

**Question on Notice**

**No. 1005**

**Asked on 7 August 2007**

Mrs Sullivan asked the Minister for Education and Training and Minister for the Arts (Mr Welford) —

**QUESTION:**

How is the new Skilling Queenslanders Service Centre helping people understand the job market?

**ANSWER:**

In 2006–07 Skilling Solutions Queensland was expanded as part the *Queensland Skills Plan*. Ten new centres were opened at Southport, Ipswich, Capalaba, Toowoomba, Chermside, Caboolture, Hervey Bay, Bundaberg, Gladstone and Cairns. These centres joined the existing centres at Shailer Park, Meadowbrook, South Brisbane, Rockhampton, Mackay and Townsville.

Skilling Solutions Queensland centres provide free, face-to-face information and referral to give Queenslanders the assistance they need to make informed decisions about their training and career futures.

The service provides customers with valuable information on career options, recognition of prior learning, gap training plans, registered training organisation (RTO) details and other related training and career information.

Skilling Solutions Queensland helps customers understand the Queensland job market using a number of tools, one of which is a purpose-built database (SmartJob Info) that contains key statistics on more than 400 occupations. It has information on each occupation, including the key tasks performed, the top four employing industries, expected future job growth/decline and numerous other details. SmartJob Info is particularly useful for those Skilling Solutions Queensland customers who need help making a decision on whether to change careers, start a career in a particular occupation, or stay in their current job.

The reach of the Skilling Solutions Queensland service is set to expand again in 2007–08, with the commencement of a mobile customer service centre in September 2007 that will service regional communities and towns within the Darling Downs and South West regions.

Since its inception in 2005, the Skilling Solutions Queensland service has received more than 23 700 customer enquiries, conducted almost 19 000 face-to-face interviews and referred over 7000 Queenslanders onto an RTO for a formal recognition of prior learning assessment.

I am also pleased to advise that since opening in late February 2007, the new Skilling Solutions Queensland customer service centre in Caboolture has handled over 630 customer enquiries, interviewed more than 530 people on a face-to-face basis and referred almost 100 Queenslanders onto an RTO for a formal recognition of prior learning assessment.