

Project Overview

Swimming Pool and Spa Service Review.

The Workforce Challenge

Various stakeholders from the Swimming Pool and Spa Industry have informed BuildSkills Australia, for a review of the following qualifications:

- CPP31218 Certificate III in Swimming Pool and Spa Service
- CPP41319 Certificate IV in Swimming Pool and Spa Service

The primary area of concern was the service and repair functions undertaken in the industry as they are no longer fit for purpose, and accordingly no longer meet industry needs.

The issues raised include:

- Both qualifications currently include superseded imported units of competency, and the Certificate IV contains deleted imported units of competency.
- The Certificate IV does not provide a vocational pathway leading to employment, this is supported by NCVER completion data detailing a sharp decline of completions from 2015, leading to zero completions in 2023.
- Certificate III in Swimming Pool and Spa Service does not equip swimming pool and spa service and repair technicians with the necessary skills for both commercial and domestic service requirements.

As a result of feedback to BuildSkills Australia (herein referred to as “BuildSkills” or “BSA”) will undertake an assessment of both CPP31218 Certificate III in Swimming Pool and Spa Service Technician and Repair and CPP41319 Certificate IV Swimming Pool and Spa Service Technician and Repair training products to test the accuracy of the issues identified in stakeholder feedback.

Deliverables

The project will:

1. Work broadly with the swimming pool and spa service technician and repairer stakeholder network to establish an effective Pool and Spa Service Technician and Repairer Skills and Knowledge Profile (SK Profile) against which the two Deliverables can be assessed
2. Conduct an analysis of the existing CPP31218 Certificate III in Swimming Pool and Spa Service and Repair and the SK Profile

Timeframes

3. Conduct an analysis of the existing CPP41319 Certificate IV in Swimming Pool and Spa Service and Repair and the SK Profile.
4. Identify whether suitable training products are required to meet the requirements of the Swimming Pools and Spa SK Profile, and
5. Develop suitable training products against the SK Profile (if required).

Project commencement date: 7 July 2025

Proposed project end date: 27 June 2026

Training Product Priority: Routine

Consultation Strategy

BuildSkills will conduct consultations which are:

- *Purposeful*: Set a clear understanding of what is to be achieved
- *Inclusive*: Identify relevant stakeholders and make it easy for them to engage
- *Timely*: Involve stakeholders early in the process and agree on when and how to engage
- *Transparent*: Be open, honest and set clear expectations
- *Respectful*: Acknowledge the expertise, perspectives and needs of stakeholders.

If one or more stakeholders disagree about a proposed solution, including the structure and/or content of any proposed training products, BuildSkills will work to resolve these disputes before submission to the Assurance Body.

Step 1 – Initial development

A notice will be issued on the BuildSkills website to alert stakeholders that training product development work is commencing.

BuildSkills will notify relevant stakeholders of the start of training product development work via email or phone.

The following modes of consultation will be undertaken in selective circumstances depending on the stakeholder group:

- Email feedback
- Online/ face-to-face interviews
- Workshops
- Surveys/ Web Forms

The following stakeholder groups will be engaged via the abovementioned modes as determined by the training product needs:

- Regulators, licensing bodies and additional government stakeholders (e.g. State Training Authorities (STAs))
- other JSCs
- employers and subject matter experts (SMEs)
- employees
- peak bodies
- unions
- Educational experts
- Private and public Registration Training Organisations (RTOs).

Technical Committee meetings

A Technical Committee will be established. The Technical Committee will draw on their expertise to provide technical advice to the Project Team. They will also support BuildSkills in identifying additional stakeholders to include in the consultation strategy.

The Technical Committee will meet for the duration of Steps 1-3. The first meeting will occur in August 2025.

Any further consultation needs identified throughout the project will be discussed and coordinated with the Technical Committee.

Meetings will be held virtually via Microsoft Teams or face-to-face.

Step 2 – Public and government consultation

The draft training products will be uploaded to the website for public and government consultation in November 2025.

All stakeholders noted in Step 1, and the broader public and government will be provided an opportunity to access the draft products and provide feedback via webform.

At a minimum, BuildSkills will make the following information publicly available for consultation:

- a description of the training package product and its purpose
- a detailed summary of the changes made and why
- the draft product for review, including mapping information (limitations may apply for products that are not for public access), and a
- draft companion volume implementation guide (CVIG).

Feedback will be maintained in a consultation log throughout the training product development process. The consultation log will include:

- Date of communication
- Stakeholder
- Category of stakeholder (e.g. employer, peak body, union, learner, etc.)
- Communication method
- Issues raised by stakeholder
- A response to the issue by BuildSkills Australia.

Additional feedback can be provided directly to the Project Manager:

Paul Carr

Phone – (07) 3073 6162

Email – PaulC@buildskills.com.au

Step 3 – Incorporating feedback

After consultations have ended, feedback will be collated, analysed and incorporated (as required) into the draft training products. After this, it will be determined if further modifications/consultations are required based on the feedback received. This process is planned to take place between December 2025 – February 2026.

If significant modifications have been made to the proposed solution because of the public and government consultations, BuildSkills may decide to undertake further consultation with relevant stakeholders to ensure the outcome reflects broad stakeholder consensus.

The outcomes of additional consultations, including a justification for changes, will be captured in the consultation log.

Step 4 – Senior Officials’ Check

Should training products be developed, government feedback on the content of relevant training products will be delivered to BuildSkills through consultations with Commonwealth and state/territory Senior Responsible Officers. This consultation will be conducted by email feedback and is planned to occur in March 2026.

Step 5 – Finalisation and Submission to Assurance Body

If training products are developed, after the training product development has occurred and consultations and feedback have been implemented, BuildSkills will submit a pack to the Assurance Body and publish the submission on its website. This process is planned to occur during April 2026.

Step 6 - Assurance Body Consideration & Step 7 - Skills Ministers’ Endorsement

If training products are developed, after submission, the Assurance Body will evaluate the submission based on compliance with the Training Package Organising Framework (TPOF) and ensure that BuildSkills has provided all necessary evidence to support the submission. After the Assurance Body reviews the training product(s), the products are supplied to the

Skills Ministers' members for endorsement. This process is planned to commence in May 2026 and should be completed in June 2026.

Implementation

If training product(s) are endorsed by the Skills Ministers, BuildSkills will upload the training products and the Companion Volume Implementation Guides (CVIG) on the National Register of VET within 10 business days of endorsement.

BuildSkills will also:

- communicate with the Technical Committee to notify them of the outcome
- contact the stakeholders that engaged in the training product development process to notify them of the outcome
- send an update on the training product(s) changes to subscribers who have indicated their interest in the subject matter, and
- post a notification of changes and updates to the relevant training product(s) on the BuildSkills website and social platforms.