

FurnishingWorks, a part of ForestWorks, is providing support for the management of this JSC project as part of their collaborative partnership with Skills Insight.

Window Furnishings and Shade Sails Project Consultation Strategy

This Consultation Strategy for the Window Furnishings and Shade Sails project includes:

- a [project snapshot](#)
- the [stakeholder groups](#) to engage, their purpose or reason for being involved
- [communications channels and tools](#) required to effectively engage with stakeholders
- details about [consultation workshops](#)
- processes for collecting and responding to stakeholder [feedback](#).

Project snapshot

Project type: fast-track, 8 months

Timeline:

- Commencement: March 2025
- Project Development: April - May 2025
- Broad Consultation: June – July 2025
- Consensus Gathering: July - August 2025
- Senior Officials Check: 30 September 2025
- Finalisation and Submission to Assurance Body: 27 October 2025
- Skills Ministers Endorsement: November 2025

Scope/expected outcomes:

This project proposes activities to address the qualification needs and gaps in the window furnishing manufacturing industry, and will include reviewing the Certificate III in Blinds, Awnings, Security Screens and Grilles, 14 units of competency and developing up to 3 new units of competency and 1 skill set relating to security screen installation.

Key qualification needs and gaps highlighted by stakeholders include:

- Enhancing the flexibility and relevance of the qualification by revising packaging rules and terminology, and reallocating electives in their relevant specialisations.

- Updating units of competency to correct inaccuracies and remove outdated content, addressing restrictions that impede enrolments, and reinforcing requirements for performance evidence.
- Adapting the qualification to support initiatives for a standardised nationally recognised minimum level of occupational skills for installers of security screens on doors and windows.
- Greater flexibility of electives to import units from other qualifications.
- Updating references to superseded units of competency in the core and electives of the qualification.
- Updating unit content to further clarify work tasks required.
- Removal of brand or trade names and replacing with generic product names required and changing wording to accurately describe product features.
- Update the list of products to those which are currently manufactured in Australia, and to adjust the performance evidence to reflect the current products.
- Adjust requirements for practical installation onto commercial versus residential buildings, as the installation is the same and additional knowledge added to knowledge requirements.
- Stakeholder feedback has indicated that MSFGN2001 Make measurements and calculations is not fit for this purpose as it makes references to 'estimates' of measurements. This sector operates on much tighter tolerances compared to other furnishings industries. The current project will seek industry support on updating this unit or, as this unit is required in other qualifications, if the qualification under review should develop its own AQF3 unit. Development of a new unit could fill a skills gap in the workplace, or with an update, the unit MSFGN2001 could be made fit for purpose in this qualification.

Website: A dedicated project webpage on the Skills Insight website has detailed information about the project plan, scope and consultation:

[Window Furnishings and Shade Sails - Skills Insight](#)

Stakeholder Consultation

A list of key stakeholder organisations has been identified for this project. Skills Insight will ensure contact is made with each of these organisations during the development of this project to seek their involvement and their views on the draft training products. Consultation is not limited to the organisations on this list. This list simply helps us to identify those organisations that, because of their industry role, size or specialty, are likely to have a key interest in the development and outcomes of this project. All and any interested industry participants are encouraged to engage in the consultation of this project, when the draft units are available for feedback via this webpage and workshops that take place.

Engagement Strategy

1. Identify Stakeholders: This would include all Registered Training Organisations (RTOs) that offer this qualification and/or those potentially interested in offering a new security screen installation skills set as they are directly impacted by the project. Additionally, it is important to identify and include stakeholders who represent different occupations, sectors and perspectives, ensuring that the subject matter experts (SMEs) in the Technical Committee provide balanced and varied input.

2. Inform and Engage Stakeholders: Send an initial communication, via email, to all identified stakeholders. This communication will provide details about the project, the issues to be addressed, and the importance of their participation in consultations.

Targeted RTO participation on the proposed updates to the qualifications and the development of a new security screen installation skill set will also be undertaken so that any implications can be considered.

3. Establish the Technical Committee: The Technical Committee will be established to act as a focused task force. It will provide technical expertise, guide project decisions and serve as a bridge between the broader stakeholder community perspectives. Ideally, the Technical Committee will contain representation from all product sectors within the *Certificate III in Blinds, Awnings, Security Screens and Grilles*. At times, and where needed, Technical Committee members may be asked to form working groups based on their product sector expertise.

4. Technical Committee Consultation Meetings: Due to the nature of this project and the range of industry sectors it covers, individual meetings and conversations are proposed to communicate with each respective Technical Committee Member/s.

5. Meetings Scheduling: Individual industry sector meetings made up of SMEs (via online video conferencing or face to face as required) will be held along with one-on-one phone calls throughout the project.

6. Feedback Loop: Create a robust feedback system to incorporate the insights and suggestions generated during these meetings. This system would help in continually adjusting the project plan as per stakeholder inputs and ensuring their concerns are addressed in a timely manner. (see [Feedback](#) section below.)

7. Regular Updates: Document and incorporate the insights and suggestions generated during Technical Committee meetings, Public Consultation workshops etc. Keep all stakeholders updated about the project's progress regularly. Use various methods like email, newsletters, and the project website to share information.

8. Evaluation and Review: Periodically evaluate and review the stakeholder engagement strategy to ensure its effectiveness. Make necessary changes based on the feedback received and the project's evolving needs.

Identified Key Stakeholder Groups

- Representatives from sectors within the MSF Furnishing Training Package that make use of the Qualification and units of competency that are included in this project, noting that some stakeholders may be suitable to respond for multiple sectors. These sectors may include:

- The Glass and Glazing sector
- Cabinet Making Sector
- Furniture Finishing
- Picture Framing
- Unions
- Registered Training Organisations (RTOs) (especially those with impacted qualification and units of competency on their scope of registration)
- State/Territory Training Advisory Bodies (STA/TTA)
- Industry training advisory bodies (ITABs) (or equivalent) with relevant sector coverage
- Curriculum Maintenance Managers (CMM)
- Employers and their representatives
- Licensing and regulatory bodies
- Other Jobs and Skills Councils who use the units of competency.

Organisations for Targeted Consultations

(Including, but not limited to...)

Organisation	Location	Stakeholder Type	Sector Area	Organisation
ABC Blinds	Metro – Western Australia	Employer	Retail Manufacturer and Installation	ABC Blinds
Access Canberra, Australian Capital Territory		Regulator / Licensing Body		Access Canberra, Australian Capital Territory
Advantage Screens	Regional - Queensland	Employer	Retail Manufacturer and Installation	Advantage Screens
Building Practitioners Board (BPB) Northern Territory		Regulator / Licensing Body		Building Practitioners Board (BPB) Northern Territory
Building Services Board (BSB) Western Australia		Regulator / Licensing Body		Building Services Board (BSB) Western Australia
Chisholm Institute	Dandenong, Melbourne, Vic	RTO (Public)		Chisholm Institute
Coast and Country Curtains and Blinds –	Regional - NSW	Employer	Retail Manufacturer, sales Installation Rollers, curtains, romans, venetians, track blinds, curtains, louvre shutters, awning,	Coast and Country Curtains and Blinds –

Organisation	Location	Stakeholder Type	Sector Area	Organisation
Consumer and Business Services (CBS) South Australia		Regulator / Licensing Body		Consumer and Business Services (CBS) South Australia
Consumer Building and Occupational Services (CBOS) Tasmania		Regulator / Licensing Body		Consumer Building and Occupational Services (CBOS) Tasmania
Crimsafe	Queensland and ACT	Employer / Industry supplier	Manufacturer(Wholesale) / System Supply, Security Products	Crimsafe
CW Products	Metro – South Australia	Employer	(Wholesale) Roller Shutters, Manufacturer	CW Products
Darley Aluminium –	NSW Metro (National & Perth, WA	Employer, ITAB	System Supplier , Security Products / Blind components / Awning Components	Darley Aluminium –
Holmesglen TAFE	Chadstone, Melbourne, Vic	CMM, RTO (Public)	RTO Expertise	Holmesglen TAFE
Hunter Douglas	New South Wales			Hunter Douglas
Industry Skills Advisory Council, Northern Territory (ISACNT)	Darwin, NT	ITAB		Industry Skills Advisory Council, Northern Territory (ISACNT)

Organisation	Location	Stakeholder Type	Sector Area	Organisation
ITHEA	National	Registered Training Organisation	Only current RTO delivering program.	ITHEA
Manufacturing Skills Queensland	Brisbane, Qld	ITAB, Industry Association	Subject Matter Expert in Security Screens	Manufacturing Skills Queensland
Norfolk Blinds	Regional – TAS and Sydney	Employer	Rollers, curtains, romans, venetians, track blinds, curtains, louvre shutters, awning, security products, Roller Shutter	Norfolk Blinds
Orion Blinds	Regional - NSW	Employer	Manufacturer (Wholesale), Rollers, curtains, romans, venetians, track blinds, curtains, louvre shutters, awnings	Orion Blinds
Ozroll	South Australia and Queensland	Employer	Roller shutters, outdoor products (awnings, louvre shutters)	Ozroll
Queensland Building and Construction Commission (QBCC)		Regulator / Licensing Body		Queensland Building and Construction Commission (QBCC)
Skills Tasmania	Tas	ITAB		Skills Tasmania

Organisation	Location	Stakeholder Type	Sector Area	Organisation
The Australian Building Codes Board (ABCB)		Regulator / Licensing Body		The Australian Building Codes Board (ABCB)
Timber, Furishing and Textiles Union (TFTU) (formerly the CFMEU Manufacturing Division)	Carlton, Melbourne, Vic	Union	Employee Representation	Timber, Furishing and Textiles Union (TFTU) (formerly the CFMEU Manufacturing Division)
Total Window Concepts	Vic, Qld, NSW	Employer	Manufacturing (wholesale), Rollers, curtains, romans, venetians, track blinds, curtains, louvre shutters, awnings. Supporting installers with training and check measure.	Total Window Concepts
Vertilux Corporation	Melbourne, Vic	Employer		Vertilux Corporation
Victorian Building Authority (VBA) Victoria		Regulator / Licensing Body		Victorian Building Authority (VBA) Victoria

Distribution of key stakeholders

Stakeholder Type	National	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
RTOs	✓	✓	✓	✓	✓	✓	✓	✓	✓
Industry employer		✓	✓		✓	✓	✓	✓	✓
Industry association /Peak industry body	✓	✓	✓	✓	✓	✓	✓	✓	✓
Industry training advisory bodies (ITAB)			✓	✓	✓	✓	✓	✓	✓
Union			✓	✓	✓	✓	✓	✓	✓
Curriculum Maintenance Managers								✓	
State and Territory Licensing Bodies	✓	✓	✓	✓	✓	✓	✓	✓	✓
STA/TTA	✓	✓	✓	✓	✓	✓	✓	✓	✓

Communications channels, tools and purpose

Skills Insight Website

- The Skills Insight website will be the key information tool, where industry can find all the information they need about the project and activities. This dedicated webpage will exist for the duration of the project which will also include mechanisms for registering interest and feedback, such as registration details for workshops, and surveys for collecting feedback.

ForestWorks (FurnishingWorks) Website

- The FurnishingWorks website for the Furnishings industry will provide an update to all visitors on project activities and opportunities to be involved.

Skills Insight newsletter and news alerts

- The Skills Insight general newsletter (usually published monthly) will provide an update to all subscribers on project activities and opportunities to be involved.
- Timely news alerts will also be distributed to project and sector-specific subscribers whenever there is a project update.

FurnishingWorks Newsletter

- The FurnishingWorks newsletter for the Furnishings industry (usually published quarterly) will provide an update to all subscribers on project activities and opportunities to be involved.

Social media

- A useful and timely tool for sharing updates about project development and consultation activities.
- By sharing images from site visits and workshops we can update stakeholders on engagement activities and encourage interest and input into the project.
- Larger project updates will incorporate a link to the Skills Insight website for further information.
- Interested stakeholders to share the posts on their own accounts and networks.
- Social media platforms:
 - [LinkedIn](#)

Industry media

- A range of key stakeholder organisations with influential newsletters will be encouraged to share news of the project activities and consultation opportunities with their networks.

Email/mail merge

- To engage in topics related to specific stakeholder groups, i.e. RTOs, Government Departments of key industry associations around matters related to delivery, funding or employment considerations.

Workshops and meetings

- To provide further information about:
 - updates to the training package products
 - to ask questions about the project
 - how to provide feedback.

Regular updates to State/Territory Training Authorities (STA/TTA), Industry Training Advisory Bodies (ITAB), Curriculum Maintenance Manager (CMM):

- Direct monthly emails to inform of project updates
- One-on-one phone calls to discuss the project and seek feedback (during Draft 1)
- State/Territory based virtual meetings
- Invitations to provide support for final drafts

Consultations

The training package products in this project will be drafted in consultation with subject matter experts and their networks. At the broad public consultation stage, ForestWorks and Skills Insight then present and discuss the draft training package products, collecting feedback from a wide range of stakeholders across the country. Whilst specific public consultation dates are identified, feedback is welcomed at any time and will help ForestWorks in drafting the training package products. Stakeholders are encouraged to contact the project team via the [Skills Insight website](#).

Consultation type	When/where	Details
Technical Committee meetings	<p>Online introductory meeting.</p> <p>Post- public consultation discussions, depending on outcomes of feedback and any follow-up that may be required.</p> <p>Technical Committee-only consensus gathering workshops – multiple online sessions (as required).</p>	<p>Targeted one-on-one phone calls/industry-specific meetings discussing the changes impacting the qualifications in their respective industry, and seeking support in updating training package products to include the improved units.</p> <p>Additional meetings/phone calls with Technical Committee members will take place if/when required to address any conflicting feedback and/or seek further advice.</p> <p>Consensus gathering workshops are to sign-off of any proposed solutions, draft materials and further recommendations. These will likely be broken down to relevant industry sectors.</p>
Public consultation	<p>Proposed state-based seminars in all states/territories (exc. ACT).</p> <p>Proposed 4 public consultation webinars during <i>Broad Consultation</i> phase.</p> <p>Online.</p>	<p>Focus of this consultation phase is on getting feedback and support for the proposed updates to the qualification and skill sets with the updated units of competency.</p> <p>People from all backgrounds are encouraged to attend and provide feedback/contribute.</p> <p>Additional documentation to include the list of units of competency to be updated in the qualification and skill set, and to include notes on changes between the current and updated units so that stakeholders have a greater understanding of the impact that updating this qualification will entail.</p> <p>Surveys will be utilised to be used to capture feedback.</p> <p>Targeted invitations to STAs/ITABS/CMM to attend consultation workshops or individual phone calls/meetings to discuss the project.</p>
Public Consensus Gathering workshops	<p>Proposed 2 public consensus gathering workshops</p> <p>Online</p>	<p>To provide support of any proposed solutions, final draft materials and further recommendations prior to final steps to submit for endorsement.</p>

Feedback

Receiving feedback from a broad range of stakeholders is essential to the training package product development process.

How to provide feedback

- During consultation workshops (virtual and face-to-face)
- Email – projects@forestworks.com.au
- Feedback surveys - available during development, broad consultation and consensus gathering phases on the project's webpage at [Window Furnishings and Shade Sails - Skills Insight](#)
- Website contact form - <https://skillsinsight.com.au/contact/>
- Phone - 03 9321 3518

What happens to the feedback?

All feedback received is recorded in a Consultation Log for the project. This log will be updated after each phase of the project and will be publicly available on the project's webpage at [Window Furnishings and Shade Sails - Skills Insight](#) This log will include:

- Generic stakeholder information (stakeholder type and location).
- Method feedback was received.
- Feedback received.
- Consideration and proposed resolution, including justification of why feedback may not have been incorporated.
- General summary of all feedback received and how it has been addressed in the draft training package products.

Conflicting feedback

When feedback received is varied and a broad consensus is not able to be achieved from the feedback alone, The Project Team will engage with subject matter experts in the Technical Committee or other targeted specialists (such as regulators or relevant government departments) for their expertise to work towards an agreeable solution. In some cases, an additional review phase may need to take place followed by another round of public consultation in order to address the draft training package products in question.

After all methods to address conflicting feedback have been undertake and consensus is unable to be reached, a formal dispute resolution process may be undertaken according to the processes outlined in the [Training Package Product Development and Endorsement Process Policy](#).

As with all other feedback, this process and its outcomes will be recorded and made publicly available in the project's Consultation Log.

Technical Committee sign-off

The Window Furnishings and Shade Sails Technical Committee has reviewed and contributed to this Consultation Strategy as required and gave their support on 22 May 2025.