

FREQUENTLY ASKED QUESTIONS

General

✓ **Who is Energy Skills Queensland?**

Established in 2008, Energy Skills Queensland is a highly respected organisation at the forefront of developing solutions to help industry plan and develop their workforce. We provide opportunities for organisations and individuals to track and improve workforce skills including brokering important training funds. To achieve this, Energy Skills Queensland partners with industry, contractors, training organisations and corporate groups while engaging with government, regulators, unions and other industry peak bodies to ensure solutions provide a holistic outcome and meet industry expectations.

✓ **What can Energy Skill Queensland offer to the Energy industry?**

As the centre for excellence in skills, planning and development, Energy Skills Queensland is the conduit for collaboration, cooperation, and communication across the energy industry. We are proud to deliver information and skills to the electrotechnology, telecommunication and gas industries to ensure a strong, safe and sustainable future. ESQ provides services around workforce planning and development as well as events and engagement opportunities.

SkillPASS

✓ **What can SkillPASS provide?**

SkillPASS is a recognised competency management solution for individuals and organisations needing to ensure safety and compliance standards for their workplace or industry. SkillPASS is an Australian owned and operated system that helps identify, monitor, assess and verify the skills you need to sustain a safe, productive and compliant operating company or worksite/s.

✓ **Following my registration, what is it that I need to manage?**

The registered company is able to provide up to 10 SkillPASS administrators with access to manage SkillPASS. The initial process for the SkillPASS administrator is to create employee profiles within SkillPASS. Once this process is completed, employees can obtain a SkillPASS card and can access their personal profile information through the SkillPASS App for mobile devices.

✓ **What are the costs involved?**

To register the company is free. To register individual employees to hold SkillPASS cards and active accounts is \$65.00 plus GST. Following the date of registration, an annual fee of \$30.00 plus GST is appointed to hold the profiles activation. If you wish to register any available web-based training or face to face training available through SkillPASS, prices for these types of training will vary.

✓ **What is it that you do differently compare to other market retailers?**

Energy Skills Queensland is a not-for-profit association of members from industry, training organisations and government agencies. SkillPASS provides a clear overall picture of individual, team, worksite and company-wide-skills to compare to industry standards and site-specific requirements. All information contained on the SkillPASS system is independently verified, ensuring data validity and integrity. Inductions, training, competencies and licenses can be accessed quickly and conveniently through your smartphone, tablet or computer. This easy access allows you to make decisions about who should be working on-site confidently and accurately whilst improving site safety. Access options are available 24 hours a day, 7 days a week, ensuring continuity of operations for employers and ongoing confirmation of qualifications and skills for employees. SkillPASS is strictly managed through business protocols backed upon experienced administration to ensure that information is only accessed through authorised users. All data is hosted in Australia.

✓ **What security measures in set in place to protect my company's information?**

In accordance with the Australian Privacy Principles set out in our Privacy Act, Energy Skills Queensland is committed to protecting company correspondence and validity of personal files and credentials. As an organisation, implemented awareness of security parameters and document control is uniformed as an unparalleled versification for all client and confidential material. Formats include:

- PN Security: Minimum of 3DES encryption, supporting up to 256bit AES encryption on all links. All VPN's to sites are entire segregated and cannot cross-communicate.
- Network Security: All network security is enforced by a pair of Cisco ASA 5510 Firewall appliance units.
- System Security: Internal network integrity is protected by Symantec Endpoint Protection, covering both virus and local PC firewall systems;
- TWMS Security: Internally enforced security hierarchy system prevents data being shared between users/sites outside of permissible boundaries;
- Backups: Backups are taken daily and maintained off-site at all times.

Workforce Skilling

✓ **How much does it cost to join an ESQ program?**

ESQ's programs are Government funded and provided at no cost to eligible participants.

✓ **What kind of programs do you run?**

The programs we offer change from time to time and may differ across delivery locations.

We have in the past run programs in the Electrical, Telecommunications, Drilling and Rail industries. Most of our programs are at a Certificate II-level and are often trade-based or pre-apprenticeship courses.

See NAME OF SECTION ON WEBSITE for more information on our upcoming programs.

✓ **What are the Eligibility Criteria?**

Most of ESQ's training programs are currently funded under the Skilling Queenslanders for Work initiative. To be eligible for a program, you must:

- be a Queensland resident;
- be aged 15 years or older; and
- be an Australian citizen or permanent resident or New Zealand citizen permanently residing in Queensland or temporary visa holder living in Queensland with the necessary visa and work permits on the pathway to permanent residency.

Skilling Queenslanders for Work primarily assists people who:

- are ineligible for Australian Government employment services or assistance; or
- require complementary services because they have significant barriers to learning and employment; or
- have accessed Australian Government employment services for more than six months remain unemployed.

Specific ESQ programs may have additional eligibility requirements that participants must meet.

Please click [here](#) for more information on the Skilling Queenslanders for Work initiative.

[<https://desbt.qld.gov.au/training/training-careers/incentives/sqw>]

When is the next program in my area?

Our [program map](#) will give you an overview of the programs ESQ has coming up across Queensland.

If you cannot find a suitable program in your location or area of interest, please visit the [Skilling Queenslanders for Work](#) website for alternative programs.

[<https://desbt.qld.gov.au/training/training-careers/incentives/sqw>]

✓ **What kind of extra support will I receive?**

All our programs are centered on an accredited vocational qualification, usually at the Certificate II-level. ESQ is not a Registered Training Organisation (RTO) and partners with different RTOs for different programs.

In addition to the certificate training, ESQ provides wrap around support for all program participants, which includes:

- Learning support and mentoring

- Individualized assistance and referral to specialist services providers
- Job search and application assistance
- Direct links to our employer partners
- Post-participation support of up to three months.

Depending on the program, participants will be provided with a full set of personal protective equipment (PPE), or may have to undergo industry-required pre-employment medical and drug and alcohol tests.

Some programs include accredited training in addition to the main certificate, e.g., the construction white card, working at heights training or the forklift operator licence, or other tickets and inductions required by industry. In some cases, we have been able to assist participants to progress towards achieving their driver licence.

We work with participants on updating their resumes and cover letters, prepare them for job interviews and refer them actively to our employer contacts.

✓ **Will I be paid to participate in your programs?**

It depends on the type of program you participate in. ESQ runs two types of Skilling Queenslanders for Work programs – Community Work Skills programs and Work Skills Traineeships.

Community Work Skills programs are training programs to assist disadvantaged Queensland job seekers and low skilled workers to gain nationally recognised skills and qualifications and to assist them into work. Examples of Community Work Skills programs we have run are our Career Start Rail Skills, Drilling Operations and a Electrotechnology programs. Participants in these programs are not paid.

Participants in Work Skills Traineeships are paid. These types of program enable long-term unemployed and disadvantaged job seekers to be employed for up to six months on community, construction or environmental projects while completing a Certificate I-level qualification. Participants are paid wages in accordance to the National Training Wage Schedule ESQ's Community Traineeships Program in Gympie is an example of a Work Skills Traineeship.

✓ **How do I apply?**

You can find details of our upcoming programs [here](#).

Most of our programs require you to attend a Program Information Session or alternatively, fill out an online Expression of Interest form. Please check the program flyers for details of how to apply.

If you are still unsure, you may also contact us on qwssinfo@energyskillsq;d.com.au or (07) 3721 8800.

✓ **Will I be employed after completing the program?**

ESQ's goal is to support as many of our participants as possible into ongoing work post program completion.

Over the past four to five years, and average of about 65% of program participants have achieved an employment outcome.

Workforce Planning

✓ **How long does it take to complete a workforce audit?**

Size, complexity and organisational cooperation determine the duration. However, in favourable circumstances, Workforce Audits can be completed in as little as 4 weeks.

✓ **What is the difference between a workforce audit and a workforce planning research project?**

Workforce audits are internally focused and identify demographic, skills and staffing factors that will affect the capacity and capability profile of the organisation.

Workforce Planning research projects investigate how factors in the environmental landscape will affect the composition of future workforces in an industry sector and what workforce development strategies would be required to close the gaps.

✓ **How much does it cost to get a workforce audit or a workforce planning research project done?**

A daily rate is charged for conducting both research and workforce audit projects. For research projects that require long periods to complete, a fixed rate can be negotiated with ESQ.

✓ **How do you collect information during your workforce audits and workforce planning research projects?**

Data for the workforce audits are collected through existing organisational data and employee feedback is collected through targeted surveying, focus groups and validation interviews. Workforce Planning research projects could involve intensive desktop research and industry consultation. In some cases Industry Steering Committees are established to assist with data collection.

✓ **In what format are reports delivered?**

Reports can be customised as per client requests. Reports can be printed if required or delivered in a PDF format (or both). All ESQ reports are subjected to a graphic design process to make the reports as visually appealing as possible.

✓ **Who owns the intellectual property generated by workforce audits and workforce planning research projects?**

ESQ has a strict privacy policy that we adhere to. Organisations who receive a workforce audit report owns the data. ESQ will remain eligible to use workforce audit data in an aggregate format only. Once organisations receive their report, they are welcome to share the data as they see fit.

For workforce planning research projects, the commissioning organisation will own the data and can distribute reports as they see fit. However, ESQ will remain the right to use report names in promotional material and extract data for aggregate use.

Generic Induction

Individuals

✓ **Why is this an important qualification to hold**

Anyone who is interested in being employed in mines in QLD will need to have this certificate and card to start working

✓ **How do I enrol in this training?**

Contact info@energyskillsqld.com and request to recommend a preferred recognized training provider

✓ **Do I receive a GI card after completing?**

Yes. Once you complete the training with our training providers, you will receive the card

Training providers

✓ **Is this an established qualification accepted by the mining industry?**

Yes. This program was developed in consultation with mining industry and we have trained over 40000 people over a 10 year period

✓ **How do I become a preferred training provider?**

- You have to hold a license as a Registered Training Organization
- Have trainers who hold relevant training qualifications and industry experience to deliver the program

✓ **How do my participants receive a GI Card?**

Once you send the statement of attainments to ESQ we will issue the Generic Induction (GI) card

✓ **As a preferred training provider, Do I get access to GI refresher training material?**

Yes. Get in touch with and we would be happy to share information about GI!