilled Bus Drivers varies in regional areas and can be particularly strong in areas affected by activity in mining and resources industries. As these industries slow, forecast increases in tourism will add to the demand for chartered services.¹⁷</p>

<i>ANZSCO code</i>	<i>Occupation</i>	<i>Training Package qualification</i>	<i>Justification/evidence (qualitative and/or quantitative)</i>
149411 – Fleet Manager	Allocator/ Scheduler		<p>The role relates to the rostering of people and the allocation of resources within projects in accordance with regulatory and budget requirements. The demands of this role are increasingly specialised including compliance systems, Chain of Responsibility, occupational health and safety systems, and fatigue management. Contingency planning and risk management are also critical aspects of this role as well as the coordination and management of people, equipment and resources for service delivery is critical to performance and profitability.¹⁸</p> <p>This role has increased in significance as supply chains have become more diverse and technologically complex.</p> <p>Industry has raised the need for the skills of schedulers to be defined in the Training Package to enable recognition of the specialised nature of the role.^{19,20}</p>
591112 – Production Clerk (Formerly Schedule Clerk), Delivery Clerk specialisation			
149413 – Transport Company Manager	Transport/ Logistics Manager (Supply Chain Management, Compliance Manager)	TLI42010 Certificate IV in Logistics TLI50410 Diploma of Logistics	<p>This occupation is in shortage and is likely to remain in demand due to the continued growth in the freight task.²¹ Transport Managers who have a supply-chain skill set and experience are highly sought after by employers across the economy.²²</p>
133611 – Supply and Distribution Manager			<p>These roles vary across organisations and depend on the nature of the transport business being conducted. Many larger firms provide a diverse range of services and subcontract the actual driving to owner-operators.²³</p> <p>Access to skilled staff, especially in fleet and supply chain management, is critical to ensure maximum capacity is used.²⁴ The skills to use the data available in problem-solving and business management functions can be complex. For example:</p> <p>Compliance systems for chain of responsibility and other regulatory requirements such as health and safety systems and fatigue management</p> <p>Interpreting real-time data to identify exceptions and ensure corrective action is taken</p> <p>Planning and predicting skills (service delivery process, fluctuations in demand etc.)</p> <p>Reporting and analytics based on vehicle optimisation data.</p> <p>Employers have identified IT and problem solving as significant skills required in their workplaces.²⁵</p>

ANZSCO code	Occupation	Training Package qualification	Justification/evidence (qualitative and/or quantitative)
242211 – Vocational Education Teacher	Workplace Trainer and Assessor – transport industry specific	<p>TLI41310 Certificate IV in Transport and Logistics (Road Transport – Heavy Vehicle Driving Instruction)</p> <p>TAE40110 Certificate IV in Training and Assessment</p>	<p>As in previous years, this is an occupation still in shortage.²⁶ According to the TLISC 2015 E-Scan RTO survey, 73.6% of respondents stated that they needed to recruit Trainers or Assessors over the past 12 months.²⁷ There were significant challenges in filling these roles due to a shortage of skilled and qualified Assessors.²⁸</p> <p>The increasing shortage is expected to have a significant impact on the Transport and Logistics Industry, as businesses will struggle to realise productivity benefits associated with upskilling if they cannot access skilled and experienced Trainers and Assessors.</p> <p>The effect of technology on vehicle operation and design emphasises the importance of up-to-date technical expertise in Trainers and Assessors as well as in the vehicles used for training and assessment purposes.²⁹</p> <p>The shortage of Trainers and Assessors for heavy vehicles and operational roles generally is due largely to the lower remuneration rates they receive compared with the income they can make by returning to a frontline role.³⁰ Employers have also noted that a good driver with the required technical skills does not automatically make an effective Trainer or Assessor. There is an opportunity cost in taking this person out of an operation and developing them into a Trainer or Assessor.³¹</p>

Road Transport endnotes

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