

TAFELINK

Streamline Training

THE TAFE PLUS NEWSLETTER FOR INDUSTRY

THIS ISSUE

CUSTOMER SERVICE TRAINING

ENGINEERING DESIGN

LEADERSHIP PROGRAM

PRE-WORK APPRENTICE COURSE

LANGUAGE AND LITERACY

SECURITY INDUSTRY



this issue

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In conversation with industry, time and again the issue of being able to fit training content and delivery in with their specific needs comes up as an issue of real importance. As you'll see from the articles in this issue, it is a TAFE NSW speciality to streamline training.

For instance, TAFE NSW – Hunter Institute has been working with the Crowne Plaza hotel chain to provide pre-opening training for staff in the lead up to the opening of a number of hotels in the region. The aim of the partnership is not only to establish a culture of customer excellence throughout the organisation, but also to train a pool of competent, skilled hospitality staff for the local industry.

Also in response to a regional skills shortage, TAFE NSW – Riverina Institute has begun delivering a Civil Engineering Design course. Developed after consultation with councils and other organisations throughout the Riverina, the course is already allowing businesses to benefit from the skills participants are bringing back to the workplace.

TAFE GLOBAL, the international arm of the New South Wales state government Department of Education and Training, has delivered training all over the world. A recent program involved senior executives from the Papua New Guinea education sector, who were coached in leadership skills. The group spent time in Australia visiting educational institutions including TAFE NSW Institutes. One participant described the experience as 'empowering'.

Also empowering is a language, literacy and numeracy program run by TAFE NSW – Illawarra Institute on behalf of Shellharbour City Council. Council workers, many of whom have not been in a formal study environment for decades, have been able to improve basic literacy and communication skills in order to go on to relevant training in their work.

Another course which aims to give participants an edge in their chosen profession, has been designed specifically for the Cadia mining company, and delivered by TAFE NSW – Western Institute. It is an intensive introductory course for apprentices which gives them a thorough grounding in areas they will need on-the-job such as occupational health and safety. The pre-work training has meant the new apprentices have 'hit the ground running' when they start work.

Lastly, TAFE NSW – Sydney and Western Institutes are responding to a skills shortage in the security industry, as well as major changes to relevant legislation. Again, a specific industry training need is being met in a timely, convenient manner.

Janet Stewart

Director, Corporate Marketing

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Staff development leads to improved customer service

A commitment to creating a customer-focused environment that also fosters the development of staff led Crowne Plaza hotels to form a training partnership with TAFE NSW – Hunter Institute’s faculty of Tourism and Hospitality. The partnership has been in place since 2004.

The faculty designed and delivered a range of TAFE PLUS programs to train staff prior to the opening of Crowne Plaza Newcastle. These courses included Grooming, Image and Presentation Skills; Selling & Telephone Techniques; Food Safety Workshops; Responsible Service of Alcohol and Responsible Conduct of Gambling.

Under the partnership, Crowne Plaza Newcastle also set up the prestigious Crowne Plaza Scholarship Scheme. This gives students studying Hospitality Management at Hamilton Campus both a monetary and educational incentive to support ongoing learning. It also provides a career path within the InterContinental Hotels Group.

In 2005 the scholarship scheme was expanded to include Crowne Plaza Terrigal and students from Hunter Institute, Ourimbah Campus on the Central Coast.

‘Crowne Plaza’s relationship with Hunter Institute developed from a desire to work together to grow and develop the region’s future talent,’ said Marina Spallino, Manager, Talent Management. ‘An example of the success of the scholarship program is the progress of one of 2004’s scholarship recipients, Angela Bickel.

‘Ms Bickel has shown the enthusiasm and commitment to working within the industry and has now progressed to the InterContinental Hotels Group Corporate Management Development Program,’ she said.

‘She is now a Corporate Management Trainee with Crown Plaza Newcastle and we look forward to many more success stories.’

The faculty is currently designing pre-opening training for Crowne Plaza Hunter Valley which is due to open in July 2006.

Q: Need tailored training for customer service excellence?

A: We can design a TAFE PLUS hospitality course to suit your needs.

‘We recognise that employee training and development is essential in realising our business objectives and we are proud to partner with TAFE NSW to provide this highly professional and quality training,’ Ms Spallino said.

‘It ensures that our staff are adequately trained, giving them every opportunity to progress further within the InterContinental Hotels Group.’

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This course, comprising two three-hour sessions, was run over two days. A similar course could be tailored for any industry requiring customer service training, particularly Tourism & Hospitality.



Crowne Plaza staff with TAFE NSW students and teachers.



Joseph Bianchini (left) from Griffith City Council and Fred Hammer from Telstra are gaining valuable skills through the Civil Engineering Design course.

Q: Difficult to find specialised training staff in your region?

A: TAFE NSW can deliver the right course in almost any location.

The Certificate IV qualification is gained over two-and-a-half years, with six one to two-week block release programs over that period. It could be delivered to employees in Building & Construction and related fields.

Engineering course helps councils build workforce

A new course in Civil Engineering Design has been developed to combat a serious skills shortage in the Riverina region.

The decision to run Certificate IV and the Advanced Diploma of Civil Engineering Design was made after consultation with local councils, industry and staff at TAFE NSW – Riverina Institute, Leeton Campus. It is being offered for the first time in regional NSW this year.

‘We were approached by local shire councils asking if it was possible to run this course locally,’ said Anthony Ellis, Head of Riverina Institute, Leeton Campus. ‘Already we have participants from as far away as Griffith, Hay, Mildura and Wagga Wagga.’

The Certificate IV involves a number of workplace visits and evaluations, as well as six two-week block releases for students over a two and a half year period. The Advanced Diploma takes an additional six months with two further block releases and a series of workplace visits and evaluations.

‘We worked closely with local shires to ensure we were providing councils with the training that they wanted and needed for their employees,’ said Mr Ellis. ‘Students learn how to read, interpret and prepare engineering technical drawings, as well as produce engineers’ drawings for structural steel and reinforced concrete.’

‘Consultation with Council also led to the inclusion of practical modules that participants will gain the most out of, such as geotechnical site investigations, surveying, road construction and analysis of foundations and design footings,’ Mr Ellis said.

Students will use Computer Aided Drafting (CAD) and develop skills in statistics to determine load capacity and resolve structural problems.

The course provides advanced standing for a university degree in Civil Engineering and is

aimed at apprentice civil design drafters, or employees in the civil construction industry. Graduates will go on to become civil drafters, designers, engineering associates and project managers. They will also gain membership status of Engineering Officer with Engineers Australia.

‘We have 27 participants in the first course,’ said Jacqui Walsh, Business Development Manager, Riverina Institute. ‘They range from young, first-time employed, around 18 years of age, to existing worker trainees who have been in the industry for a while. They want to update their skills, and move up the career ladder.’

Ms Walsh said around 80 percent of participants are council employees, who are attending the block-release with the full support of their employers.

‘There is a serious skills shortages in this region, and because of employer demand for skilled workers in this area, they are more than willing to give them the time off to attend the workshops,’ she said.

Dom Delgado, Human Resources Officer, Leeton Council, said four employees were attending the course, which was ‘working well’.

‘They are continuing to work whilst learning, which is good for us, and hopefully provides a solution to our perennial problems of trying to attract professionals to the area,’ Mr Delgado said.

‘And because they are learning on the job, they will be putting what they learn to good use early. I think the knowledge they are gaining from the course will only enhance what they are doing in their work.’

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Leadership training improves communication and confidence

A group of education sector leaders from Papua New Guinea (PNG) recently visited Australia under the Senior Executive Leadership Program (SELP). The program aimed to build the educational capacity of executives from the PNG Department of Education, and to increase their confidence and competence in the execution of their leadership and management roles.

Managed by TAFE GLOBAL under the auspices of the AusAID-funded Education Capacity Building Program in PNG, it focused on 21 senior executives in PNG's Department of Education, Teaching Service Commission and the National Libraries and Archives.

Topics covered included: curriculum design, support and implementation; assessment; administration and monitoring; outcomes-based teaching and assessment; distance education and appropriate technologies for PNG; design, production and management of learning materials and policy development, monitoring and evaluation.

Executives self-assessed their strengths and areas for development against a Leadership Capabilities Framework. From this, an individual plan was developed which became the basis of the coaching program.

Coaching was provided regularly, with executives self-assessing their progress. They also received regular feedback from their coaches. Nine workshops were conducted by presenters who were selected from among some of the most recognised people in their field.

Work placements of one to two weeks for each executive were arranged in almost all Australian states in private and government organisations. This involved 280 hosts over 80 sites, including the Department of Education & Training's Centre

for Learning Innovation, Curriculum Directorate, Learning and Development Directorate and Library Services, and TAFE NSW Institutes – Northern Sydney Institute, South Western Sydney Institute, Sydney Institute and Western Institute.

'The benefits of the program can be seen from a whole range of outcomes,' said Professor Terry Burke, SELP Team Leader. 'For example, there was evidence that the participants were more prepared to work together, to consult and to involve others in planning and decision making. There was a greater willingness to contribute, to take responsibility and to consider alternative options to resolve issues.'

Q: Looking to upskill your local workforce?
A: TAFE GLOBAL can provide the expertise almost anywhere in the world.

'There was a conscious effort on the part of a number of executives to develop the characteristics of a learning community within their divisions,' Mr Burke said.

One executive said the culture of their organisation had changed as a result of the SELP Program.

'We all had the opportunity to learn together in workshops, and it was empowering. Knowledge is power, and now we all have the knowledge and we are now communicating better, discussing leadership and management issues.'

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Senior executives from PNG's vocational education and training sector visited Australia as part of a TAFE GLOBAL-AusAID leadership program.

The Leadership Program ran over 15 months including a 1-2 week work placement in Australia. TAFE GLOBAL is able to deliver similar programs overseas for senior management staff in any field.



Cadia apprentices Caillin Patterson (left) and David Caldwell.

pre-work apprentice course

Intensive introduction for apprentices achieves safety aims

Twelve new apprentices with Newcrest Mining Limited – Cadia Valley Operations in the Central West of NSW have benefited from an intensive induction course before beginning work.

A customised three-month program was developed by TAFE NSW – Western Institute for Cadia to introduce the new apprentices to a range of skills to help them be productive and safe on the worksite.

Q: Do your apprentices require intensive training prior to starting on-the-job?

A: We work with industry to skill apprentices and trainees in any occupation.

Gary Hunt, Apprentice Master and Training Officer at Cadia, says the most important aspects of the initiative were to help instil a sound work ethic in the new apprentices and to teach them about occupational health and safety.

‘The mining industry has some inherent dangers and our company is committed to ensuring that people entering the industry are aware of how to work safely in this environment,’ said Mr Hunt.

‘Safety in our industry is essential and we do not want to have these new employees on-site until they have a ‘safety culture’ about them.’

Mr Hunt believes that this intensive introductory program will enable the new apprentices to be more useful employees immediately, by having an understanding of a wide range of skills that they are likely to use during their apprenticeship.

The program includes training in the use of hand and power tools, first aid, measuring and



Cadia apprentices Ben Perriman (left) and Will Saxelby with Automotive teacher, Nigel Buttriss (centre).

marking out, electrical safety, manual handling, general Occupational Health and Safety and drawing and interpretation.

Competencies from their trade area are covered in some of these topics. This has the benefit of fast-tracking their training by increasing the time apprentices spend in the workplace.

Mr Hunt says feedback about the effectiveness of the program has indicated a high level of satisfaction amongst the students and the organisation.

‘The teachers from Western Institute, Orange Campus, have been very helpful and most importantly have shown a great deal of flexibility in designing the course that we needed,’ he said.

Interest has been expressed by other employers of apprentices in the region who are considering participating in the program.

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Apprentices attended the TAFE NSW campus five days a week for three months, prior to commencing on-the-job. Intensive programs such as this can be tailored to any business with apprentices or trainees.

Language and literacy skills lead to further training

A Workplace English Literacy & Language Program (WELL), funded by the Department of Education, Science & Training, has delivered language, literacy and numeracy skills relevant to the workers of Shellharbour Council, which in turn is supporting further training.

The primary aim for WELL training at Shellharbour City Council was to provide training opportunities for employees that would support coping with change in the workplace. It was also a way to motivate staff to develop other skills to enhance their career prospects.

'Shellharbour City Council employees are acknowledged as our most valuable asset in regard to productivity outcomes,' said Katrina Wonson, Human Resources Officer, Shellharbour Council.

'They are the representative 'face of Council' in all customer service and customer contact,' she said. 'This investment in training of our employees benefits the ratepayers of Shellharbour through improved service.'

The combination of gaining recognition for existing skills and learning new skills renewed participants' enthusiasm towards training generally.

Ken Pullen, 61, left school at 14 and found going back to a classroom hard at first, but soon found his feet.

'I was quite surprised at how much I enjoyed the program,' Mr Pullen said. 'The teachers have been great and I have really benefited from the challenge.'

Specific training needs were identified by Council management, and employees were offered the opportunity to participate in training

on a voluntary basis, as is the case with all WELL programs. The training has increased the language, literacy and numeracy skills among participants, and given them the confidence to continue the training required to progress within the workplace.

The program was delivered across a number of Council's sections and sites. The language, literacy and numeracy skills gained have supported participation in some Certificate II Level training package modules (Customer Contact and Horticulture) and unaccredited training, including Plain English for Local Government, Time Management and Managing Difficult Situations.

Q: Are the language, literacy and numeracy skills of your employees adequate?

A: A WELL program can give staff the confidence to communicate better.

'Training in Time Management and Managing Difficult Situations has been of particular benefit,' said Ms Wonson. 'Increased confidence in dealing with customers has led to time efficiency, positive interaction with clients and resolution of problems.'

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Participants from Shellharbour Council receive on-the-job training.

The WELL program was delivered to Council employees as the equivalent of a two day program over 40 weeks. A program can be adapted to any organisation in any industry as required and TAFE NSW can assist in gaining WELL funding.

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Training responds to acute staff shortage

An acute shortage of security staff in NSW, along with new requirements under the *NSW Security Industry Act*, have increased demand for quality training in the area.

New licensing requirements which came into effect in 2006 require a Certificate I in Security Operations (Pre-Licence) to be the entry point for work in the Security Industry. The aim of the changes is to increase the standard of staff in the industry and to create a more hands-on approach to the training and assessing of participants.

Q: Changes to legislation creating a headache?
A: TAFE NSW can tailor a course to meet new requirements.

TAFE NSW – Sydney and Western Institutes are offering security training to new and existing security personnel. Existing security licence holders are required to upgrade their qualifications and can apply for Recognition of Prior Learning (RPL), to obtain the necessary qualifications to maintain or upgrade their licence category.

Both Institutes are delivering Certificate I in Security Operations (Pre-Licence), Certificate II in Security Operations and Certificate III in Security Operations.

'RPL kits for Certificate II or III are available and students are required to provide documentary evidence, in accordance with Department of Education & Training standards and attend a one-on-one interview,' said Mike Brown, Teacher, Sydney Institute.

'Gap training is also being provided for those who are seeking recognition of prior learning and fall short of the evidence required for a particular subject.'

Participants in the Pre-Licence course come from all walks of life and are aged from late teens to over 45.

'A security guard can progress right through to the top position of a security company or start their own security business,' said Mr Brown.

'Those who take on further studies can attain a Diploma of Security and Risk Management or even go on to a degree, masters or PhD in security through a university. These people generally move into management positions.

'Other specialisations include security consultant, security sales or security trainer,' he said.

The program was first offered by Western Institute in Dubbo in conjunction with the Narromine Community Development Employment Program and the Aboriginal Employment Strategy with a predominantly Indigenous group of students.

Traineeships will be introduced later on this year which will benefit security business owners.

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The entry-level Certificate I course is delivered as a full-time course over 10 days or as an evening course over 20 nights. This is aimed at anyone working in or wanting to enter the Security industry.