

THE TAFE PLUS NEWSLETTER FOR INDUSTRY

THIS ISSUE

MANUFACTURING INDUSTRY

TRAINING AND MARKETING EXCELLENCE

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TAFE NSW works with businesses to improve processes and increase productivity in the most flexible and appropriate way possible. A number of partnerships have seen tangible benefits for staff and management, with increased staff morale and a willingness to try new processes.

In this issue, we look at the partnership between Hunter Institute and Waratah Engineering, who have been working together for a number of years to train apprentices in the region. A change in business strategy resulted in the company requiring training based on newly-developed modules from the Competitive Manufacturing Training Package. Waratah anticipates the training will help the company to continue to achieve business success in the competitive manufacturing sector.

A long-term agreement between South Western Sydney Institute and Optus has seen 170 cadets graduate from an innovative training program in just three years. Training is conducted by the Institute, and Optus offers work experience to the cadets, many of whom have gone on to gain full-time employment with the company.

At the 2006 TAFE NSW Quality Awards, the Gold winner was Western Sydney Institute (OTEN) for its partnership with SEEK Learning, which aimed to increase commercial enrolments in distance education programs. Silver went to Hunter Institute for a project which significantly improved its web-based educational delivery and budget planning system. And Bronze was won for the Network of Assessment Validation Assessor Leaders (NAVAL) project, a forum for assessors to discuss issues and streamline processes in their work.

A new award, the Peter Wright Award for Excellence in Teaching, was given to the Upper Hunter Industry Mining Development Skills Centre project which aims to skill and employ regional youth in skill shortage areas within the mining sector. The Centre collaborated with Energy Australia and other host companies to develop the training.

We also look at the winners of the 2006 Australian TAFE Marketing Association (ATMA) Awards, which recognise the achievements of staff and Institutes in marketing TAFE services and products of the vocational education sector nationally.

The national innovator in hearing aid technology, Cochlear Corporation, is improving business outcomes with a literacy program for staff from non-English speaking backgrounds. The result is employees who now communicate better, and are prepared for the Lean Production system Cochlear is in the process of implementing.

And Riverina Institute is pioneering the use of technology in long-distance teacher education, giving Indigenous teachers aides from schools across South Western NSW the skills to support students with special needs in geographically isolated areas.

Janet Stewart

Director, Corporate Marketing



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Growth and change fuel learning opportunities

TAFE NSW – Hunter Institute and award-winning manufacturer Waratah Engineering have a long history of training apprentices, providing a larger and better-skilled workforce in the Hunter region. A new business strategy and a move to different premises has seen Waratah up-skill its workforce in new manufacturing systems and techniques.

In July 2006, Waratah employees participated in a program based on competencies from the Competitive Manufacturing Training Package. The package was released in 2005 after consultation with industry and provides 'Lean Manufacturing' training and solutions to improve productivity and efficiency, and reduce waste.

Hunter Institute worked with Waratah to identify key areas where 'Lean Manufacturing' training would be beneficial. Lorraine McEwan, Business Manager, Faculty of Engineering, said the result was a taster of generic competencies from the training package which could be converted into traineeships in the future.

The Hunter Institute and Waratah's long-term association with HunterNet was integral in getting the program up and running. The HunterNet Group Training Company (HNGTC) employs apprentices and trainees on behalf of its members and the Institute provides the vocational training opportunities.

'The quality of the training delivered, and the support of the staff and management at the Hunter Institute are key ingredients in the success of the HNGTC,' said John Coyle, Executive Officer, HunterNet.

The competencies delivered were:

- Undertake Root Cause Analysis, where workers identify a problem and solve it analytically;
- Apply 5S Procedures in a Manufacturing Environment, which improves workplace organisation and consistency; and

- Apply Competitive Manufacturing Practices, which introduces value stream mapping and value in terms of the customer.

Melissa Haberecht, Human Resources Coordinator, Waratah Engineering, said staff from many different areas of the business took part in the program.

'There were tangible business benefits provided by the training,' Ms Haberecht said. 'These included consistency across the organisation, an increase in staff motivation and staff being better prepared for the relocation.'

Bob May, a boilermaker at Waratah Engineering, said the training was providing direction and strategies for better organisation in the workshop.

Q: Change management needed?

A: TAFE NSW can prepare your business in advance.

'It's certainly had benefits and the future training opportunities will be advantageous to younger employees coming up behind me,' he said.

Traditionally a repairer and overhauler of underground mining machines, Waratah has expanded business into the design and manufacture of new mining machines and parts. The company was recently named Manufacturer of the Year at the Manufacturing Monthly Endeavour Awards.

Waratah hopes the training will help the company to continue to achieve business success in the rapidly evolving and fiercely competitive manufacturing environment.

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Lean Manufacturing principles are providing direction and strategies for better organisation in the workplace.

TAFE NSW – Hunter Institute worked with Waratah Engineering to develop a program based on the Competitive Manufacturing Training Package. The company has already seen tangible business benefits as a result.

training and marketing excellence



2006 Gold Award winners: TAFE NSW – Western Sydney Institute for their project 'The SEEK Learning and OTEN Partnership'.

From left: The project team; Linda Burney MP, Parliamentary Secretary for Education and Training (second from right); and Warren Bolton, CEO, Electroboard (far right).

Award Sponsored by Electroboard.



2006 Silver Award winners: TAFE NSW – Hunter Institute for their project 'Faculty Course Planning System (FCPS) Upgrade'.

From left: The project team, with Phil Cox, Director, Hunter Institute (second from right).

Award sponsored by Fuji Xerox.



Winner of the 2006 Bronze Award: TAFE NSW – South Western Sydney Institute for their project 'Network of Assessment Validation Network Leaders (NAVAL) Riding the Assessment Wave'.

Award sponsored by Select Australasia.

Awards highlight excellence in training and marketing

The TAFE NSW Quality Awards, established in 1995, celebrate staff participation in activities which have made a measurable improvement to the quality of the training services TAFE NSW provides.

The TAFE NSW Quality Awards enhance organisational learning and development by highlighting projects that demonstrate significant improvement to and support for the quality of teaching and learning within TAFE NSW. In 2006 34 projects were submitted for assessment.

The Peter Wright Award for Excellence in Teaching was presented for the first time to celebrate the achievements of a teacher or a group of teachers in the area of Engineering and Manufacturing.

TAFE NSW would like to acknowledge Electroboard, Fuji Xerox Australia, Select Australasia, SKILLED and the TAFE NSW Student Associations for their generous sponsorship of the TAFE NSW Quality Awards 2006.

Gold Award

The winner of the top Quality Awards accolade this year was Western Sydney Institute (OTEN) for the SEEK Learning and OTEN Partnership, which aimed to increase commercial enrolments in distance programs.

SEEK Learning, an online source of career-related training information, was looking for a partner to provide a distance education product, and met with OTEN to discuss the possibility of working together.

Peter Everingham, CEO, SEEK Learning, said the number of enquiries and enrolments since February 2006 has far exceeded expectations.

'We offer a number of other courses through other providers, but the Western Sydney Institute – OTEN courses have been by far the most popular,' he said.

Silver Award

Hunter Institute took out second place in the Quality Awards for a project which looked at completely overhauling its web-based educational delivery and budget planning system, Faculty Course Planning System (FCPS). The FCPS Upgrade project aimed to improve data security and data integrity, create a development environment and identify, record, assess, prioritise and address remaining issues for users.

The post-implementation usability survey results showed substantial improvements in system user-friendliness as well as an overall system improvement.

Bronze Award

The Bronze award this year went to the Network of Assessment Validation Assessor Leaders (NAVAL) project.

NAVAL is a group of teachers involved in assessment who came together to extend their professional practice. The Network provided a forum in which the assessors could exchange ideas about the meaning of competency standards, evidence requirements, the ways of gathering evidence and the basis on which assessment decisions are made.

NAVAL developed a CD-Rom-based resource which included assessment guidelines, templates and strategies. This was seen as an important mechanism for new and part-time teachers of the faculty to be aware of current assessment, policy and procedures.

Peter Wright Award

Sponsored by SKILLED, the Peter Wright Award for Excellence in Teaching recognises achievements by an individual or group of teachers in the area of Engineering and Manufacturing. The award commemorates colleague Peter Wright who made an outstanding contribution to education and training within TAFE NSW.

The 2006 Peter Wright Award for Excellence in Teaching went to the Upper Hunter Industry Mining Development Skills Centre project, an educational and industry partnership designed to skill and employ regional youth in skill shortage areas within the mining sector.

This industry-driven project required apprentices to be involved in a simulated workshop learning environment where teachers played the roles of coach, supervisor, mentor and trainer. An innovative 24-week training program was designed to increase the skills of apprentices employed by local mines in the Muswellbrook region.

Highly commended

- Project: Metal: ED Creating Video Resources for Trades – TAFE NSW – Illawarra Institute.
- An individual teacher award presented to John Parry of TAFE NSW – Western Sydney Institute.

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Winner of the 2006 Peter Wright Award for Excellence in Teaching: TAFE NSW – Hunter Institute for their project 'Recognising achievements by an individual or group of teachers in the area of Engineering and Manufacturing'.

Award sponsored by SKILLED.

2006 ATMA Awards for Excellence in Marketing

Held as part of the Australian TAFE Marketing Association (ATMA) Conference, the 2006 ATMA Awards recognised the achievements of TAFE staff and Institutes around the country in the areas of marketing and business development.

This year, TAFE NSW won five awards. Janet Stewart, Director Corporate Marketing, whose team won three of these, said TAFE NSW was continually looking at ways to refresh and enhance its reputation with customers through innovative marketing and business development strategies.

'The hard work and dedication of the entire TAFE NSW team, as recognised by our peers across Australia, exemplifies our achievements in 2006,' Ms Stewart said.

The 2006 finalists and winners for TAFE NSW were:

Category 1 – Promotional Materials

Finalist: TAFE NSW – Sydney Institute

Facts @ a Glance

Category 4 – Prospectus or Capability Document

Finalist: TAFE NSW – North Coast Institute
Commercial and International Marketing

Category 5 – Annual Report

Finalist: TAFE NSW – Western Institute

Annual Report 2005

Category 6 – Multimedia

Finalist: Corporate Marketing Directorate
School to TAFE

Category 7A – Special Event under \$10,000

Winner: TAFE NSW – Sydney Institute
Live Wires

Category 7B – Special Event over \$10,000

Winner: TAFE NSW – Sydney Institute
Celebrating Excellence Institute Awards

Category 8A – Marketing Campaign under \$50,000

Encouragement Award: TAFE NSW – Western Institute

Building Marketing Capacity

Category 8B – Marketing Campaign over \$50,000

Finalist: TAFE NSW – Sydney Institute

International Students Marketing Campaign

Category 9 – Communication/Public Relations Strategy

Winner: Corporate Marketing Directorate
Communication Strategy for School Students

Category 10A – Business Development, Existing and/or New Clients/Markets

Winner: Corporate Marketing Directorate
Skilling the DMO

Category 10B – Business Development, Strategic Partnership and/or Innovation

Winner: Corporate Marketing Directorate
Australian Graduate Management Consortium – A Pathway for Success

Technology partnership benefits students and Optus



TAFE NSW – South Western Sydney Institute and Optus are both benefiting from an ongoing training and technology partnership.

Q: Looking for the next generation of staff?

A: TAFE NSW cadetships skill your future workforce.

TAFE NSW – South Western Sydney Institute delivers training to Optus Network Engineers during their three-year training cadetship, with on-the-job experience provided by Optus.

The Faculty of ICT and Design has had a long partnership with Optus through the telecommunications section at TAFE NSW – South Western Sydney Institute's Lidcombe College.

All Optus Network Engineers are trained in a three-year program combining TAFE NSW courses with on-the-job training. The partnership adds value to students in

the form of technical expertise, sponsorships and more recently as a participant in the trial of a new wireless broadband service.

'Our partnership with South Western Sydney Institute through the Optus Cadet program is a reflection of our commitment to education and to grow our own future engineering talent,' said Megan Johnston, Learning & Organisation Development Manager, Optus Networks.

'It is this relationship that allows us to share resources, facilities and knowledge, and provide people with the skills to make a positive contribution to the information, communication and technology industries.'

Since its commencement, the three-year program has successfully combined education and on-the-job experience.

'The education with TAFE NSW provides a sound theoretical base while the on-the-job experience with Optus provides professional development and access to leading-edge technologies,' Ms Johnston said.

The Optus Cadet program has seen more than 170 Optus engineering cadets graduate with Certificate, Diploma, Advanced Diploma and

Graduate Certificate qualifications in Telecommunications, Engineering and Photonics.

'Many of those graduates still work with Optus today in a wide variety of leadership roles across the business,' Ms Johnston said. 'This is a great testimony to a strong and ongoing relationship between Optus and TAFE NSW.'

'The benefit of studying through TAFE NSW is the great balance between theory and practice,' said Tania Singh, third year Cadet, Optus.

'In conjunction with working for Optus it gives you a better understanding of the telecommunications environment.'

Sylvia Arthur, Faculty Director, ICT & Design, South Western Sydney Institute, said the partnership extends beyond training, because Optus is also able to test new technology on campus.

Optus recently completed a trial of 'OptusMesh' which allows anyone on the Lidcombe campus with a wireless-enabled PC or laptop to gain access to high speed internet. The

Telecommunications section negotiated with Optus to install access points which provide hotspots around the library and canteen area at Lidcombe College. While the general trial is over, the service remains available for Lidcombe staff to use.

Optus also provides permanent Broadband data links free of charge. These are in constant use by students in the Telecommunications and IT section, and are pivotal for applications such as CISCO training and for demonstrating transmission principles.

The Optus TAFE relationship continues with a new group of Cadets beginning their program in 2007.

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Language barrier gives way for better skills

A new business strategy presented a major challenge at hearing technology developer Cochlear, where the majority of the workforce comes from non-English speaking backgrounds. However, TAFE NSW – Northern Sydney Institute's WELL (Workplace English Language and Literacy Program) offered a tailored, on-site solution and excellent results for the company.

Now, more than 180 Cochlear electronic assemblers are communicating better on the job after completing the WELL Program, with more to follow. The courses were delivered at Cochlear by trainers from TAFE NSW – Northern Sydney Institute. The WELL Program was partially funded (75 per cent) by the Department of Education, Science and Training (DEST) with Cochlear contributing the other 25 per cent.

Elana Moont, Learning and Development Manager at Cochlear believed the WELL Program had helped employees to understand the need for English competency and put 'Lean Production' and other processes used at Cochlear into perspective.

More than 200 people volunteered to take part and each required an initial language and literacy skills assessment. 'It was a logistical challenge which was successful because of a huge internal effort and the sensational work of the trainers,' Ms Moont said.

She said the positive outcomes had been far-reaching. 'Teamwork was a focus and everyone got huge networking opportunities out of it. The workshops provided a forum for people to discuss their issues and the employees benefited enormously from being able to speak up.'

At the 2006 TAFE NSW Quality Awards, Northern Sydney Institute, in conjunction with Cochlear, won an 'Achievement of Quality' award in recognition of the program's success.

Margaret Beck, Manager of the Cochlear WELL Program at the Northern Sydney Institute said traditionally employees worked individually.

'A new production system being introduced at Cochlear required cooperation, communication and teamwork skills,' Ms Beck said. 'The workers were highly skilled in their jobs and additional skills gained through WELL have enabled them to implement the new system'

The new production system is based on the Lean Production process, involving team self-management, problem solving and negotiation, conflict resolution, innovation and change management, and meeting participation.

Q: Do staff need improved communication skills?

A: Tailored language and literacy courses are the key.

Yue Hong Chen, Team Leader at Cochlear, was extremely happy with her training. When asked what skills she had acquired she said: 'Speech! For example, I am better able to organise and run meetings and am more comfortable writing emails.'

She was now more responsive to problems because she no longer had to think about how she was going to articulate herself.

'Education and skilling are the key components for a successful 2007 for Cochlear,' said Ms Moont, 'and in order to continue Lean Production training, an 18-month program called the Cochlear Manufacturing System is being rolled out.'

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The Senior Project Team (pictured left to right) Beth Kessler, Teacher (NSI); Margaret Beck – Manager, WELL Program (NSI); Marcella Lazarus, Senior HR Business Partner, Human Resources, Cochlear; Janet McLean, Teacher (NSI); Maria Johnson, Teacher (NSI); Rosemary Raper, Business Consultant, Access and General Education (NSI); Janet Miller, Manager, Access and General Education (NSI) and Dig Howitt, Senior VP, Manufacturing and Logistics, Cochlear.

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Q: Need to reach staff in remote locations?

A: TAFE NSW is pioneering technology for teaching.

teaching with technology

Technology aids teacher training

A unique program for Riverina schools which combines the latest technology in video conferencing with workshops and site visits is being pioneered at TAFE NSW – Riverina Institute.

The delivery of Certificate III in Education Support Teachers Aide (Special) is described as a techno-educational breakthrough which will help to improve educational outcomes for Indigenous students in remote and isolated areas.

Fifteen Indigenous teachers aides from schools across South Western New South Wales are currently enrolled in the course which will provide them with the skills and knowledge to support students.

'We are able to support participants in far flung and remote locations with simultaneous online video conferencing through their personal computers, coupled with workshops where they meet face to face at a central location, and also on-site support in their own school,' said Leonie Francis, General Education Head Teacher.

The video conferencing has been made possible through the Institute's Teaching and Learning Centre by a software program called 'Bridgit', which Riverina Institute is using to take the classroom to the workplace.

Teachers from any of the Riverina Institute's 19 campuses also support the teachers aides by visiting the schools to train, support and assess them in their workplace.

The program was initiated at the request of Alan Bloomfield, Manager Indigenous programs, Department of Education, Science and Training (DEST) and is specifically designed to assist teachers aides working with students who have special needs in geographically isolated areas.



The first group of successful graduates received their qualifications in December last year.

'The program is also about supporting partnerships between existing Indigenous communities and schools,' Ms Francis said. 'It's very much a collaborative partnership.'

It is also supported by the Department of Education and Training, the Department of Employment and Workplace Relations and the Birrang Enterprise Development Company.

The first group graduated in December last year, and Ms Francis said the presence of a teachers aide in schools has had an outstanding impact on student outcomes and community interaction.

'As role models the teachers aides have made a significant contribution to the lives of the students with whom they've been working,' she said.

'The desired outcome is for the graduates to get full-time employment within the school system,' said Lesley Houston, General Manager, Birrang. 'Because of the success of this pilot program, with the support of the relevant agencies we hope to roll it out across New South Wales.'

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TAFE NSW – Riverina Institute's teachers aide program is specifically designed to facilitate the training of teachers in geographically isolated areas. It is pioneering the use of technology in this type of training.