

Future Skills Organisation
Annual Training Product Development Plan
2026 – 2027

Acknowledgements:

FSO extends its gratitude to the industry representatives and other stakeholders who provided their insights to formulate this Annual Training Product Development Plan.

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Version Control:

Release	Notes	Date of publication
Version 1	Reflects projects approved in the FSO Annual Activity Schedule 2024.	April 2024
Version 2	Addition activities added as per the FSO Annual Activity Schedule 2025.	20 December 2024
Version 3	Updated project commencement date. Addition of new projects approved in the FSO Annual Activity Schedule 2024-25, that will be in delivery during the period of June 2025 to June 2026. Alignment with TPOF (1 July 2025) guidance.	June 2025
Version 3.1	Updated 3 project prioritisations. Reverting to original project commencement dates. Updated link to project website.	July 2025
Version 3.2	Addition of Appendix 1: Purpose for FSO_ANN_2025_004 Uplift Digital Capability Purposes – BSB Training Package. Addition of Appendix 2: Purpose for FSO_ANN_2025_002 Telecommunications Technology Qualifications Update Purposes – ICT Training Package.	October 2025
Version 3.3	Addition of Appendix 3: Purposes for FSO_ANN_2425_011 BSB Training Package (TP) Update: Safe and Respectful Workplaces Unit of Competency (UoC) - BSB Training Package.	January 2026

Version 3.4	Addition of Appendix 4: Purposes for FSO_ANN_2425_003 Sustainable Finance Disclosures – FNS Training Package. Addition of Appendix 5: Purposes for FSO_ANN_2425_012 FNS Training Product (TP) Update: Diploma / Cert IV in Finance and Mortgage Broking – FNS Training Package.	April 2026
Version 3.5	Addition of Appendix 6: Purposes for FSO_ANN_2425_006 Specialist Artificial Intelligence – ICT Training Package. Addition of Appendix 7: Purposes for FSO_ANN_2425_005 Specialist Cyber Security Skills – ICT Training Package. Addition of Appendix 8: Purposes for FSO_ANN_2425_001 Information and Communication Technology update – ICT Training Package.	May 2026
Version 4	Addition of new projects approved in the FSO's Annual Activity Schedules for 2025-26 and 2026-27. Addition of Appendix 9: Purposes for FSO_ANN_2627_001 Update: BSB80120 Graduate Diploma of Management (Learning) – BSB Training Package Reordering of appendices to align with chronology of the Annual Plan.	July 2026

Annual Training Product Development Plan

Future Skills Organisation (FSO) Annual Training Product Development Plan provides an overview of the training products to be developed as part of the activities described below. These activities address the skills and capabilities gaps described our Workforce Plan. This Annual Training Product Development Plan only identifies activities that require changes to training package products, such as updating and reviewing existing training products, creating new training products to reflect industry skills needs, and or deleting training products that are no longer required.

To find out more about FSO's current projects, please visit [our Projects Page](#).

2025 Projects Commencing

Projects Commencing 2025

Code & Title	Description & Scope	Prioritisation	Duration <u>Please refer to FSO Project Page for details</u>						
FSO_ANN_2425_001 Information and Communication Technology update – ICT Training Package <u>Link: ICT Training Package Update: Modernisation - Future Skills Organisation</u>	This training product development activity will update the Information and Communications Technology (ICT) Training Package based on the findings of FSO’s previous activity (ICT Training Package Review: Needs and Gaps Analysis). This will include addressing skills gaps, allowing agility and contextualisation and clarifying pathways and articulating relationships with vendor certifications. This activity will deliver new and revised UoCs, develop sustainable training products, and update the ICT Companion Volume Implementation Guide (CVIG) in line with Training Package Operating Framework (TPOF) requirements and Qualifications Reform directives. Training Product Purposes for this activity are in Appendix 1.	Complex	Project Commencement: May 2025 Project Completion: June 2028						
FSO_ANN_2425_002 Telecommunications technology qualifications update – ICT Training Package <u>Link: ICT Update: Telecommunications Technology Qualifications - Future Skills Organisation</u>	This training product development activity will update 6 Telecommunications Technology qualifications; related skills sets and units of competency within the Information and Communications Technology (ICT) Training Package. These updates will reflect current industry practices, standards, technology and regulations. The specific occupations related to these qualifications are for Telecommunication workers, apprentices and related occupations. Training Product Purposes for this activity are in Appendix 2.	Complex	Project Commencement: June 2025 Project Completion: September 2027						
	<table><tr><th>Qualifications for review</th><th>Related occupation/s</th></tr><tr><td>ICT20219 Certificate II in Telecommunications Network Build and Operation</td><td>Telecommunications Linesworkers</td></tr><tr><td>ICT20319 Certificate II in Telecommunications Technology</td><td>Telecommunications Technology Operators:</td></tr></table>			Qualifications for review	Related occupation/s	ICT20219 Certificate II in Telecommunications Network Build and Operation	Telecommunications Linesworkers	ICT20319 Certificate II in Telecommunications Technology	Telecommunications Technology Operators:
	Qualifications for review			Related occupation/s					
	ICT20219 Certificate II in Telecommunications Network Build and Operation			Telecommunications Linesworkers					
ICT20319 Certificate II in Telecommunications Technology	Telecommunications Technology Operators:								

Projects Commencing 2025

Code & Title	Description & Scope	Prioritisation	Duration <i>Please refer to FSO Project Page for details</i>
	• install telecommunications equipment, data cabling and cabling products on customer premises • perform fault-finding on a limited range of digital reception equipment for both cable television and free-to-air television reception, for either a customer or an enterprise • install and maintain telecommunications radio communications equipment in base stations and connect wireless base stations • install and maintain telecommunications equipment on high structures including radio towers or for installation and connection of wireless base stations.		

Projects Commencing 2025

Code & Title	Description & Scope		Prioritisation	Duration <u>Please refer to FSO Project Page for details</u>
	ICT30419 Certificate III in Telecommunications Network Build and Operation	Telecommunications Linesworkers: • copper cable jointer • fibre splicer • fibre technician • HFC technician • telecommunications customer service technician – HFC technician.		
	ICT30524 Certificate III in Telecommunications Technology	Telecommunications Technology Operators: • digital reception technology • optical networks • radio communications • telecommunications cabling • telecommunications networks • telecommunications rigging • wireless networks.		
	ICT41119 Certificate IV in Telecommunications Network Design	Telecommunications Technician: • Infrastructure Network Design		
	ICT41219 Certificate IV in Telecommunications Engineering Technology	Advanced Technician (technical officer): • network engineering • optical networks		

Projects Commencing 2025

Code & Title	Description & Scope	Prioritisation	Duration <i>Please refer to FSO Project Page for details</i>
	• radio communications • smart device installation • telecommunications network technician – hybrid fibre coaxial. These following updates will also be included as part of the updates to the Telecommunications Technology qualifications update: Updating 2 superseded Units of Competency: • CPCCOHS1001A Work safely in the construction industry • CPCCWHS1001 to the updated unit of competency. Qualifications in scope: • ICT20219 Certificate II in Telecommunications Network Build and Operation, Group C General. ◦ CPCCOHS1001A <i>Prepare to work safely in the construction industry</i> update to the new Prepare to work safely in construction industry unit of competency. • ICT20319 Certificate II in Telecommunications Technology, Group E General ◦ CPCCWHS1001 <i>Prepare to work safely in the construction industry</i> update to the new Prepare to work safely in construction industry unit of competency. • ICT30419 Certificate III in Telecommunications Network Build and Operation, Group D General ◦ CPCCOHS1001A <i>Prepare to work safely in the construction industry</i> update to the new Prepare to work safely in construction industry unit of competency.		

Projects Commencing 2025

Code & Title	Description & Scope	Prioritisation	Duration <i>Please refer to FSO Project Page for details</i>
	- ICT30519 Certificate III in Telecommunications Technology, Group G Work Health and Safety - CPCCWHS1001 Prepare to work safely in the construction industry update to the new Prepare to work safely in construction industry unit of competency. Units of Competency in scope: - CPCCDE3014A Remove non-friable asbestos. Pre-requisite CPCCOHS1001A prepare to work safely in the construction industry to be updated to the new Prepare to work safely in construction industry unit of competency. - CPCCDE314 Remove non-friable asbestos. Pre-requisite CPCCOHS1001A prepare to work safely in the construction industry to be updated to the new Prepare to work safely in construction industry unit of competency.		
FSO_ANN_2425_003 Sustainable Finance Disclosures – FNS Training Package Link: FNS Update: Sustainable Finance Disclosures - Future Skills Organisation	This training product development activity will write new units of competency for Skills Sets and electives in the Financial Services (FNS) Training Package to meet compliance requirements for the newly introduced financial sustainability reporting legislation. Training Product Purposes for this activity are in Appendix 3 .	Routine	Project Commencement: June 2025 Project Completion: February 2027

Projects Commencing 2025

Code & Title	Description & Scope	Prioritisation	Duration <i>Please refer to FSO Project Page for details</i>
FSO_ANN_2425_004 Uplift Digital Capability – BSB Training Package Link: BSB Update: Uplift Digital Capability - Future Skills Organisation	This training product development activity will update the Business Services (BSB) Training Package with new units of competency (UoCs) in digital capability. In recognition of the urgent need for digital capability uplift, this activity will trial and evaluate the delivery of these training products as non-accredited training. This will be concurrent with Training Package Organisation Framework processes. Training Product Purposes for this activity are in Appendix 4 .	Complex	Project Commencement: March 2025 Project Completion: September 2026
FSO_ANN_2425_005 Specialist Cyber Security Skills – ICT Training Package Link: ICT Update: Specialist Cyber Security Skills - Future Skills Organisation	This training product development activity will update the Information and Communications Technology (ICT) Training Package with new training products in cyber security to address the skills gaps identified in the 2023-2030 Australian Cyber Security Strategy. Preliminary findings indicate a critical skills gap in emerging specialist cyber security skills and the need for agile, flexible training products. Training Product Purposes for this activity are in Appendix 5 .	Complex	Project Commencement: June 2025 Project Completion: October 2027
FSO_ANN_2425_006 Specialist Artificial Intelligence – ICT Training Package Link: ICT Update: Specialist Artificial Intelligence - Future Skills Organisation	This training product development activity will update the Information and Communications Technology (ICT) training package with new and urgent training products related to the skills needed to work with specialist AI following the Training Package Organising Framework (TPOF) (1 July 2025) process. Note: This activity will respond to the most urgent needs in specialist AI. Any other Artificial Intelligence areas which are identified as required, but which are not included within the Specialist AI activity, can be considered within the ICT Training Package Update. Training Product Purposes for this activity are in Appendix 6 .	Complex	Project Commencement: May 2025 Project Completion: October 2027

Projects Commencing 2025

Code & Title	Description & Scope	Prioritisation	Duration <i>Please refer to FSO Project Page for details</i>
FSO_ANN_2425_011 BSB Training Package (TP) Update: Safe and Respectful Workplaces Unit of Competency (UoC) – BSB Training Package Link: BSB Update: Safe and Respectful Workplaces - Future Skills Organisation	This activity will update the BSB Training Package with a new Qualification and new unit of competency in Safe and Respectful Workplaces to address urgent industry needs in meeting employer obligations to prevent sexual harassment and manage psychosocial hazards in the workplace. Training Product Purposes for this activity are in Appendix 7 .	Routine	Project Commencement: July 2025 Project Completion: September 2026
FSO_ANN_2425_012 FNS Training Product (TP) Update: Diploma / Cert IV in Finance and Mortgage Broking – FNS Training Package Link: FNS Update: Finance and Mortgage Broking Diploma and Certificate IV - Future Skills Organisation	This activity will update the Diploma and Certificate IV in Finance and Mortgage Broking in the Financial Services (FNS) Training Package to ensure currency and alignment with industry needs. Specific occupation related to these qualifications is Mortgage Brokers and updates will meet Mortgage Broking licencing Australian Credit Licence requirements. Training Product Purposes for this activity are in Appendix 8 .	Routine	Project Commencement: May 2025 Project Completion: February 2027

Projects Commencing 2026

Code & Title	Description & Scope	Prioritisation	Duration Please refer to FSO Project Page for details
FSO_ANN_2627_001 Update: BSB80120 Graduate Diploma of Management (Learning) – BSB Training Package Link: TBC	This Training Product Development activity will review and update the BSB80120 Graduate Diploma of Management (Learning), ensuring the qualification remains fit for purpose, upholds quality and integrity standards, and aligns with current Qualification Reform requirements. Training Product Purposes for this activity are in Appendix 9 .	Routine	Project Commencement: August 2026 Project Completion: September 2027

Completed Projects

Completed Projects 2024			
Code & Title	Description & Scope	Prioritisation	Duration
EGR_ANN_2324_002 Update ICT30519 Certificate III in Telecommunications Technology – ICT Training Package	Description: Industry consultation with the Technology and Telecommunications sector identified a workforce challenge, due to an omission in the one of the elective groups in the current version of ICT30519 Certificate III in Telecommunications Technology. To attain the Certificate III with a Telecommunications Rigging specialisation learners are required to complete three (3) elective units of competency from Group J Telecommunications Rigging. This group, however, currently only offers one unit of competency ICTTCR203 Use safe rigging practices to climb and perform rescues on telecommunications network structures; therefore, the qualification with this specialisation cannot be achieved. Consultation also identified an error in the unit of competency <i>ICTCBL247 - Install, maintain, and modify customer premises communications cabling</i>. A legislative reference in the knowledge evidence lists an outdated version of the Australian Standard AS/CA S009 that needs to be updated to the current Communications Alliance – Standard from <i>AS/CA S009 Installation Requirements for customer cabling (Wiring Rules)</i>. Scope: The work proposed includes two updates to the following Training Products included in the ICT Training Package: ICT30519 - Certificate III Telecommunications Technology - Group J Telecommunications Rigging specialisation ICTCBL247 - Install, maintain, and modify customer premises communications cabling - Knowledge Evidence list to include current legislative reference.	Fast track	Project Commencement: April 2024 Project Completion: February 2025

Appendix 1: Purposes for FSO_ANN_2425_001

Information and Communication Technology update – ICT Training Package

What is the purpose of the qualification?

The purpose of this training product development (TPD) activity is to modernise the Information and Communications Technology (ICT) Training Package to meet industry demand for specialist technology skills and address critical workforce skills needs.

Working in partnership with training providers and industry, this TPD activity will deliver a new suite of qualifications, units of competency (UoCs) and skill sets that span foundational digital skills and specialist ICT streams, providing a coherent suite from entry-level pathways through to advanced technical roles. These will provide clear pathways into technology careers, address critical skills gaps, and support flexible and stackable training delivery. It is anticipated that the revised training package will respond to rapid advancements in the technology sector and the need for industry-aligned training pathways that enable both employers and workers entry level pathways into specialist ICT careers. It is anticipated that the revised ICT Training Package will produce specialist ICT Training Products that contain skills and knowledge that can be transferred across industries.

This TPD activity is directly informed by FSO's *ICT Needs and Gaps Analysis (2025)* which found that the ICT Training Package is not meeting its full potential, including opportunities for further alignment with industry needs and the need to reduce barriers to adoption for employers and learners.

Outcomes of this activity will include:

- New and updated ICT qualifications aligned to emerging areas.
- UoCs and skill sets that are responsive to industry needs, support job-ready graduates, and enable employers to accelerate project delivery and innovation.
- Training products designed with flexibility and contextualisation in mind, to support delivery across diverse learning environments and cohorts.

How will learners use it?

Learners are expected to use the revised ICT Training Package to build knowledge and skills that enable a pathway into entry-level specialist ICT careers. It is anticipated that ICT training products will enable learners to develop specialist ICT skills that are transferable across multiple jobs, industries and contexts with common skills and knowledge requirements. This addresses identified specialist ICT workforce gaps, where learners will gain knowledge about applying specialist ICT skills to address business needs.

To support entry into specialist ICT careers, this TPD activity will also analyse qualification pathways to further refine the outcomes and transition between AQF levels. It will also provide learners with a pathway to higher education in line with Jobs and Skills Australia's *Opportunity and Productivity: Towards a Tertiary Harmonisation Roadmap (2025)* report.

Specifically, learners will use training products as follows:

AQF level	Description	Learner skills developed	Common uses
Certificate II	Provides entry level pathways into digital and technology enabled workplaces. They address identified gaps in foundational digital capability and support learners to operate confidently and safely in structured learning or work environments, including office-based settings, school-based programs, and pre-employment contexts.	Learners develop: • core digital literacy, • basic system use, • secure work practices, and • introductory support skills.	These qualifications are commonly used for early workforce participation, school-based programs, and progression into Certificate III ICT pathways.
Certificate III	Proposed to prepare learners for job ready ICT support roles.	Learners develop practical skills in: • End user support and service desk operations, • basic networking, • cloud environments, • secure device configuration, and • documentation.	Learners typically use these qualifications to enter help desk and ICT support roles and to build capability in maintaining and supporting digital workplace infrastructure in line with organisational security requirements.
Certificate IV Qualifications	Supports progression into advanced technical support, systems administration, and junior engineering roles.	Learners develop skills in: • scripting and automation, • virtualisation, • cloud environments, • secure system configuration and programming fundamentals, and • testing and compliance.	These qualifications are used by learners seeking to move into more specialised or supervisory ICT roles and to support enterprise level platforms and environments.
Diploma Qualifications	Intended for practitioners building depth across systems, cloud and platform environments, software development,	Learners develop skills in:	Learners commonly use these qualifications to:

	data, or ICT project coordination. It responds to workforce demand for professionals who can design, integrate, and support complex digital solutions in enterprise environments.	• enterprise systems administration and security practices, • solution design, integration, and automation, • application development lifecycle activities, including testing, • data modelling, SQL or database administration, and • reporting.	• progress into administrator, developer, or analyst roles, • take responsibility for complex technical tasks and mentoring of others, and • build evidence toward higher-level roles or further study.
Advanced Diploma	Suited to practitioners progressing into advanced technical, leadership, and coordination roles. Note: there are no entry requirements for this qualification. Prior experience may be typical in practice but is not a formal condition.	Learners develop skills in: • enterprise-level system and application management, • solution design, • governance, • risk management, • stakeholder engagement, and • project or technical coordination.	Learners typically use these qualifications to lead or coordinate complex ICT solutions and to progress toward higher-level study or specialised professional pathways. Existing enrolment and completion patterns across ICT qualifications demonstrate sustained learner demand and support continuation of these pathways across updated qualification levels.

Learners will use the ICT qualifications to progress from entry level digital support through to advanced technical, coordination, and solution design responsibilities as learners develop depth across systems, cloud, software, data, and platform environments.

The related occupations listed below reflect indicative workplace outcomes aligned to qualification purpose and AQF level.

Titles represent common industry usage rather than regulated job classifications and may vary by employer, sector, or jurisdiction:

Current Qualifications for review	Related occupation/s	Potential Licencing	Traineeship/Apprenticeships
ICT20120 Certificate II in Applied Digital Technologies	Digital Office Assistant; ICT Support Assistant	No occupational licencing requirements.	Used in traineeships. Availability varies by state/territory and employer arrangements.
ICT30120 Certificate III in Information Technology	Help desk assistant/officer; ICT operations/user support; PC support; Technical support.	No occupational licencing requirements.	Commonly used in traineeships and school-based pathways. Availability varies across jurisdictions.
ICT40120 Certificate IV in Information Technology	Desktop deployment technician; Level 1 help desk support; Network operations support; Network operations technician; Network support administrator; Network support technician; Network technician.	No occupational licencing requirements.	May be used in traineeships/apprenticeships where available; often workplace-integrated or project-based.
ICT50220 Diploma of Information Technology	ICT office manager; ICT systems administrator; Information systems office manager; Office systems administrator; Systems manager.	No occupational licencing requirements.	Used in traineeships in some jurisdictions; frequently delivered via blended/enterprise-based delivery.
ICT60220 Advanced Diploma of Information Technology	E-business project manager; ICT business manager; ICT manager; ICT procurement manager; Enterprise systems administrator; ICT administrator/coordinator; ICT operations administrator/coordinator; Network administrator/coordinator; Network engineer; ICT program/project manager; Quality assurance	No occupational licencing requirements.	Primarily delivered through workplace-integrated and advanced project-based delivery; traineeships may be available in limited contexts.

	manager – ICT projects; Senior project manager; Network operations analyst; Network security administrator/coordinator; Network services administrator/coordinator; Network support administrator/coordinator.		
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How will employers use it?

Employers will be able to use these specialist ICT skills in diverse workforce settings to address a range of business challenges. A broad range of employers will be able to use these training products to screen for cross-cutting specialist ICT skills where the industry context may be less important, to recruit and develop people with validated, job-ready specialist ICT capability.

Employers will be supported by workers having the skills and knowledge to adopt and integrate specialist ICT capability, which will assist in:

- Driving productivity, innovation, and competitiveness, especially for small and medium enterprises
- Efficiently addressing business challenges
- Compliance with evolving standards
- Planning for both immediate and future workforce needs in Australia's growing technology sector.

This directly responds to findings from the *ICT Needs and Gaps Analysis*, which found that qualifications are not being seen as relevant to the current and emerging skills needs of employers or linked to job requirements. Targeted consultations with employers and industry stakeholders confirmed that a revised ICT Training Package will support employers in screening for entry-level, technical and advanced ICT capability.

How will RTOs deliver it?

It is anticipated that RTOs will deliver the ICT Training Package as qualifications, skill sets and/or individual UoCs, enabled through modular and stackable training products that consider the diverse and evolving nature of the technology sector.

RTOs will be able to deliver the new training products that meet evolving industry needs from entry-level to advanced ICT training.

The table below outlines enrolment data, completion data and the number of RTOs that have each qualification on scope.

AQF level	RTOs on scope	Enrolments		Completions	
		2023	2024	2023	2024
ICT20120 Certificate II in Applied Digital Technologies	138	7755	7840	1590	2080
ICT30120 Certificate III in Information Technology	147	17500	17260	4340	4955
ICT40120 Certificate IV in Information Technology	116	10920	9000	1965	1925
ICT50220 Diploma of Information Technology	242	12715	12290	2860	3060
ICT60220 Advanced Diploma of Information Technology	230	5545	7875	875	1880

Appendix 2: Purpose for FSO_ANN_2025_002 Telecommunications Technology Qualifications Update Purposes – ICT Training Package

What is the purpose of the training products?

The purpose of this training product development activity is to review and update the 6 Telecommunications Technology qualifications; related skills sets and units of competency. These updates will reflect current industry practices, standards, technology, emerging sectors and regulations.

The specific occupations related to these qualifications are for Telecommunication workers, apprentices and related occupations.

How will learners use the training products?

The Certificate II qualifications serve as entry-level pathways into the telecommunications industry.

Ideal for school-based programs, traineeships, or work experience.

Provide foundational skills in:

- Cable installation (underground/aerial)
- Site preparation
- Equipment setup
- Basic fault-finding

These qualifications include high-risk work units (e.g., rigging), requiring learners to be 18+ and licensed.

Learners often use these qualifications to:

- Start careers in NBN-related infrastructure
- Transition into Certificate III-level roles or apprenticeships/traineeships
- Gain exposure to industry standards and safety practices.

The **Certificate III** qualifications are designed for learners aiming to become qualified technicians and are commonly used in traineeships/apprenticeships.

Provide skills in:

- Copper, fibre, and HFC cabling
- Fault diagnosis and system integration
- Wireless and digital reception systems
- Radio communications and rigging

These qualifications include licensing requirements for High-Risk Work (HRW) such as dogging and rigging.

Learners use these qualifications to:

- Advance from entry-level roles
- Specialise in areas like fibre splicing or network installation
- Meet industry and regulatory standards for field work

The Certificate IV qualifications are targeted at learners seeking advanced technical or supervisory roles. They support specialist skills in network design, planning and implement infrastructure and engineering technology - including IP networks, broadband systems, and converging technologies.

Suitable for those with:

- Prior certificate II/III qualifications
- Verified industry experience
- Electrical licences or ACMA registration

Learners use these qualifications to:

- Transition into leadership or specialist roles
- Fulfill licensing and compliance requirements
- Participate in structured traineeships/apprenticeships for career advancement

Refer to **Table 1** for how learners will use the Telecommunications qualifications.

How will employers use the training products?

Certificate II qualifications are used to identify and recruit entry-level workers with foundational skills relevant to network infrastructure and technology operations.

Certificate III qualifications are used to recruit and train workers with practical, job-ready skills for building, maintaining, and troubleshooting network infrastructure and technology systems.

Certificate IV qualifications are used to recruit and develop skilled workers for advanced roles in telecommunications network design and engineering technology, particularly in areas involving infrastructure planning, installation, and maintenance of complex systems. Refer to **Table 1** for how employers will use the Telecommunications qualifications.

Table 1 – Overview of qualification, occupations, licencing inclusions and possible traineeships and apprenticeships

Current Qualifications for review	Related occupation/s	Potential Licencing	Traineeship/Apprenticeships
ICT20219 Certificate II in Telecommunications Network Build and Operation	Telecommunications Linesworker	ACMA cabling rules apply: Work on the customer side of the network termination device must comply with Australian Communications and Media Authority (ACMA) regulations. Industry registration required: Workers must be registered with relevant industry bodies. Specialisations (Copper, Fibre, HFC) may require additional safety training (e.g., working at heights, asbestos handling).	Used in traineeships. Applicable in all states and territories, subject to RTO scope and employer arrangements. Commonly used for entry-level NBN infrastructure roles.
ICT20319 Certificate II in Telecommunications Technology	Telecommunications Technology Operators: - install telecommunications equipment, data cabling and cabling products on customer premises. - perform fault-finding on a limited range of digital reception equipment for both cable television and free-to-air television	ACMA cabling compliance: Cabling work must meet ACMA standards. High Risk Work (HRW) licences: Required for dogging and rigging tasks, with age restrictions (must be over 18). Units like CPCCLDG3001 and CPCCLRG3001 are tied to HRW licensing under Safe Work Australia guidelines.	Suitable for traineeships and apprenticeships, especially in school-based programs. Applicable nationally, but high-risk units (e.g., rigging) may have age restrictions (must be 18+). Ideal for probationary employment or work experience pathways.

	reception, for either a customer or an enterprise. - install and maintain telecommunications radio communications equipment in base stations and connect wireless base stations. - install and maintain telecommunications equipment on high structures including radio towers or for installation and connection of wireless base stations.		
ICT30419 Certificate III in Telecommunications Network Build and Operation	Telecommunications Linesworker: - copper cable jointer - fibre splicer - fibre technician - HFC technician - telecommunications customer service technician – HFC technician.	ACMA cabling rules: Applies to work downstream of the network termination device (NTD). Licensing for cabling: Includes units for Restricted and Open cabling registration (e.g., ICTCBL246 and ICTCBL247). Safety compliance: Includes WHS units and prerequisites for working with asbestos and explosive tools.	Used in traineeships. Available across Australia, depending on RTO scope. Supports roles in copper, fibre, and HFC cabling for NBN and similar infrastructure.
ICT30524 Certificate III in Telecommunications Technology	Telecommunications Technology Operators: - digital reception technology - optical networks - radio communications - telecommunications cabling - telecommunications networks	ACMA cabling compliance: Required for customer premises cabling. HRW licences: Mandatory for dogging and rigging work (e.g., CPCCLDG3001, CPCCLRG3001). Safe Work Australia regulations: Workers must be over 18 and hold	Used in traineeships and apprenticeships. Applicable nationally, with licensing requirements for HRW (High Risk Work) in rigging and dogging. Covers a wide range of technical roles including

	- telecommunications rigging - wireless networks.	appropriate HRW licences issued by state/territory authorities.	cabling, radio, and digital reception.
ICT41119 Certificate IV in Telecommunications Network Design	Telecommunications Technician: Infrastructure Network Design	Regulatory compliance required: Work functions may be subject to licensing and legislative requirements. ACMA cabling registration: May be necessary depending on the scope of work. Entry pathways include holding an unrestricted electrical licence or ACMA open registration with verified work experience.	Can be used in traineeships/apprenticeships. Available nationally, with entry requirements including prior qualifications or work experience. Suitable for network design technicians in carrier-grade environments.
ICT41219 Certificate IV in Telecommunications Engineering Technology	Advanced Technician (technical officer): - network engineering - optical networks - radio communications - smart device installation - telecommunications network technician – hybrid fibre coaxial.	ACMA cabling rules: Applies to cabling and infrastructure work. HRW licensing: Required for tasks involving high-risk activities like rigging and working at heights. Entry requirements include: Prior qualifications in telecommunications or electrotechnology. 700+ hours of verified work experience, or Unrestricted electrical licence, or ACMA open registration with 2100+ hours of cabling experience.	Explicitly supports traineeships/apprenticeships. Nationally applicable, with multiple entry pathways: Prior Cert II/III in telecom or electrotechnology 700+ hours of verified work experience Unrestricted electrical licence ACMA open registration with 2100+ hours of cabling experience Used for advanced technician and supervisory roles.

How will RTO's deliver the training products?

RTOs may deliver the Telecommunications training products as full qualifications, individual units of competency or skill sets.

Certificate II qualifications are typically delivered through a mix of classroom instruction, simulated environments and/or workplace-based learning.

Certificate III qualifications are typically delivered as part of traineeships/apprenticeships, partnering with employers to deliver training on-site or through blended delivery models or standalone vocational training.

Certificate IV qualifications are typically targeted at learners with prior qualifications or industry experience and are delivered through advanced technical training, project-based learning, workplace integration. Some RTOs may deliver training in partnership with telecommunications employers for real-world application.

Appendix 3: Purposes for FSO_ANN_2425_003

Sustainable finance disclosures – FNS Training Package

What is the purpose of the units of competency?

The purpose of this training product development project is to develop new units of competency (UoCs) to be included in the Financial Services (FNS) training package. These UOCs will be based on the Australian Sustainable Finance Institute (ASFI) Capability Framework and are designed to:

- Support mandatory climate-related financial disclosures under the Treasury Laws Amendment (Financial Market Infrastructure and Other Measures) Act 2024 and the Australian Sustainability Reporting Standards (ASRS) issued by the Australian Accounting Standards Board (AASB).
- Provide skills linked to specific employment outcomes in the finance sector, including roles in accounting, bookkeeping, and auditing.
- Enable knowledge and skills that are transferable across industries, particularly in areas such as sustainability reporting, compliance, and risk management, which are increasingly relevant beyond financial services.
- Cover a range of AQF levels to align with usage across multiple occupations and career pathways.

The Treasury Laws Amendment Act 2024 establishes a framework for mandatory climate-related financial disclosures in Australia. From 1 January 2025, large businesses with annual consolidated revenue of \$500 million or more must prepare annual sustainability reports containing climate-related financial disclosures. This threshold will expand to businesses with \$50 million or more in revenue by July 2027. These requirements drive the need for new competencies to ensure compliance and industry readiness.

The new UoCs may be included as electives in the following qualifications and will also be used to form industry related skill sets:

1. FNS40222 Certificate IV in Accounting and Bookkeeping
2. FNS50222 Diploma of Accounting
3. FNS60222 Advance Diploma of Accounting
4. BSB50920 Diploma of Quality Auditing

How will learners use it?

Learners will use the new UoCs to gain skills and knowledge to meet the requirements of Treasury Laws Amendment (Financial Market Infrastructure and Other Measures) Act 2024 for Australia's climate-related sustainable financial disclosure legislation. These competencies will enable individuals to support organisations in fulfilling legislative obligations across various industries and provide formal recognition for sustainability skills that have been developed on the job. This will provide a clear pathway into sustainable finance careers and progression of skills. These UoCs also provide a pathway to higher-level qualifications and advanced learning in sustainable finance.

Operating within the Environmental, Social and Governance (ESG) framework and integrated financial environments, as well as addressing sustainable development, risk management, and the wider effects of finance on climate and society, is expected to be an important skill for learners in the finance industry.

As these are new units of competence, there is no enrolment and completion data available.

How will employers use it?

Employers will use the new UoCs to have employees skilled in meeting the requirements of the Treasury Laws Amendment (Financial Market Infrastructure and Other Measures) Act 2024, which mandates climate-related financial disclosures. Employers can use these competencies to screen for core technical skills such as sustainability strategy, risk management, and reporting that apply across multiple roles in the finance industry.

The new UoCs will equip financial services employees with the skills to prepare mandatory climate-related financial disclosures with accuracy and confidence in line with legislation introduced by the Australian Government commenced from January 2025.

The new UoCs will cover the four core capabilities of -

1. Sustainability Strategy
2. Sustainability Risk Management
3. Sustainability Finance Products
4. Sustainability Reporting

How will RTOs deliver it?

RTOs may deliver the new UoCs as electives within the following qualifications or as part of newly developed skill sets designed for new entrants to the financial services industry, as well as for upskilling and reskilling existing workers.

As these UoCs are newly developed, there is currently no evidence of enrolments or completions. However, delivery will respond to strong industry demand driven by mandatory climate-related disclosure legislation impacting thousands of businesses nationally.

1. FNS40222 Certificate IV in Accounting and Bookkeeping
2. FNS50222 Diploma of Accounting
3. FNS60222 Advance Diploma of Accounting
4. BSB50920 Diploma of Quality Auditing.

Appendix 4: Purpose for FSO_ANN_2025_004 Uplift Digital Capability Purposes – BSB Training Package

What is the purpose of the training product?

The purpose of this training product development activity is to update the Business Services (BSB) Training Package with new Units of Competency (UoCs) in generalist digital capability, artificial intelligence (AI), and cyber security.

This activity builds on the work undertaken in 2024 related to the Qualification Reform Demonstration Project (QRDG). This tested new approaches to qualification design. That work highlighted the importance of transferable or “Purpose 3” qualifications to equip learners with skills that can be applied across sectors.

It is anticipated that the new digital capability UoCs will respond directly to these reform priorities by providing scalable, cross-sector digital skills in literacy, AI, and cyber security. These UoCs are not intended to be tied to a single occupation or industry, but rather to support a baseline of competence that can be contextualised in multiple workplace settings.

How will learners use the training products?

It is anticipated that learners will use the generalist digital capability, AI, and cyber security UoCs to gain knowledge and skills that can be applied across many different jobs, industries, and contexts.

The units can be used as transferable building blocks that could support vertical progression (from AQF 2 through to AQF 5) and be embedded within existing qualifications or delivered as stand-alone training.

Learners are also expected to benefit from broad, life-wide skills that extend beyond the workplace into personal and community contexts - aligning with the learner-centred approach tested in Qualification Reform.

As these will be new training products, there is currently no enrolment or completion history. Their development is anticipated to address identified workforce gaps in digital capability and create training that allows learners to gain more complex workplace-focused digital skills as they progress in their careers or transfer into different industries.

How will employers use the training products?

Employers are anticipated to use the generalist digital capability, AI, and cyber security UoCs to:

- screen for core digital skills when recruiting,
- support workforce development by embedding transferable skills in staff training, and
- adapt to digital transformation where cross-industry digital capability is more critical than industry-specific technical detail.

FSO Workforce Plan 2025 - Pathways to Impact demonstrates that demand for digital skills is consistent across finance, business, and technology industries, with employers repeatedly identifying capability gaps as a barrier to both productivity and workforce mobility.

Projections to 2030 show significant shortfalls across all three sectors - 61,000 in technology, 25,000 in finance, and 22,000 in business - driven

not only by specialist shortages but also by gaps in generalist digital capabilities. Employers emphasise that these skills are increasingly required across occupations, yet current education and training pipelines are not delivering them at scale, leading to a system under pressure. The Workforce Plan notes that nationally portable, generalist digital Units of Competency (UoCs) would provide a recognised benchmark to support mobility across industries and help employers build confidence in transferable skills.

This aligns with Qualification Reform directions, which highlight the importance of cross-sector units and stackable, flexible qualifications in providing a common skills language and supporting workforce transitions, thereby strengthening both confidence in skills recognition and national workforce resilience.

How will RTO's deliver the training products?

It is anticipated that RTOs may deliver the generalist digital capability, AI, and cyber security UoCs as:

- stand-alone units of competency,
- skill sets to meet targeted workforce needs, and
- components of existing qualifications where digital capability underpins vocational outcomes.

There is also potential for these UoCs to contribute to a new cross-sector digital capability qualification in the future, consistent with the priorities identified in Qualification Reform.

Consultation during the reform project highlighted the importance of flexibility and contextualisation. It is anticipated that the new digital capability UoCs may provide a consistent national benchmark while allowing RTOs to integrate industry-specific examples, case studies, and delivery approaches.

This approach aligns with the Training Package Organising Framework (TPOF) by ensuring the products are fit for purpose, transferable across industries, and responsive to employer and learner needs.

Appendix 5: Purposes for FSO_ANN_2425_005

Specialist Cyber Security Skills – ICT Training Package

What is the purpose of the qualifications?

The purpose of this training product development (TPD) activity is to update the Information and Communications Technology (ICT) Training Package with specialist cyber security training products to address critical and urgent workforce skills needs. These training products will enable the workforce to adapt to technological change, support career progression and strengthen Australia's capability to meet current and emerging cyber security challenges.

This work directly supports the FSO Workforce Plan 2025, which prioritises “building a digitally capable workforce” and “strengthening skills-based pathways in cyber security to meet emerging industry needs”. Preliminary findings indicate a critical skills gap in emerging specialist cyber security skills and the need for agile, flexible training products.

Enrolment data also demonstrates a rapid and sustained increase in demand for cyber security training products:

- The Victorian Certificate IV in Cyber Security (22603VIC) had 8,020 total enrolments in 2024, which is a 28.8% increase in 2021 enrolments of the superseded qualification (22334VIC) which totalled 6,225 enrolments.
- National enrolments in cyber security units of competency have seen a consistent upward trajectory, including the “Securely manage personally identifiable information and workplace information” unit of competency (BSBXCS303) which grew more than fivefold from 2021 to 2024, seeing an increase in enrolments from 2,585 to 15,420.

Creating industry-aligned qualifications and clearly defined career pathways will support National attraction, recruitment and retainment of a skilled cyber security workforce; uplift technical capabilities through targeted career pathways and continuous skill development; and grow a specialist cohort to address immediate and long-term workforce needs. Training products will enable provision of specialist cyber security skills for employment across multiple industries, including knowledge and skills that can be transferred across sectors.

The existing cyber security skill sets and units of competency (UoC) will be considered as part of the Specialist AI TPD process.

How will learners use it?

Learners are expected to use the specialist cyber security training products to build transferable knowledge and skills that apply across multiple jobs, industries and contexts with common skills and knowledge requirements. They will use the products to enter and progress in cyber security specialist and cyber security-enabled ICT roles.

Learners successfully completing these training products will be able to address identified workforce gaps in specialist cyber security roles. Learners will use the training products to upskill, reskill and progress their careers across a range of cyber security-related roles. They will gain knowledge in relation to the application of cyber security practices for use to address business needs. Where appropriate, the products may also provide pathways to further study or broader skill development.

How will employers use it?

Employers will be able to utilise these specialist cyber security skills in diverse workforce settings in order to address a range of business challenges. A broad range of employers will also be able to use these training products to screen for cross cutting specialist cyber security skills (where the industry context may be less important), to recruit and develop people with validated, job-ready cyber security capability.

The training products will support employers to:

- Adopt and integrate robust cyber security practices
- Enhance organisational resilience, productivity, and competitiveness, particularly for small and medium enterprises
- Address business challenges and comply with evolving standards
- Plan for both immediate and future workforce needs in Australia's rapidly growing cyber security sector.

This directly responds to the ICT Needs and Gaps Analysis, which identified that cyber security skills are needed by employers across the economy. Employer stakeholders highlighted a national shortage of cyber security professionals and emphasised the need for training products that are agile, flexible, and aligned to employment pathways.

How will RTO's deliver it?

It is anticipated that RTOs will deliver the specialist cyber security training products within the ICT Training Package. These training products may be delivered as individual units of competency, placed within existing qualifications, or added in new qualifications or skill sets.

As identified in the ICT Needs and Gaps Analysis, there is an urgent need to have nationally recognised training products available for RTOs to deliver to provide a national standard in specialist cyber security training. The training products will enable RTOs to deliver training in line with relevant national regulatory frameworks that be guided by strong quality assurance processes.

Appendix 6: Purposes for FSO_ANN_2425_006

Specialist Artificial Intelligence – ICT Training Package

What is the purpose of the qualifications?

The purpose of this training product development (TPD) activity is to update the Information and Communications Technology (ICT) training package with specialist Artificial Intelligence (AI) training products that will address critical and urgent workforce skills needs. It is anticipated that the new training products will respond to rapid growth in AI adoption, significant skills shortages, and the need for industry-aligned training pathways that enable both employers and workers to access and apply specialist AI skills in a fast-changing sector.

This project will develop accredited specialist AI training products to respond to critical industry skills needs and provide specialist AI skills for employment across multiple industries including knowledge and skills that can be transferred across industry sectors. “Specialist” AI refers to AI applications requiring deep technical expertise and domain-specific knowledge. Other AI areas, such as “generalist” AI skills, relate to broader, foundational AI skills and will be considered as part of the broader FSO TPD work. “

This TPD activity is directly informed by the FSO Workforce Plan 2024, which identified urgent gaps in specialist AI capability across Australian industries. The Workforce Plan found that while AI adoption is accelerating, especially among medium and large businesses, most workers lack access to relevant training, and employers face significant skills shortages. By addressing these gaps, the specialist AI training products will help build a workforce equipped for current and future demands, supporting national productivity and innovation in line with the Workforce Plan’s recommendations.

The existing AI skill sets and units of competency (UoC) will be considered as part of the Specialist AI TPD process.

How will learners use it?

Learners are expected to use the specialist AI training products to build transferable knowledge and skills that apply across multiple jobs, industries and contexts with common skills and knowledge requirements. They will use the products to enter and progress in AI specialist and AI-enabled ICT roles.

Learners successfully completing these training products will be able to address identified workforce gaps in specialist AI. Learners will use the training products to upskill, reskill and progress their careers across a range of AI-related roles. They will gain knowledge in relation to the application of AI for use to address business needs. Where appropriate, the products may also provide pathways to further study or broader skill development.

How will employers use it?

Employers will be able to utilise these specialist AI skills in diverse workforce settings to address a range of business challenges. A broad range of employers will also be able to use these training products to screen for cross cutting skills specialist AI skills (where the industry context may be less important), to recruit and develop people with validated, job-ready AI capability.

Employers will be supported by workers having the skills and knowledge to adopt and integrate AI capability and technologies, which will assist in:

- Driving productivity, innovation, and competitiveness, especially for small and medium enterprises
- Efficiently address business challenges
- Compliance with evolving standards
- Planning for both immediate and future workforce needs in Australia's growing AI sector.

This directly responds to findings from the ICT Needs and Gaps Analysis, which highlighted that employers across sectors are facing urgent shortages in specialist AI capability and require validated, job-ready skills to support business transformation. The analysis identified strong demand for practical AI expertise, particularly among small and medium enterprises. By developing these training products, the project aims to address these workforce gaps and equip employers with the talent needed to meet current and future industry challenges.

How will RTO's deliver it?

It is anticipated that RTOs will deliver the specialist AI training products within the ICT Training Package. These training products may be delivered as individual units of competency, placed within existing qualifications, or added in new qualifications or skill sets.

As identified in the ICT Needs and Gaps Analysis, there is an urgent need to have nationally recognised training products available for RTOs to deliver to provide a national standard in specialist AI. The training products will enable RTOs to deliver training in line with relevant national regulatory frameworks and be guided by strong quality assurance processes.

Appendix 7: Purpose for FSO_ANN_2425_011 BSB Training Product (TP) Update: Safe and Respectful Workplaces Unit of Competency (UoC) - BSB Training Package

What is the purpose of the training product?

The purpose of this training product development project is to promote behaviour change to support safe and respectful workplaces. This will result in an update to the BSB30719 Certificate III in Work Health and Safety Qualification to include a new elective unit of competency (UoC). It is anticipated the new UoC will contain skills and knowledge of employee and employer obligations, along with identifying, preventing, and responding to sexual harassment and psychosocial hazards in the workplace.

This UoC is not intended to be applied to a single occupation or industry but rather to be contextualised for application across various industries.

How will learners use the training products?

It is anticipated that learners will gain skills and knowledge that can be applied across various occupations, industries, and contexts to identify, prevent, and respond to workplace sexual harassment and psychosocial hazards. These skills and knowledge will enhance their ability to contribute to positive workplace cultures.

As this UoC will be a new elective in the BSB30719 Certificate III in Work Health and Safety, there is currently no enrolment or completion history.

How will employers use the training products?

Employers are anticipated to use the UoC to:

- meet new legislative obligations under the Fair Work Act 2009, Work Health and Safety Regulations 2011 (Cth) and positive duty obligations in the Sex Discrimination Act 1984 (Cth). Through workforce training to actively prevent unlawful conduct from occurring in the workplace or in connection to work, taking preventative action will help to create safe, respectful and inclusive workplaces.
- create practical strategies and tools to enhance their workplace culture, which improves employee well-being, productivity, and retention.
- demonstrate a proactive stance on workplace safety and respect, which strengthens their workplace culture and helps attract employees.

To prepare employees for contemporary employment pathways, the FSO Workforce Plan and stakeholder consultation have further emphasised the importance of addressing digital exclusion, gender inequality, cultural safety, and psychological safety.

How will RTO's deliver the training products?

It is anticipated RTOs may deliver the UoC:

- as a nationally accredited unit of competency, aligning with current industry standards and legal frameworks, that can be imported and contextualised for various training packages, qualifications and skill sets
- as an elective unit of competency within the BSB30719 Certificate III in Work Health and Safety
- by integration into learning programmes by using the customised learning materials.
- through use of provided assessment resource examples.

Appendix 8: Purposes for FSO_ANN_2425_012

FNS Training Product (TP) Update: Diploma / Certificate IV in Finance and Mortgage Broking – FNS Training Package.

What is the purpose of the qualifications?

The purpose of this training product development project is updating the Certificate IV in Finance and Mortgage Broking and the Diploma of Finance and Mortgage Broking Management to align with current industry practices. This includes addressing current industry practices for compliance requirements, the rise in AI-driven tools, and emerging areas. The updates will ensure the qualifications remain relevant and responsive to industry needs while supporting workforce capability and employer demands in the mortgage broking industry.

The purpose of the Certificate IV in Finance and Mortgage Broking is to be the minimum entry-level requirement into a mortgage broking career. This course is for entry-level roles in the mortgage and finance broking industry, operating under supervision and within established compliance frameworks while applying foundational knowledge of lending products, regulatory obligations, and professional practices to support mortgage broking activities and client service functions.

The purpose of the Diploma in Finance and Mortgage Broking Management is to provide skills and knowledge designed for those wanting to take the next step in their mortgage broking career. This course is more advanced and builds on existing knowledge with a focus on management skills, marketing strategies, and risk management for learners wishing to have their own brokerage business. Some peak bodies and industries require a diploma to support the mortgage broking role.

How will learners use it?

Learners will use these qualifications to develop the technical expertise and compliance knowledge required for effective entry-level practice in the mortgage broking industry. The Certificate IV is the minimum requirement to work in the industry and meets ASIC Regulatory Guide (RG) 206 licensing requirements. It provides learners with a comprehensive understanding of relevant legislation, regulatory obligations, risk management, compliance and ethical standards, as well as foundational knowledge of industry structure, customer service, loan products, and the distinction between mortgage broking and other financial services roles. Graduates understand the value of their role within the industry and how they contribute to compliant, professional credit assistance outcomes.

The compliance and risk management skills are knowledge and skills that can also be transferred across other industries in financial services, giving learners several employment outcomes and greater flexibility to work within and beyond mortgage broking. For learners to obtain membership with some professional associations in the mortgage industry, a diploma may be an additional requirement.

A diploma gives learners confidence to implement basic business principles to underpin the foundation of their business and the ability to take more personal responsibility for their own conduct and advancement.

The inclusion of Skill Sets that may compliment a broader range of learners who require the foundational skills or have a need to meet required standards, of lending and compliance to perform better in their roles. Skills sets will also be used to upskill employees who may not be specifically in a mortgage broking role, to complement a broader range of foundational skills and knowledge to complement their roles

How will employers use it?

Employers will leverage the updated qualifications to broaden the pool of job-ready candidates who possess the essential skills and expertise required for mortgage broking and client service. Completion of the Certificate IV in Finance and Mortgage Broking is a minimum requirement to satisfy ASIC licensing requirements to become a mortgage broker. As compliance obligations continue to increase, employers can be assured that the revised qualifications will equip employees with the necessary knowledge and competencies to fulfil these responsibilities. The Certificate IV in Finance and Mortgage Broking serves as the foundational qualification, while some employers may require candidates to hold the Diploma of Finance and Mortgage Broking Management for advanced roles.

Employers will benefit from a workforce equipped to meet compliance obligations and emerging expectations.

Through the FSO Workforce Plan 2025, employer stakeholders were consulted, and feedback received indicated the current qualifications were no longer meeting industry needs.

How will RTOs deliver it?

Registered Training Organisations (RTOs) can offer these qualifications as full courses, single units, or targeted skill sets, supporting flexible learning pathways. Delivery options include face-to-face, online, or blended formats. Certificate IV in Finance and Mortgage Broking, being the minimum entry level, provides the technical expertise and compliance knowledge necessary for effective practice as a mortgage broker. The Diploma of Finance and Mortgage Broking Management is designed for those wanting to take the next step in their mortgage broking career. This course is more advanced and builds on existing knowledge with a focus on management skills, marketing strategies, and risk management for learners wishing to have their own brokerage business.

The following table provides recent enrolment trends for Certificate IV and Diploma qualifications, along with the number of completions. NCVER data shows an increase of 1740 enrolments from 2023 to 2024 in Certificate IV in Finance and Mortgage Broking, which may indicate a growth in mortgage broking as an occupation. Diploma of Finance and Mortgage Broking Management enrolments have remained steady.

FNS40821 CIV Finance and Mortgage Broking - Currently, 30 Registered Training Organisations (RTOs) have the Certificate IV in Finance and Mortgage Broking (FNS40821) on their scope of registration. Of these, 2 are public providers and 28 are private RTOs.

FNS40821 CIV Finance and Mortgage Broking			
Year	Enrolments	Completions	% Completions
2023	9435	4190	44%
2024	11175	4270	38%

FNS50322 Diploma of Finance & Mortgage Broking Management - Currently, 26 Registered Training Organisations (RTOs) have the Diploma of Finance & Mortgage Broking Management (FNS50322) on their scope of registration. Of these, 2 are public providers and 24 are private RTOs.

FNS50322 Diploma of Finance & Mortgage Broking Management			
Year	Enrolments	Completions	% Completions
2023	6150	2305	37%
2024	6160	2640	43%

The following table provides detailed enrolment data for all Units of Competency (UOCs) within the Certificate IV in Finance and Mortgage Broking (FNS40821) and the Diploma of Finance and Mortgage Broking Management (FNS50322) over 2023 & 2024. This information highlights delivery trends, learner demand for specific skills, and areas of focus for Registered Training Organisations (RTOs).

Unit of Competence	Qualification FNS40821 FNS50322	Core/ elective	2023	2024
FNSCUS511 - Develop and maintain professional relationships in financial services industry	CIV/DIP	Core	13,455	13,440
FNSFMB411 - Prepare loan applications on behalf of clients	CIV/DIP	Core	13,340	12,950
FNSFMB412 - Identify client needs and present broking options	CIV/DIP	Core	13,125	13,020

FNSFMK515 - Comply with financial services regulation and industry codes of practice	CIV/DIP	Core	12,455	12,825
FNSINC411 - Conduct work according to professional practices in the financial services industry	CIV/DIP	Core	17,400	15,010
FNSINC412 - Apply and maintain knowledge of financial products and services	CIV	Core	16,605	14,700
FNSASIC311 - Establish client relationship and analyse needs	CIV	Elective	1,240	1,875
FNSASIC312 - Provide personal advice on non-relevant financial products	CIV	Elective	550	370
FNSCRD401 - Assess credit applications	CIV	Elective	4,980	3,660
FNSCRD412 - Establish and maintain appropriate security options for credit facilities	CIV	Elective	625	675
FNSCRD413 - Manage and recover bad and doubtful debts	CIV	Elective	150	235
FNSCUS403 - Deliver a professional service to customers	CIV	Elective	1,005	1,105
FNSFLT411 - Determine financial requirements of small businesses	CIV	Elective	300	130
FNSFMB511 - Implement credit contracts in preparation for settlement	CIV/DIP	Elective	7,050	6,885
FNSFMB513 - Present credit options to clients with special financial circumstances	CIV	Elective	-	-
FNSINC513 - Identify and apply complex ethical decision making to workplace situations	CIV/DIP	Elective	2,005	2,275
FNSINC514 - Apply ethical frameworks and principles to make and act upon decisions	CIV	Elective	-	-

FNSMCA413 - Identify and manage individuals experiencing hardship	CIV	Elective	5	-
FNSSAM413 - Identify and provide initial information to potential new clients	CIV	Elective	6,375	6,765
FNSSAM421 - Provide information on financial products and services to clients	CIV	Elective	2,075	2,520

Source: NCVER 2025, Total VET students and courses 2024: subject enrolments Data Builder, Total, Training package, Subject by Year

Appendix 9: Purposes for FSO_ANN_2627_001

BSB Training Product (TP) Update: BSB80120 Graduate Diploma of Management (Learning)

What is the purpose of the qualifications?

The purpose of the BSB80120 Graduate Diploma of Management (Learning) is to provide a postgraduate vocational qualification focused on learning and development management. The update will strengthen the qualification's quality, integrity and fitness for purpose by reviewing its structure, packaging rules, entry requirements and relevant units of competency, and rewriting the qualification using the new TPOF qualification template.

How will learners use it?

Learners will use the revised qualification to develop postgraduate-level vocational skills and knowledge relevant to learning and development management. The updated qualification will provide clearer expectations about learner preparation, progression pathways and the intended purpose of the qualification, helping learners make informed decisions about whether the qualification is suitable for their goals and prior experience.

How will employers use it?

Employers will use the revised qualification as a credible signal that graduates have developed capabilities relevant to learning and development management roles. The update is intended to give employers greater confidence that the qualification reflects industry expectations, workforce needs and genuine postgraduate vocational learning outcomes.

How will RTOs deliver it?

RTOs will deliver the revised qualification as a postgraduate vocational qualification within the BSB Training Package, using the updated qualification structure, packaging rules, entry requirements and Companion Volume Implementation Guide. The updated CVIG will provide guidance on revised packaging, pathways and Qualification Reform transition arrangements. Delivery options include face-to-face, online, or blended formats.