Specialist Skills for Glass and Glazing Consultation Strategy

This Consultation Strategy for the **Specialist Skills for Glass and Glazing 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: 12 months

Timeline:

- Commencement: **20 July 2026**
- Public and Government Consultation Draft 1: **November 2026**
- Incorporating Feedback: **February 2027**
- Consensus Gathering: **March 2027**
- Senior Officials Check: **April 2027**
- Finalisation and Submission to Assurance Body: **May 2027**
- Skills Ministers Endorsement: **30 July 2027**

Scope/expected outcomes:

This project will undertake a comprehensive review and modernisation of the **Certificate II and Certificate III in Glass and Glazing**, together with their associated units of competency and skill sets, to ensure training products reflect contemporary industry practice and future workforce needs.

The review covers:

2 qualifications

- MSF20413 Certificate II in Glass and Glazing
- MSF30422 Certificate III in Glass and Glazing

Skills Insight

JSC Jobs and Skills Council
Agribusiness, Fibre, Furnishing, Food, Animal and Environment Care
An Australian Government Initiative

FurnishingWorks

FurnishingWorks, a division of FibreSkills Australia, is supporting the management of this JSC project as part of our collaborative partnership with Skills Insight.

36 units of competency

- 28 Glass and Glazing (GG) units
- 7 Leadlight and Stained Glass (DG) units
- 1 Furniture Making (FM) unit

2 skill sets

- Insulating Glass Unit Manufacturing Skill Set
- Insulating Glass Unit Fabricator/Installer Skill Set

The project will:

- Analyse emerging occupational requirements and specialist skills across fabrication, installation, processing and advanced glazing technologies.
- Review the impact of the loss of domestic glass manufacturing capability on workforce skills and training requirements.
- Assess whether current qualifications adequately support emerging occupations
- Investigate the ongoing lack of enrolments in the Certificate II qualification and determine whether it should be revised, redesigned or potentially removed.
- Explore the introduction of:
    - new units of competency
    - specialised skill sets
    - formal qualification specialisations.
- Engage with other Jobs and Skills Councils where reviewed units are embedded in external qualifications to maintain cross-sector alignment.

Expected outcomes

The project is expected to deliver:

- **Modernised qualifications and units of competency** that reflect current glass and glazing industry practices, technologies and safety requirements.
- **More flexible training pathways**, including potential specialisations and skill sets that better support specialised job roles and emerging workforce needs.
- **Improved alignment between training and industry requirements**, ensuring workers develop the skills needed for contemporary fabrication, processing and installation roles.
- **Recognition of emerging specialist occupations and technologies**, including advanced manufacturing processes and energy-efficient glazing systems.
- **Greater accessibility and workforce participation**, particularly for regional and remote workers, women, First Nations people and learners requiring additional support.

- **A clear evidence-based recommendation on the future of the Certificate II in Glass and Glazing**, including whether it should be retained, redesigned or rationalised.
- **Updated training package products** that provide industry with a future-ready, responsive and nationally consistent training framework.

Overall outcome: A modern, flexible and industry-driven training framework that supports specialist skills development, workforce adaptability and stronger training outcomes across the glass and glazing sector.

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

Stakeholder Consultation

A list of key stakeholder organisations has been identified for this project. Skills Insight and FurnishingWorks 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 will include all Registered Training Organisations (RTOs) that offer each qualification and skill 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 skill sets will also be undertaken so that any implications can be considered.

3. Establish the Technical Committee: A Technical Committee will be established with representatives from Glass and Glazing, unions, RTOs and SMEs to provide balanced technical, workforce and regulatory input across the sector.

4. RTO Validation Surveys: Targeted surveys will be distributed to RTOs delivering relevant qualifications and units within the MSF Training Package. The surveys will seek feedback on the existing units identified for review, including their relevance, currency, learner outcomes and delivery considerations. Findings will be analysed and used to inform proposed changes prior to presentation of draft unit revisions to the Technical Committee for review and validation.

5. Technical Committee Consultation Meetings: Consultation will be undertaken through a structured Technical Committee review process to ensure all members have an opportunity to contribute while enabling detailed technical review by subject matter experts.

The consultation process will include:

- An initial Technical Committee briefing session to provide members with an overview of the project scope, timelines, consultation process and review methodology.
- A Technical Committee review workshop (approximately three hours) involving all Technical Committee members to review the core units of competency and units that are broadly applicable across the glass and glazing sector.
- A series of targeted industry specialisation review sessions (approximately one hour each) focusing on specialist units and areas of practice. These sessions will align with the relevant sector specialisations being reviewed.
- Technical Committee members and subject matter experts with expertise in the relevant specialisation area will be invited and strongly encouraged to participate in these sessions to ensure specialist input informs the review.
- All Technical Committee members will be invited to attend all specialist review sessions, however participation in sessions outside a member's area of expertise will be optional.
- Supporting materials, draft units, meeting papers, feedback records and review documents will be made available to all Technical Committee members through the FibreSkills Australia SharePoint Technical Committee folder to allow members to review and provide feedback at any time throughout the project lifecycle.

6. Site Visits and Place-Based Engagement:
Site visits will be conducted across multiple states and territories to engage directly with employers, RTOs and industry stakeholders in workplace and training environments. Engagement during site visits will include speaking directly with workers undertaking day-to-day tasks, in addition to managers and organisational representatives, to capture practical insights into job roles, skills application and workplace conditions.

7. Meetings Scheduling: Consultation activities will be scheduled throughout the project and will include:

- An initial Technical Committee briefing session.

- A three-hour Technical Committee workshop involving all members to review core units and units with broad industry application.
- A series of one/two-hour specialist review sessions aligned to specific industry sectors, occupational areas or technical specialisations.
- Additional one-on-one discussions, online meetings or phone conversations with industry representatives and Technical Committee members where further clarification or specialist advice is required.
- Follow-up meetings, as required, to address conflicting feedback, validate proposed changes and support consensus gathering.

This staged consultation approach is designed to maximise participation, ensure specialist expertise is applied where required and minimise the need for members to attend discussions that fall outside their areas of expertise.

8. Feedback Loop: All feedback received will be documented, analysed and used to inform updates to draft qualifications and units, with clear records of how stakeholder input has been addressed (see Feedback section below).

7. Regular Updates: Stakeholders will receive regular updates on project progress, consultation outcomes and opportunities to provide feedback via email and the Skills Insight project website.

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 multiple sectors within the *MSF Training* Package that make use of the qualifications that are included in this project, noting that some stakeholders may be suitable to respond for multiple sectors.
- Workers and employees undertaking roles aligned to the qualifications, including those performing day-to-day operational tasks across relevant sectors
- Relevant Unions
- RTOs (especially those with impacted qualifications/skill sets on their scope of registration)
- State/Territory Training Advisory Bodies (STA/TTA)
- Industry employers
- Licensing and regulatory bodies
- Peak industry bodies
- Priority cohorts:
    - Women
    - first nations peoples
    - people with disabilities
    - people with low foundation skills

    - youth and early career entrants
    - regional, rural and remote communities
    - people from culturally and linguistically diverse backgrounds
- Industry training advisory bodies (ITABs) (or equivalent) with relevant sector coverage
- Other Jobs and Skills Councils who use the units of competency.

Organisations for Targeted Consultations

(Including, but not limited to…)

Organisation	Jurisdiction	Stakeholder type	Sector area
ACBT Education Pty Ltd	VIC	RTO	Glass and Glazing Training
Accord College Pty Ltd	VIC	RTO	Glass and Glazing Training
Action Glass	WA	Employer	Glass repair and glazing services
Action Glass and Aluminium	WA	Employer	Glass, aluminium windows and doors
Adelaide Educators Pty Ltd	SA	RTO	Glass and Glazing Training
Advantage Glass	WA	Employer	Commercial and residential glazing
AGWA	NSW	Association	Glass and window industry representation
Aliview Group	SA	Employer	Windows, doors and building products manufacturing
Alspec - Melbourne	VIC	Employer	Aluminium systems and fenestration solutions
Aneeta Window Systems - VIC	VIC	Employer	Sashless window systems

Organisation	Jurisdiction	Stakeholder type	Sector area
Architectural Window Systems - VIC	VIC	Employer	Aluminium window and door systems
Astar Training Institute Pty Ltd	NSW	RTO	Glass and Glazing Training
Australian Construction Training Services Pty Ltd	QLD	RTO	Glass and Glazing Training
Australian Glass Group - TAS	TAS	Employer	Architectural glass manufacturing
Australian National College Pty. Ltd.	VIC	RTO	Glass and Glazing Training
Bentley College Pty Ltd	VIC	RTO	Glass and Glazing Training
Canberra Glassworks	ACT	Subject Matter Expert / Organisation	Architectural glass, studio glass, glass processing, workforce development
Canberra Institute of Technology	ACT	RTO	Glass and Glazing Training
Career Skills Australia Pty Ltd	NSW	RTO	Glass and Glazing Training
Chevron Glass Group	NSW	Employer	Glass processing and glazing
CIT Canberra	ACT	RTO	Glass and Glazing Training

Organisation	Jurisdiction	Stakeholder type	Sector area
City Glass Tasmania	TAS	Employer	Glass supply and glazing services
Clearview Aluminium Windows and Doors	QLD	Employer	Aluminium windows and doors
Construction Glazing Pty Ltd	VIC	Employer	Commercial glazing and façade installation
Cooling Brothers Glass Co	SA	Employer	Glass processing and glazing
Datum College Pty Ltd	VIC	RTO	Glass and Glazing Training
Diverse Solutions Pty Ltd	NSW	RTO	Glass and Glazing Training
Education and Innovation Group Australia Pty Ltd	NSW	RTO	Glass and Glazing Training
Education Investors Pty Ltd	SA	RTO	Glass and Glazing Training
Express Glass	National	National Employer	Glass replacement and glazing services
Federation Glass	NSW	Employer	Glass processing and glazing
Festival Glass & Glazing Pty Ltd	VIC	Employer	Commercial and residential glazing

Organisation	Jurisdiction	Stakeholder type	Sector area
Fusion College of Technology Pty Ltd	NSW	RTO	Glass and Glazing Training
G James Australia Pty Ltd	National	National Employer	Glass manufacturing, windows and doors
Gimbal	VIC	RTO	Glass and glazing training
Glaas Inc	VIC	RTO	Glass and Glazing Training
GO TAFE	VIC	RTO	Glass and glazing training
GP Glass	NSW	Employer	Glass processing and glazing
Greater Glass	VIC	Employer	Glass and glazing services
HCR HOMES PTY LTD	NSW	RTO	Glass and Glazing Training
Helix College Pty Ltd	VIC	RTO	Glass and Glazing Training
HILLTOP COLLEGE AUSTRALIA PTY LTD	NSW	RTO	Glass and Glazing Training
Hobart Glass & Aluminium	TAS	Employer	Glass and aluminium products
Holmesglen Institute	VIC	RTO	Glass and Glazing Training

Organisation	Jurisdiction	Stakeholder type	Sector area
IIVS PTY LTD	NSW	RTO	Glass and Glazing Training
INDOPACIFIC GLOBAL PTY LTD	VIC	RTO	Glass and Glazing Training
Inglass Pty Ltd	SA	Employer	Glass processing and glazing
Insight Institute of Further Studies Pty Ltd	VIC	RTO	Glass and Glazing Training
International College of Melbourne Pty Ltd	VIC	RTO	Glass and Glazing Training
Jason Windows	WA	Employer	Windows and doors manufacturing
Jeldwen	National	Employer	Windows and doors manufacturing
Laneway Education Pty Ltd	NSW	RTO	Glass and Glazing Training
Lennox Institute Pty Ltd	VIC	RTO	Glass and Glazing Training
Management Institute of Australia Pty Ltd	NSW	RTO	Glass and Glazing Training
Marriott Education Group Pty Ltd	VIC	RTO	Glass and Glazing Training
Melbourne Polytechnic	VIC	RTO	Glass and Glazing Training

Organisation	Jurisdiction	Stakeholder type	Sector area
Monash Education Group Australia Pty Ltd	NSW	RTO	Glass and Glazing Training
North Metropolitan TAFE	WA	RTO	Glass and Glazing Training
Northern Suburbs Glass Service Pty Ltd	SA	Employer	Glass repair and glazing services
Northern Victoria Institute of Technical and Further Education	VIC	RTO	Glass and Glazing Training
O'brien	National	National Employer	Glass repair, replacement and automotive glazing
Oneglass Pty Ltd	WA	Employer	Commercial glazing
Paarhammer Pty Ltd	VIC	Employer	Energy-efficient timber windows and doors
Pacific College Sydney Pty Ltd	NSW	RTO	Glass and Glazing Training
PCW Commercial Windows Pty Ltd	NSW	Employer	Commercial windows and façades
Progressive Training (WA) Pty Ltd	WA	RTO	Glass and Glazing Training
QTN Pty Ltd	VIC	RTO	Glass and Glazing Training

Organisation	Jurisdiction	Stakeholder type	Sector area
STAYSAFE INDUSTRY TRAINING PTY LTD	QLD	RTO	Glass and Glazing Training
STELLAR COLLEGE PTY LTD	NSW	RTO	Glass and Glazing Training
TAFE NSW	NSW	RTO	Glass and Glazing Training
TAFE NSW	NSW	RTO	Glass and Glazing Training
TAFE Queensland	QLD	RTO	Glass and Glazing Training
TAFE SA	SA/NT	RTO	Glass and Glazing Training
TasTAFE	TAS	RTO	Glass and Glazing Training
Technical and Further Education Commission	NSW	RTO	Glass and Glazing Training
Timber, Furnishing and Textiles Union (MSF)	National	Union	
Total Window Concepts	QLD	Employer	Windows and doors manufacturing
Valley Windows - Mount Waverley	VIC	Employer	Residential windows and doors

Organisation	Jurisdiction	Stakeholder type	Sector area
Viridian	National	Employer	Glass manufacturing and processing
Watson Glass Pty Ltd	QLD	Employer	Glass processing and glazing
Melbourne Polytechnic	VIC	RTO	Glass and Glazing Training
Curriculum Maintenance Management Services (Vic)	VIC	CMM	MSF Training Package Manager
Curriculum Maintenance Management Services (Vic)	VIC	CMM	Executive Officer, Curriculum Maintenance Management (CMM) Services
Department of Education (NSW)	NSW	State Training Authority	MSF Curriculum Maintenance Manager
Department of Education (NSW)	NSW	State Training Authority	MSF Curriculum Maintenance Manager
Department of Education (NSW)	NSW	State Training Authority	State/Territory Training Authority representative
Department of Education and Training (NT)	NT	State Training Authority	State/Territory Training Authority representative
Department of State Development (SA)	SA	State Training Authority	State/Territory Training Authority representative
Department of Trade, Employment and Training (Qld)	Qld	State Training Authority	State/Territory Training Authority representative

Organisation	Jurisdiction	Stakeholder type	Sector area
Department of Training and Workforce Development (WA)	WA	State Training Authority	State/Territory Training Authority representative
Food, Fibre & Timber Industries Training Council WA (FFITC)	WA	ITAB	State/Territory Training Authority representative
Food, Fibre & Timber Industries Training Council WA (FFITC)	WA	ITAB	State/Territory Training Authority representative
Industry Skills Advisory Council, NT ISACNT	NT	ITAB	State/Territory Training Advisory representative
Industry Skills Advisory Council, NT ISACNT	NT	ITAB	State/Territory Training Advisory representative
Manufacturing Industry Skills Alliance	QLD	ITAB	State/Territory Training Advisory representative
SA Skills Commission	National	Skills Commission	State/Territory Training Advisory representative
Skills Canberra	ACT	ITAB	State/Territory Training Advisory representative
Skills Canberra	ACT	State Training Authority	
Skills Tasmania	TAS	ITAB	State/Territory Training Advisory representative
Skills Tasmania	TAS	State Training Authority	State/Territory Training Authority representative

Organisation	Jurisdiction	Stakeholder type	Sector area
Victorian Skills Authority	VIC	ITAB	State/Territory Training Authority representative
Victorian Skills Authority	VIC	State Training Authority	State/Territory Training Advisory representative

Distribution of key stakeholders

Stakeholder Type	National	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Employers / Industry Businesses	✓		✓		✓	✓	✓	✓	✓
Registered Training Organisations (RTOs)		✓	✓		✓	✓	✓	✓	✓
Peak Industry Bodies / Industry Associations	✓		✓						
Workers and Employees*	✓	✓	✓	✓	✓	✓	✓	✓	✓
Unions	✓								
State/Territory Training Authorities (STA/TTA)		✓	✓	✓	✓	✓	✓	✓	✓
Industry Training Advisory Bodies (ITABs) / Industry Advisory Organisations		✓		✓	✓		✓	✓	✓
Curriculum Maintenance Management (CMM)								✓	

* Workers and employees are an identified stakeholder group within the consultation strategy and will primarily be engaged through employers, unions, site visits and consultation activities rather than through a separately listed organisation.

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.

FurnishingWorks Website

- The FurnishingWorks website for the Furnishing 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 Furnishing 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:
    - Skills Insight: Posts | LinkedIn
    - FurnishingWorks: Posts | 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):

- Regular emails to inform of project updates
- One-on-one phone calls to discuss the project and seek feedback
- State/Territory based virtual meetings
- Invitations to provide support for final drafts

FibreSkills Australia Technical Committee SharePoint

- The FibreSkills Australia Technical Committee SharePoint folder will serve as the central repository for project materials, including meeting papers, draft training products, consultation outcomes, feedback logs and supporting documentation. Technical Committee members will have ongoing access to these materials throughout the project to enable review and input between meetings.

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, Skills Insight then presents and discusses 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 Skills Insight 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	Initial Technical Committee briefing session (online). Technical Committee review workshop (approximately three hours, online and/or hybrid) for review of core units and broadly applicable units. Specialist review workshops (approximately one hour each, online) aligned to industry specialisation areas. Additional review and consensus meetings as required during the project. Post-public consultation discussions to address feedback outcomes and validate proposed changes.	Technical Committee consultation will be undertaken through a staged review process. An initial briefing session will be conducted to familiarise members with the project scope, consultation methodology and proposed review schedule. All Technical Committee members will participate in a dedicated workshop to review core units of competency and those units that have broad application across the sector. Following this workshop, targeted specialist review sessions will be conducted to review sector-specific units. Relevant industry specialists and subject matter experts will be expected to participate in these sessions, while attendance by non-specialist members will remain optional. All Technical Committee members will receive invitations to all sessions and will have access to all project materials, draft training products, feedback records and supporting documentation through the FibreSkills Australia Technical Committee SharePoint folder. This approach supports efficient utilisation of industry expertise while ensuring transparency and providing all members with the opportunity to review and contribute to the development of the training products at any stage of the project.

RTO Surveys	Development phase, prior to Technical Committee review	Targeted surveys distributed to RTOs delivering relevant qualifications and units to validate existing unit content, identify areas for improvement and gather advice on implementation and delivery impacts. Survey outcomes will inform draft revisions prior to Technical Committee consideration.
Site Visits	On-site across all states, scheduled throughout the development and consultation phases as required.	Site visits will be conducted with selected industry stakeholders across all states to gather first-hand insights into current practices, workplace requirements and the application of skills within glass and glazing and related sectors. These visits will support validation of draft training products by observing real-world environments and engaging directly with employers, supervisors and workers. Site visits will enable deeper understanding of job roles, equipment, workflows and emerging industry needs, ensuring that the training products reflect current industry practices. Feedback gathered will inform refinement of units of competency, qualification structure and implementation considerations.
Targeted invitations to STA/TTA/ITABs/ISABs/ VQSR	Targeted consultation with state training authorities, state industry advisory groups and curriculum maintenance management service. As needed throughout the project.	Targeted invitations to STAs/ITABS/CMM to attend consultation workshops or individual phone calls/meetings to discuss the project.

Public and Government Consultation	Proposed public consultation webinars during *Public and Government Consultation* phase. Online/face to face	Focus of this consultation phase is on getting feedback and support for the proposed updates. People from all backgrounds are encouraged to attend and provide feedback/contribute. Additional documentation to include the list of units of competency to be updated in each qualification and skill sets, and to include notes on changes between the current and updated units so that stakeholders have a greater understanding of the impact that updating these qualifications will entail. Surveys will be utilised to be used to capture feedback.
Public Consensus Gathering workshops	Proposed 1 public consensus gathering workshops Online	To provide support of any proposed solutions, final draft materials and further recommendations prior to final steps to submit for endorsement.
Commonwealth, state and territory Senior Responsible Officers (SROs)	Online.	Targeted invitation for SROs to attend an online briefing session during their review period to address any concerns regarding implementation issues or feedback addressed during the project.

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
- Email – projects@furnishingworks.com.au
- Feedback surveys - available during development, broad consultation and consensus gathering phases on the project's webpage at Specialist Skills for Glass and Glazing - Skills Insight

- Website contact form - https://skillsinsight.com.au/contact/
- Phone - 03 9321 3526

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 Specialist Skills for Glass and Glazing - 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, Skills Insight 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 undertaken, in the event consensus is unable to be reached, a formal dispute resolution process may be undertaken. This process is outlined in the Training Package Organising Framework.

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 Specialist Skills for Glass and Glazing Technical Committee has reviewed and contributed to this Consultation Strategy as required and gave their support on 26 August 2026.

Skills Insight

JSC | Jobs and Skills Council
Agribusiness, Fibre, Furnishing, Food, Animal and Environment Care
An Australian Government Initiative

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