

D. Training Management System

In 2012, the then Department of Education and Training was delivering vocational education and training services on 28 systems and web portals that were up to 20 years old with limited flexibility.

The Training Management System project was intended to deliver more efficient and effective delivery of vocational education and training services, with benefits to include:

- improved access and user experience for clients
- better reporting and information sharing
- increased ability to evaluate training effectiveness and target training investment
- increased agility to respond to changes in legislation and policy.

The then Department of Education and Training developed a business case with options to replace these systems with a single solution in 2012. It undertook procurement processes in 2013–14 and mid-2015. The launch of the single solution was originally planned for July 2017.

The Department of Employment, Small Business and Training decided to end the project in 2018 before the system was delivered. The department leveraged over 4,000 documents created during the project, including detailed system requirements and process mapping. The estimated cost of the project was \$34 million.

Since then, the department has continued to simplify and refine business processes and strengthen existing business systems. The department is currently using artefacts and information gathered during the project to inform and implement its digital strategy.

