

Quality Assurance Manager		Queensland
ASCO Code: 2294-15	March 2007	
Labour market rating	Shortage	
Comment:		

Occupational demand

Quality assurance managers are employed across a wide range of industries in Queensland, including construction, engineering services, health and community services and manufacturing, especially food processing and pharmaceutical manufacturing. Quality assurance managers monitor products and processing systems to ensure that they meet specifications and standards of presentation and quality. Recent growth in demand for this occupation in Queensland has been driven by increasing levels of construction activity, particularly in engineering construction. Data from Australian Bureau of Statistics on the trend volume of engineering construction work done in the State indicate that activity in the September Quarter was more than 25 per cent higher in 2006 than it was in 2005. Residential, commercial and public infrastructure development have all been supported in Queensland by the need to service the State's growing population.

Occupational supply

People working as quality assurance managers come from a range of backgrounds and usually hold a post school qualification. Contacts reported that relevant professional experience is needed, along with further studies, to specialise in quality management or systems in specific industries. Depending on the type of industry, suitable degree programmes are offered at various universities across Queensland. The supply of quality assurance managers may have been supported by overseas migration, with net permanent and long term temporary arrivals to Queensland of 42 self-identified business and organisation analysts in 2005-06. This group, however, also includes the larger occupation of management consultant. Labour Force Survey data show a strong increasing trend in the numbers of business and organisation analysts employed in Queensland over the last two years, indicating that interstate migration and on-the-job training also contribute to supply.

Employer and industry comments/current labour market

About two thirds of the vacancies for quality assurance managers in this year's survey were filled within six weeks of advertising. More than 20 per cent of applicants were considered to be unsuitable due to their lack of quality experience, local knowledge of the industry, or the specific skills needed for the advertised role. According to university contacts, employers often encourage workers with relevant industry experience into the role, which typically includes undertaking further studies in quality practices and regulatory standards. Employers were keen to employ qualified quality assurance managers with relevant industry experience from interstate or overseas but stressed that knowledge of Australian regulations and standards is highly desirable when considering applicants. Employers reported that work for skilled quality assurance managers continues to grow in most regions of Queensland and suggested greater marketing of the career in schools to help in addressing supply issues in coming years. Contacts reported that they had to advertise repeatedly and use multiple recruitment techniques to attract applicants to vacancies regardless of whether they were located in the Brisbane area or in regional Queensland.

Labour market outlook

The labour market for qualified or experienced quality assurance managers in Queensland is presently in shortage. The State's growing population and increasing private and public investment are expected to continue expanding activity in commercial building and engineering construction, while quality-intensive areas of manufacturing, like food processing, should remain strong. Without significant growth in supply through industry training and other means, the existing State-wide shortage of quality assurance managers is expected to continue for a least the next few years.