

2019

# FIRST AID

INDUSTRY REFERENCE COMMITTEE  
INDUSTRY SKILLS FORECAST



**SKILLSIQ**

CAPABLE PEOPLE MAKE CLEVER BUSINESS

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# Executive Summary

The importance of First Aid training for Australian society cannot be underestimated, given that its primary goal is to prevent death, or to prevent serious injury from worsening. First Aid training is applicable across all industries and is accordingly used across almost all Training Packages in the Vocational Education and Training (VET) system.

First Aid skills and knowledge can be used to address a wide-ranging number of conditions and can be administered in diverse and extensive environments. In 2018, St John Ambulance Australia treated 129,674 people at public events, and in 2017–18 volunteer surf life savers were involved in providing 65,296 First Aid treatments to the beach-going public across Australia.

Australia has seen increases in illnesses and conditions, such as cardiovascular disease, mental and behavioural conditions, diabetes and allergies. In the workplace, there has also been an increase in the number of serious claims. In 2018, there were over 43,000 serious claims for traumatic joint/ligament and muscle/tendon injury, and over 16,000 serious claims for wounds, lacerations, amputations and internal organ damage.

The growing pervasiveness of these illnesses and conditions among the Australian population requires individuals to be equipped with the skills to respond. First Aid prepares individuals with the fundamental skills to provide the required support before medical assistance

arrives. The application of First Aid can reduce and/or prevent hospitalisation, requirement for treatment/s and potential long-term health implications.

The First Aid sector has been experiencing several challenges and changes which are impacting workforce skills requirements, including:

- Government policy/legislation changes – variations in legal and regulatory implications between state/territory Work Health and Safety laws
- Low language, literacy and numeracy skills
- New technologies – emerging First Aid applications.

There is no Training Package Product development work proposed for 2019–2020. However, the Units of Competency relating to First Aid are currently being updated.

Note: The National Schedule details the Training Package update and development work commissioned by the Australian Industry and Skills Committee (AISC). The National Schedule is informed by this Industry Skills Forecast, which outlines the proposed timing for the update of existing Training Package Products. This Forecast has been compiled using a number of information sources, including academic literature, statistical data, Industry Reference Committee (IRC) member input and expertise, feedback received via public consultation, SkillsIQ's *2019 Future Skills Survey*, and an industry analysis of both new and emerging workforce skills needs overseen by the First Aid IRC.

# 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 provider, 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.

**Peter LeCornu,**  
**Chair**

# A. Skills Forecast

## A.1 Sector Overview

### Introduction

The practice of First Aid 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 them the competencies required to administer First Aid.<sup>1</sup>

The environments in which First Aid support is applied can vary as 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 residences/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 (including 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>

### Stakeholders

Key stakeholders represent a range of organisations that perform a variety of strategic, regulatory 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 above)
- Employee associations
- Registered Training Organisations (RTOs) 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: These findings are based on desk research and SkillsIQ's *2019 Future Skills Survey* (conducted between November 2018 and January 2019) which have been filtered to include stakeholders from the First Aid sector only. Insights and advice from IRC members and public consultation have 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*. This 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 sectors 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 notes that there is a skills shortage within the practice of First Aid in relation to the level of language, literacy and numeracy (LLN) skills. It is important for First Aiders to develop their LLN skills, and for First Aid trainers to provide versatile training to students with LLN needs. For example, St John Ambulance has developed and implemented an online course to provide training on how VET practitioners can best assist learners with language and literacy needs in the First Aid classroom. All trainers were expected to 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 assist in 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 merely complementing First Aid training.

### **Vocational Education and Training (VET) Training Package Products Supporting Industry**

The nationally recognised VET Units of Competency 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 <a href="https://training.gov.au/Training/Details/HLTAID005">https://training.gov.au/Training/Details/HLTAID005</a>	8 Training Packages 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
- UETDRRF06B Perform rescue from a live LV\* panel
- UEENEEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace
- UETDRRF10B Provide first aid in an ESI\*\* environment.

Note: \*Low Voltage \*\*Electricity Supply Industry.



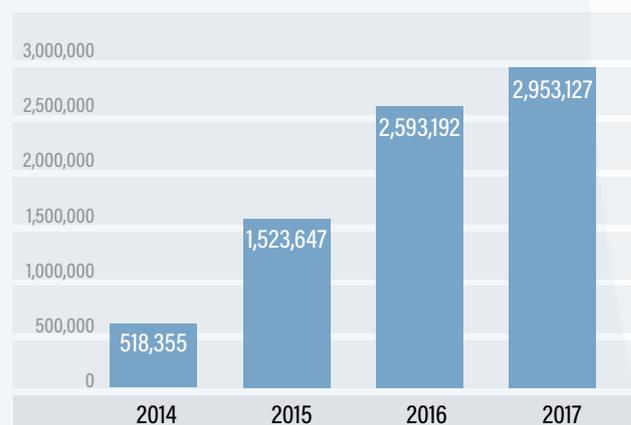
### Enrolments and Completions

In 2017, there were just over 2,953,127 enrolments across all VET 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 Training Package Products in 2017 were:

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

**Figure 1:** Total number of enrolments (Total VET Activity [TVA]) by nationally recognised Training Package Products on scope - First Aid Training Package Products - 2014 to 2017

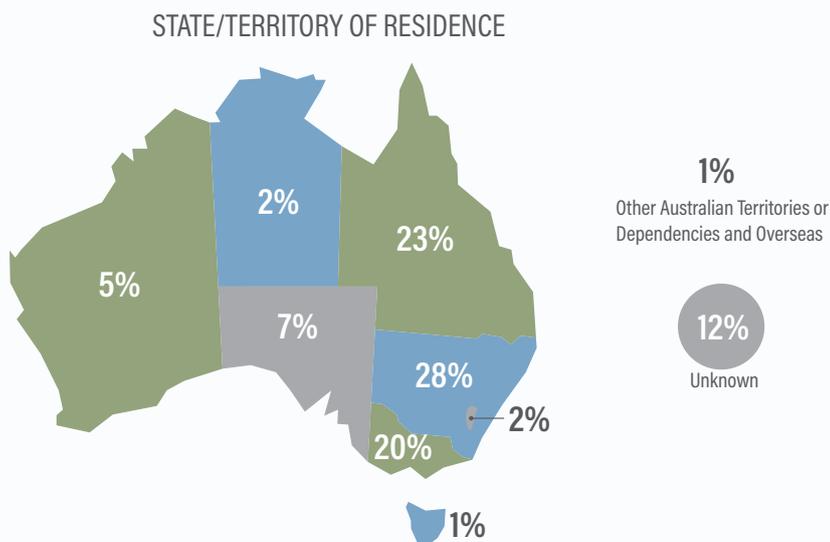
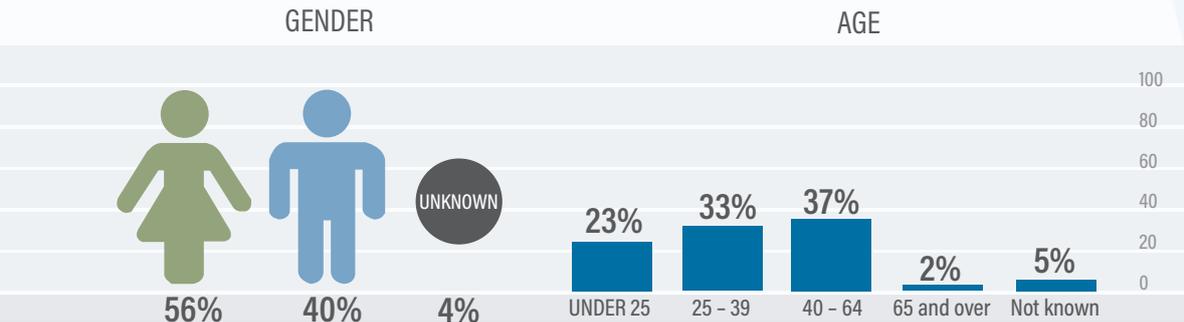


Source: NCVET VOCSTATS, Program enrolments 2014-2017

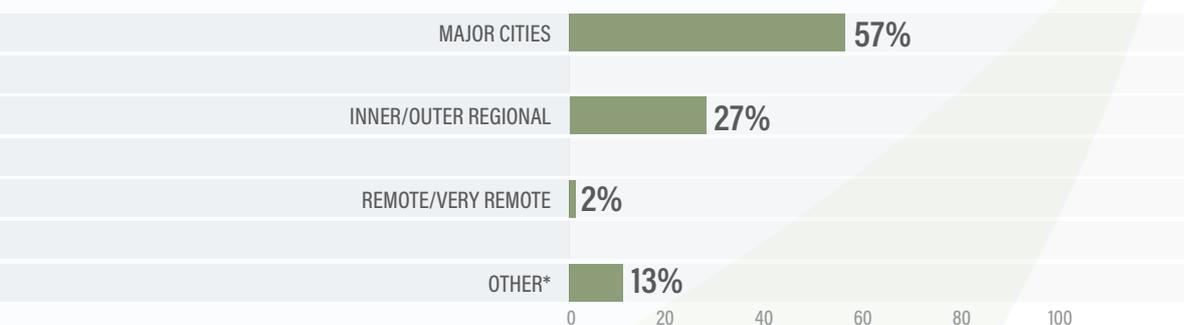
A snapshot of key traits of the *HLT Training Package Products - First Aid* enrolments for 2017 is provided below, followed by a breakdown of enrolments and completions for individual qualifications (see Tables 2 and 3).

## 2017 ENROLMENT SNAPSHOT

### FIRST AID TRAINING PACKAGE PRODUCTS



STUDENT REMOTENESS REGION  
2011 Accessibility and Remoteness Index of Australia (ARIA+)



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

\*Includes 'Outside Australia' and 'Not known'.

#### 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 were 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.
4. Completion data for 2017 represents preliminary outcomes (i.e. not a full year).

**Table 2:** Total number of enrolments (Total VET Activity [TVA]) by nationally recognised Training Package Products 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 Training Package Products 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 Incidents

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

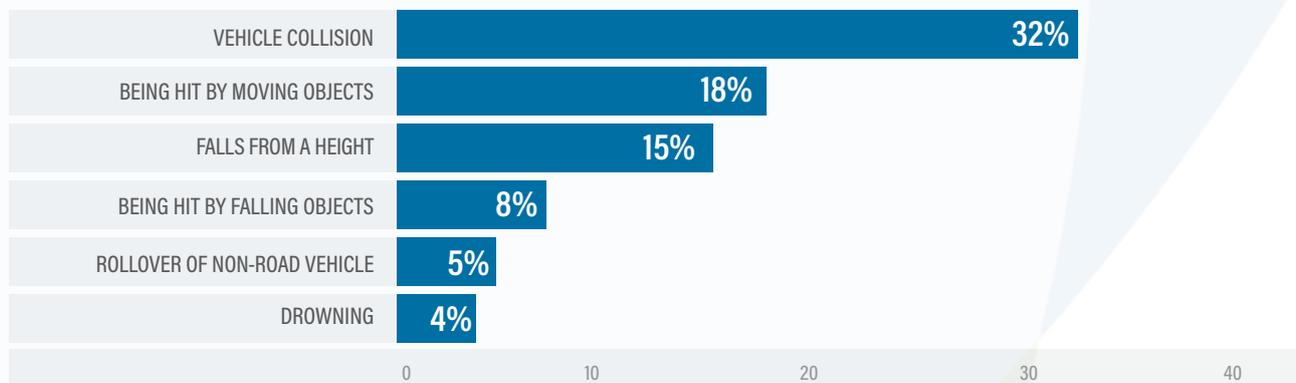
In 2018, St John Ambulance Australia **treated 129,674 people at public events<sup>6</sup>** and, in 2017–18, volunteer surf lifesavers were involved in providing **65,296 First Aid treatments** to the beach-going public across Australia.<sup>7</sup>

### Workplace Incidents

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 these injuries would have required First Aid treatment. However, First Aid providers can have a role in a 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 the workplace. Broader data can be used in conjunction 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 four per cent or more of fatalities are included.

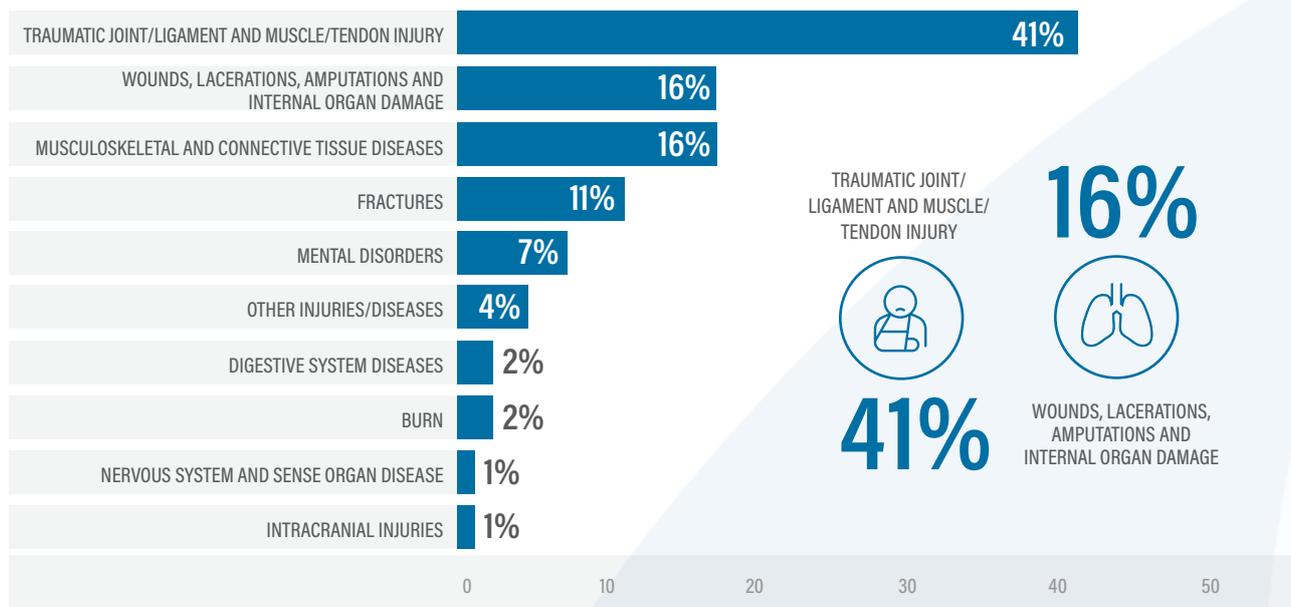


**Table 4:** Work-related injury fatalities by mechanism of fatal injury, 2017<sup>9</sup>

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%

**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>

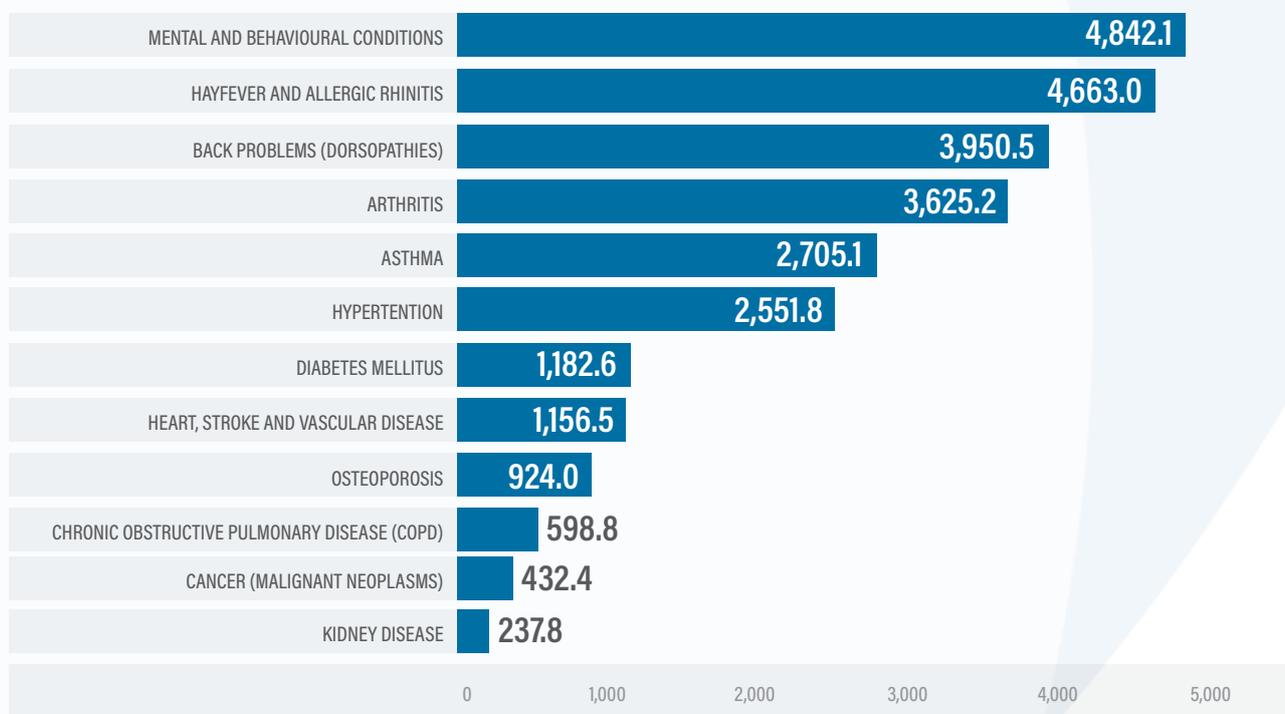
Nature of injury/disease (1-digit)	Total	Per cent
Traumatic joint/ligament and muscle/tendon injury	43,930	41%
Wounds, lacerations, amputations and internal organ damage	16,690	16%
Musculoskeletal and connective tissue diseases	16,595	16%
Fractures	11,485	11%
Mental disorders	7,165	7%
Other injuries/diseases	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%
Total	106,260	100%

### Incidents of Disease and Chronic Conditions - Statistics

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

The latest figures from the Australian Bureau of Statistics' (ABS) National Health Survey (2017–18) show that 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



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

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)

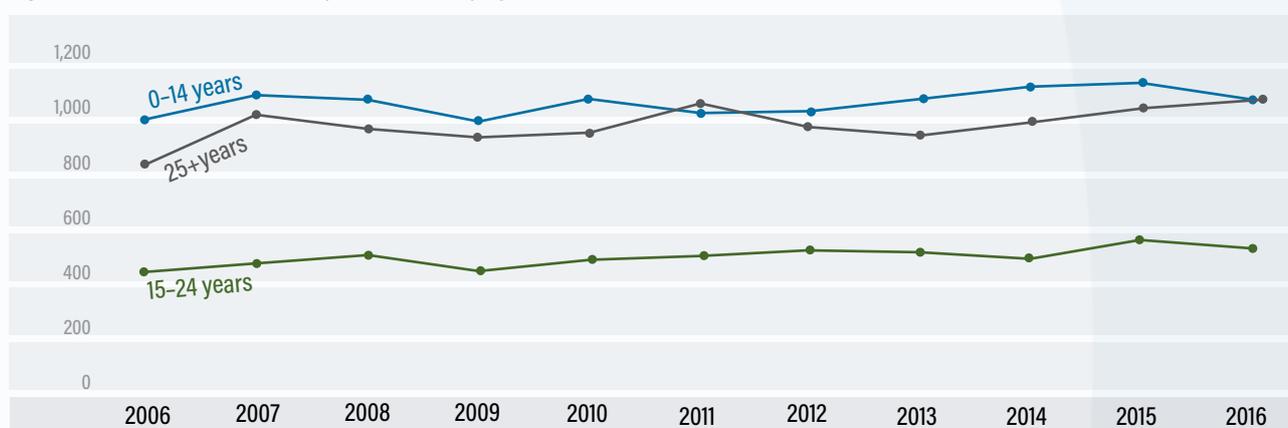


## Diabetes

The most recent data reports that **1.2 million Australians are affected by diabetes** (2014–15). There are 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 incidents have experienced an overall increasing trend, with the largest increase experienced by the aged 25-and-over cohort (a 27% increase).

**Figure 5:** Number of Incidences of Type 1 diabetes, by age, 2006-16



Source: Australian Institute of Health and Welfare (2018) Diabetes web pages data tables (Table 1.3)

## 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 the total number of hospitalisations across the country).

## 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>

## 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 has 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 also requires that individuals are 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 the need for treatment/s, and reduce potential long-term health implications.

## Future Skills

Note: These findings are based on desk research as well as SkillsIQ's *2019 Future Skills Survey* (conducted between November 2018 and January 2019) which have been filtered to include stakeholders from the First Aid sector only. Insights and advice from IRC members and public consultation have 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, and shifts in workforce demographics and industry (i.e. the 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 sector, 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 are imperative, employers in the short-to-medium future will be looking beyond this and have indicated that it will also be important for workers in their organisations 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 in which these Units are applied is influenced by various factors, such as the nature of the work being carried out in the workplace; the nature of the hazards at the workplace; the size, location and nature of the workplace; the number and composition of the workers at the workplace; and specific areas of activity (such as water/surf or events). The diverse number of possible environments in which First Aid may be applied often creates complex and stressful circumstances which may require the application of the key soft skills listed above.

**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 incidents; and people experiencing mental health issues. The diverse range of recipients of First Aid also draws on the need for the key soft skills listed above.

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 in adapting to technologies and changes in the workplace. Its role in providing the workforce with current and emerging skills will only grow more strongly in the future as it continues to support individuals entering the workplace or transitioning into different roles.<sup>23</sup>

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.

### Key Generic Skills – Ranked in Order of Importance

1	<b>Communication / Collaboration including virtual collaboration / Social intelligence</b> - 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	<b>Technology use and application skills</b> - Ability to create and/or use technical means, understand their interrelation with life, society, and the environment. Ability to understand and apply 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	<b>Design mindset / Thinking critically / System thinking / Solving problems</b> - 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	<b>Customer service / Marketing</b> - Ability to interact with other human beings, 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	<b>Managerial / Leadership</b> - 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	<b>Language, Literacy and Numeracy (LLN)</b> - Foundation skills of literacy and numeracy.
7	<b>Financial</b> - 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	<b>Entrepreneurial</b> - 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	<b>Data analysis skills</b> - 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	<b>Learning agility / Information literacy / Intellectual autonomy and self-management</b> - 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	<b>Science, Technology, Engineering and Maths (STEM)</b> - Sciences, mathematics and scientific literacy.
12	<b>Environmental and Sustainability</b> - 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.



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## 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 Australia
  - 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 (*2019 Future Skills Survey*) was distributed via the SkillsIQ database between November 2018 and January 2019 which sought to identify top skills needs and priority industry issues
- Public consultation on the draft Industry Skills Forecast took place in early 2019, and notifications of this were distributed by email to over 17,000 stakeholders registered in SkillsIQ's database network
- The Industry Skills Forecast, including the Proposed Schedule of Work, was promoted to stakeholders and made available via SkillsIQ's website.

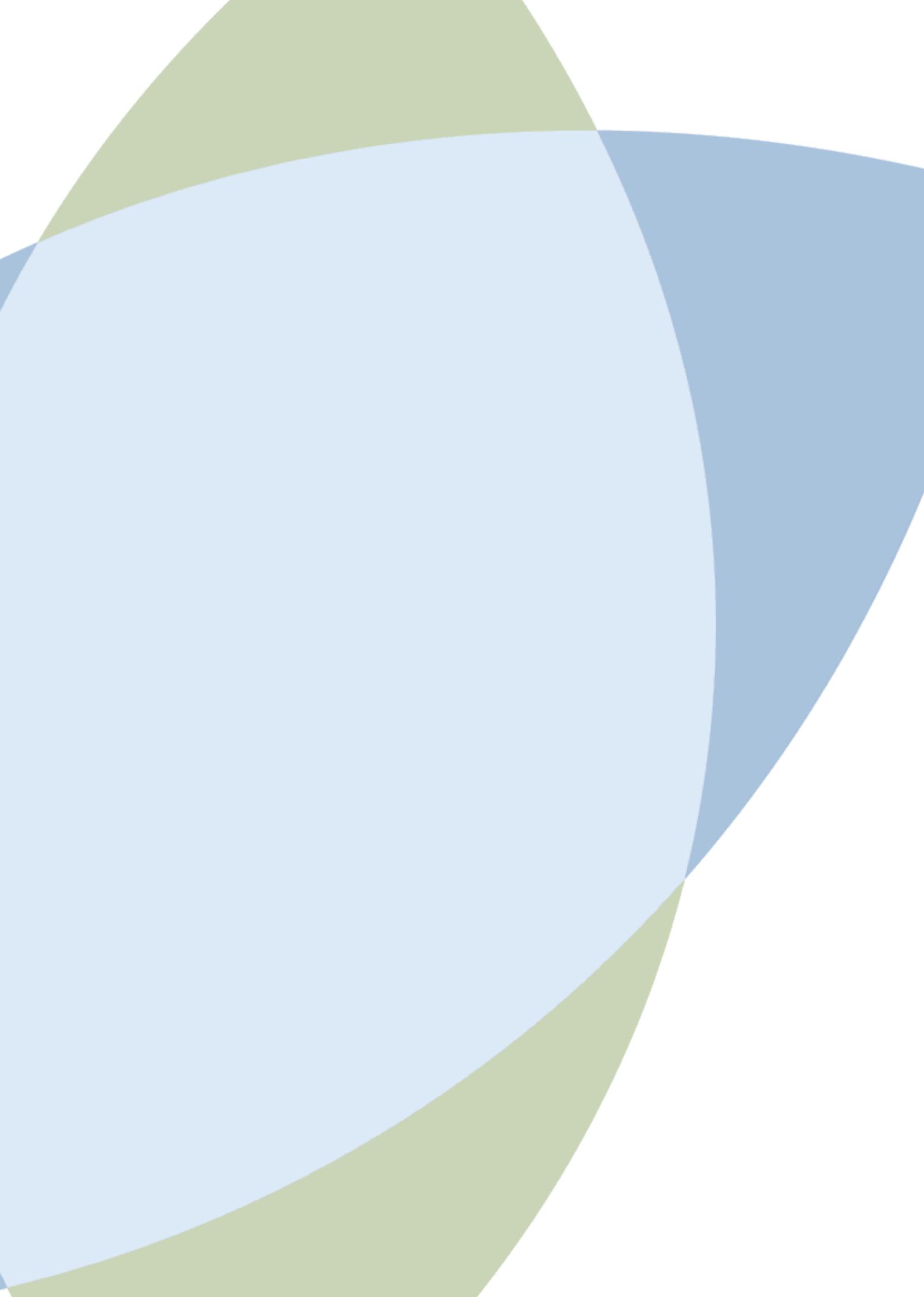
## B. Proposed Schedule of Work

### 2020–21

YEAR	PROJECT TITLE AND DESCRIPTOR
2020–21	<p>First Aid</p> <p>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.</p>

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