

Subcontractor Expression of Interest

Project: Service Skills Portability & Pathways (AQF level 2)

SaCSA has received approval from the Department of Employment and Workplace Relations (the department) to undertake a three-staged Activity Project, delivered in separate Activity Submissions (based on the outcomes from each previous Stage).

This Activity Project will focus on designing, developing, testing and validating a Certificate II level qualification framework for the purpose of removing duplication and enabling learners to have recognised cross-sectoral knowledge and skills.

OVERVIEW

In late 2024, SaCSA completed the Qualifications Reform 'Purpose Categorisation' project. This work provided key insights, which was further supported by desktop research, highlighting the significant cross-sectoral skills shared across the services industries. Examples include, but are not limited to, communication and interpersonal understanding, customer service, teamwork and collaboration, problem solving, adaptability, workplace health and safety, and cultural competence. Such skills were universally recognised, valued and demonstrated strong transferability and portability across the services industries.

The NCVER research [report *Cross-occupational skill transferability: challenges and opportunities in a changing economy*](#) highlights the importance of transferable skills in helping workers move between occupations. It calls on vocational education and training (VET) to better acknowledge shared skills and deliver outcomes that are less occupation-specific, ensuring greater mobility.

At the Certificate II level (AQF Level 2), learners are typically preparing for entry-level employment or building a foundation for higher-level qualifications. These programs focus on basic skills such as communication, teamwork and routine tasks.

Currently, transfer between qualifications is unnecessarily complex. For example, a learner who completes **SIT20322 Certificate II in Hospitality** and then wishes to move into retail cannot simply credit transfer the unit *SITXSS011 Interact with customers* into **SIR20216 Certificate II in Retail Services**, despite its near-identical equivalent *SIRXCEG001 Engage the customer*. Instead, they must go through a Recognition of Prior Learning (RPL) process. Feedback shows this process is often frustrating and time-consuming, with many learners choosing to repeat the unit rather than attempt RPL.

This lack of portability undermines the recognition of core transferable skills and creates barriers to workforce mobility.

OBJECTIVES

The Activity Project has the following objectives:

- To undertake an audit to map units of competency across the Certificate II level service sector qualifications where duplication occurs to understand cross-sectoral knowledge and skills
- To consult, engage and validate identified cross-sectoral knowledge and skills with industry stakeholders
- To design, develop and test through a range of stakeholder engagement, a cross-sectoral framework with industry and training providers that supports individuals long-term career pathway

TIMEFRAME

February 2026 – May 2026

It is anticipated that the subcontractor will align to the following timelines:

- Research and initial analysis: approximately 40 days
- Identification of duplication of units of competency: approximately 75 days
- Stakeholder meetings: approximately 12 days

IN SCOPE

RESEARCH AND INITIAL ANALYSIS

- Using enrolment and completion data from NCVER aligned to Certificate II qualifications (and units of competency) to understand current utilisation and purpose, outcomes, and highlight trends in qualifications across the service sectors

IDENTIFICATION OF DUPLICATION OF UNITS OF COMPETENCY

- Undertake an audit and review of all the Certificate II qualifications to identify and map duplication of Application, Elements, Performance Criteria to understand where consolidation of duplication may occur
- Production of audit report

STAKEHOLDER MEETINGS

- Attend stakeholder meetings as a guest to provide VET technical insights, if required.
- Support the Stakeholder Engagement Team by clarifying concepts, frameworks, or VET sector-specific terminology during discussions.
- Participate in internal debriefs to help validate themes or insights emerging from stakeholder consultations.

OUT OF SCOPE

Subcontractors will not be required to:

- Conduct administrative tasks for stakeholder meetings, including scheduling, sending invitations, or managing logistics.
- Facilitate stakeholder meetings, workshops or consultations in any capacity.
- Manage or drive stakeholder attendance, follow-ups, reminders or confirmations.
- Develop, draft or distribute meeting minutes, notes or formal consultation records.

REPORTING MECHANISM

Role	Name	Contact
Project Sponsor	Aaron Hines Executive Director, Products & Projects	Aaron.hines@sacsa.org.au PH: 0447 573 472
Project Manager	Katrina Higham General Manager, Product Design and Development	Katrina.higham@sacsa.org.au PH: 0417 669 724
Project Lead	Sarah Latimer Product & Project Development Lead	Sarah.latimer@sacsa.org.au PH: 0403 787 615

QUOTE/PROPOSAL REQUIREMENTS

SaCSA will require the subcontractor to provide a proposal outlining their skills, knowledge and experience to meet the requirements of the project. SaCSA will review the proposal taking into consideration the description of services provided, value for money considerations as well as the ability to provide the services in a timely manner.

As part of the proposal, the subcontractor must provide the following information:

- Full name of subcontractor, including business name
- ABN/ACN
- Type of subcontractor organisation
- Description of services
- Value for money considerations
- Copy of insurances (including public and product liability (at least \$20m in respect of any claim), professional indemnity (at least \$5m in respect of any claim), workers compensation)
- Three references
- Completed Interests Disclosure Form

PAYMENT TERMS

Payments for this project will be made on a monthly basis, contingent on satisfactory performance, throughout the term of the contract.

Subcontractors will be required to send an invoice to:

Katrina Higham, General Manager, Product Design and Development:

Katrina.higham@sacsa.org.au

FURTHER INFORMATION

For further information about this document or project, please contact the Project Manager or Project Lead.