1. **Administrative information**

**Name of IRC:** Food, Beverage and Pharmaceuticals

**Name of SSO:** Skills Impact

This business case provides evidence of the need to review relevant Retail Baking units of competency and qualifications of the *FD10 Food Processing Training Package* to ensure industry has access to best practice occupational skills standards that support the development of new and existing staff to meet changing industry skill requirements and address the current lack of appropriately skilled qualified staff.

Currently industry has concerns regarding the skill levels of vocational education graduates. Skills of graduates need to be of a higher level to ensure new entrants to the industry are able to meet basic industry requirements. Currently there is a divide between the skill levels delivered under the *FDF10 Food Processing Training Package* and the skill level required by industry.

The proposed components that require improvement and development to ensure the training package meets industry requirements are: (See full list at Appendix A)

* 5 qualifications
* 39 units of competency
* 8 new units. Other units may be identified as a result of the review
* 1 new skill sets dependent on requirement. Additional skill sets may be identified as a result of the review.

Key stakeholders supporting this case for change are:

* Woolworths
* Baking Association of Australia
* National Baking Industry Association
* Phillippa’s
* Uncle Bob’s Bakery
* QMI Solutions
* Food and Primary Skills Victoria
* ISACNT

Description of scope of work is outlined in Part C.

1. **Why a case for change?**

During 2015 the *FDF10 Food Processing Training Package* was reviewed with the aim to meet the 2012 *Standards for Training Packages*. During this process a more comprehensive review of the Retail Baking units of competency and qualifications was undertaken with several issues remaining unresolved resulting in the training package being submitted for endorsement excluding Retail Baking.

Industry is critical of the existing units of competency and qualifications and the perceived failure to keep abreast of industry changes and deliver quality skills outcomes of new entrants.[[1]](#footnote-1) With the changing retail bread environment smaller bakeries are attempting to compete through niche sectors such as artisan bread[[2]](#footnote-2) resulting in a need for skills to address these emerging specialisations.

Essential to industry is the ability of apprentices to be capable of developing the skills required over the duration of their apprenticeship in order to satisfactory perform the responsibilities of a qualified baker; this is not currently the case. The meeting of the Retail Baking Technical Advisory Committee (TAC) on 10th October 2016 identified that:

* the current units of competency and qualifications have not undergone any significant changes since the 2003 release and as such are failing to address the changing needs of industry
* new entrants to the industry are not developing the skills required by industry
* the existing units of competency are too broad in scope and require Assessment Requirements to be more clearly defined and ‘tightened up’
* several units have the potential to be combined providing more effective skill outcomes
* the packaging rules, including current core and elective units, need to be redefined.

The need for Skills Impact to carry out work on the units to ensure they meet the 2012 Standards provides the opportunity to address a range of issues in response to industry. To reduce the administrative burden to both the Retail Baking and Vocational Education and Training sectors, the TAC has requested that in addition to making changes to lift the quality of the units and qualifications as required by the 2012 Standards and already commissioned by the department, a range of improvements should be made at the same to and be addressed in a single project. This request has been supported by the Retail Baking industry, several Sate Industry Training Advisory Boards (ITABS) and Industry Training Advisory Councils (ITACS) and is the subject of this case for change.

Clear articulation of the professional standards of performance required by industry and having those standards reflected in the occupational skills standards contained within training packages is an important part of supporting the industry to demonstrate that participants are able to be assessed and, where necessary, trained to the standards set by the industry.

1. **Outcome of the research and consultation carried out as part of this case for change**

The existing training package has five qualifications related to retail baking:

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| **Name of qualification** | **No. of RTOs** |
| FDF20510 Certificate II in Retail Baking Assistance | 27 |
| FDF30610 Certificate III in Retail Baking (Bread) | 46 |
| FDF30510 Certificate III in Retail Baking (Cake and Pastry | 35 |
| FDF30710 Certificate III in Retail Baking (Combined) | 52 |
| FDF40811 Certificate IV in Advanced Baking | 11 |

The TAC recommends that a full review of the existing units be implemented in order to:

* determine more effective construction of units which will include the combining of several units
* more clearly define the expected outcomes of the units including Elements, Performance Criteria, Performance Evidence, Knowledge Evidence and Conditions of Assessment
* redefine units within qualifications to ensure more effective alignment with job outcomes
* redefine packaging rules
* identify new units and skills sets for development.

All units of competency will be fully reviewed in this process ensuring a more robust alignment with current industry skill needs by defining a set of occupation and qualification standards addressing industry skills. New units of competency will be developed combining some existing units for example: *FDFRB3002A Produce bread dough*, *FDFRB3010A Process dough* and *FDFRB3005A Bake bread* be combined to create a new unit *FDFRBXXXXX Bake retail bread* (the name is yet to be confirmed). Other new units may be developed in order to close gaps that currently exist in the industry.

1. **Estimated impacts of proposed change**

Stakeholders have indicated the following benefits from the proposed changes:

* Skill level of Retail Baking graduates will be at the level required by employers
* Reduction in current skill shortages experienced within the industry
* Alignment between training package and current industry skill needs.

Potential impacts on training providers:

* Pedagogy to support implementation will need to be reviewed and modified
* Potential additional capital outlay to meet the conditions of assessment.

Risks of not proceeding with the project:

* Continuing skill shortages within the industry
* Graduates not being sufficiently trained to meet the skill needs of industry
* Qualifications and units of competency will not reflect the current and future needs of the industry.
* Delays in releasing fully the *FDF Food Processing Training Package* due to lack of industry support

Risks of proceeding with the project

* Differing views in industry regarding the most suitable methodology for delivering training
* Take-up of training is lower than expected.
1. **Outstanding issues**

There are no outstanding issues that will not be addressed through this review and development process.

1. **Proposed approach and estimated timeframes for undertaking development work**

Training package development and review work will follow the standard stages of project scoping, technical development, validation, final draft, quality check, validation and endorsement.

The recommended time to complete work is 8 months to the time of submission for endorsement. Initial discussions with the TAC has provided an insight into the work that is required. If this Business Case is approved the next phase will be to complete the scoping of the project and then to commence the review of existing and development of new units to be consistent with industry feedback.

The work will be informed by the existing TAC consisting of:

* Tony Smith Baking Association of Australia
* Mark Dennien National Baking Industry Association
* Ben Thompson Woolworths
* Nathan Merrett Bakers Delight
* Martin MacLennan Laucke Flour Mills
* Andrew O'Hara Phillippa's
* Brett Noy Uncle Bob's Bakery
* Janet Blythman Ellebee Exports
* Melissa Wortman Agrifoods (contracted to provide ITAB services by NSW Government)
* Duane Neill Workplace Training Strategies
* Rob Schwerdt Charles Darwin University - TAFE sector

This group will provide the subject matter expertise and appropriate coverage in determining how the Training Package can address the issues relating to poor skill outcomes currently impacting on the Retail Baking industry.

1. **Training product review status**

See Appendix A.

1. **IRC Signoff**

This business case was agreed to by

(Name of Chair) Signature of Chair

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| **Appendix A Training product review status** |
| Revised Training Package Code and Name | Revised Qualification Code and name | Revised Unit of Competency Code and Name | Revised Skill Set Code and Name | Review Status | Change Required |
| FDF Food, Beverage and Pharmaceutical Training Package | FDF30710 Certificate III in Retail Baking (Combined) |  |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package | FDF30610 Certificate III in Retail Baking (Bread) |  |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package | FDF30510 Certificate III in Retail Baking (Cake and Pastry) |  |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package | FDF Certificate IV in Advanced Baking |  |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB1001 Finish products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB2001 Form and fill pastry products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB2002 Prepare fillings |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB2003 Produce meringue-based products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB2004 Provide production assistance for bread products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB2005 Provide assistance in cake, pastry and biscuit production |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3001 Produce pastry |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3002 Produce bread dough |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3003 Produce sponge, cake and cookie batter |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3004 Decorate cakes and cookies |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3005 Bake bread |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3006 Bake sponges, cakes and cookies |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3007 Bake pastry products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3008 Store, handle and use frozen dough |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3009 Retard dough |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3010 Process dough |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3011 Diagnose and respond to product and process faults (bread) |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3012 Diagnose and respond to product and process faults (pastry, cake and cookies) |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3013 Produce artisan breads |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3014 Produce sweet yeast products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3015 Produce and decorate gateaux and tortes |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3016 Plan and schedule production for retail bakery |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB3017 Participate in product development |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB4001 Apply marketing principles to retail bakery |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB4002 Control bakery operations to meet quality and production requirements |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB4003 Apply baking science to work practices |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB4004 Produce sourdough products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB4005 Apply advanced finishing techniques for specialty cakes and desserts |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB4006 Explore and apply baking techniques to develop new products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB4007 Evaluate and assess bakery productFDFRB4008 Set up sustainable baking operations |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB4009 Coordinate material supply for baking processes |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFRB4010 Prepare plated sweets and desserts |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package | FDF20510 Certificate II in Retail Assistance |  |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFBK2003 Manufacture rye crisp breads |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFBK2004 Manufacture wafer products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFBK2001 Operate a cooling and slicing process |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFBK2005 Operate a doughnut making process |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFBK2006 Operate a griddle production process |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFBK2002 Operate a pastry forming and filling process |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | FDFBK2007 Operate a pastry production process |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | New unit Produce craft bread |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | New unit Produce cookies and biscuits |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | New unit Produce speciality bread products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | New unit Produce speciality cake products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | New unit Produce speciality pastry products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | New unit Produce savoury bread products |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | New unit Produce special occasion cakes |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  | New unit Plan schedule and produce retail baking production |  |  | 3.5 |
| FDF Food, Beverage and Pharmaceutical Training Package |  |  | New skill set Produce artisan bread |  | 3.5 |

1. Noy, B., *The Great Australian Baking Skills Scam*, Baking Business, Oct/Nov 2016, The Magazine Publishing Company, Nundah, Queensland [↑](#footnote-ref-1)
2. Food, Beverage and Pharmaceutical IRC Work Plan 2016 [↑](#footnote-ref-2)