

NSW TRAINING MATTERS

Spring into Summer 2020

Yes, it does

Reconnecting with each other We're positive it's the way forward



While not forgetting that important word — carefully ...

Training for COVID 19 prevention and control policies is now being provided because of funding available through the NSW Government's Smart and Skilled program.

Having received some of that funding, trainers from the ACES Group took off on a ten-day regional trip covering Bourke, Dubbo, Taree, Port Macquarie and Coffs Harbour delivering the 'Comply with Infection Prevention and Control Policies and Procedures' course.

As part of the project the ACES Group worked closely with community organisations to ensure the take-up of training places. The AES (Aboriginal Employment Strategy) in Dubbo and Bourke

were a great help in encouraging participation. Three Rivers Regional Assembly (TRRA), a collective Aboriginal leadership group, also gave their support and were of great assistance in local communications.

A high level of interest was shown in the course. Nurses, carers, teachers, restaurant owners and cleaners all wanted to be involved to ensure a safer community as domestic travel and tourism increases in regional towns.

Judging by the enthusiasm of participants and feedback the ACES trainers received from the community and individual employers the NSW Government's policy of promoting training as part of the recovery process is having a positive impact.

Skilling for recovery — fee-free training

Hundreds of fee-free training courses are now available for school leavers, young people and job seekers as part of the NSW Government's Skilling for Recovery initiative.

Minister for Skills and Tertiary Education Geoff Lee said enrolments are now open for in-demand skills leading to career pathways in areas such as aged care, nursing, trades, IT, community services, logistics and accounting.

'We are not training for the sake of training, we are training for real jobs with real futures and equipping the people with the skills they need to thrive in a post-pandemic economy,' Mr Lee said. 'There are hundreds of providers right around NSW who are ready to deliver this important training.'

As part of this Skilling for Recovery initiative, school leavers have the unique opportunity to experience a range of skills to find out what suits their passions using the Summer Skills program.

Minister for Education Sarah Mitchell said some Year 12 school leavers are still deciding what they want to do next. 'We need to provide opportunities that help the 2020 Year 12 school leaver cohort to find their feet. That's why we're delivering practical, bite-sized and fee-free training opportunities this summer.'

The Summer Skills offered include agriculture, construction, conservation, fitness, engineering, coding, communication and digital literacy.

Find full details of the courses on offer at [Skilling for Recovery](#) and at the Department of Education's [Summer Skills](#) program.



Welcome to our 'Spring into Summer' edition of NSW Training Matters. The last few months have been difficult for all of us. The impact of COVID 19 has been dramatic. It has affected every aspect of our lives, and is continuing to reshape the ways we live. We are now seeing signs of a new normal. In my workplace, the City Recital Hall (CRH), we were delighted firstly with the Australian Chamber Orchestra's return to the stage with a live audience in September. This first orchestral concert in NSW was achieved with the co-operation of ACO staff and CEO Richard Evans. More recently, we have also seen the return of the Australian Brandenburg Orchestra and Musica Viva Australia to performances with live audiences at the CRH. In November, we will also welcome back concerts by Sarah Blasko, followed by Tim Freedman. The Live Performance Industry is slowly making its way back towards audience shows. The introduction of strict COVID 19 policies and procedures have been essential, and is playing an important role as we move forward. Investing in apprenticeships, creating jobs, and boosting the skills of Australians to help them get back into work is at the heart of Federal and State Government's Economic Recovery Plans for Australia. Industries under the ACFIPS umbrella share a commitment to vocational education and are determined to increase numbers of apprentices and trainees.

Tim Cramsie, Chair, ACFIPS

Commonwealth Scholarships Program for Young Australians

The Commonwealth Scholarships Program for Young Australians is now open for Round 3 applications.

The scholarships assist students living in areas identified as having high youth unemployment to earn VET qualifications in occupations that have a high demand for skilled workers. Young people aged 15 to 24 or recently exited ADF personnel can apply for the scholarship program to undertake an eligible VET-approved program at Certificate III to Advanced Diploma levels. Successful applicants can receive up to \$5000 per year in study assistance.

The NSW regions of Gosford and Grafton were two of only 10 regions chosen throughout Australia for this scheme.

'We are proud to say that we have awarded over 50 scholarships in our NSW regions. They are now all enrolled in their courses and we are currently liaising with local businesses to provide internship opportunities. Our aim now is to find potential new Scholarship applicants for Round 3 in these regions,' said Zoe Goddard, Gosford Regional Co-ordinator.

'As part of the scholarship program employers can be involved in supporting our young people by taking on an intern. This involves wage reimbursements to the intern for the 20-day internship period and the business will also receive a one-off payment of \$1500 to cover costs.

Can your business take an intern? Contact: Gosford region: zoe.goddard@busyatwork.com.au Grafton Region (includes Coffs Harbour and Clarence Valley): Jennifer.smith@busyatwork.com.au



From Grafton — Lachlan McFarlane, Certificate III in Information and Technology (top left) and Isabelle Skinner, Certificate IV in Fitness (bottom left).

From Gosford — Jarred McElligott, Certificate IV in Mental Health (top right), pictured with local NSW parliament member Liesl Tesch and Isabelle Southon, Certificate IV in Mental Health (bottom right), pictured with Zoe Goddard and local NSW parliament member Liesl Tesch.



TIME TO RE-ENGAGE

To no-one's great surprise, the impact of COVID 19 on the NSW Smart and Skilled funded vocational education sector has caused a very significant decline in commencements in 2020 across all ACFIPS business sectors.

The Information & Communications Technology sector is down by 23.9%.

The Financial Services sector is down by 36%.

The Creative Arts sector is down by 25.9%.

The Business Services sector is down by 38.3%.

The exception is Real Estate which is up by 8.9%.

Our Senior Project Officer Greg Cheetham discovers that there's reason for optimism.

While this all looks doom and gloom, there are some indicators that people are taking opportunities to learn and upgrade their skills in 2020. For example:

In Business qualifications there are more people studying Certificate IV in Business Admin, Human Resources and the Diploma Project Management.

In the Information Technology sector we have seen increased commencement in the Certificate IV in Information Technology Support and Networking, Web-based Technologies, Programming and Gaming. We have also seen a small increase in Certificate III Telecommunications Technology Apprenticeships compared to 2019.

In the Financial Services Sector, traineeships in the Certificate IV in Finance and Mortgage Broking are up 85%.

In the Property Services sector commencements in the Certificate IV Real Estate Practice has grown by 21% in 2020.

In the Creative Arts sector commencements in the Diploma and Advanced Diploma of Music Industry are up 154%

We should also recognise that not all training is funded under Smart and Skilled and so there will be a large amount of privately funded training going on that is not captured here.

Information & Communications Technology

In the Information Technology sector we have seen increased commencement in the:

- Certificate IV in Information Technology Support (up 19.2%)
- Certificate IV in Web-based Technologies (up 255%)
- Certificate IV in Information Technology Networking (up 103%)
- Certificate IV in Programming (up 108.3%)
- Certificate IV in Digital and Interactive Games (up 33%)

There has also been a small increase in commencement numbers for the Cert III Telecommunications Technology Apprenticeship: 1 January to 31 October 2019: Males 309; Females 10 — Total 319
1 January to 31 October 2020: Males 327; Females 7 — Total 334
A 4.5% increase in 2020 compared with 2019.

We believe much of this activity in the ICT sector is being driven by businesses recognising the need to change their operating models and the recognition of the opportunities in the emerg-

ing digital economy. It is noteworthy that a significant percentage of increases are all in Certificate IV level qualifications.

However, the Certificate III in Information, Digital Media and Technology remains the most popular qualification, with 1435 commencements so far the in 2020, a drop of only 10% on 2019 commencements. It is possible that this popular course will also show an increase in commencement by the end of the year. There has also been a rise of 9% in traineeships in the Certificate III in Information, Digital Media and Technology that further boosts our positive sentiment for further growth in the ICT courses.

We can remain confident that this sector will continue to drive training and employment because of:

- The growth in demand for digital technology across businesses and society.
- New sunrise industries such as robotics, AI and advanced manufacturing.
- Generational shifts in work and education delivery.
- Up-scaling the NBN with fibre-to-the-home options.

The Department of Education, Skills and Employment has funded the Digital Skills Organisation (DSO) to 'provide an innovative and world-leading approach to training and employing people in digital skills in Australia' via partnerships, projects and strategic initiatives to improve and fast track outcomes for students and employers.

The first pilot project will be to train 100 data analysts in 12 months. A competitive approach has been used to invite a diverse group of participants including employers and training bodies to develop and present innovative and experimental training solutions. The winners, and there may be more than one, will be awarded contracts to test their training solutions.

Financial Services

Commencements across all Financial Services (FNS) qualification continue to decline with one bright note in the Finance and Mortgage Broking sector. This may be driven by regulatory changes forcing Financial Planners to have a bachelor's degree plus a post graduate qualification in order to qualify for a financial planner's license as opposed to a credit license only requiring a Certificate IV



level qualification to provide a range of credit broking services, such as a mortgage broker.

The major industry sub-sectors that make up Financial Services sector — banking, insurance and superannuation — have all been hit hard by the pandemic and the social and economic lockdowns. The banks' mortgage moratorium has reduced their income streams and the business lockdowns further reduces loan repayments and business investment.

The insurance companies impacted by last summer's fire devastation are likely to experience write downs in insurance premiums because of business bankruptcies and potential payouts on business interruption insurance policies.

The superannuation industry is experiencing drains on income because reduced dividends from the negative returns from businesses, negative stock market trading conditions and superannuates drawing down their investments.

Property Services

Property Services remains the one very bright spot across ACFIPS bailiwick of industries. Overall, commencements have increased 8.9%, demonstrating the persuasive powers of regulatory change on demand for qualifications. This is also reflected in traineeship numbers with the commencements in the Certificate III in Real Estate Practice (and superseded qualifications) declining 48%, but the numbers commencing the Certificate IV Real Estate Practice has grown in real terms by 66 students or 21% in a year.

Creative Arts

The big bright spot in this industry sector is in commencements in the Diploma and Advanced Diploma of Music Industry with commencements up 154% (17 students) in the Diploma and 11 new

commencements in the Advanced Diploma in 2020. The 11 new commencements in the Advanced Diploma are the first commencements since 2017. Many of the new commencements are continuing students from the CIII rolling into the Diploma and from the Diploma into the Advanced Diploma. With the interruptions to live performance, theatre, film and television production commencements in these courses particularly in Certificate III and Certificate CIV qualifications are down 32%. Commencements across the range of available traineeships has also declined by over 36%, with Certificate III in Live Production down 40%.

Training Packages

Business Services (BSB)

At the August meeting of the Australian Industry Skills Committee the BSB Business Services Training Package Version 7.0 – Technical Skills and Business Enterprise Skills was approved for release. This was the biggest change to the training package in many years. It included the streamlining by amalgamating 66 qualifications down to 33 and the deletion of seven qualifications.

The new approved qualifications are available at training.gov.au. Details on the new qualifications can be found on the [PWC Skills for Australia](http://PWC Skills for Australia website) website.

Financial Services (FNS)

The Australian Industry Skills Committee also approved changes to the Financial Services Training Package Version 5.0 at the August meeting. These changes covered qualifications in Financial Planning, Insurance Services and Superannuation. In line with current government policy, the training package was streamlined with eight updated qualifications, one new qualification and the deletion of six qualifications. Most of the approved new qualifications



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target thin markets, with the exception of the new Certificate I and Certificate II level qualifications. In particular the FNS20120 Certificate II in Financial Services qualification is well suited for a school-based traineeship

Information and Communications Technology (ICT)

The Information and Communications Technology Training Package Version 6 was approved at the June meeting of the Australian Industry Skills Committee. Twenty-four qualifications were consolidated down to four qualifications:

- ICT30120- Certificate III in Information Technology
- ICT40120- Certificate IV in Information Technology
- ICT50120- Diploma of Information Technology
- ICT60120- Advanced Diploma of Information Technology

The qualifications have specialisations built in giving students choice across a number of industry sub sectors; for example; data management, cyber security, web development, animation and digital media et al.

The PWC Skills For Australia ICT Industry Reference Committee has recently sought feedback on the development of a new Certificate II in Applied Digital Technologies.

ACFIPS believes the revised Certificate II in Applied Digital Technologies is most suited to preparing students for work and so would be of particular value to secondary schools.

Property Services

There have been no further changes to the Real Estate qualifications in Property Services Training Package in 2020. The revised qualifications came into effect in September 2019 with an extended teach out period to September 2021.

Creative industries

The Case for Endorsement was unanimously supported by the CUA IRC in October for submission to the AISC in December. It is anticipated that it will be released after ministerial approval by mid-January. The Case for Endorsement for the proposed new Creative Arts and Culture Training Package saw changes to 50 qualifications with the creation of two new qualifications, the Diploma of Arts and Cultural Management and the Diploma of Arts and Health.

The Diploma of Arts and Cultural Management addresses the demand for higher level arts administration skills in rural and regional areas and expected skill shortages in archivists, curators and records managers. The Diploma of Arts and Health recognises the importance of qualifications for artists and health professionals, to review how to safely and inclusively work together especially in the aged care sector.

The amalgamation of the Broadcast Technology qualifications into Screen and Media recognised the significant changes across the broadcasting industry because of the disruption from new technologies and digital platforms. It recognised the skills gaps brought about by podcasting and creative content being developed and distributed across a range of digital mediums. Addressing these needs through the introduction of specialisation streams in content creation, design and production, and in radio and podcasting through new skill sets in podcasting and updated qualifications at all levels.

Find out more about CUA status at PwC's Skills for Australia website — <https://www.skillsforaustralia.com/>

CITY RECITAL HALL RE-OPENS

We are delighted to announce that City Recital Hall can host up to 600 people in our Hall and bring more live music to Sydney audiences. This is promising news for the industry and we are excited to share the upcoming concerts we will host on our stage.

Live music is a cornerstone in Sydney's cultural landscape and we look forward to bringing it to life again,

To find out more about our upcoming events (both online and in person), visit cityrecitalhall.com

**CITY
RECITAL
HALL**





The Community Media Training Organisation (CMTO) has taken on its first trainee under Smart and Skilled Entitlement Apprenticeships and Traineeships Program.

As an RTO working within Community Radio stations across the country the CMTO has undertaken this traineeship program to model to other employers in the sector how a traineeship works and how it can benefit their organisation.

CMTO has employed Tanita Razaghi (pictured), a 25-year-old volunteer at FBi Radio, as our Communications Assistant. Tanita will undertake her Certificate IV in Screen and Media Traineeship in this role, focusing on developing skills in visual production for social media, audio feature and podcast production and live event broadcasting.

The CMTO will partner with community radio stations in Sydney to offer her work-experience within stations to complete training and assessment activities, while supervising her employment and training.

This is a unique model devised by the CMTO to ensure that their trainee is properly supported in a full-time working environment while also gaining valuable on-the-job experience at stations that are largely volunteer run.

Tanita is an excellent candidate for this traineeship having some limited experience as a station volunteer and at the very beginning of her broadcasting and communications career. Tanita has a keen interest in community issues having worked in the past as an assistant project officer at the Department of Communities & Justice.

What is TPPPQ?

Tailor-made training for your business (and it's fully subsidised)

Put simply, well-trained staff are more productive, more efficient and more motivated. The Targeted Priorities Prevocational and Part Qualification (TPPPQ) program helps meet those goals through nationally recognised training packages fully customised to your business. And it's fully subsidised by the NSW Government.

The TPPPQ program is fully subsidised under Smart and Skilled, so you or your staff are not required to pay any training fees for the training. The training can only be provided by a quality training provider that has a contract to deliver Smart and Skilled funded courses. The training must lead to continued employment or further training to be approved under the TPPPQ program. Where possible, the training can be delivered at your business, so disruption is minimised.

What is a part qualification?

A part qualification is a short training program made up of a skill set or units of competency selected from nationally recognised training package qualifications. Training can be targeted to your needs and the learners only have to complete the modules they need to get the required skills. Part qualifications cover pre-vocational courses, pre-apprenticeships and pre-traineeships.

Contact your local Training Services NSW Regional Office to discuss your needs. They will also be able to find a training provider that best fits your business needs.

Central & Northern Sydney, Ph (02) 9242 1700

South & South Western Sydney, Ph (02) 8707 9600

Western Sydney & Blue Mountains, Ph (02) 9204 7400

Hunter & Central Coast, Ph (02) 4926 7300

North Coast & Mid North Coast, Ph (02) 6629 7900

New England, Ph (02) 6763 3055

Western NSW, Ph (02) 6363 9800

Riverina, Ph (02) 6937 7600

Illawarra & South East NSW, Ph (02) 4240 3700



SMART AND SKILLED ADDS SECURITY. Two security qualifications have been added to the NSW Smart and Skilled List — CPP20218, Certificate II Security Operations and CPP31318 Certificate III Security Operations. Inclusion of security qualifications on the NSW Smart and Skills List is in recognition of the need to train more trained security staff to meet metropolitan, regional and country requirements. Opportunities for employment in the security industry are available throughout NSW. Contact your local Training Services NSW Regional Office (see the list above) for more details.

Infection control is a personal responsibility — get some training now



A skills set for 'Infection prevention and control procedures to own work activities' is now available. The focus is on the individual worker and what they need to do in the workplace for infection control. It is ideally suited for individuals playing a role with others in combating to spread of the COVID 19 virus. The skills set is perfect for employers now urgently needing training in creating their specific event risk plans based on their various sector guidelines.

Already those in the Arts and Creative Industries, events and hospitality are seeing the value of having their staff trained in infection prevention and control procedures

As life starts to open up after the enforced lockdowns and restrictions of COVID 19 we must remain vigilant. The spread of the virus must be suppressed. As a community we all need to play a role in following safe practices and following procedures.

This unit describes the skills and knowledge required to undertake work activities in compliance with organisational procedures that prevent and control infection. It involves implementing standard and transmission-based precautions, identifying infection hazards, and assessing and responding to infection risks.

The unit applies to all workers required to undertake their activities in compliance with the infection prevention and control procedures in place in their workplace. Fee free training may be available.

Contact your regional office of Training Services NSW (See page 6).

Find more information at:

BSB unit: <https://training.gov.au/Training/Details/BSBWHS332X>

BSB skill set: <https://training.gov.au/Training/Details/BSBSS00095>

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ACFIPS Chair Tim Cramsie and Executive Director Max Wilson visited Port Macquarie in October. This was the first regional trip undertaken since the introduction of COVID 19 restrictions at the end of March. The October visit was important in reconnecting with a several organisations. A key objective was meeting with local arts and cultural groups, Training Services NSW and RTOs. Tim Cramsie — who is recognised for his role as a leader in training and mentoring Sydney-based Live Production trainees — also met with trainees and teachers from two Catholic Schools (Mackillop College and St. Joseph's Regional College) in Port Macquarie.



Collaboration is still with us ...

'We know there are talented students coming up through the education system and we want to work together to enable those students to find pathways that let their talents and dedication be recognised and developed.'

So said Elizabeth Henry from Slatevfx in our last issue of NSW Training Matters as she celebrated taking on her first trainee — Ashley Rome-Hinson (pictured).

Elizabeth and Slatevfx continued to support ACFIPS' efforts to promote the Certificate IV Screen and Media traineeship. Their presentation via Zoom during National Skills Weeks covered a brief introduction to the post-production landscape in Australia. There were approximately 40 students from both TVET and Diploma courses plus 39 students from six high schools.

Feedback from the presentation was very positive. The information about how the production companies often work offered really great insights for students who are serious about pursuing a career in this area.

Creative Plus Business offers a wide range of unique training programs specifically tailored to help creative people enhance their business skills. They cover the basics of business, as well as deeper dives into entrepreneurship, financial literacy, marketing, and overcoming the challenges of sustaining and growing a creative business. Their offerings are both educational and surprisingly entertaining, and specifically designed for creative learners with practical exercises, conversation, lots of pictures and laughs.

Visit <https://creativeplusbusiness.com/workshop-calendar/>



Training for Business Recovery and Sustainability

TAFE NSW is currently offering accredited and non-accredited short courses across a range of sectors to develop tailored training solutions to meet organisational needs.

All short accredited courses can be tailored and customised to satisfy client needs and can be delivered in a variety of ways. Each course can include units of competency from nationally accredited qualifications. Participants complete all aspects of the units of competency and are formally assessed against the performance and knowledge criteria.

All non-accredited courses can also be tailored and customised, and designed to satisfy the immediate skill needs of the organisation. Participants attend the prescribed sessions and engage in the learning activities, but they don't have formal assessments included.

For instance, courses are available in coaching and mentoring.

Accredited Short Courses:

- Managing Staff Performance
- Coaching & Mentoring for Performance

Non-accredited Courses:

Coaching & Mentoring for Performance
Communicate with Influence using Emotional Intelligence

Programs can be delivered via face to face workshops (COVID safe), fully online or blended (a combination of online and face to face) either on campus at TAFE NSW or on site at the client's premises.

Contact the **TAFE NSW Account Manager** for more information.

STOP PRESS: The NSW government will commit \$57.4 million in the upcoming state budget to create a new centre to give more women and mature workers access to trades training.

Start a printing apprenticeship
and one day you can:

- be a qualified printer
- be a contractor/employer
- be a business owner

Finish a Certificate III in Printing
A four-year, full-time apprenticeship
Result — you are a qualified printer

Finish a Certificate IV in Small Business
You can do that part-time while you earn money
Result — you are ready to start your own business

Roll the presses on your career now

ACFIPS Apprenticeship/Traineeship
forum



Start a real estate traineeship
and one day you can:

- be a licensed real estate professional
- be a specialist either in sales, leasing, auctioneering, etc
- be an agency/business owner

Finish a Certificate III in Property Services
A one-year, full-time traineeship
Result — you are a member of the real estate team

Finish a Certificate IV in Property Services
You can do that part-time while you earn money
Result — you can obtain a license and become a team leader
(subject to NSW Fair Trading licensing requirements)

Finish a Diploma in Property Services
You can do that part-time while you earn money
Result — you are a director or senior consultant in real estate

Let the sky be the limit for your career now

ACFIPS Apprenticeship/Traineeship
forum



Which school subjects will help smooth the future career path of your students?

These flyers list the school subjects each industry suggests are the best choices. They also sketch a possible career path.

Download for FREE from ACFIPS

Start a telecommunications apprenticeship
and one day you can:

- be a qualified technician
- be a contractor/employer
- be a business owner

Finish a Certificate III in Telecommunications
A three-year, full-time apprenticeship
Result — you are a qualified/licensed telecommunications technician

Finish a Certificate IV in Small Business
You can do that part-time while you earn money
Result — you are ready to start your own business

Follow the signals into your career now

ACFIPS Apprenticeship/Traineeship
forum



Start a finance services traineeship
and one day you could:

- be a qualified finance or mortgage broker
- be a credit manager or accounts administrator
- work in the superannuation industry

Finish a Certificate III in Financial Services
Complete a three-year traineeship
Result — in 36 months or less you are a qualified finance industry administration officer

Finish a Diploma of Accounting
You can do that part-time while you earn money
Result — you are ready to work in accounting as a tax agent or a business analyst

Follow the numbers into your career now

ACFIPS Apprenticeship/Traineeship
forum



Start a cyber security traineeship
and one day you can:

- be a qualified cyber security technician or ICT manager
- be a contractor/employer
- be a business owner

Finish a Certificate IV in Cyber Security
as part of a traineeship.
Result — you are a qualified cyber security support technician

Finish a Certificate IV in Small Business
You can do that part-time while you earn money
Result — you are ready to start your own business

Follow the pathway into your career now

ACFIPS Apprenticeship/Traineeship
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Start a business services traineeship
and one day you could be working in:

- Customer engagement services roles
- Human resource management
- A legal or medical services business

There are many streams in the Cert III in Business you can follow to achieve success — legal, medical, administration and education. Visit the Training Services NSW website for more details on the specific traineeships available.

Finish a Certificate III in Business
Complete a one-year traineeship
Result — in 12 months or less you are qualified to work in many different business related-fields

Finish a Diploma in Business
You can do that part-time while you earn money
Result — you are ready to work in human resources, project management or even international business amongst others

Pursue your career in business now

ACFIPS Apprenticeship/Traineeship
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