



MYSKILLSmanager Submission

Productivity Commission – Interim Report

Building a Skilled and Adaptable Workforce



MYSKILLSmanager Submission to the Productivity Commission – Building a Skilled and adaptable Workforce

*Our submission focuses on how we promote "**integrated design**" as a key differentiator in the productivity debate. We also view productivity improvement as maximising the value of every hour worked.*

Background

MYSKILLSmanager has completed a seismic level of thinking, design, testing, and refinement to finalise our **ISLQ2 framework** — a practical, tested solution that directly addresses many of the recommendations in the Productivity Commission's Interim Report on *Building a Skilled and Adaptable Workforce*.

Our **Performance Skills Generator** allows any organisation, in any industry, to connect with a new world of integrated work systems and tools that link education, training, and workplace performance in real time.

The ISLQ2 framework provides:

- **141,000 Workplace Performance Statements** aligned to job roles across all industries
- A direct bridge between the education system and the workplace — including demographically and geographically isolated groups
- A scalable approach to developing high-performance workers and teams

We answered the question of how to bridge the chasm between education and training outcomes and what is needed in the workplace.

The MYSKILLSmanager Approach

MYSKILLSmanager fundamentally shifts the responsibility for skill development to the employer. This model is based on the idea that the most effective learning happens in the context of real work. It's a "**pull**" system, where employees acquire skills as needed to perform their jobs, rather than a "**push**" system where they are taught skills in a classroom setting that may or may not be relevant later.

Here's how this approach can bridge the gap:

- **Focus on Applied Skills:** By basing learning on how to work, the system ensures that every skill taught is directly applicable to the job. There's no time wasted on theoretical knowledge that doesn't translate to real-world tasks.

- **Immediate Feedback and Practice:** Learning is integrated into the workplace workflow. An employee learns a new task and immediately gets to practice it and receive feedback, which accelerates skill acquisition and retention.
- **Dynamic and Responsive:** The system can quickly adapt to changing business needs. If a new technology or process is introduced, the learning pathway can be updated instantly, ensuring the workforce is always up to date.
- **Employee-Centric:** This model empowers employees to take ownership of their professional development. They can see a clear path for growth within the company, which boosts engagement and retention.

When a holistic integrated system is considered the opportunity to insert new messages become apparent. For example we see value in delivering new behaviours through messaging like the knowledge that all job performances can be underpinned by company principles.

Company Job Performance Principles:

Any organisation can integrate five core performance culture characteristics into every job role. These characteristics are essential for dismantling the traditional "them" versus "us" mindset and fostering a cohesive, high-performance workforce culture.

While these principles apply universally, their relevance and implementation are tailored to each specific job context. The five performance culture characteristics are:

1. Focus on Optimisation
 - Description: This means striving for continuous improvement by identifying inefficiencies, reducing waste, and maximising productivity in processes and outcomes.
2. Data-Driven
 - Description: Decisions and strategies are based on facts, metrics, and analytics rather than intuition or assumptions.
3. Employee Development
 - Description: Prioritising the growth and advancement of employees by fostering their skills, knowledge, and career progression.
4. Cross-Functional Collaboration
 - Description: Encouraging teamwork and communication across different departments to achieve shared goals and solve problems holistically.
5. Technology Integration
 - Description: Leveraging innovative tools and technologies to enhance job performance and adapt to a rapidly evolving workplace.

This approach acknowledges that the workplace is not just a place to apply skills, but also the most effective place to acquire them.

The value of **141,000 individual performance statements** creates a vocabulary framework that provides benefits to each target audience: **governments, industry,**

individual organisations and all workers. This new vocabulary framework can directly solve their specific problems related to skills, workforce development and productivity.

Performance Statements defining workforce outcomes is a simple method to create a learning for job performance culture.

For Governments

Governments can recognise and position our framework as a key enabler for building a **high-performance national workforce.**

- **Elevate National Productivity:** We need to emphasise that our system goes beyond basic skills training to foster genuine, measurable performance improvements across industries. We enable the use of terms like **"performance-driven economy"** and **"human capital optimisation."**
- **Create a Future-Ready Workforce:** Focusing on peer-coaching and self-directed learning and evidence collection and reporting, our framework builds a workforce that is agile and adaptable, capable of exceeding current standards and anticipating future job demands.
- **Ensure ROI on Workforce Initiatives:** MYSKILLSmanager is a system that provides a clear return on investment for public spending on education and workforce development by demonstrating tangible performance outcomes, not just training completions.

For Industry

To industry leaders, our communication generator can create a new focus on the **strategic advantage** of a high-performance workforces instead of tick the box training.

- **Break Down Performance Silos:** Our standard setting job and skill codes provides a common language for measuring and comparing high performance, allowing companies to learn from each other and raise the bar for the entire industries.
- **Foster a Culture of Continuous Improvement:** We continually highlight how peer-coaching and a focus on performance statements create a feedback loop that encourages teams and individuals to constantly improve, leading to innovation and superior outcomes.
- **Attract and Retain Top Talent:** Position the framework as a powerful toolbox for talent management. Top performers are drawn to environments that prioritise growth and reward high performance, and our system provides the vocabulary to recognise and nurture it. The system works for academically gifted workers and those who prefer direct workplace performance skills recognition enabled by micro learning environments and job performance outcomes.

For Organisations

Individual organisations can focus on the **practical benefits** from building and sustaining high-performance teams.

- **Maximise Team and Individual Output:** We reinforce how using performance statements in peer-coaching helps teams focus on the specific behaviours that deliver exceptional results, moving beyond basic task completion. This transforms good employees into great ones.
- **Empower Self-Directed Learning:** The framework's structure and personalised support systems enables employees to take charge of their own development. This boosts engagement and accountability, as they can see a direct link between their effort and their performance.
- **Simplify Performance Management:** Our framework and integrated learning systems is a practical replacement for outdated, subjective performance reviews. The job codes and skill codes provide a clear, objective way to discuss performance, set goals, and celebrate achievements based on tangible outcomes.
- **Performance-Based Recruitment:** MYSKILLSmanager's **Performance-Based Recruitment Process** is a structured and transparent approach to interviewing and selecting job candidates. It leverages a **customised performance skills framework** aligned with the **ISLQ2 (Integrated Safety, Leadership, Quality, and Qualification) Framework**, enabling employers to clearly define expectations and assess candidates based on real performance capabilities—before, during, and after the interview.

This process includes pre-interview skill profiling, structured interview guides based on 14 performance skills, and optional candidate self-assessments. Together, these steps foster evidence-based decision-making, reduce hiring risks, and enhance long-term workforce performance.

Key Benefits of the ISLQ2-Aligned Recruitment Process

- **Improves Hiring Accuracy**
Aligns job descriptions and interview questions with clearly defined performance expectations, reducing the guesswork in candidate selection.
- **Streamlines Interviews**
Provides a step-by-step structure and targeted questions across 14 workplace performance skills, simplifying and professionalising the interview process.
- **Reduces Recruitment Costs**
Minimises the risk of poor hires and repeated recruitment cycles by focusing on candidates 'demonstrated ability to meet workplace expectations.
- **Empowers Candidates**
Involves candidates through pre-interview self-assessments, helping them better understand job expectations and showcase their true capabilities.
- **Supports Onboarding and Development**
Links recruitment directly to performance management and workforce development tools within the ISLQ2 Framework—creating a seamless pathway from recruitment to onboarding to ongoing development.

- **Builds a High-Performance Culture**

Promotes transparency, accountability, and evidence-based practice, reinforcing a culture of performance and continuous improvement.

These are crucial insights. The fear of change and the unknown can be the biggest barrier to adopting a new system, no matter how effective it is. We are developing micro-learning modules designed to introduce and support the human element critical to the success of the change processes.

The following words blend with system strategies and speak to the human element of this transformation:

Words that Resonate with Individuals

- **From "learning a system" to "building confidence."** This shifts the focus from a technical chore to personal empowerment.
- **From "training" to "on-demand support."** This emphasises that help is available precisely when and where a person needs it, fitting into their workflow rather than disrupting it.
- **From "compliance" to "mastery."** This elevates the goal from simply following rules to genuinely excelling at one's job.
- **From "being taught" to "unlocking your potential."** This speaks directly to the self-directed nature of our framework, empowering the individual to take ownership of their growth.
- **From "micro-modules" to "Performance Accelerators" or "Skill Boosts."** These names communicate immediate, tangible benefits.

Words for the Overall Communication Strategy

- **"Effortless Integration":** Describe how the framework's bite-sized nature seamlessly fits into the daily workflow. This reassures people that it's not another cumbersome system to learn.
- **"Step-by-Step Empowerment":** Highlight that the micro-modules guide users through the process in a digestible, non-overwhelming way. This addresses the fear of being "left behind."
- **"Your Personal Coach":** Frame the system not as a rigid rulebook, but as a supportive partner that helps individuals improve their performance. This fosters a sense of collaboration and trust.
- **"A New Language of Success":** This phrase positions the performance statements not just as a tool, but as a shared, positive vocabulary for celebrating achievement and giving effective feedback.
- **"Putting You in the Driver's Seat":** This metaphor communicates the self-directed nature of the system and the autonomy it gives to employees over their own professional growth.
- **"Transforming How We Work, Together":** This phrase communicates a collective journey. It frames the adoption of the new system as a collaborative effort, not a top-down mandate.

By using these words, people can communicate a clear, human-centered vision that bypasses the fear of change and highlights the personal and professional benefits of adopting anew, transformational system.

In our submission to the Productivity Commission's (PC) inquiry into a skilled and adaptable workforce, expanding on the PC concept of "incentives" is crucial. To ensure a multi-faceted design for the future of work, these incentives should encompass a range of financial and structural supports. Any incentives can only be considered in a low-risk environment. MYSKILLSmanager provides "truth of work" data management through immutable ledgers.

Tax Incentives

Direct Tax Deductions & Credits

Instead of the current, often limited, "Skills and Training Boost," the government should implement broader and more permanent tax incentives. This could include a **super-deduction** for training expenses that are directly related to upskilling or reskilling employees in identified "**pillar skills**" or future-focused industries. The deduction could be structured as a percentage of model learning programs costs, for example, 150% or 200%, to significantly reduce the net cost of actioning learning for job performance for businesses of all sizes, not just small to medium enterprises (SMEs). This would make new initiatives a more attractive and financially viable investment.

Payroll Tax Rebates & Exemptions

State and territory governments should offer payroll tax rebates or full exemptions for wages paid to employees while they are undergoing approved learning. This would directly address a key barrier for businesses: the cost of both the training and the wages of a non-productive employee. This approach could be particularly effective for apprenticeships and traineeships.

Grants and Subsidies

Targeted Grant Programs

The government could establish dedicated, easily accessible grant programs that provide direct financial support for businesses to adopt approved integrated workforce systems. These grants could be tiered to support different scales of investment. For example, a "Workforce Transformation Grant" could fund a comprehensive upskilling program for a large corporation, while a "Small Business Skills Grant" could help an SME cover the costs of micro learning modules.

Training (Learning) Subsidy for Employees

Beyond supporting businesses, the government could introduce a personal training subsidy or voucher system for individuals. This would empower employees to take

control of their own career development, reducing their reliance on employer-led training and making lifelong learning more accessible. The subsidy could be tied to an individual's digital skills passport or a similar system to ensure funds are used for recognised and valuable learning for job performance.

Specialised Government Support

Dedicated Performance Skills & Job Learning Hubs

Organisations can record performance-based evidence for job performance and as a consequence have the capability to load the evidence to a block chain. This means that a skills passport would be a Job performance passport using MYSKILLSmanager performance skills generator and ISLQ2 framework. For example as an advanced skills passport for the future of work.

The National Digital Skills Passport

The government should develop a **national digital skills passport** to support the mobility of skilled workers and streamline the recognition of training. This platform would securely store an individual's qualifications, micro-credentials, and work experience.

However, to truly reflect the demands of the future of work, this passport must evolve beyond a simple record of formal training. By leveraging a system like **MYSKILLSmanager** and its **performance skills generator**, the passport can be transformed into a **Job Performance Skills Passport**. This advanced skills passport would not only record accredited training but also capture **performance-based evidence** for job performance areas. This evidence could then be loaded onto a **blockchain** for immutable verification, providing employers with a robust and trustworthy record of an individual's capabilities and on-the-job learning. This would enable a more nuanced and accurate assessment of a candidate's skills, moving beyond qualifications to focus on demonstrable performance.

Finishing statement

"Our submission introduces the **ISLQ2 framework, a new standard for integrating Safety, Leadership, Quality, and Qualifications**. This is the most advanced system of its kind globally, and we are ready to collaborate with the commission to demonstrate how our people-focused tools can deliver a 'light bulb moment' for Australia's workforces."

I look forward to hearing from you.

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