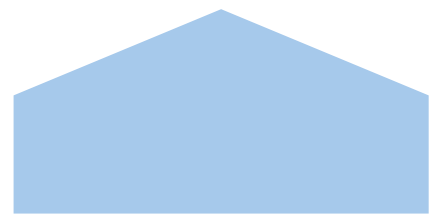
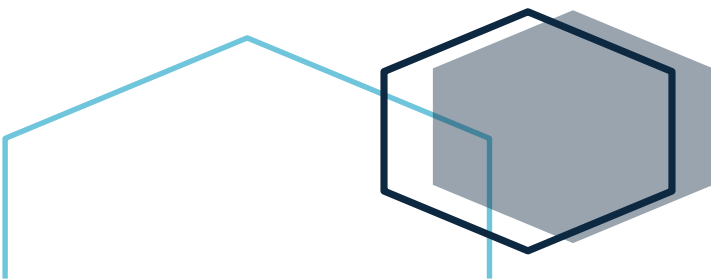


# **White Paper: Transforming Workforce Development and Education Systems For the Future**



# Executive Summary

This white paper outlines a revolutionary approach to reshaping workforce development and education through performance-based job expectations. It emphasizes transitioning from traditional educational systems to a more dynamic and workplace-focused model using SKILLcodes and JOBcodes. Leveraging technology, MYSKILLSmanager facilitates this shift, helping organisations address skill shortages and boost workforce productivity.

## 1. The Need for Change in Education and Workforce Development

### 1.1 Current Challenges in Educational Systems

For decades, educational institutions such as universities, TAFEs, and schools have operated in an "Educational Circle of Influence and Control" that remains unchanged. However, the rapid advancement of technology has highlighted deficiencies in these systems:

- The internet and mobile technology have transformed how people learn and access information.
- NAPLAN, Competency-Based Training (CBT), and university expansion have altered learning models but have not adequately aligned with workplace needs.
- Most learning happens on the job, yet qualifications from traditional systems fail to recognise real-time job performance.

### 1.2 Introducing the "Workplace Field of Influence and Control" (WFoIC)

To address these shortcomings, we propose a "Workplace Field of Influence and Control" (WFoIC), a new framework designed to bridge the gap between education and workforce performance. This approach:

- Prioritises workplace learning and performance evidence over traditional course-based qualifications.
- Utilises digital platforms like MYSKILLSmanager to create customised High-Performance Workforce Academies in any organisation, providing transparency and real-time performance data.



## 2. Key Solutions: SKILLcodes and JOBcodes

### 2.1 SKILLcodes: Empowering Workforce Development

SKILLcodes measure and acknowledge an individual's ability to meet job role expectations in real time, providing:

- Incremental, on-the-job recognition of skills.
- Clear, evidence-based ratings (0-100) that empower workers and help them meet or exceed role expectations.
- Portability, enabling employees to carry their SKILLcodes between jobs, unlike traditional qualifications.

### 2.2 JOBcodes: Driving Performance-Based Recruitment

JOBcodes establish clear standards for each role within an organisation by linking job performance to SKILLcode metrics. These codes:

- Help streamline recruitment processes by ensuring candidates are pre-screened for relevant skills.
- Facilitate emotion-free performance reviews and measurable growth within an organisation.

## 3. Implementing the Workplace Field of Influence and Control (WFoIC)

### 3.1 Workforce Evidence Collection and Utilisation

The WFoIC model introduces a new way of recording and using workplace evidence to improve workforce performance. Evidence-based programs include:

- Performance-based recruitment.
- Emotion-free performance reviews and compliance with workplace health and safety (WHS) regulations.
- Recognising and issuing micro-credentials and workplace qualifications based on real-world skills.



Get it right at recruitment

### **3.2 Customising Work Level Standards (WLS)**

MYSKILLSmanager allows organisations to define Work Level Standards (WLS) aligned with their specific workforce needs. These standards:

- Consist of fourteen patented performance skills, each rated on a scale from 0 to 5.
- Provide a clear pathway for employees to grow and develop within their roles based on performance, not tenure.

## **4. Addressing Skills Shortages in the Workforce**

### **4.1 The Current State of Australia's Workforce**

Australia's workforce of fourteen million workers faces significant skill shortages despite high levels of education:

- 39% hold degree qualifications.
- 27% have VET qualifications.
- 29% have no formal qualifications.

However, there is no official recognition of workers meeting job expectations. The adoption of SKILLcodes can provide much-needed clarity and help close the gap between education and workplace needs.

### **4.2 Real-Time Recognition of Workforce Skills**

By using SKILLcodes, organisations can recognise and reward real-time job performance, reducing disengagement and addressing issues like “quiet quitting.” This transparency promotes a fair, equitable, and empowering work environment.

## **5. MYSKILLSmanager: A Digital Solution for Workforce Development**

MYSKILLSmanager offers an innovative, cloud-based framework that supports:

- Real-time recording of job performance.
- Issuing verifiable workplace credentials.
- Measuring both technical and soft skills aligned with job expectations.

## **6. Compliance and Risk Management with MYSKILLSmanager**

### **6.1 Ensuring WHS Compliance**

The MYSKILLSmanager Integrated Safety, Leadership, Quality, and Qualifications (ISLQ2) framework assists organisations in managing risks and ensuring compliance with WHS standards. This includes:

- Implementing hazard controls.
- Maintaining asset registers and training records.
- Using cloud technology to ensure seamless communication and compliance management.

## **7. Conclusion: The Future of Workforce Development**

The future of workforce development depends on recognising and empowering workers based on their real-time performance, rather than relying on outdated educational qualifications. By leveraging technology and shifting to performance-based models like SKILLcodes and JOBcodes, organisations can drive sustainable productivity improvements and create empowered, engaged, and capable workforces.

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### **Appendix**

- Detailed SKILLcode and JOBcode examples.
  - Deloitte Access Economics Insights on the importance of soft skills.
  - Overview of WHS compliance systems and their integration into workforce development from an organisational perspective.
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# MYSKILLSmanager Work Level Standards and Performance Skills

## Current Problem

Despite one-third of Australians holding a bachelor's degree or higher qualification, many businesses struggle to find the skills they need. Skills shortages are the second most common barrier to business performance, as reported by Deloitte Access Economics.

## Big Picture Solution

MYSKILLSmanager provides a digital framework that helps businesses of any size, across any industry, measure both technical and soft skills directly tied to job expectations. This framework captures real-world performance data, showing how employees apply their skills on the job.

**People compete—businesses do not.**

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## Immediate Problem

Although people learn on the job, companies often lack a way to document, communicate, or reward performance that aligns with job expectations. This creates workforce disengagement and dissatisfaction, limiting business improvement.

## Immediate Solution

MYSKILLSmanager empowers businesses to recognise and reward workplace learning and performance. Our digital technology enables businesses to issue verifiable workplace credentials to employees who meet job expectations.

**People Compete—Businesses Do not.**

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## Our Solution:

MYSKILLSmanager allows businesses to certify workplace performance skills once employees meet job expectations. Our cloud-based framework enables organisations to establish **Work Level Standards (WLS)** for every role, consisting of:

- Fourteen patented performance skills, with levels (0–5) tailored to job requirements.
- An automatic skill rating system based on performance.
- Nationally endorsed benchmark standards, integrated to provide industry-specific context for skill ratings.

## Transforming workplaces and performance learning.

WLS defines job expectations and helps companies communicate these expectations at recruitment, while also showing how employees can grow and develop their skills. Progression is not time-based; employees advance at their own pace, aligned with their preferred learning environment and workplace opportunities.

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## Customisable WLS for Any Business

WLS can be tailored to fit any business model and workforce structure. Key features include:

- **Work Levels** aligned with specific jobs through the skill rating process.
- Transparent, measurable skills growth and job performance across the workforce.
- Support for succession planning through clearly defined paths for skill development.
- A shared understanding between management and employees about current job expectations and opportunities for future progression.
- Clear, objective conversations about performance, free from emotion or bias.

**MYSKILLSmanager SKILLcodes** are used to measure workplace performance skills in any industry or context. Employees can use SKILLcode tools to show how their skills align with relevant WLS. Key benefits include:

- **Assessment of training effectiveness:** Without measuring performance skills, businesses cannot accurately assess the impact of training or return on investment.
- **SKILLcode as proof:** Employees can demonstrate their performance skills by matching their SKILLcode with the WLS for their role.
- **Improved recruitment and training:**
  - SKILLcodes streamline recruitment by allowing companies to pre-screen candidates for the specific skills needed for the job. Technical qualifications reflect perceived capability; performance skill credentials provide a standardised measure of soft skill attainment.
  - Targeted recruitment of skilled candidates reduces the need for extensive training and development later.

Aligning SKILLcodes with WLS empowers both employees and management.

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# The MYSKILLSmanager Performance SKILLcatalyst - Embedded into the ISLQ2 Framework

The SKILLCatalyst redefines job design and skills assessment:

- Universal Skill Measurement: Transparent, performance-driven matrix applicable across industries.
- Core benefits:
  - Identify and close skill gaps in real time.
  - Reduce costs and absenteeism by aligning roles with strengths.
  - Build resilience with future-ready, adaptive workforce.

Why choose MYSKILLSmanager? With [50 years of expertise](#), we empower organisations to optimise recruitment, enhance compliance, and achieve unprecedented productivity

## Global Leading Learning Catalyst

Leave the Qualification on the Wall – Develop High-Performance Employees

Alongside our globally recognised **Performance SKILLcatalyst**, we've developed and embedded a cutting-edge **High-Performance Job Learning Catalyst**.

While our focus has always been on **measuring** workplace performance through our SKILLcatalyst algorithm, organisations can now also **facilitate learning pathways** that fast-track employees toward high performance in specific job roles.

By blending task-based competency standards with our unique framework of **14 critical performance skills**, we've harnessed digital technology to help workers exceed vague or inconsistent job expectations—and instead achieve measurable, advanced skill outcomes.

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### Benefits:

- Accelerate employee capability through targeted, role-specific learning.
- Eliminate confusion around job expectations with a transparent performance framework.
- Move beyond qualifications to real-world performance and productivity.
- Support high-performance workforce development with digital tools that adapt to job needs.

### Deloitte Access Economics Insights

A Deloitte Access Economics study emphasised the critical role of soft skills in workforce and business success:

- Companies with a skilled workforce are more innovative and productive.
- Currently, Australian businesses invest more in recruitment than in developing their existing workforce, spending \$7 billion on hiring compared to \$4.5 billion on training.
- Performance skills will be the currency of future jobs. While technical qualifications remain important, soft skills—such as communication, teamwork, problem-solving, emotional intelligence, and ethics— are equally crucial for success.

MYSKILLSmanager helps businesses address these challenges by providing tools to measure and develop both technical and soft skills, ensuring a more capable and adaptable workforce.

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### **Final Thoughts**

Skills are at the core of business performance, and as skills shortages continue to challenge businesses, the future of work depends on innovative solutions. MYSKILLSmanager's Work Level Standards and SKILLcodes offer a practical, measurable way to ensure that businesses and employees are aligned for success.

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### **How to get started:**

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