SaCSA
Service and Creative Skills Australia

Implementation,Promotion and Monitoring Plan 2024–2027

Acknowledgements

SaCSA extends its gratitude to the industry representatives who provided their insights to formulate this Implementation, Promotion and Monitoring Plan.

Disclaimer

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"Implementation, Promotion and Monitoring Plan 2024 – 2026"

Version Control

Initial release: Reflects projects approved in the Annual Activity Schedule – 2023 - 2025.

ANNUAL TRAINING PRODUCT DEVELOPMENT PLAN 2024 – 2026

Service and Creative Skills Australia (SaCSA) Implementation, Promotion and Monitoring projects seek to harness industry commitment and build buy-in across industries by promoting skilling, upskilling and reskilling opportunities for employers, workers and learners.

In collaboration with our stakeholders, SaCSA will identify common challenges and issues and explore, pilot and promote products and strategies that facilitate improved outcomes for industries, training providers and learners.

To find out more about SaCSAs current projects and pilot programs, please visit our projects page.

ONGOING PROJECTS: 2024-2026

Title	Descriptor	Scope	Start Date	Expected Completion
Pilot Program: Supporting completion of CUA30420 Certificate III in Live Production and Technical Services	This Implementation, Promotion and Monitoring activity is in relation to CUA30420 Certificate III in Live Production and Technical Services, currently primarily delivered in VETiS in NSW – with low completion rates. This Activity will develop and implement a pilot program (based on a skill set and work placement) whereby graduated VETiS students can complete their Qualifications. It will include a longitudinal study of the pilot to track progress and outcomes, and also map pathways, test use and awareness of apprenticeships models, and, assess any skills and knowledge gaps to inform future TPD. It will inform SaCSA about the value employers place on this qualification and whether any future TPD is required.	CUA30420 Certificate III in Live Production	April 2025	June 2027
Scoping Creative Futures: Career Journey Mapping	This Implementation, Promotion and Monitoring activity has been informed by the creative workforce scoping study which includes reference to user journey maps which are “a powerful tool for understanding and making visible the complexities of career pathways in the creative industries, highlighting the need for systems -level thinking rather than easy quick fixes”. This activity will develop a minimum of 40 career maps for the arts sector.	CUA Creative Arts and Culture	April 2025	May 2027
Identifying training solutions relating to drink spiking and alcohol-related violence	This Implementation Promotion and Monitoring Activity is stage one, responding to requests from several state governments, will develop a training product to address the problem of drink spiking and sexualised violence in the hospitality sector. The first stage will involve forums with industry, employee/learner representatives and state/territory governments to ensure that any proposed training product is developed with full awareness of any government policy and/or regulatory framework. The forum approach will also be used by SaCSA to encourage and support a consistent national approach across each jurisdiction.	SIT Tourism, Travel and Hospitality Training	March 2025	May 2026
Service Skills Portability & Pathways (AQF level 2)	This Implementation Promotion and Monitoring activity will design and test a new Certificate II framework to reduce duplication and recognise transferable skills across service industries. The project will entail deep industry stakeholder	Cross-sector	January 2026	February 2027

	consultation, mapping of existing units of competency, and design of a cross-sector model that seeks to improve learner mobility, reduce barriers to credit transfer, and strengthen career pathways in Personal Services, Retail, Tourism, Travel and Hospitality.			
Scoping Service Industries Futures: Career Journey Mapping	This Implementation Promotion and Monitoring activity will map career pathways of key occupations in the Service Industries (Personal Services, Retail, Tourism, Travel and Hospitality), including the identification of skills gaps and industry needs, challenges and opportunities encountered in career pathways. This activity will also contribute to SaCSA's evidence-base to respond to workforce shortages and identify solutions to support career progression and retention.	Cross-sector	January 2026	June 2027
Supporting Implementation through the CUA CVIG	This Implementation Promotion and Monitoring activity will include a strategic refresh of the Companion Volume Implementation Guide (CVIG) for the Creative Arts and Culture (CUA) Training Package to improve usability, and include new products designed to support RTOs to implement updates following the recent audit of CUA unit currency – this will include FAQs, redesigned mapping documents and sector specific workshops.	CUA Creative Arts and Culture	January 2026	January 2027
Shaping Creative Futures: Designing a Framework for Creative Producers	Service and Creative (SaCSA) undertake an Implementation, Promotion and Monitoring Activity Project to design, develop, and a new AQF 7 Vocational Degree Framework, addressing critical Creative Producer shortages across arts and creative industries. The aim of the framework is to define industry led, work integrated learning outcomes, bridging the gap between VET and higher education, and aligning with the Working Future (2023) a responsive, and integrated qualification system.	CUA Creative Arts and Culture	March 2026	April 2027
Cooking with Care: Designing Learning Resources for in Aged Care Food Service	Service and Creative Skills Australia an Implementation, Promotion and Monitoring(IPM) Activity Project to design, develop, validate and a suite of learning resources to equip Registered Training Organisations (RTOs) with source materials to deliver critical knowledge and skills for the Aged Care Food Services sector in with the launch of the created Culinary Skills for Aged Care units of competency	SIT Tourism, Travel and Hospitality Training	February 2026	June 2027

Cross JSC Generalist Review	This Promotion and Monitoring activity 1. Define the generalist skills needed across the economy by assessing relevant frameworks to identify and define the generalist skills a. define how those generalist skills are related to Foundation Skills 2. Determine existing coverage of those generalist skills, within selected training packages through analysis of existing units of competency and qualifications 3. Identify duplication across training packages, qualifications and units of competency 4. Identify gaps in existing products and priority product development, and 5. Provide a roadmap to development, implementation and reduction in duplication overtime across defined training packages. 6. Provide broader policy advice/advocacy to enable this approach for by Government or other stakeholder	Cross - sector	January 2026	January 2027
Funeral Sector Skills and Capability Review	Service and Creative Skills Australia (SaCSA) will undertake an Implementation, Promotion and Monitoring (IPM) Activity Project to identify current and emerging skills needs across the funeral services, cemetery and crematorium sectors. The project will analyse occupations, regulatory requirements and workforce capability gaps, review training products and non-accredited training, and develop and pilot a skills assessment tool to support recognition of existing workforce experience and inform future workforce development and training initiatives.	SIF Funeral Services	May 2026	June 2027
Customer Aggression: Designing Learning Resources to support the Retail Industry	Service and Creative Skills Australia (SaCSA) proposes an Implementation, Promotion and Monitoring (IPM) Activity Project to design, develop, validate and implement a suit of learning resources to equip Registered Training Organisations (RTOs) with source materials to deliver critical knowledge and skills for the Retail industry sector in line with the launch of the newly created Customer Aggression units of competency and skill sets.	SIR Retail Services	May 2026	May 2027