



Australian Government

Department of Education, Employment and Workplace Relations

The First National Aviation Policy Statement

**Submission by
the Department of Education,
Employment and Workplace Relations**

24 July 2008



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1. Introduction

On 2 May 2008 the Minister for Infrastructure, Transport, Regional Development and Local Government, the Hon Anthony Albanese MP, announced the Government's intention to develop Australia's first ever comprehensive National Aviation Policy Statement or White Paper, to guide the industry's growth over the next decade and beyond.

The aim of the White Paper is to provide greater planning and investment certainty for the industry, as well as address the wider community and environmental impacts associated with air transport and airport development.

This follows the release of an Issues Paper by the Minister on 10 April 2008, detailing a range of issues and challenges faced by the aviation industry. The Issues Paper contains the following specific issues relating to the skills needs in the industry:

- What strategies should the industry adopt to attract, retain and plan for their future skills needs to remain competitive in a tight labour market, and how can these be improved?
- What are the long-term training needs for the Australian aviation industry? Where will the future pressures lie? How do we ensure the industry remains internationally competitive in retaining key staff and in attracting new entrants to the workforce?
- How should the Australian Government and industry work together to ensure the needs of the aviation industry are taken into account in its broader skills framework?
- Are proposals such as a national industry-run flying school to train flying instructors worth investigating and, if so, how might such a school operate?

The Department of Education, Employment and Workplace Relations (DEEWR) implements government policies and programs to provide education and training opportunities for all Australians, to increase employment participation and to ensure fair and productive workplaces. Education, training and workforce participation are central to the goal of building a productive and socially inclusive nation, one which values diversity and provides opportunities for all Australians to build rewarding social and economic lives.

DEEWR's Submission addresses several of the above-mentioned issues, with a focus on the following aspects of the aviation industry:

- Skills shortages;
- Training needs; and
- Workplace relations.

2. Skill Shortages in the Aviation Industry

Findings of DEEWR Surveys

DEEWR monitors the labour market for over 170 skilled occupations on an ongoing basis and provides information on skill shortages. Occupations included in the Department's skill shortage research are relatively highly skilled (that is, they generally require at least three years of post-school education or training) and are defined using the Australian Standard Classification of Occupations (ASCO).

The ten largest employing occupations in the aviation industry, according to the 2006 Census of Population and Housing, are listed in the table below. Of these, DEEWR has assessed the labour market for aircraft pilots and aircraft maintenance engineers. The occupations of air traffic controller and flying instructor, although highly skilled, are relatively small (with total national employment of less than 1 500) and are therefore not assessed as part of the skill shortage research. Other occupations do not meet the skill level which is the focus of the DEEWR research.

Table 1: Top ten employing occupations in Aviation¹

ASCO code	Occupation	Employment in Aviation
5996-13	Flight Attendant	5 756
2541-11	Aircraft Pilot	4 263
8292-11	Ticket Seller	3 757
4114	Aircraft Maintenance Engineer	3 263
7119-79	Mobile Plant Operator nec	2 647
2541-13	Air Traffic Controller	1 076
6397-11	Travel Agent	912
6111-11	General Clerk	555
2541-19	Flying Instructor	450
6152-11	Receiving and Despatching Clerk	434

¹*Aviation industry includes Australian and New Zealand Standard Industrial Classification (ANZSIC) 1993 codes 640 Air and Space Transport and 663 Services to Air Transport*

Skill shortages are relatively widespread in the Australian labour market with shortages evident across a range of skilled occupations in the trades, professions and associate professions. DEEWR research indicates that there are shortages of aircraft maintenance engineers, which are a key occupation in the aviation sector.

Reflecting the strong demand in the Australian labour market for these skills, aircraft maintenance engineers are currently included on the Migration Occupations in Demand List (MODL) which is used by the Department of Immigration and Citizenship to target the skill stream of the Migration Program to occupations which are in shortage and which have good longer term prospects. They are also on the National Skills Needs List (NSNL) which is used by DEEWR to assess the eligibility of employers and their Australian Apprentices for a range of training incentives.

Aircraft pilots were also assessed by DEEWR in 2007. Research undertaken in May 2007 indicated that employers of helicopter pilots filled their positions more easily than did employers of fixed-wing pilots, with more than 90 per cent of vacancies filled. However, some employers of helicopter pilots contacted as part of the research suggested it is becoming increasingly difficult to find experienced pilots due to the ageing workforce and the lure of overseas employment.

To be eligible for inclusion on the MODL, occupations must be in national shortage and meet a range of other criteria, which include attracting 60 points on DIAC's Skilled Occupations List (SOL).

The occupation of pilot is not currently eligible for inclusion on the MODL, as it is not included on the SOL and is not assessed as being in national shortage.

The labour market for pilots will be assessed again as part of the DEEWR skill shortage research program in late 2008.

In August 2007 the Senate Education, Employment and Workplace Relations Committee presented its report on the Inquiry into Workforce Challenges in the Transport Industry, which included the aviation industry. The purpose of the inquiry was to address the scope of the problem of labour and skill shortages affecting all sectors of the transport industry and the likely consequences of serious labour shortages.

The committee found that there are workforce challenges facing every sector of the transport industry. To varying degrees, industry has difficulty attracting and retaining employees, and particularly young employees, whose entry into the industry is necessary to replace a workforce which is ageing and looking to retirement.

The report contains recommendations on Commonwealth-led coordination of improved training delivery for the sector, which addresses the issues related to employment incentives and disincentives that are characteristic of the industry.

The Government's response to the recommendations made in this report is being finalised.

DEEWR Surveys of Employers in the Aviation Industry

DEEWR conducted telephone surveys of employers in selected industries and regions to establish and quantify their recruitment experiences. Information gathered includes success rates in filling vacancies, numbers of applicants for recent vacancies, reasons why applicants are unsuitable, future recruitment expectations and information specific to the industry or region.

An Inter Departmental Committee (IDC) was established in early 2007 by the former Minister for Transport and Regional Services to assess emerging shortages for pilots and to address any avenues for possible additional government assistance for training or other measures to increase the supply of key aviation skills in the Australian aviation market.

There is concern that skill shortages in relation to pilots will have a severe impact on the industry in the near future, with possible implications for economic growth and coverage of services in regional Australia. One outcome from the IDC was that DEEWR would run a survey to ascertain the extent and impact of these shortages.

In November 2007, 172 employers of pilots across different aviation sectors Australia-wide were surveyed.

The survey was aimed at gathering information identifying the extent to which pilots are in shortage and why recruitment may be difficult in order to help inform strategies aimed at increasing the supply of suitably qualified pilots in Australia.

Findings from the survey suggest that although certain sectors of the aviation industry (particularly Flying Training and Emergency Services operations) are suffering critical recruitment difficulties, the recruitment difficulties across the industry as a whole are not dissimilar to those being experienced by other industries in the current labour market. Although future growth is uncertain at this time, recent growth and industry forecasts suggest expansion of the aviation industry, both nationally and internationally. If this is the case, the continued supply of suitably qualified pilots will need to be managed carefully. The report, *Findings from the Survey of Employers' Recruitment Experiences of Aircraft Pilots*, was released publicly in April 2008 and can be found at www.workplace.gov.au/regionalreports. A summary of the key findings is included at **Attachment A**.

The report makes four recommendations in relation to sustaining an adequate supply of aircraft pilots:

1. Implement transparent workforce planning processes and clearly communicate future recruitment needs to one another;

Employers within the aviation industry should consider implementing industry-wide workforce planning and introducing transparency to ensure the survival of smaller general aviation businesses and regional airlines. As the larger domestic airlines rely on these businesses to produce their future trained supply of pilots, they need to ensure their continued operation.

It is recommended that clear communication of future recruitment needs by larger airlines would better enable smaller airlines to prepare to replace pilots who move to larger companies or different sectors which is an often inevitable and necessary part of a pilot's career path. Further, such an approach could provide flight training schools with the opportunity to share their forecasts about the length of time and investment required for training pilots.

The industry has shown that it is able to plan effectively in terms of building the capital infrastructure that future demand is dictating by increasing the number of planes and services being provided. Future demand will be better met by planning for the number of pilots needed to use this infrastructure and communicating this both amongst the major airlines as well as regional and general aviation operators so they can prepare for future recruitment demands.

2. Consider alternative retention strategies that offer increased workplace flexibility to attract and retain pilots and encourage retired pilots to stay engaged with the workforce, particularly in flying training.

There is evidence to suggest that there are many more licences that are active than are in use.¹ To help alleviate some of the current lack of supply, airlines could adopt flexible working practices in the form of part-time or casual work, particularly for flying instructors. By encouraging experienced instructors to engage on a part-time basis, the short-term problems will have less impact on the current supply of pilots. Discussions with regional airlines indicate that they are often seen as an employer of choice for some pilots due to their flexible work practices and rostering systems which support a work/family-life balance.

3. Improve and market the image of becoming a pilot as a career option by visiting schools, having a presence at career fairs and increasing the number of cadetship and traineeship programs.

Discussions with some airlines indicated that there was a reduced supply of school leavers interested in becoming a pilot. Airlines also considered that there was a common misconception by school leavers that to become a pilot they need certain subjects and academic results, whereas aviation businesses indicated they are more interested in physical ability to fly (not necessarily experience) and a passion for aviation. By clarifying the prerequisites for becoming a pilot, including by increasing their presence at career fairs, visiting schools and better marketing of the industry, airlines may encourage more school leavers, particularly women, to consider becoming a pilot.

Discussions with airlines indicate that many of the major airlines have marketing programs in place, however, the expansion of such programs will further enhance the image of the occupation.

The survey results indicate that airlines were willing to consider cadetship and traineeship options as a way to build their own supply of pilots trained to their specifications.

4. Increasing the use of 'return of service' or bonding arrangements that meet the initial cost of training as a way of reducing the cost barriers for people interested in becoming pilots.

One of the main barriers to becoming a pilot for many young people is the upfront cost of the training. What is also evident is that there are many pilots with their Private Pilot Licence who, possibly, given a financial advantage, might take the opportunity to work towards their Commercial Pilot Licence. Several airlines indicated that they had in place a system of 'bonding' the cost of training. For

¹ Civil Aviation Safety Authority, Annual Report 2006-07.

example, pilots paying back the cost of training over several years in the form of salary deductions following their successful completion of training.

DEEWR also undertook a survey of employers in the Airport Screening sector between December 2007 and January 2008. The results reflect the responses from private security companies that supply airport screening staff to 30 security-regulated airports. While the results of this survey are still to be released, a summary of the key findings and recommendations is at **Attachment B**. In general, recruitment in the Airport Screening sector appears to be significantly more difficult than other industries across Australia. In addition, staff turnover is having a significant impact on the industry with all recruiting employers expecting to replace staff in the next 12 months. The survey findings also suggest that the general working conditions in the sector are linked to the difficulty in filling vacancies. For example, over one third of employers reported uncompetitive wages and remuneration as a primary reason for vacancies being difficult to fill.

3. Training Issues

Until recently, the practical flight training required for accreditation by the Civil Aviation Safety Authority (CASA) as a commercial pilot has been conducted in the vocational education and training sector and other private flight training schools (including some associated with universities), on a fee-for-service basis, separate to university study. More detailed description of the training requirements and licences is provided in **Attachment C**.

Theory-based aviation studies have typically been offered as higher education awards with students undertaking optional practical flight training with an authorised flying school in conjunction with these degrees. Fees charged for flight training are separate to those charged for the degree.

Generally speaking, the cost of practical flight training is too high for universities to be able to offer these units on a Commonwealth supported basis and there are restrictions on offering an undergraduate course on a fee-paying basis only. Currently universities must seek the Australian Government's approval to offer an undergraduate course on a fee-paying basis only (and this option will be eliminated for next year as undergraduate full fee-paying places are phased out). This does not apply if a course is available only on an employer-reserved basis (i.e., where entry is restricted under an arrangement with an employer or industry body).

For example, entry to Swinburne University's Associate Degree in Aviation is on a restricted-access basis (see **Attachment D**), meaning there is an arrangement between an employer or industry body that limits enrolment in the course, and it is classified as having only 'employer reserved places'. These places are not eligible to be Commonwealth supported and will not be affected by the phase-out. Students enrolled in employer reserved places may be eligible to access FEE-HELP to pay some or all of their tuition fees (see Attachment E for more details on HELP).

Some higher education providers have begun to offer practical flight training as part of a higher education course. For example, Griffith University has structured its Graduate Diploma of Flight Management to meet the CASA Commercial Licence requirements (see **Attachment D**). As a postgraduate award, the university is also able to offer the degree on a fee-paying basis only. Eligible students enrolled in these fee paying places are able to access FEE-HELP to pay some or all of their tuition fees.

Swinburne and Griffith universities' courses are accepted by Qantas for the Qantas Cadet Pilot Program. This program comprises two phases: an education and training phase including theory and flight training at a participating university and flight training organisation; and a post-training phase under the Cadet Industry Placement Program. Information available to DEEWR from Qantas reveals that trainee pilots had to pay their own way through the Qantas program. The flight training costs to get to second officer is about \$80 000. Qantas, however, are looking at ways to fund training, e.g., through interest-free loans etc., although they believe this is unlikely to happen in the near future.

There has been increasing discussion (including media coverage) of the issues faced by the aviation industry in relation to the recruitment of qualified pilots. These discussions have related to a range of policies including recent coverage of Qantas' regional access and Jetstar's use of the 457 visa class for foreign pilots.

Responsibility for general aviation policy lies with the Department of Infrastructure, Transport, Regional Development and Local Government which is working with stakeholders in the development of broader skills and training policies. Skills Australia will also establish close links with a range of stakeholders to ensure that it provides the Government with a comprehensive picture of the skills outcomes that industry wants, and options for achieving them.

The pilot shortage and costs of flight training were canvassed in an Inter-departmental Committee in 2007 led by the Department of Transport. The general conclusion was that FEE-HELP (and potentially VET FEE-HELP) could assist, but there was not a strong case for the Australian Government to fund practical flight training by providing universities with a higher level of funding for this than they receive for any other 'academic' discipline.

There were also concerns that doing so could jeopardise the viability of private flight training schools that would probably never come within the regulated higher education system. CASA information on how to become a pilot does not place any particular emphasis on higher education training (see **Attachment C**).

Pilots were included on the list of priority occupations for the second phase of the Productivity Places Program which came into effect on 1 July 2008. The qualifications that have been included on the priority list are the Certificate IV in Aviation (Commercial Pilot Aeroplane Licence)² and the Certificate IV in Aviation (Commercial Pilot Helicopter Licence)³. Airport Security Screeners⁴ were placed on the priority occupations list for the first phase (beginning on 1 April 2008) of the Productivity Places Program (see **Attachment B** for the rationale for this decision).

The Productivity Places Program is part of the Australian Government's *Skilling Australia for the future* policy. Under this program, the Government has allocated \$1.9 billion over five years to deliver up to 630 000 additional training places in the vocational education and training sector to help address skill shortages. This means that the Government will fund additional training places in the vocational education and training sector for these occupations.

See **Attachment E** for the current financial support arrangements for aviation studies and flight training.

² The qualification code for this certificate is TDA40107.

³ The qualification code for this certificate is TDA40207

⁴ The qualification codes for the relevant certificates (Certificate II in Security Operations or Technical Security) for Security Officers are PRS20103, PRS30103, PRS20203 and PRS30203.

4. Workplace Relations Issues

Workplace relations strategies can be used by employers in the aviation industry to retain current employees and may also attract people to consider a career in one of the diverse jobs available in the aviation industry. These strategies can include adopting workplace arrangements which suit both the needs of the company and the needs of employees. Levels of remuneration and other benefits may also contribute to attraction and retention in the aviation industry.

Most workers in the aviation industry (some 96.9 per cent according to the DEEWR Workplace Agreements Database) have their terms and conditions set through collective agreements, which can be union or employee only. There is some evidence of employers and employees in the industry adopting tailored workplace arrangements. In one example, a company in the domestic airline sector has trained ground staff to also perform cabin crew roles. This provides employees (particularly those employed on a part-time or casual basis) with increased opportunities to gain work and also provides alternative career development paths.

However, employee job descriptions within the industry are highly delineated and seniority remains a major factor in training and career advancement. For example, pilots often start working in general aviation and then move to regional airlines, followed by domestic positions and then are often offered jobs for international airlines. The global nature of competition for employees in this industry only increases the importance for companies to use innovative ways to retain existing employees.

The Average Annualised Wage Increase (AAWI) across all current agreements in Air and Space Transport has remained stable at 3.1 per cent (March quarter 2006 to September quarter 2007), with a slight increase to 3.2 per cent for the December quarter 2007, and a return to 3.1 per cent in the March quarter 2008. This compares to the All Industries average of 4.1 per cent for the March and June quarters 2006 and 4.0 per cent for all quarters since that time. Wages of air traffic controllers, aircraft maintenance engineers, flight specialists, flying instructors and pilots were all in the 10th decile (10th being the highest) in 2007, compared with other industries.

The Air and Space Transport industry has relatively high levels of trade union membership. ABS data for August 2007 showed trade union membership of around 41.7 per cent within the industry, a level more than double the national average for all industries of 18.9 per cent⁵.

The Australian Government, through *Forward with Fairness*, is introducing a new workplace relations system which will enhance the ability for employees and employers to negotiate for greater flexibility in the workplace, whilst providing a safety net of key conditions. The new system will provide opportunities for all participants in the industry to ensure the workplace arrangements they choose meet the needs of employees and attract new workers.

⁵ Australian Bureau of Statistics, *Employee Earnings, Benefits and Trade Union Membership*, ABS Catalogue Number 6310.0, August 2007.

Current Migration Arrangements

The Australian Government administers a range of employer-sponsored temporary and permanent migration arrangements designed to meet the genuine skill needs of Australian employers. The focus of these arrangements is on the entry of skilled overseas workers for employment in skilled (managerial, professional, associate professional and trade) occupations, particularly those with skills in demand in the Australian labour market.

While there is some provision under the concessional regional temporary migration arrangement for regional employers to recruit overseas workers for employment in less-skilled occupations (including some aviation industry specific occupations), current migration arrangements do not provide for the employment of overseas workers in unskilled or labouring occupations.

The following migration arrangements potentially contribute to the supply of labour available to the aviation industry:

- Temporary Business Long Stay;
- Employer Nomination Scheme;
- Labour Agreements;
- Regional Temporary Business Long Stay;
- Regional Sponsored Migration Scheme; and
- “Other” non-sponsored temporary migration arrangements which include a work right.

5. Conclusion

Skill shortages are widespread in the Australian labour market. Shortages are evident across a range of skilled occupations in the trades, professions and associate professions.

Recent DEEWR research indicates that there are shortages of aircraft maintenance engineers, which are a key occupation in the aviation sector. Owing to strong demand in the Australian labour market for these skills, aircraft maintenance engineers are currently included on the Migration Occupations in Demand List.

There is also a difficulty in recruiting aircraft pilots, which is evident from the 2007 research. It was found however, that employers of helicopter pilots filled their positions more easily than did employers of fixed-wing pilots, although employer comments suggest it has become progressively more difficult to find experienced pilots, owing to an ageing workforce and the attraction of employment overseas.

Although future growth is uncertain at this time, recent growth and industry forecasts suggest expansion of the aviation industry, both nationally and internationally. If this is the case, the ongoing supply of suitably qualified pilots will need to be managed. The results of DEEWR's surveys indicate that the recent growth in skill demand is not expected to subside in the near future. Rather, the current recruitment difficulties are likely to increase. To overcome some of these difficulties and to ensure a future supply of suitably qualified pilots, DEEWR recommends that the employers in the aviation industry:

- Implement transparent workforce planning and clearly communicate future recruitment needs to one another;
- Consider alternative retention strategies that offer increased workplace flexibility, in order to attract and retain pilots and encourage retired pilots to stay engaged with the workforce, particularly in flying training;
- Improve and market the image of becoming a pilot as a career option by visiting schools, having a presence at career fairs and increasing the number of cadetship and traineeship programs; and
- Increase the use of 'return of service' or bonding arrangements that meet the cost of initial training as a way of reducing the cost barriers for people interested in becoming pilots.

Workplace relations strategies can also be used by employers in the aviation industry to retain current employees and may also attract people to consider a career in one of the diverse jobs available in the aviation industry. These strategies can include adopting workplace arrangements which suit both the needs of the company and the needs of employees. Levels of remuneration and other benefits may also contribute to attraction and retention in the aviation industry.

The Australian Government, through *Forward with Fairness*, is introducing a new workplace relations system which will enhance the ability for employees and employers to negotiate for greater flexibility in the workplace, whilst providing a safety net of key conditions. The new system will provide opportunities for all participants in the industry to ensure the workplace arrangements they choose meet the needs of employees and attract new workers.

Until recently, the practical flight training required for accreditation by the Civil Aviation Safety Authority (CASA) as a commercial pilot has been conducted in the vocational education and training sector and other private flight training schools (including some associated with universities), on a fee for service basis, separate to university study.

The Australian Government is helping to improve the supply of skills to the industry in the medium term through placing airport security screeners and pilots of both fixed-wing aircraft and helicopters on the priority lists for the Productivity Places Program. This means that the Government will fund additional training places in the vocational education and training sector for these occupations.

Additionally, some higher education providers have begun to offer practical flight training as part of a higher education course, although the cost of practical flight training is too high for universities to be able to offer these units on a Commonwealth supported basis and there are restrictions on offering an undergraduate course on a fee-paying basis only.

There has been increasing discussion (including media coverage) of the issues faced by the aviation industry in relation to the recruitment of qualified pilots. While responsibility for general aviation policy lies with the Department of Infrastructure, Transport, Regional Development and Local Government, DEEWR is very willing to work with this Department to alleviate skill shortages in the aviation industry.

ATTACHMENT A

Aircraft Pilots: Survey of Employers' Recruitment Experiences

Of the 172 employers surveyed, 68 per cent had recruited for pilots in the past 12 months. Employers reported a slightly higher proportion of unfilled vacancies (11.9 per cent), in the 12 months preceding the survey, when compared with both the Transport and Storage (9.4 per cent) industry as a whole and the average of all industries (9.2 per cent) surveyed to date.⁶ The proportion of vacancies remaining unfilled did, however, vary significantly across the aviation sectors (for example, Coast Watch, Emergency Services and Defence Support businesses reported 67 per cent, 38 per cent and 33 per cent respectively of vacancies unfilled, by comparison, Recreation Flying and Crop Dusting businesses reported no unfilled vacancies).

Despite this higher unfilled job vacancy rate, the level of difficulty recruiting reported by aviation businesses overall was below other Transport and Storage businesses surveyed in the past, with 61 per cent of aviation businesses reporting difficulty recruiting compared with 72 per cent of Transport and Storage businesses combined, and in line with businesses from all industries combined (63 per cent). However, reports of difficulty again varied by type of aviation business with Emergency Services, Passenger Transport, Charter Flights and Flying Training businesses reporting higher than average levels of difficulty recruiting.

The most commonly reported reasons for recruitment difficulties were the tight labour market, pilots being attracted to larger airlines and the technical skill requirements of the job.

The results of the survey suggest that there is fairly high competition for pilot vacancies, with an average of 5.6 applicants per vacancy which is above the average for all industries (4.6 applicants) surveyed to date (Professional vacancies only). Of these, 2.6 pilot applicants (46 per cent) were considered suitable, which was a higher proportion than other Professional occupation applicants across all industries.

Insufficient flying hours and inappropriate experience were the most common reasons reported by employers for rating one or more pilot applicants as unsuitable.

Staff turnover was also identified as an issue of concern with 48 per cent of employers reporting that they had replaced staff in the last 12 months, although this proportion is lower than other industries surveyed. The main reason for pilots leaving the business was to go and work for larger/major airlines.

Retention strategies: 56 per cent of employers reported having strategies in place to reduce anticipated turnover. These strategies include increasing wages, offering development and training and improving work conditions.

Training: 58 per cent of businesses had pilots undertaking further training while on the job, of whom, 63 per cent reported that this training was funded by their business. A further 46 per cent of businesses, not already doing so, would consider funding further training for pilots in the future.

Looking forward, the survey results indicate lower than average future recruitment expectations (50 per cent of employers expect to recruit pilots); however, this also varied significantly by size of business and aviation sector, with Passenger Transport and Charter Flight operations indicating that they would have much higher future recruitment needs than other sectors and larger businesses indicating the same.

⁶ All comparative data have been sourced from the combined results of DEEWR's Survey of Employers' Recruitment Experiences for the 9 months to December 2007.

Expectations that future recruitment of pilots would be difficult were high across the aviation industry (69 per cent expected difficulty recruiting), with expectations slightly exceeding those of the Transport and Storage industry (68 per cent) itself and significantly above the average of all industries (58 per cent) surveyed.

ATTACHMENT B

Summary of main findings

Airport Screening: Survey of Employers' Recruitment Experiences

All surveyed employers had recruited in the last 12 months. Over this period, 9 per cent of all vacancies were unfilled. Unfilled vacancies were reported by 33 per cent of employers. In addition, 80 per cent of employers reported having difficulty filling vacancies. This result is significantly higher than the average across similar surveys conducted by the Department (62 per cent reporting difficulty).

In addition, 21 per cent of the most recently advertised vacancies remained unfilled. These unfilled vacancies were reported by 27 per cent of employers.

For the most recent vacancy there were, on average, 3.9 applicants of whom an average of only 0.7 applicants were considered suitable for each vacancy. However, the suitability of applicants was heavily dependent on where the airport was located. For example, only 16 per cent of applicants in metropolitan areas were considered suitable compared with 67 per cent of applicants in regional areas.

The main reasons job seekers were considered to be unsuitable was because they did not have the required Certificate II in Security Operations (43 per cent), poor personal presentation (33 per cent), and inadequate communication and teamwork skills (29 per cent).

The main reason employers reported vacancies as difficult to fill for the most recent vacancy was the tight labour market (50 per cent). Employers in metropolitan areas also reported that the working hours (38 per cent), technical skill requirements (25 per cent), and wages not being competitive (25 per cent) contributed to recruitment difficulty. However, employers in regional areas reported that location (63 per cent) and wages not being competitive (44 per cent) were major contributors.

Around 87 per cent of employers recruited due to staff turnover in the last 12 months. Overall, employers most commonly reported that the main reason people left was that they were not suited to the job (39 per cent). Remuneration reasons (35 per cent) and the unsociable hours and/or availability of hours and/or shiftwork being unsuitable (31 per cent) were other common reasons.

Despite the high level of staff turnover in the airport screening industry the majority of employers (60 per cent) did not have any retention strategies currently in place.

A high proportion of employers reported an intention to recruit passenger or checked-baggage screeners in the next 12 months. All employers expecting to recruit in the next 12 months expected to do so due to staff turnover. In addition, 65 per cent of employers expecting to recruit anticipated doing so because they will increase the numbers of staff employed.

To overcome some of these difficulties, the report recommends that employers consider strategies such as:

- Introducing flexible work practices to attract workers into the airport screening workforce.
- Introducing or expanding the use of bonding systems as a method of reducing the cost barriers of training and licensing to applicants.
- Introducing and customising retention strategies to minimise staff turnover.

- Emphasising the customer service aspects of the role during recruitment campaigns.
- Working with employment service providers to increase the proportion of suitable referrals.

As a result of this survey, airport security screeners have been placed on the priority occupations list for the Productivity Places Program.

ATTACHMENT C

CASA Pilot Requirements

(extract from <http://www.casa.gov.au/pilots/download/pilotbooklet.pdf>)

Anyone with average good health, eyesight and hearing should be able to meet the medical standard required to become a commercial pilot. Typically, an educational background in English, maths and physics will help.

To obtain a commercial pilot's licence (CPL) you must pass comprehensive theory exams and a flight test, which is completed after a minimum of 150 hours flight training (105 hours in the case of helicopters). There are several ways to achieve this, including fulltime and part-time training, a Bachelor of Aviation degree, or a cadetship with a major airline.

LICENCES & RATINGS

- Student pilot's licence (SPL)
- Private pilot's licence (PPL)
 - o Night visual flight rules (NVFR)
 - o Private IFR rating (PIFR)
 - o Command instrument rating (CIR)
- Commercial pilot's licence (CPL)
- Air transport pilot's licence (ATPL)

Each of these licence levels builds on the previous licence. For instance, the student licence is your initial licence for training. After passing a general flying progress test you are allowed to fly passengers around your local area, and after passing the private pilot's licence (navigation training) you are allowed to fly passengers anywhere within Australia.

Medical requirements

You need to pass a medical examination before you are issued with a student pilot's licence. These examinations are done by doctors approved by CASA, known as designated aviation medical examiners, or DAMEs. Flying schools can help you find a DAME in your local area. A list of all DAMEs can be found on CASA's website (www.casa.gov.au).

Before you take your medical you should ask your flight training organisation to arrange for CASA to issue you an aviation reference number (ARN), a unique identifier that will stay with you for the rest of your flying

Educational prerequisites

There are no formal educational qualifications needed to train as a private pilot. Many pilots who fly for recreational purposes have little formal education.

The education level needed to pass the private pilot's (aeroplane) licence examinations set by CASA is well within the scope of most people. The only requirement is to be able to speak, read, write and understand the English language.

For the higher levels of the commercial licence, a good background in maths and physics is useful, but not essential, as these areas are covered in the theory syllabus. Most people who succeed in aviation have above-average initiative, self-discipline, common sense, patience and perseverance.

Organisations offering flying training can generally be found in your local telephone directory under the headings of “Flying Schools” or “Aero Clubs”. Some universities, technical institutes and TAFEs also offer flying training.

Types of flying training

There are five training schemes in the Australian aviation industry:

1. Local flying training organisation (part-time or full-time)
2. Full-time training at specialist schools
3. Flying training as part of a university or institute of technology degree or diploma
4. Flying training in ultralight aeroplanes
5. Flying training in the military.

How long does it take?

Most training organisations can give you a reasonable estimate of the time needed for each stage of your flying training. There are two elements to the pilot licence: theory and practice. If possible, it is a good idea to pass each stage of ground theory well before you move on to the next stage of flying training. How long training will take depends on how often you can fly. If you fly less than an hour each week, your progress will be hampered by the amount of time needed for revision at the start of each flying lesson. If you cannot afford the time or money to fly at least weekly, you should think about starting your training when you are able to afford both.

From student to airline captain

A trial instruction flight is normally a 30-minute flight with an instructor, designed to help you decide whether to continue.

The student pilot’s licence allows you to take flying lessons, including flying the aircraft solo.

The general flying progress test allows you to carry passengers while acting as pilot in command with a student licence. You must pass your GFPT before going for your private pilot’s licence.

The private pilot’s licence allows you to act as pilot in command in private operations.

The commercial pilot’s licence allows you to act as pilot in command of some commercial operations.

The airline transport pilot’s licence allows you to act as pilot in command in any operation, including passenger jets.

ATTACHMENT D

Griffith University – Graduate Diploma of Flight Management

The aim of this program is to prepare students for a career in the aviation industry and to improve their knowledge and skills of the practical aspects of commercial aircraft operations. It will also provide students with core skills required for life-long learning in the rapidly changing aviation environment.

This Graduate Diploma program may be undertaken concurrently with the Bachelor of Aviation and will provide students with the quality controlled practical flight training required to meet the standards of the aviation industry in the new millennium.

This program is not available to international students.

Attendance

The Graduate Diploma of Flight Management is offered part-time off-campus at a contracted flight training organisation. This program may also be undertaken on a full-time basis off-campus only when students have completed the required 180 credit points of coursework for the Bachelor of Aviation.

This Graduate Diploma program includes eight Flight Training Practicums, offered in both teaching semesters, which allows students to progress through the program at an accelerated rate to comply with aviation industry training requirements.

Professional recognition

Pilot licences are issued by the Civil Aviation Safety Authority (CASA).

Career opportunities

Graduates should be in a position to hold the licences required to perform the duties of a Commercial Pilot as well as high-level understanding of the aviation environment and should be ready for immediate employment as a Commercial Pilot.

Cost

Program fees for the Graduate Diploma of Flight Management (4140)

	Fee per credit point	Tuition Fee per EFTSL (80 CP) unless otherwise stated
Fees for students who commence in 2008	\$1 000.00	\$80 000.00
Fees for students who commenced in 2007	\$650.00	\$52 000.00

Source: http://www17.griffith.edu.au/cis/p_cat/admission.asp?ProgCode=4140&Type=overview

Swinburne University of Technology – Associate Degree of Technology (Aviation)

Course Description:

The Associate Degree of Technology (Aviation) has been developed to provide a tertiary award in conjunction with a structured training program for students who are undertaking a cadet pilot training program. The program meets the requirements of the Civil Aviation Safety Authority for provision of Commercial Pilot Licence (aeroplane) theory and practical training and examination for the same, as well as Air Transport Pilot Licence theory. Practical training and examination for Multi Engine Command Instrument Rating is also included.

On completion of the associate degree, graduates will be offered an articulated pathway into the Bachelor of Technology (Aviation) or Bachelor of Technology (Aviation)/Bachelor of Business.

Upon completion of additional units of competency graduates would also be eligible for the vocational awards of Certificate IV in Transport and Distribution (Aviation Flying Operations) and Advanced Diploma of Technology (Aviation). Upon completion of the associate degree program graduates would undertake a jet type rating before commencing line pilot operations with an airline.

Note: this course is only available to applicants who are accepted into a pilot cadet training program with an organisation holding an internationally recognised Air Operators Certificate (AOC) of transport category aeroplanes.

How To Apply

Entry Requirements:

Applicants must have satisfactorily completed the Victorian Certificate of Education (VCE) or its equivalent. VCE Prerequisites: Units 3 & 4 - a study score of at least 20 in English (any) and Further Mathematics. Passes may be accumulated over more than one year.

Additionally, applicants must have been successfully selected and accepted into a pilot cadet training program with an organisation holding an internationally recognised Air Operators Certificate (AOC) of transport category aeroplanes.

Course Fees:

Students will enrol in a Full Fee-Paying Place (FFP).

Swinburne University of Technology – Advanced Diploma of Technology (Aviation)

Course Description:

The Advanced Diploma of Technology (Aviation) is a two-year course that enables students to seek a career in the aviation industry as commercial pilots with major and regional airlines. Students have the option to undertake one of three elective streams which include the Command Instrument Rating stream, the Flight Instructor Rating stream or the Bridging stream (which provides an additional theory component and is for students wishing to articulate into the Swinburne Bachelor of Technology (Aviation)).

Practical skills training and education processes are weighted equally in the course as there is a need to provide a high level of both flying prowess and the ability to solve problems through the application of methodical and rational thinking. High quality Commercial Pilot Licence training is combined with educational topics designed to provide an optimum balance across the range of areas required by today's professional

pilots.

A strong feature of Swinburne Aviation programs is that the development and delivery of all programs is guided and supported by our external Aviation Industry Advisory Committee.

Course Fees:

The cost for the flying training will depend on the time taken to acquire the competency needed to satisfy the requirements of the Civil Aviation Safety Authority and also upon the option chosen. These options include twin engine training, Flight Instructor Rating or Command Instrument Rating. The costs for flying and simulator training, and the industry based theory are approximately \$43 100 for the Certificate IV. Approximately an additional \$5 300 for the Diploma course. Approximately an additional \$11 600 for Flight Instructor Rating or approximately \$14 830 for Command Instrument Rating for the Advanced Diploma course, including all books and fees.

Fees for academic theory total approximately \$4 050 for Certificate IV. An additional \$1 500 for the Diploma and an additional \$2 100 - \$2 390 (depending on elective stream) for the Advanced Diploma.

All fees may be paid in progressive instalments.

Source: <http://courses.swinburne.edu.au/courses/ViewCourse.aspx?mi=100&id=20238>

ATTACHMENT E

Current financial support for aviation studies and flight training

The Australian Government provides assistance for aviation students through funding Commonwealth supported places and access to the Higher Education Loan Program (HELP). Commonwealth supported places are subsidised by the Australian Government by the payment of grants to higher education providers. The HELP elements, HECS-HELP and FEE-HELP, are income contingent loans. Students are not required to repay their HELP debts until their income is above the minimum repayment threshold. The minimum threshold for the 2008-09 income year is \$41 595 (adjusted annually).

HECS-HELP

Students enrolled in a Commonwealth supported place, at undergraduate and postgraduate level, may be eligible for HECS-HELP to pay some or all of their student contribution amount.

For example, Central Queensland University offers the Bachelor of Aviation Technology. All places offered in this course are Commonwealth-supported and eligible students can choose to access the HECS-HELP program to pay their student contribution. No flight training is offered to students.

FEE-HELP

Students enrolled in a fee-paying place may be eligible for FEE-HELP to pay some or all of their tuition fees. From 1 January 2009, public universities will not be able to offer new full fee-paying domestic undergraduate places, except in some special categories; for example, employer-reserved places will remain fee-paying.

Griffith University is one example of how FEE-HELP can be utilised to support flight training. Griffith offers fee-paying places in a Graduate Diploma of Flight Management which provides practical flight training to meet the CASA requirements for a commercial pilot's licence. Students enrolled in this course may be eligible for FEE-HELP to pay some or all of their tuition fees up to a lifetime limit of \$81 600 (2008 rate, indexed annually). The fee for the Graduate Diploma is \$80 000 in 2008.

VET FEE-HELP

VET FEE-HELP is an income-contingent loan scheme for the VET sector that is an extension of the higher education loan scheme FEE-HELP arrangements.

VET FEE-HELP will assist eligible full-fee-paying students who are enrolled in a VET accredited course at the Diploma, Advanced Diploma, Graduate Certificate or Graduate Diploma level through a VET provider (a Registered Training Organisation (RTO) approved to offer VET FEE-HELP to its students) to pay for all or part of their tuition fees. If the RTO offers a Diploma or Advanced Diploma, its units of study will need to articulate towards a higher education award.

It is expected that the first VET providers approved to offer VET FEE-HELP will become available later in 2008.

RMIT University and Swinburne University offer VET flight training courses at Diploma and Advanced Diploma levels that are not subsidised through Victorian VET funding arrangements and that articulate into their Bachelor degree programs. They could choose to seek approval as VET providers to offer VET FEE-HELP to eligible students.