03 9321 3526
PO Box 466, North Melbourne, VIC 3051
skillsinsight.com.au

Consultation Strategy: Rural Operations Project

Version	Date	Author	Comments
3.0	18/12/2025	Skills Insight	Draft timeline updated and Key Stakeholder Organisation types updated To be published on Skills Insight website January 2026.
2.0	21/10/2025	Skills Insight	Draft content with updated timeline, consultation plan and draft list of Identified Key Stakeholder Groups.
1.0	05/05/2024	Skills Insight	Original Consultation Strategy content and list of identified stakeholder organisations as presented to the Technical Committee in May of 2024.

This Consultation Strategy for the **Certificate II in Rural Operations 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: Routine – 12 months

Timeline:

- Public and Government Consultation Draft 1: 16 February – 20 March 2026 (5 weeks)
- Incorporating Feedback: 21 March – 31 March
- Consensus Gathering: 13 April – 15 May (6 weeks)
- Senior Responsible Officers' Check: 9 June – 19 June (min 2 weeks)

- Finalisation and Submission to Assurance Body: 6 July 2026
- Skills Ministers Endorsement: Date subject to submission outcomes.

Scope/expected outcomes:

This project is the recommencement of a 2023/24 project to undertake a comprehensive review of the *AHC21216 Certificate II in Rural Operations* to ensure the qualification meets the needs of industries, employers and learner cohorts.

It is important that all qualifications have distinct outcomes so that learners and employers can have confidence and clarity in what skills are being attained through training. It is equally important that learners in rural, regional and remote areas have access to training that can equip them with skills required to enter the workforce.

In-depth research, consultation and analysis was undertaken as part of this earlier project to understand how the *AHC21216 Certificate II in Rural Operations* is used to prepare workers for various industries and whether it reflects the necessary skills.

This project, which was paused while the Department of Employment and Workforce Relations (DEWR) explored approaches to Qualification Reform with support from Jobs and Skills Councils has now recommenced.

Website: A dedicated project webpage on the Skills Insight website has detailed information about the project plan, scope and consultation: *https://skillsinsight.com.au/project/rural-operations/*

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 the project webpage and during the workshops that take place.

Engagement Strategy

1. Identify Stakeholders: This would include all Registered Training Organisations (RTOs) that offer the qualification, 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 qualification 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. It's essential that the Technical Committee is representative of all industry sectors within the *AHC Training Package*.

4. Technical Committee Consultation Meetings: Due to the nature of this project and the range of industry sectors it covers, individual meetings and conversations with individual Technical Committee Members may be required based on their specific industry knowledge and expertise. Any advice and decisions will be conveyed to the Technical Committee group.

5. Meetings Scheduling: Individual industry sector meetings will be held along with one-on-one phone calls throughout the project.

6. Feedback Loop: Skills Insight has created a robust feedback database to incorporate the insights and suggestions generated during these meetings. This system records stakeholder inputs and ensures 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 multiple sectors within the *AHC Agriculture, Horticulture and Conservation & Land Management 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. These sectors may include:
    - livestock productions
    - agriculture
    - horticulture
    - land management
- Unions
- RTOs (especially those with impacted qualification on their scope of registration)
- State/Territory Training Advisory Bodies (STA/TTA)
- Industry training advisory bodies (ITABs) (or equivalent) with relevant sector coverage
- Other Jobs and Skills Councils.

Organisations for Targeted Consultations

(Including, but not limited to…)

No.	Organisation	Location	Stakeholder type	Sector area
1	Animal Management in Rural and Remote Indigenous Communities (AMRRIC)	National	Primary: Industry Subject Matter Experts	Animal care and management
2	Australian Livestock and Rural Transport Association	National	Primary: Industry Subject Matter Experts	Livestock and general haulage
3	Australian Council of Trade Unions	National	Union	
4	United Workers Union	National	Union	Farm workers in Production Horticulture
5	Australian Workers Union	National	Union	Agriculture industries workers in QLD, WA, NSW and SA
6	Australian Association of Bush Regenerators Inc AABR	National	Primary: Industry Subject Matter Experts	Conservation Ecosystems management
7	Central Land Council	National	Primary: Industry Subject Matter Experts	Conservation, Ecosystems management
8	CentreFarm Horticulture	National	Primary: Industry Subject Matter Experts	Horticulture
9	Centre for Appropriate Technology	National	Primary: Registered Training Organisations	Rural operations

No.	Organisation	Location	Stakeholder type	Sector area
10	Cotton Australia	National	Primary: Industry Subject Matter Experts	Broadacre cropping
11	Dairy Australia (Research and Development Corporation)	National	Primary: Industry Subject Matter Experts	Dairy cattle, fodder and forage
12	Ecological Society of Australia	National	Primary: Industry Subject Matter Experts	Conservation, Ecosystems management
13	Edmund Rice Education Australia Colleges	National	Primary: Educational expert	Rural Operations
14	FarmSafe Australia	National	Primary: Industry Subject Matter Experts	Farm safety
15	Firesticks Alliance Indigenous Corporation	National	Primary: Industry Subject Matter Experts	Right way burning, Conservation, Ecosystems management
16	Greenlife Industry Australia	National	Primary: Industry Subject Matter Experts	Nursery, Horticulture
17	Indigenous Desert Alliance	National	Primary: Industry Subject Matter Experts	Conservation, Ecosystems management
18	Indigenous Land and Sea Corporation	National	Primary: Industry Subject Matter Experts	Conservation, Ecosystems management
19	North Australian Indigenous Land & Sea Management Alliance Ltd NAILSMA	Northern Australia	Primary: Industry Subject Matter Experts	Conservation, Ecosystems management

No.	Organisation	Location	Stakeholder type	Sector area
20	Hay Inc. Agricultural Training	NSW	Primary: Industry Subject Matter Experts Secondary: Educational expert	Agriculture, Rural Operations
21	New South Wales Association of Agriculture Educators	NSW	Primary: Educational expert	Education and careers
22	New South Wales Department of Education	NSW	Primary: Commonwealth, state and territory governments Secondary: Registered Training Organisations	Agriculture, Rural operations. AgSkilled 3.0 program
23	New South Wales Farmers	NSW	Primary: Industry Subject Matter Experts	Cattle, sheep, pigs, poultry
24	ShoreTrack Ltd	NSW	Primary: Registered Training Organisations Secondary: Educational experts	Skills development and employment pathways for marginalised young people, including skills for entry level work in agriculture, livestock production, metal fabrication, construction, automotive, and hospitality.
25	TAFE New South Wales	NSW	Primary: Registered Training Organisations	Rural operations
26	Tocal College	NSW	Primary: Registered Training Organisations	Agriculture, Rural operations
27	Charles Dawin University (TAFE)	NT	Primary: Registered Training Organisations Secondary: Industry Subject Matter Experts	Agriculture, rural operations

No.	Organisation	Location	Stakeholder type	Sector area
28	Industry Skills Advisory Council Northern Territory	NT	Primary: Industry Subject Matter Expert	Training Package development, workforce development, and solutions
29	Local Government Association of the Northern Territory	NT	Primary: Commonwealth, state and territory governmentsGovernment Secondary: Industry Subject Matter Experts	Environmental management
30	Northern Australian Coordination Network	NT	Primary: Industry Subject Matter Experts	Biosecurity in NT, QLD and WA
31	Northern Land Council	NT	Primary: Industry Subject Matter Experts Secondary: Educational experts	Education, training and employment pathways for first nation communities
32	Northern Territory Department of Education	NT	Primary: Commonwealth, state and territory governments	Rural operations
33	Northern Territory Cattleman's Association	NT	Primary: Industry Subject Matter Experts	Cattle
34	Northern Territory Farmers	NT	Primary: Industry Subject Matter Experts	Production horticulture and broadacre
35	Roper Gulf Regional Council	NT	Primary: Commonwealth, state and territory governments Secondary: Industry Subject Matter Experts	Environmental management

No.	Organisation	Location	Stakeholder type	Sector area
36	AgForce Queensland	QLD	Primary: Industry Subject Matter Secondary: Registered Training Organisations	Cattle, sheep, pigs, poultry, dairy, broadacre
37	Dalby State High School	QLD	Primary: Registered Training Organisations Secondary: Industry Subject Matter Expert	Agriculture, Rural Operations
38	Local Govt Association in QLD	QLD	Primary: Commonwealth, state and territory governments	
39	Queensland Farmer's Federation	QLD	Primary: Industry Subject Matter Experts	Cattle, sheep, pigs, poultry, dairy, broadacre
40	TAFE Queensland	QLD	Primary: Registered Training Organisations Secondary: Educational experts	Horticulture
41	Primary Producers SA	SA	Primary: Industry Subject Matter Experts	Cattle, sheep, pigs, poultry, dairy, broadacre
42	TAFE South Australia (Barossa)	SA	Primary: Registered Training Organisations	Rural operations
43	Department for Education, Children and Young People	TAS	Educational expert	Vocational Education and Training
44	TasFarmers	TAS	Primary: Industry Subject Matter Experts	Cattle, sheep, pigs, poultry, dairy, broadacre
45	Victorian Farmers Federation	VIC	Primary: Industry Subject Matter Experts	Cattle, sheep, pigs, poultry, dairy, broadacre

No.	Organisation	Location	Stakeholder type	Sector area
46	Southwest TAFE	VIC	Primary: Registered Training Organisations Secondary: Industry Subject Matter Expert Educational experts	Horticulture and Conservation & Ecosystem Management
47	Department of Biodiversity, Conservation and Attractions (WA)	WA	Primary:Government Commonwealth, state and territory governments	Conservation, Ecosystems management
48	Kimberly Land Council	WA	Primary: Industry Subject Matter Experts	Conservation, Ecosystems management
49	Kimberley Pilbara Cattleman's Association	WA	Primary: Industry Subject Matter Experts	Cattle
50	TAFE Western Australia (Central Regional)	WA	Primary: Registered Training Organisations Secondary: Educational experts	Agriculture, Rural operations
51	TAFE Western Australia (North Regional)	WA	Primary: Registered Training Organisations	Agriculture, Rural operations
52	Western Australian Farmers Federation	WA	Primary: Industry Subject Matter Experts	Cattle, sheep, pigs, poultry, dairy, broadacre

Note – in addition to the stakeholders in the table above, the following stakeholders will also be targeted for consultation:
- State Training Authority / Territory Training Authority (STA/TTA)
- Industry Training Advisory Body / Industry Training Advisory Council (ITAB/ITAC)
- Registered Training Organisation (RTO) that have *AHC21216 Certificate II in Rural Operations* on their scope of registration.

Distribution of key stakeholders

Stakeholder Type	National	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	TOTAL
Industry subject matter experts	13		2	9	4	1	1	2	4	36
Registered Training Organisations RTOs	1		4	1	3	1		1	2	13
Educational experts	1		3	1	1		1	1	1	9
Union	3									3
Commonwealth, state and territory governments			1	3	1				1	6
Licensing/Regulatory										0
Other Jobs and Skills Councils as appropriate										0
Other										0
TOTAL	18	0	10	14	9	2	2	4	8	

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.

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.

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, 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	Phone calls and/or industry specific meetings. Post- public consultation discussions, depending on outcomes of feedback and any follow-up that may be required. Technical Committee consensus gathering workshops – multiple online sessions (as required).	Online Technical Committee meetings held October-December 2025: Targeted one-on-one phone calls/industry-specific meetings discussing the changes impacting the qualification and seeking support in updating training package products as required. Additional meetings/phone calls with Technical Committee members will take place if/when required to address any conflicting feedback and/or seek further advice. Consensus gathering workshops are to sign-off of any proposed solutions, draft materials and further recommendations.
Face-to-face public consultation workshops	Proposed 4-6 public consultation workshops during *Public and Government Consultation* phase. Face-to-face workshops/Online/Hybrid	Focus of this consultation phase is on getting feedback and support for the proposed updates to the qualification and potential development of 5 new units of competency People from all backgrounds are encouraged to attend and provide feedback/contribute. Consultation will be inclusive and utilise feedback mechanisms such as Feedback hub, face to face meetings, online meetings, phone calls and emails to ensure all stakeholders can provide feedback on the draft product/s Surveys may be utilised to capture information to address Qualification Reform questions. Targeted invitations to STAs/ITABS/CMM to attend consultation workshops or individual phone calls/meetings to discuss the project.
Public Consensus Gathering workshops	Proposed 2 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.

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 – RuralOperations@skillsinsight.com.au
- Feedback hub – the Skills Insight Feedback Hub is integrated on our website and gives stakeholders the ability to comment on formal documents that we upload
- Feedback surveys - available during development, broad consultation and consensus gathering phases on the project's webpage at https://skillsinsight.com.au/project/rural-operations/
- 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 https://skillsinsight.com.au/project/rural-operations/

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 cannot 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 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.