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TEAMWORK



First Aid

Industry Reference Committee

2019 Industry Skills Forecast

DRAFT

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## Administrative Information

### Industry Reference Committee (IRC)

#### First Aid

The First Aid Industry Reference Committee (IRC) is responsible for ensuring nationally recognised competencies related to First Aid equip individuals with the skills and knowledge required to provide immediate treatment or care to a person suffering from an injury or illness, until more advanced medical treatment is provided, or the person recovers.

### Skills Service Organisation (SSO)

#### SkillsIQ Limited

SkillsIQ supports 19 IRCs representing diverse 'people-facing' sectors. These sectors provide services to people in a variety of contexts such as customer, patient or client. The IRCs are collectively responsible for overseeing the development and review of Training Package Products, including qualifications, serving the skills needs of sectors comprising almost 50 per cent of the Australian workforce.

#### SkillsIQ's Industry Reference Committees (IRCs)

- Aboriginal and Torres Strait Islander Health Worker
- Aged Services
- Ambulance and Paramedic
- Children's Education and Care
- Client Services
- Community Sector and Development
- Complementary Health
- Dental
- Direct Client Care and Support
- Disability Support
- Enrolled Nursing
- First Aid
- Local Government
- Personal Services
- Public Sector
- Sport and Recreation
- Technicians Support Services
- Tourism, Travel and Hospitality
- Wholesale and Retail Services.

*"It takes skill to make a difference.*

*We will only get skilled, valued and rounded workers when training, employee and employer are connected in their views on continuous learning."*

SkillsIQ's Cross-Sector Skills Committee

## IRC Sign-off

Sign-off of this Industry Skills Forecast and Proposed Schedule of Work has been confirmed by the First Aid Industry Reference Committee.

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**Peter LeCornu**

**Chair**

## A. Skills Forecast

### A.1 Sector Overview

#### Introduction

The First Aid sector is diverse and far-reaching, with universal application across all industries.

First Aid skills and knowledge may be required to address a range of conditions, including:<sup>1</sup>

- anaphylaxis
- acute asthma
- bites and stings
- bleeding
- burns and scalds
- cardiac arrest/heart attack
- choking
- concussion
- diabetic emergency
- dislocations
- electric shock
- epileptic seizures
- eye injuries
- febrile convulsions
- fractures and dislocations
- heat-induced conditions
- hypothermia
- poisoning
- shock
- spinal injuries
- sprains and strains
- stroke.

#### **Definitions**

**First aid:** immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers.

**First aider:** a person who has successfully completed a nationally accredited training course or an equivalent level of training that has given him or her the competencies required to administer First Aid.<sup>1</sup>

The environments in which First Aid support is applied can vary extensively as the conditions that are treated, with some main settings including:

- public spaces (e.g. parks and outdoor recreation areas, beaches)
- community activities, including events
- private residencies/homes
- workplaces
- extended care facilities
- schools.

#### Organisations Involved

Organisations that utilise First Aid include a range of public and private, small, medium and large entities, spread across the country. Some examples and counts of relevant organisation types involved in hiring workers supported by the First Aid Training Package across Australia include (2018):

- 162 nature reserves and conservation parks<sup>2</sup>
- 8,704 community associations and other interest groups (includes associations, clubs or organisations that promote community or other interests e.g. political, environmental, veteran etc.)<sup>3</sup>
- 21,041 schools (including preschool, primary, secondary, tertiary and other education)<sup>4</sup>

<sup>1</sup> St John Ambulance Australia. *First Aid Facts* [Available at: <http://stjohn.org.au/first-aid-facts>] [Accessed 20 December 2017]

<sup>2</sup> IBISWorld (2018) *Industry Report R8922 Nature Reserves and Conservation Parks in Australia* (October 2018)

<sup>3</sup> IBISWorld (2018) *Industry Report S9559 Community Associations and Other Interest Groups in Australia* (July 2018)

<sup>4</sup> IBISWorld (2018) *Industry Report P Education and Training in Australia* (September 2018)

## Stakeholders

Key stakeholders represent a range of organisations that perform a variety of strategic, regulative and operational roles in the First Aid sector. Stakeholders play an important role during Training Package reviews by supplying industry insights to ensure updates are in line with industry needs. Examples of stakeholder organisations include:

- Government departments and agencies (Commonwealth and State/Territory-based)
- Peak bodies and industry associations (i.e. across the sectors listed earlier)
- Employee associations
- Registered training organisations both public and private and their representative bodies
- Small, medium and large-sized private and public employers across metropolitan, regional, rural and remote areas, including for-profit and not-for-profit organisations.

## Challenges and Opportunities

Note: The findings are based on desk research and SkillsIQ's 2019 Future Skills Survey (conducted between November 2018 and January 2019) which has been filtered to include stakeholders from the First Aid industries only. Insights and advice from IRC members has also been used to compile and validate the information provided.

### ➤ **Government policy / legislation changes**

In January 2012, each Australian state/territory developed *Work Health and Safety* (WHS) laws to harmonise the prior *Occupational Health and Safety* (OHS) laws, under the national policy body *Safe Work Australia*. Western Australia and Victoria are yet to transition to the unified WHS laws and are still operating within their respective OHS laws.

As part of the WHS laws, *Safe Work Australia* launched a consolidated *First Aid in the Workplace Code of Practice*. The code of practice provides information to assist organisations implement a risk management approach that is appropriate for their respective workplaces.

*Safe Work Australia* does not regulate WHS practices. The Commonwealth, state and territory governments are responsible for regulating and enforcing WHS in their jurisdictions. Therefore, despite the national framework there may be variations in legal and regulatory implications between state/territory WHS laws. These state/territory variations can cause difficulty in understanding the differences between the various First Aid Training Package Products. For example, it can be difficult for employers to determine which programs are best suited to their sector and which criteria are the best indicators of programs that meet their needs.

Furthermore, there is additional ambiguity regarding 'medication administration' in a First Aid setting, which is not recognised in legislation but is sometimes required for First Aid provision.

### ➤ **Low language, literacy and numeracy skills**

Industry note there is a skills shortage within the First Aid workforce in relation to the level of language, literacy and numeracy (LLN) skills. It is important for First Aid workers to develop their LLN skills, and for First Aid trainers to provide versatile training to students with LLN needs. For example, St John Ambulance developed and implemented an online course to provide training on how RTO

trainers can best assist learners with language and literacy needs in the First Aid classroom. It is expected all trainers will have completed the program by early 2018.<sup>5</sup>

➤ **New technologies**

The advent of mobile applications (“apps”) has facilitated automation and impacted the way in which First Aid is provided. First Aid apps have been developed to assist in an emergency, providing quick and easy-to-follow instructions to provide First Aid, accompanied by video and/or image supporting material. First Aid apps allow users to conveniently access First Aid information, anytime, anywhere. However, the integrity of information provided by the variety of First Aid apps is questionable and currently not readily verified.

Although technology can aid the provision of First Aid, many practical hands-on elements remain essential to the practice of First Aid. Therefore, First Aid apps should be limited in use to *complement* First Aid training.

Vocational Education and Training (VET) Qualifications Supporting Industry

The nationally recognised VET qualifications that cater to this sector are:

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support
- HLTAID003 Provide First Aid
- HLTAID004 Provide an emergency First Aid response in an education and care setting
- HLTAID005 Provide First Aid in remote situations
- HLTAID006 Provide advanced First Aid
- HLTAID007 Provide advanced resuscitation
- HLTAID008 Manage First Aid services and resources

The HLT units are generally categorised as ‘generic units’ as, while they are housed in the HLT Health Training package, they are applicable across all industries, and are used across all training packages in the VET system (i.e. not restricted to the Health Training Package). The status of the use of HLT units across training packages is summarised in **Table 1**.

**Table 1:** Summary status of the use of the HLT units across training packages

Units	Inclusion of Unit in ...
HLTAID001 - Provide cardiopulmonary resuscitation <a href="http://training.gov.au/Training/Details/HLTAID001">http://training.gov.au/Training/Details/HLTAID001</a>	7 training packages 79 qualifications 1,040 RTOs
HLTAID002 - Provide basic emergency life support <a href="http://training.gov.au/Training/Details/HLTAID002">http://training.gov.au/Training/Details/HLTAID002</a>	8 training packages 39 qualifications 855 RTOs
HLTAID003 - Provide First Aid <a href="http://training.gov.au/Training/Details/HLTAID003">http://training.gov.au/Training/Details/HLTAID003</a>	27 training packages 422 qualifications 2,366 RTOs
HLTAID004 - Provide an emergency First Aid response in an education and care setting <a href="http://training.gov.au/Training/Details/HLTAID004">http://training.gov.au/Training/Details/HLTAID004</a>	2 training packages 4 qualifications 729 RTOs
HLTAID005 - Provide First Aid in remote situations	8 training packages

<sup>5</sup> St John Ambulance (2017) *St John Ambulance Australia Annual Report 2017*

Units	Inclusion of Unit in ...
<a href="https://training.gov.au/Training/Details/HLTAID005">https://training.gov.au/Training/Details/HLTAID005</a>	37 qualifications 525 RTOs
HLTAID006 - Provide advanced First Aid <a href="http://training.gov.au/Training/Details/HLTAID006">http://training.gov.au/Training/Details/HLTAID006</a>	9 training packages 89 qualifications 741 RTOs
HLTAID007 - Provide advanced resuscitation <a href="http://training.gov.au/Training/Details/HLTAID007">http://training.gov.au/Training/Details/HLTAID007</a>	3 training packages 11 qualifications 255 RTOs
HLTAID008 - Manage First Aid services and resources <a href="http://training.gov.au/Training/Details/HLTAID008">http://training.gov.au/Training/Details/HLTAID008</a>	4 training packages 19 qualifications 165 RTOs

Source: Training.gov.au, accessed 21 February 2019

In addition, there are First Aid units of competency in industry-specific training packages:

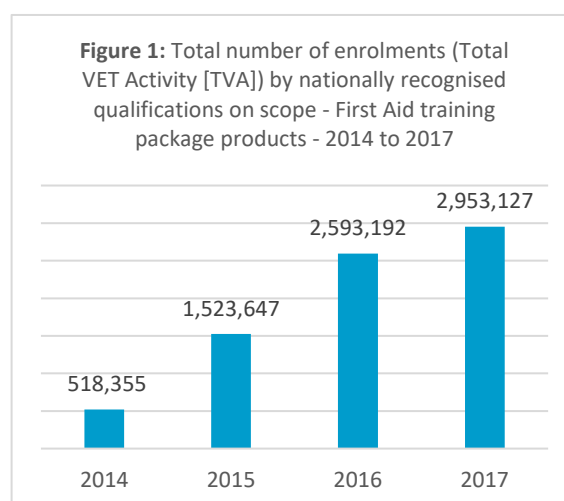
- CHCECE002 - Ensure the health and safety of children
  - AVIF0002 - Provide First Aid in an aviation environment
  - MARF013 - Provide medical First Aid on board a vessel
  - MEM13001B - Perform emergency First Aid
  - MSAPMOHS220A - Provide initial First Aid response
  - PMAWHS221 - Maintain First Aid resources and records
  - PMAWHS321 - Provide First Aid response in remote and/or isolated area
  - PMAWHS320 - Provide advanced First Aid response
  - PMAWHS420 - Develop First Aid procedures and manage resources
  - PUAEME001B - Provide emergency care (Release 3)
  - PUAEME002C - Manage injuries at emergency incident (Release 2)
  - PUAEME003C - Administer oxygen in an emergency situation (Release 2)
  - PUAEME004A - Provide emergency care for suspected spinal injury (Release 3)
  - PUAEME005A - Provide pain management (Release 3)
  - RIIEER205D - Apply initial response First Aid
  - SISOOPS305A - Provide First Aid in a remote location
  - UETTDRRF06B Perform rescue from a live LV panel
  - UEENEEE101A - Apply Occupational Health and Safety regulations, codes and practices in the workplace
  - UETTDRRF10B - Provide First Aid in an ESI\* environment
- Note:** \*Electricity Supply Industry.

## Enrolments and Completions

In 2017, there were just over **2,953,127 enrolments** across all VET qualifications catered for by the First Aid Training Package Products. This represents an increase of 14% (equivalent to 359,935 enrolments) from the previous year (see **Figure 1**).

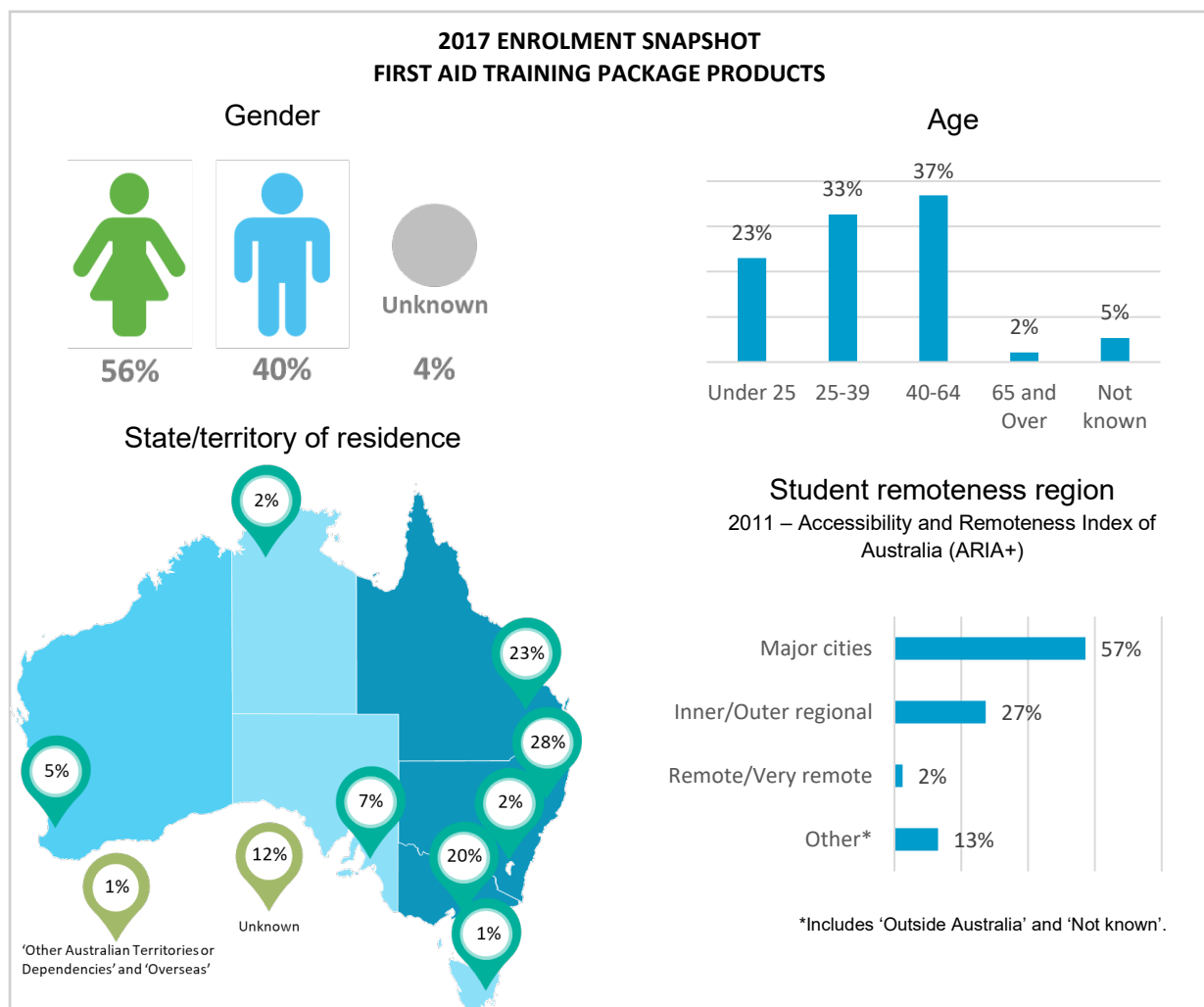
The most popular qualifications in 2017 were:

- HLTAID001 - Provide cardiopulmonary resuscitation (1,284,017 enrolments)
- HLTAID003 - Provide first aid (909, 954 enrolments).



Source: NCVET VOCSTATS, Program enrolments 2014-2017

A snapshot of key traits of the *HLT Training Package - First Aid* enrolments for 2017 is provided below, followed by a breakdown of enrolments and completions for individual qualifications (see **Table 2 and 3**).



**Source:** NCVER VOCSTATS (Program enrolments 2017 by various breakdowns)

**General notes on statistics:**

1. Enrolment data is sourced from NCVER VOCSTATS (subject enrolments 2014 – 2017), accessed August 2018.
2. It is important to note that not all training providers were required to submit enrolment and completion data at the time of collection, and some figures presented may therefore under-represent the true count of enrolments and completions for a qualification. From 2018, **all** training providers are required to submit data, and current discrepancies noted in the national NCVER figures versus actual attendance should therefore be minimal in future releases. The data presented in this report is shown for indicative purposes.
3. Figures reflect public and private RTO data.



**Table 2:** Total number of enrolments (Total VET Activity, [TVA]) by nationally recognised qualifications on scope – HLT First Aid units of competency, 2014-2017

First Aid Units (HLT)	2014	2015	2016	2017	Total
HLTAID001 - Provide cardiopulmonary resuscitation	173,062	599,807	1,104,044	1,284,017	3,160,934
HLTAID002 - Provide basic emergency life support	33,943	206,469	465,815	568,259	1,274,484
HLTAID003 - Provide first aid	243,888	573,830	839,482	909,954	2,567,144
HLTAID004 - Provide an emergency first aid response in an education and care setting	53,428	108,664	127,736	132,188	422,013
HLTAID005 - Provide first aid in remote situations	997	2,841	4,634	4,902	13,375
HLTAID006 - Provide advanced first aid	5,477	10,500	16,216	15,297	47,492
HLTAID007 - Provide advanced resuscitation	6,575	19,716	31,667	33,513	91,468
HLTAID008 - Manage first aid services and resources	985	1,820	3,598	4,997	11,398

Source: NCVET VOCSTATS, accessed May 2019

**Table 3:** Total number of completions (Total VET Activity, [TVA]) by nationally recognised qualifications on scope – HLT First Aid units of competency, 2014-2017

First Aid Units (HLT)	2014	2015	2016	2017	Total
HLTAID001 - Provide cardiopulmonary resuscitation	171,274	586,319	1,079,466	1,268,712	3,105,771
HLTAID002 - Provide basic emergency life support	33,157	203,544	458,233	560,134	1,255,068
HLTAID003 - Provide first aid	225,797	530,717	783,339	858,376	2,398,229
HLTAID004 - Provide an emergency first aid response in an education and care setting	44,470	89,802	105,302	115,222	354,796
HLTAID005 - Provide first aid in remote situations	991	2,569	4,382	4,591	12,533
HLTAID006 - Provide advanced first aid	4,795	8,833	13,823	14,259	41,710
HLTAID007 - Provide advanced resuscitation	6,458	18,988	30,801	32,559	88,806
HLTAID008 - Manage first aid services and resources	971	1,701	3,366	4,621	10,659

Source: NCVET VOCSTATS, accessed May 2019

## A.2 Employment and Skills Outlook Overview

### First Aid Related Incidences

Note: First Aid training can be applied in a range of environments, by a range of individuals including a remunerated or volunteer workforce. To display the significance of the First Aid Training Package for the Australian population, the following data is presented to showcase the scope and significance of First Aid.

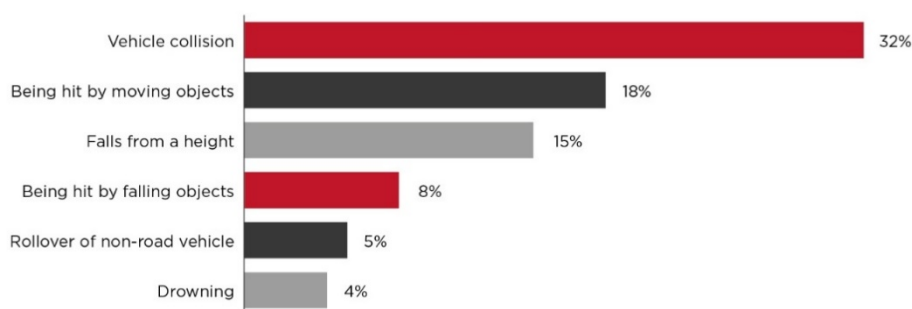
In 2018, St John Ambulance Australia treated 129,674 people at public events<sup>6</sup>, and in 2017-18 volunteer surf lifesavers were involved in providing 65,296 **first aid treatments** to the beach-going public across Australia.<sup>7</sup>

### Workplace Incidences

Safe Work Australia provides annual data relating to WHS. The following statistics are based on workers' compensation data and illustrate the nature of workplace injuries (see **Figure 2**). Most of the injuries would require First Aid treatment. However, First Aid providers can have a role in much broader range of circumstances and contexts. For example, the Safe Work statistics do not capture First Aid provided in relation to illness, disease, allergies and health and welfare issues outside of the workplace. Broader data can be used with the following statistics to compile a more representative indication of the application of First Aid.

**Figure 2: Work-related injury fatalities by mechanism of fatal injury, 2017<sup>8</sup>**

Note: Only mechanisms accounting for 5 per cent or more of fatalities are included.



**Table 4: Work-related injury fatalities by mechanism of fatal injury, 2017<sup>9</sup>**

Mechanism of incident	Number of fatalities	% of injury fatalities
Vehicle collision	60	32%
Being hit by moving objects	35	18%
Falls from a height	28	15%
Being hit by falling objects	15	8%
Roll over of non-road vehicle	10	5%
Drowning	8	4%
Other mechanisms	34	18%
Total	190	100%

<sup>6</sup> St John Ambulance. *2018 Annual Report* [Available at: [https://stjohn.org.au/assets/uploads/annual%20reports/2018\\_Annual\\_Report.pdf](https://stjohn.org.au/assets/uploads/annual%20reports/2018_Annual_Report.pdf)] [Accessed 13 May 2019]

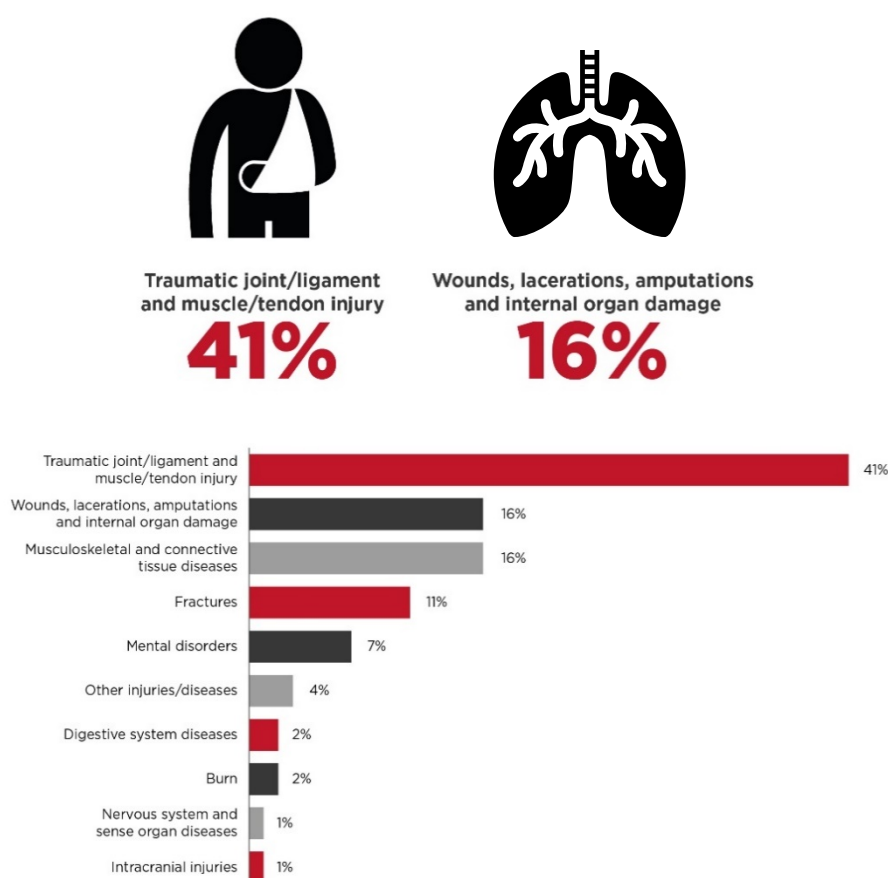
<sup>7</sup> Surf Life Saving Australia (2018) *Annual Report 2017-18* [Available at: [https://issuu.com/surflifesavingaustralia/docs/slsa\\_annual-report-2018\\_lr](https://issuu.com/surflifesavingaustralia/docs/slsa_annual-report-2018_lr)] [Accessed 19 April 2019]

<sup>8</sup> Safe Work Australia (2018) *Work-related injury fatalities – Key WHS statistics Australia 2018* [Available at: <https://www.safeworkaustralia.gov.au/book/work-related-injury-fatalities-key-whs-statistics-australia-2018>] [Accessed 18 April 2019]

<sup>9</sup> Safe Work Australia (2018) *Work-related injury fatalities – Key WHS statistics Australia 2018* [Available at: <https://www.safeworkaustralia.gov.au/book/work-related-injury-fatalities-key-whs-statistics-australia-2018>] [Accessed 18 April 2019]

**Figure 3: Serious claims by nature of injury/disease per cent, 2016-17<sup>\*10</sup>**

\*preliminary data subject to revision in subsequent years as further claims are finalised.



**Table 5: Serious claims by nature of injury/disease, 2016-17<sup>11</sup>**

Nature of injury/disease (1-digit)	Total	Per cent
Traumatic joint/ligament and muscle/tendon injury	43,930	41%
Wounds, lacerations, amputations and internal organ damage	16,690	16%
Musculoskeletal and connective tissue diseases	16,595	16%
Fractures	11,485	11%
Mental disorders	7,165	7%
Other injuries/diseases	4,535	4%
Digestive system diseases	2,215	2%
Burn	1,620	2%
Nervous system and sense organ diseases	1,095	1%
Intracranial injuries	930	1%
<b>Total</b>	<b>106,260</b>	<b>100%</b>

<sup>10</sup> Safe Work Australia (2018) *Work-related injury and disease – Key WHS statistics Australia 2018* [Available at: <https://www.safeworkaustralia.gov.au/book/work-related-injury-and-disease-key-whs-statistics-australia-2018>] [Accessed 18 April 2019]

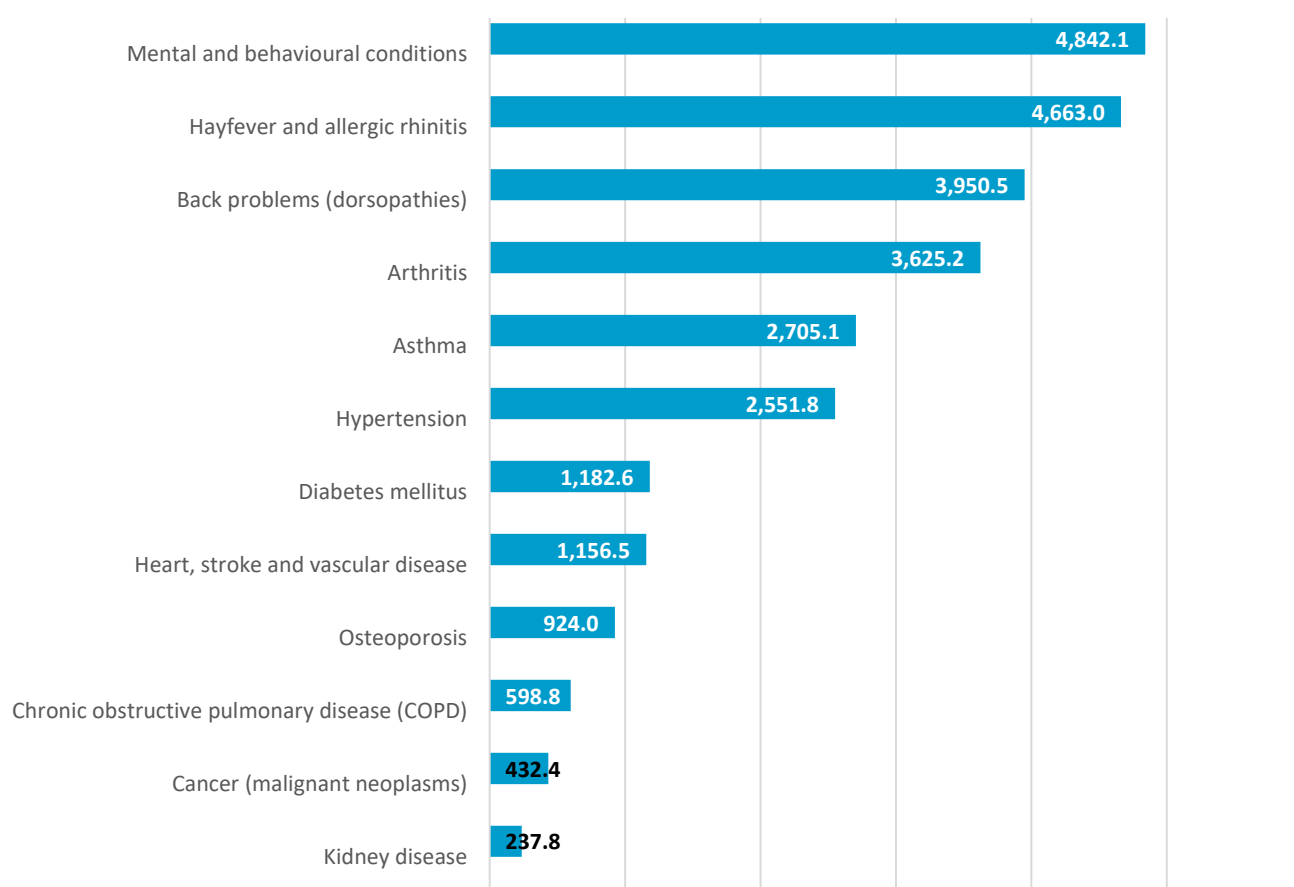
<sup>11</sup> Safe Work Australia (2018) *Work-related injury and disease – Key WHS statistics Australia 2018* [Available at: <https://www.safeworkaustralia.gov.au/book/work-related-injury-and-disease-key-whs-statistics-australia-2018>] [Accessed 18 April 2019]

*Incidences of Disease and Chronic Conditions Statistics*

Across the community, incidences of disease and chronic conditions have become more prevalent. The predominance of these conditions heightens the probability of unexpected health incidences and accidents.

The latest figures from the Australian Bureau of Statistics (ABS) from the National Health Survey (2017-18) show the most predominant chronic conditions include mental and behavioural conditions (experienced by more than 4.8 million Australians), hay fever and allergic rhinitis (4.6 million) and back problems (3.9 million) (see **Figure 4**).

**Figure 4:** Summary of selected current long-term conditions - number of persons ('000) 2017-18

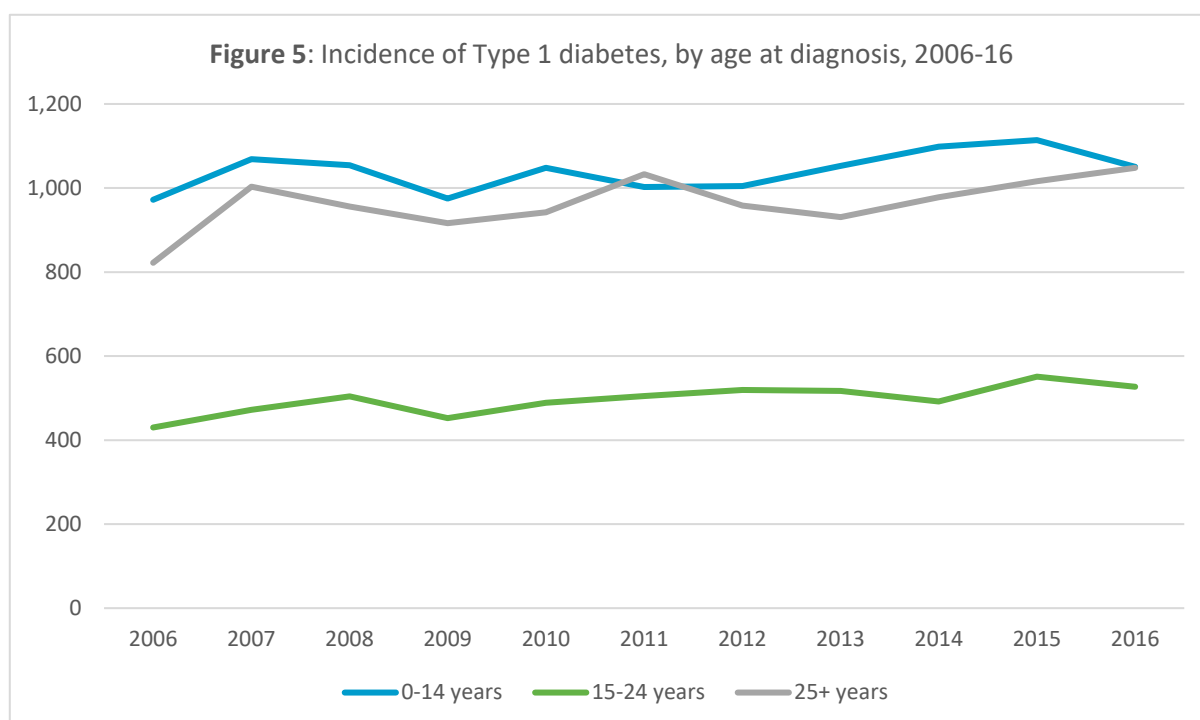


	Kidney disease	Cancer (malignant neoplasms)	Chronic obstructive pulmonary disease (COPD)	Osteoporosis	Heart, stroke and vascular disease	Diabetes mellitus	Hypertension	Asthma	Arthritis	Back problems (dorsopathies)	Hayfever and allergic rhinitis	Mental and behavioural conditions
■ Number of persons ('000)	237.8	432.4	598.8	924.0	1,156.5	1,182.6	2,551.8	2,705.1	3,625.2	3,950.5	4,663.0	4,842.1
■ % change 2007-08 to 2017-18	7.1%	3.4%	3.5%	7.4%	1.8%	9.1%	19.3%	20.9%	15.6%	28.1%	49.6%	80.8%

**Source:** Australian Bureau of Statistics (ABS) National Health Survey: First Results, 2017-18 (released December 2018), Table 1.1 Summary health characteristics – 2001 to 2017-18, Persons (estimate)

## Diabetes

The most recent data reports **1.2 million Australians are affected by diabetes** (2014-15). There is also estimated to be up to 500,000 undiagnosed cases of Type 2 diabetes.<sup>12</sup> Over the last 10 reported years (see **Figure 5**) Type 1 diabetes incidences have experienced an overall increasing trend, with the largest increase experienced by the 25 and over cohort (27% increase).



**Source:** Australian Institute of Health and Welfare (2018) *Diabetes web pages data tables (Table 2.111-2.11: Incidence of type 1 diabetes, by age at diagnosis and sex 2006-16)*

## Cardiovascular Disease

The latest data shows that in 2015-16, **4.2 million people had a cardiovascular disease (CVD)** i.e. 1 in 5 people.<sup>13</sup> Every year, **more than 30,000 Australians suffer from a sudden cardiac arrest**; of whom only 5% survive. In 2014-15, there were 1.1 million hospitalisations related to CVD (11% of all hospitalisations).

## Epilepsy

Epilepsy is also a significant condition experienced by the community. More than 250,000 Australians are currently living with epilepsy, and 1 in 28 Australians will experience epilepsy at some point in their lives.<sup>14</sup>

<sup>12</sup> Diabetes Australia. *Diabetes in Australia* [Available at: <https://www.diabetesaustralia.com.au/diabetes-in-australia>] [Accessed 18 April 2019]

<sup>13</sup> Australian Institute of Health and Welfare (AIHW) (2015) *Heart, stroke & vascular diseases* [Available at: <https://www.aihw.gov.au/reports-data/health-conditions-disability-deaths/heart-stroke-vascular-diseases/overview>] [Accessed 18 April 2019]

<sup>14</sup> Epilepsy Action Australia. *Facts and Statistics* [Available at: <https://www.epilepsy.org.au/about-epilepsy/facts-and-statistics/>] [Accessed 18 April 2019]

## Allergies

The prevalence of allergies in Australia is increasing. The condition is experienced by 1 in 10 infants<sup>15</sup>, 4–8% of children up to 5 years of age<sup>16</sup>, approximately 5% of 10–14 year olds<sup>17</sup> and 2% of adults<sup>18</sup>. Hospital admissions for anaphylaxis have also increased fivefold in the past 20 years.<sup>19</sup> The number of deaths resulting from anaphylaxis have increased by 7% each year over the past seven years.<sup>20</sup>

The growing pervasiveness of these illnesses and conditions among the Australian population requires increased awareness, and individuals to be equipped with fundamental skills to provide initial care and support during accidents and/or situations resulting from the illnesses and/or conditions. First Aid prepares individuals with fundamental skills to provide the required support, in any setting (e.g. public spaces, workplaces, events etc.), before medical assistance arrives. The application of First Aid can reduce and/or prevent hospitalisation and requirement for treatment/s, and reduce potential long-term health implications.

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<sup>15</sup> Allen, KJ. et. al. (2011) *Prevalence of challenge-proven IgE-mediated food allergy using population-based sampling and predetermined challenge criteria in infants*. Journal of Allergy and Clinical Immunology 127 (3): 668

<sup>16</sup> Government of South Australia (2010) *Food Act Report: Year ending 30 June 2010* [Available at: <http://www.sahealth.sa.gov.au/wps/wcm/connect/042fb10044a783be87779fd3777922da/FoodActReport-PEHS-2010.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-042fb10044a783be87779fd3777922da-lzYfsk>]

<sup>17</sup> Allen, KJ. et. al. (2017) *Prevalence of clinic-defined food allergy in early adolescence: The SchoolNuts study*. The Journal of Allergy and Clinical Immunology

<sup>18</sup> Australian Government Australian Institute of Health and Welfare (AIHW) (2002) *Chronic diseases and associated risk factors in Australia*. 2001. Canberra.

<sup>19</sup> Dear, KBG. et. al. (2015) *Time trends in Australian hospital anaphylaxis admissions 1998/9 to 2011/12*. Journal of Allergy and Clinical Immunology [Available at: [https://www.jacionline.org/article/S0091-6749\(15\)00702-2/pdf?code=ymai-site](https://www.jacionline.org/article/S0091-6749(15)00702-2/pdf?code=ymai-site)]

<sup>20</sup> Barnes, EH. et. al. (2016) *Increases in anaphylaxis fatalities in Australia from 1997 to 2013*. Journal of Allergy and Clinical Immunology [Available at: <https://onlinelibrary.wiley.com/doi/pdf/10.1111/cea.12748>]

## Future Skills

Note: The findings are based on desk research as well as SkillsIQ's 2019 Future Skills Survey (conducted between November 2018 and January 2019) which has been filtered to include stakeholders from the First Aid industry only. Insights and advice from IRC members has also been used to compile and validate the information provided.

The work environment across all industries is continuously evolving to adapt to external and internal industry trends. Technology, automation, Artificial Intelligence (AI), globalisation, an ageing population, shifts in workforce demographics and industry (i.e. transition from manufacturing and production to a largely service-based economy)<sup>21</sup> are just some of the ongoing trends driving change.

The First Aid sectors like others, has been impacted by these trends and as a result, so too have the skills needs of the workforce. Whilst technical skills to perform job tasks is imperative, employers in the short-to-medium future will be looking beyond this and have indicated that it will be important for workers in their organisation to be **equipped with key soft skills**:



Emotional  
intelligence



Problem solving



Teamwork and  
communication



Technical /  
job-specific  
skills



Self-management

**Diverse environments:** the application of First Aid units applies in both remunerated and voluntary workforces. The range of possible environments is influenced by various factors, such as the nature of the work being carried out in the workplace; nature of hazards at the workplace; size, location and nature of the workplace; number and composition of the workers at the workplace; specific areas of activity (such as water/surf or events). The diverse possibilities of environments to apply First Aid may create complex and stressful circumstances, which draw on application of the key soft skills.

**Diverse recipients:** there are a range of different cohorts who may receive First Aid. Examples include people experiencing certain conditions (such as anaphylaxis/allergies and asthma); community groups (such as children and the elderly); vulnerable groups (such as young people, people with learning difficulties or language and literacy issues); drug and alcohol related incidences; people experiencing mental health. The diverse range of recipients of First Aid draws on the need for the key soft skills.

These results are in line with wider studies, including the World Economic Forum and its *Future of Jobs Survey 2018* which indicates that the top skills in demand in 2022 will include **analytical thinking and innovation, creativity, originality and initiative, critical thinking, complex problem-solving, leadership and emotional intelligence**.<sup>22</sup>

The VET system plays a pivotal role in supporting employers and employees adapt to technologies and changes in the workplace. Its role in skilling the workforce with current and emerging skills needs will only grow more strongly in the future as it continues to support individuals to enter the workplace or transition into different roles.<sup>23</sup>

<sup>21</sup> Payton, A. & Knight, G. (2018) *Skills for a global future*. NCVER. Adelaide [Available at [https://www.ncver.edu.au/\\_data/assets/pdf\\_file/0041/3179885/Skills-for-a-global-future.pdf](https://www.ncver.edu.au/_data/assets/pdf_file/0041/3179885/Skills-for-a-global-future.pdf)]

<sup>22</sup> World Economic Forum (2018) *The Future of Jobs Report 2018*. Centre for the New Economy Society. Switzerland [Available at: [http://www3.weforum.org/docs/WEF\\_Future\\_of\\_Jobs\\_2018.pdf](http://www3.weforum.org/docs/WEF_Future_of_Jobs_2018.pdf)]

<sup>23</sup> Innovation and Science Australia (2017) *Australia 2030: prosperity through innovation*. Australian Government. Canberra.

## Key Generic Skills – Ranked in Order of Importance

The 12 generic skills listed below, including the descriptors, were provided by the Department of Education and Training for the purpose of being ranked by industry representatives. For the 2019 ranking exercise, an ‘Other’ generic skill option was included in the list to capture any additional key skills considered important for an industry. Please note that, in this case, no other generic skills were identified.

- 1 **Communication / Collaboration including virtual collaboration/ Social intelligence** - Ability to understand and apply the principles of creating more value for customers with fewer resources (lean manufacturing) and collaborative skills. Ability to critically assess and develop content that uses new media forms and leverage these media for persuasive communications. Ability to connect to others in a deep and direct way, to sense and stimulate reactions and desired interactions.
- 2 **Technology use and application skills** - Ability to create and/or use of technical means, understand their interrelation with life, society, and the environment. Ability to understand and apply a scientific or industrial processes, inventions, methods etc. Ability to deal with increasing mechanisation and automation and computerisation. Ability to do work from mobile devices rather than from paper.
- 3 **Design mindset / Thinking critically / System thinking / Solving problems** - Ability to adapt products to rapidly shifting consumer tastes and trends. Ability to determine the deeper meaning or significance of what is being expressed via technology. Ability to understand how things that are regarded as systems influence one another within a complete entity, or larger system. Ability to think holistically.
- 4 **Customer service / Marketing** - Ability to interact with another human being, whether helping them find, choose or buy something. Ability to supply customers' wants and needs both via face to face interactions or digital technology. Ability to manage online sales and marketing. Ability to understand and manage digital products.
- 5 **Managerial / Leadership** - Ability to effectively communicate with all functional areas in the organisation. Ability to represent and develop tasks and work processes for desired outcomes. Ability to oversee processes, guide initiatives and steer employees toward achievement of goals.
- 6 **Language, Literacy and Numeracy (LLN)** - Foundation skills of literacy and numeracy.
- 7 **Financial** - Ability to understand and apply core financial literacy concepts and metrics, streamlining processes such as budgeting, forecasting, and reporting, and stepping up compliance. Ability to manage costs and resources, and drive efficiency.
- 8 **Entrepreneurial** - Ability to take any idea, whether it be a product and/or service, and turn that concept into reality and not only bring it to market, but make it a viable product and/or service. Ability to focus on the very next step to get closer to the ultimate goal.
- 9 **Data analysis skills** - Ability to translate vast amounts of data into abstract concepts and understand data based reasoning. Ability to use data effectively to improve programs, processes and business outcomes. Ability to work with large amounts of data: facts, figures, number crunching, analysing results.
- 10 **Learning agility / Information literacy / Intellectual autonomy and self-management** - Ability to identify a need for information. Ability to identify, locate, evaluate, and effectively use and cite the information. Ability to discriminate and filter information for importance. Ability to do more with less. Ability to quickly develop a working knowledge of new systems to fulfil the expectations of a job.
- 11 **Science, Technology, Engineering and Maths (STEM)** - Sciences, mathematics and scientific literacy.
- 12 **Environmental and Sustainability** - Ability to focus on problem solving and the development of applied solutions to environmental issues and resource pressures at local, national and international levels.



## A.3 Key Drivers for Change and Proposed Responses Overview

### Current Work in Progress

Update work is currently being conducted on all (eight) HLT First Aid units of competency:

- HLTAID001 - Provide cardiopulmonary resuscitation
- HLTAID002 - Provide basic emergency life support
- HLTAID003 - Provide first aid
- HLTAID004 - Provide an emergency first aid response in an education and care setting
- HLTAID005 - Provide first aid in remote situations
- HLTAID006 - Provide advanced first aid
- HLTAID007 - Provide advanced resuscitation
- HLTAID008 - Manage first aid services and resources.

There is no Training Package Product development work proposed for 2019-2020.

## A.4 Consultation Undertaken

A widespread **multi-channel consultation** involving the following stakeholders has been conducted to identify and substantiate the key skills gaps and training needs of the sector, and to determine whether or not there is a need to update the respective Training Package Products:

- All First Aid Industry Reference Committee (IRC) members representing the following key bodies:
  - Paramedical Services
  - Surf Life Saving Australia
  - St John Ambulance Australia
  - Australian Red Cross
  - Department of Defence
  - Australian Emergency Care Providers
  - Royal Life Saving Society
  - National Institute of First Aid Trainers
  - Council of Ambulance Authorities
  - TAFE SA
  - Premium Health
  - Health Services Union.
  
- Networks of the First Aid IRC members
- A national online survey distributed via the SkillsIQ database between November 2018 and January 2019 that sought to identify top skills needs and priority industry issues
- Public consultation on the draft Industry Skills Forecast to be publicised to over 17,000 stakeholders registered in SkillsIQ's database network
- The Industry Skills Forecast, including the Proposed Schedule of Work, to be promoted to stakeholders and made available via SkillsIQ's website.

A full list of stakeholders is supplied at **Appendix A**.

## B. Proposed Schedule of Work

2020-21

Year	Project Title and Descriptor
2020-21	<b>First Aid.</b> Update First Aid units, including knowledge and performance evidence requirements, in accordance with the ARC (Australian Resuscitation Council) protocols. The IRC review is scheduled for completion in 2020.

## Appendix A Stakeholder Consultation to date

Name of Stakeholder	Organisation	Jurisdiction
<b>First Aid IRC member</b>		
Teresa Hunter	TAFE SA	SA
Peter Mangles	Paramedical Services	NSW
Pamela Simon	Surf Life Saving Australia (SLSA)	NSW
Peter LeCornu (Chair)	St John Ambulance Australia	ACT
Anthony Cameron	Australian Red Cross	NSW
Kylie Douglas	Department of Defence	ACT
Ray Schroeder	Australian Emergency Care Providers (AECPP)	NSW
Craig Roberts	Royal Life Saving Society (RLSS)	NSW
Andy Panes	National Institute of First Aid Trainers (NIFAT)	QLD
Deb Walley	Council of Ambulance Authorities (CAA)	WA
Phillipa Wilson (Deputy Chair)	Premium Health (Private)	VIC
Leigh Svendsen	Health Services Union (HSU)	VIC