



Pillar Two: Have your say on building a skilled and adaptable workforce

Section 1. About you and/or your organisation

Attribution

Whose views does your response represent? (Please include the full names of applicable individuals, groups or organisations).

ReadyTech



Consent

Do the attributed parties consent to the PC publishing your response on our website and referring to it in our reports?

- Yes, with attribution
- Yes, without attribution
- No, do not publish my response or refer to it in your reports

Guidelines and policies agreement

- I have read and agree to the above guidelines and policies.

Providing supporting documents (optional)

At this stage of the inquiry, we are only accepting and reviewing supporting documents that meet the following criteria:

- They contain data, charts and supporting information relevant to the policy areas and questions we are asking in this round of consultation
- The attributed participant(s) hold the copyright for the information contained in the documents
- The documents don't include any personal or identifying information.

There will be an opportunity to provide submissions on our policy reform ideas when we release our interim report.

Will you be providing any documents to support your response?

- Yes – Voice of VET Report 2025
- No

We are seeking responses to questions on three policy reform areas.

Which policy reform areas would you like to respond to?

1. Improve school student outcomes with the best available tools and resources

We are exploring how teachers utilise the various curriculum and lesson planning materials available online, through government sources and through market



providers, and looking at the role of emerging educational technology (EdTech) and how both can be used to support better student outcomes.

2. Support the workforce through a flexible post-secondary education and training sector

We are interested in the current state of credit recognition and recognition of prior learning in the post-secondary education system and the role of work-related training in improving skill development.

What (if anything) needs to be done to improve the use of EdTech tools (including GenAI) in schools?

An open EdTech ecosystem that encourages, supports and delivers the market's best ideas and innovation through collaboration, integration and partnership is likely to take us further in the future. The reality of the world we're entering as educators and technologists is one that favours flexible open architecture rather than the restrictions of a single platform provider.

Whether we're talking about the diverse needs of a school, TAFE provider or university, allowing educators the freedom to curate the technology they want will ensure their universe can continue to expand.

Two key advantages EdTech offers, which should be promoted to improve and increase their use in schools and other institutions, like vocational education providers and registered training organisations, include:

Speed: The EdTech ecosystem has the advantage of travelling at the velocity of change itself, rather than having to play catch-up. By bringing the best technology available to the surface at any one time, being open to a wider ecosystem allows technologists and educators to adapt better and faster.

Access to talent: With an ecosystem approach to talent, we foster the ability of organisations to make boundaries more porous and work collaboratively with people inside and outside to support projects, plug gaps, seek advice and engineer solutions. We can tap a much bigger source of technology expertise and share this pool of talent and knowledge.

What more (if anything) needs to be done to improve awareness and access to high quality lesson planning and curriculum materials in schools?



As mentioned above, the widespread use of EdTech products increases access to talent and key resources, such as high-quality lesson planning and curriculum materials. The ability to collaborate across geographical bounds is also a huge advantage of EdTech products, which can ultimately serve to enrich learning experiences. Hence, where EdTech tools are available, there is a key opportunity to train educators so they can effectively leverage the opportunities and efficiencies these tools offer. Furthermore, incentivisation measures could be considered to increase the uptake of EdTech tools in schools. For example, tech-related micro-credentialling for teachers and students who utilise EdTech tools effectively.

Is there anything more you would like to say about EdTech, GenAI or lesson planning and curriculum materials?

ReadyTech's *Voice of VET Report 2025* clearly indicated that Australian VET providers and RTOs believe AI will impact course content, student experience and staff productivity.

However, the biggest hurdle for VET providers is knowing where to start when it comes to implementing AI as part of their digital transformation. Central to this is developing an AI strategy but, as our research shows, only 21% of VET providers have developed an AI strategy or plan.

This is clearly an area where more work needs to be done and where practical guidance to help support EdTech uptake could be provided.

Which of the following best describes you?

- I am a primary school teacher
- I am a secondary school teacher
- I am a school principal
- I am an education support worker
- Other (please specify)

ReadyTech is a leading provider of mission-critical true cloud SaaS for the education, employment services, apprenticeship, workforce management, government and justice sectors.

What, if anything, could government do to address barriers and better support the offer of work-related training to employees?



Regulatory compliance has become a significant issue for VET providers and RTOs, which has had a direct impact on their availability to deliver training. Hence, there is a key role for government to play in reducing the regulatory red tape that prevents some providers from scaling to offer more courses that are both affordable and effective for work-related training initiatives.

As noted in ReadyTech's *Voice of VET Report 2025*: "Compliance has surged to the forefront, with the introduction of new RTO Standards creating the prospect of an even more complex regulatory landscape. The reality for many providers is clear: meeting these requirements takes time, resources, and careful planning – a reality that must be balanced against delivering quality training".

Which of the following best describes you? Please select all that apply

- I am an employee/individual
- I am a business owner, manager or sole trader

I have:

- Fewer than 20 employees
- 20 to 199 employees
- 200 or more employees

Have you provided or supported your employees to participate in work-related training in the past 12 months?

- Yes
- No

Can you elaborate on the reasons for the training and any benefits you or your employees received from doing it.

In 2024, we launched ReadyTech's Centre of Excellence (COE) in Launceston to grow a skilled technology workforce in regional Australia. The COE was designed not just to fill roles but to build a long-term, sustainable pipeline of digital talent.

Through partnerships with the University of Tasmania and TasTAFE, we've co-developed training programs that create alternate career pathways in areas like software engineering, AI, data science and cybersecurity. This initiative supports local reskilling and retention by providing practical, job-embedded learning opportunities, especially for people transitioning from other industries or backgrounds.



Importantly, the Centre of Excellence champions non-traditional and alternative pathways into technology careers. These include short-form training, non-accredited programs, and digital apprenticeships that allow participants to earn while they learn in real work environments. These pathways are particularly impactful for mid-career changers, underrepresented groups, and those without prior formal qualifications.

The CoE is already delivering benefits in terms of local employment, skill development, and stronger alignment between education providers and employer needs. It demonstrates how flexible, industry-aligned learning models can effectively build capability at scale.

Have your say harnessing data and digital technology

Section 5. Enable AI's productivity potential

How are you currently using AI? Please provide details of the context and uses.

To accelerate our internal capability and product innovation, we established a dedicated Emerging Tech Team in 2024 with a clear mandate to explore, build and deploy GenAI technologies across our business. This cross-functional team works across all three of our business segments to identify priority use cases, develop proofs of concept, and implement scalable AI solutions that benefit both internal operations and our product suite.

The team has successfully deployed GenAI capabilities to enhance internal functions such as customer support, case management, product documentation, and release communication. Simultaneously, it has developed product features that embed generative AI to improve user experience, reduce administrative burden, and support decision-making across education, workforce, and government platforms.

This approach ensures that AI is not a bolt-on but a core enabler of ReadyTech's innovation agenda, allowing us to stay at the forefront of trusted, high-impact software delivery for the sectors we serve.

Do you think there are opportunities to make greater use of AI in your work or home environment? What do you see as the biggest upsides?

In today's rapidly evolving business landscape, organisations are constantly seeking ways to boost productivity, streamline operations, and reduce costs. Yet, routine administrative tasks still take up valuable time, limiting focus on strategic work. This presents a clear opening for AI to transform how time and resources are allocated.



One of the most immediate opportunities lies in reducing time spent on repetitive tasks. In many workplaces, employees regularly respond to the same questions about policies or procedures. AI-powered virtual assistants can automate these responses, using natural language processing to deliver instant, accurate answers. This not only improves efficiency but also frees up time for more impactful work.

Organisations often rely on multiple individuals to handle queries, which can lead to inconsistency in the information provided. Inaccurate or conflicting responses can create confusion, reduce trust, and even result in compliance risks. AI systems offer a highly consistent approach by providing uniform answers based on up-to-date information, helping maintain high standards across all communications.

Scalability is a further advantage. As organisations grow, AI can manage a rising volume of tasks without the need for additional resources. This makes it a cost-effective and sustainable solution for managing complexity and growth.

What challenges do you face in accessing or using AI? How can these challenges be overcome?

While ReadyTech does not face challenges in accessing or using AI, we are concerned about the future capacity of Australia's AI infrastructure. If Australia is to leverage the potential AI presents to its full capacity, significant work needs to be done to create more compute, which means we need to invest in more data centres. Furthermore, operating AI at scale presents challenges in relation to the cost and supply of power. Hence, we need to find sustainable ways to manage the power needs of an AI future. In this regard, there is a key opportunity for Australia to become a world-leader in the design and development of sustainable data centres.

Another issue currently facing Australia in relation to AI adoption and implementation is regulatory and legislative uncertainty. For organisations to invest in these technologies, they need to be assured that their use of AI now and into the future is permitted under law. Given the current ambiguous state of AI regulation in Australia (i.e. still under consideration post-consultation), there is a hesitancy among organisations – especially small and medium businesses – to integrate AI technologies into their operations. Therefore, as a matter of priority, there is a need for the government to provide the certainty business needs to invest in AI by shoring up the regulatory guardrails that will apply.