

Celebrating Excellence

TAFE LINK

THE TAFE PLUS NEWSLETTER FOR INDUSTRY		
2005 TAFE PLUS AWARDS FOR EXCELLENCE	MANUFACTURING TECHNOLOGY ADVANCES	
TAFE NSW 2005 QUALITY AWARDS	IT INDUSTRY FORUMS	YOUNG MANUFACTURER OF THE YEAR



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THE TAFE NSW QUALITY AWARDS



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During 2005 TAFE NSW continued to deliver effective commercial training across many business and industry sectors, and led the way in addressing key issues such as skills shortages and workplace safety, as well as initiated innovative approaches to course delivery.

With the manufacturing industry making up such a significant part of the NSW economy – A\$30 billion in 2003-04 – TAFE NSW has a lot to offer the sector in terms of training. The value of our contribution in this area is reflected in the outstanding achievement of two TAFE NSW students at the recent Manufacturers Monthly Endeavour Awards.

In this issue we look at the partnership between the manufacturing industry and TAFE NSW, specifically in addressing skills shortages in the traditional trade of welding as a result of the development of new technology and engineering advancements.

TAFE NSW – South Western Sydney Institute is working closely with the industry to address skill shortages and to ensure that training is in-line with industry advancements, hosting the Welding Technology Institute of Australia (WTIA)'s Technology Demonstration Forum in 2005.

The 2005 TAFE PLUS Business Development Workshop and Awards for Excellence acknowledges the achievement by individuals and teams in providing the training services to industry which meet their needs.

By sharing their experiences, insights, and challenges, TAFE NSW Training Consultants foster a spirit of cooperation and excellence that stimulates business partners and clients to embrace quality training.

The TAFE NSW Quality Awards encourage and celebrate staff participation in team-based activities that have made a measurable improvement to the quality of services that TAFE NSW provides. This year's winners were TAFE NSW – Sydney Institute (Gold), Vocational Education in Schools Directorate and Community Services, Health, Tourism & Recreation Curriculum Centre (Silver) and TAFE NSW – Western Institute (Bronze). These teams achieved outstanding results in workplace learning and skills recognition, vastly improved HSC results in tourism and came up with an innovative response to course delivery, respectively.

Associated with the Awards, the Quality Showcase provided an opportunity for TAFE NSW to display its recent achievements and plans for future projects.

Congratulations to all award winners and nominees, and to all TAFE PLUS clients who have worked hard towards training excellence in 2005.

Janet Stewart

Director, Corporate Marketing

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2005 TAFE PLUS

Awards for Excellence

This year the annual Australian TAFE Marketing Association (ATMA) Conference incorporated the TAFE NSW Business Development Workshop, a two-day program which aims to develop and strengthen skills in marketing and business development for TAFE NSW staff.

The theme for 2005 D>R>I>V>E: Deliver, Reach, Innovate, Value and Energise was in reference to the need for TAFE NSW to drive our business further, and assist our clients to do the same.

The conference included prominent keynote speakers Sandra Yates AO, Director, Advisory Board Saatchi & Saatchi Australia and Chair of the NSW TAFE Commission Board, Gary Peacock, Regional Business Development Manager, Gordian Business, Jonar Nader, Chairman, Logictivity, Melanie O'Connor, Strategic Human Resource Solutions Pty Ltd and Dr Adam Fraser, The Energy Factory, as well as a series of workshops.

A highlight was the ATMA Cup Challenge which gave participants the chance to brainstorm and share ideas in response to challenges they were presented with on the day. The result was an opportunity to share experiences, particularly on what works and what could be improved within the TAFE sector.

2005 TAFE PLUS AWARDS FOR EXCELLENCE

Within each TAFE NSW Institute a business development team is responsible for working with industry to analyse an organisation's training needs or recommend the most effective training solution.

The TAFE PLUS Awards for Excellence were held as part of the ATMA Conference and were developed to recognise excellence in this area. Corporate Marketing coordinates awards submissions and the judging process, with members of a judging panel drawn from outside TAFE NSW.

The highest accolade, Training Consultant of the Year, was awarded to Tracey Sernack-Chee Quee, from TAFE NSW – Sydney Institute.

Tracey Sernack-Chee Quee is a Business Development Consultant at TAFE NSW – Sydney Institute with more than 15 years' experience in business, and seven years experience working in business development at Sydney Institute.

She is committed to quality and continuous improvement in TAFE PLUS commercial products, as well as in systems and processes used within the Business Unit.

'I would like to say how proud and delighted I am to have won the award this year,' Ms Sernack-Chee Quee said. 'And I think my former manager Sue Roy, who passed away recently, would have been very pleased to see not only me but our whole team win several awards this year.'

Alan Stott, TAFE NSW – Sydney Institute, has won the Significant Growth in Business category, exemplified by his strategic relationship with PMP Print which commenced in 2001.

Mr Stott and PMP Training Manager, Wayne MacDougall identified opportunities for flexible work-based training which resulted in the development of a partnership model and enterprise training program which targeted previously unqualified workers within PMP.



Training Consultant of the Year, Tracey Sernack-Chee Quee (right) receives her award from Janet Stewart, Director, Corporate Marketing.

Many of the participants from the original Certificate II programs have subsequently developed sufficient professional skills to allow them to undertake studies in Certificate IV Frontline Management.

'I am thrilled to win this award which recognises the special effort required to develop a solid client base.' Mr Stott said. 'I am very grateful for the numerous teaching staff who are happy to demonstrate flexibility and leave their comfort zones in order to meet the specific needs of clients.

Best Strategic Business Development Approach was this year won by two business development units, headed by Kathy Nugent at TAFE NSW – North Coast Institute and Cam Jobbins & Tracey Sernack-Chee Quee at TAFE NSW – Sydney Institute.

Mr Jobbins and Ms Sernack-Chee Quee were instrumental in the opening of the Toni & Guy Hairdressing Academy in Sydney's Paddington in July 2005, with plans to open centres in Melbourne, Brisbane, Perth, Australia and Seoul, Korea.

'This project has been very challenging as it is the first time that TAFE NSW has entered into a partnership to deliver our programs in a facility purpose built by the client for training,' said Mr Jobbins. 'It was extremely gratifying to attend the graduation of the first group of commercial students from the Certificate III just recently.'

The Sandy Shew Award for Commitment to Business Development was awarded to Doug Porritt, who is one of TAFE NSW – Riverina Institute's most experienced Business Development Managers.

In 2002 he took up the position of Training Coordinator for Visy Pulp and Paper at Tumut, positioning himself in the company to develop a completely new range of courses with local and overseas partners, many of which had never been delivered by TAFE NSW before.

The implementation and management of the pulp and paper project is seen as a best practice model

in Riverina Institute and has been showcased on a number of occasions including the 2004 TAFE PLUS Business Development Workshop.

Congratulations to all the winners of the 2005 TAFE PLUS Awards for Excellence:

Training Consultant of the Year

Tracey Sernack-Chee Quee, TAFE NSW – Sydney Institute

Significant Growth in Business

Alan Stott, TAFE NSW – Sydney Institute

Best Strategic Business Development Approach

1. Kathy Nugent, TAFE NSW – North Coast Institute
2. Cam Jobbins & Tracey Sernack-Chee Quee, TAFE NSW – Sydney Institute

Sandy Shew Award for Commitment to Business Development

Doug Porritt, TAFE NSW – Riverina Institute

Administrative Champion of Commercial Business

Jo White, TAFE NSW – New England Institute
Special commendation: Anna Wu, TAFE NSW – Sydney Institute

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TAFE NSW on track with welding industry changes

The manufacturing industry is constantly challenged by technological and engineering advancements, as they need to upskill existing workers and find new workers to meet rising demand. The traditional trade of welding is no different.

TAFE NSW – South Western Sydney Institute is working closely with the industry to address skill shortages and to ensure that training is in-line with industry advancements. As part of this close partnership, the Institute hosted the Welding Technology Institute of Australia (WTIA)'s Technology Demonstration Forum at Chullora Campus in September.

Leading engineering firms demonstrated their latest technological developments to an audience of industry professionals, tradespeople, TAFE NSW staff and students.

The WTIA is the peak body supporting research, education and technical support in the welding industry in Australia. WTIA President, Mr Chris Smallbone, thanked South Western Sydney Institute for hosting the important industry event.

Cutting-edge technology that was displayed included:

- innovative solutions for welding pipelines developed by Lincoln Australia
- safety and maintenance advances for gas and welding equipment by CIGWeld Australia
- advances in pump reclamation developed by CSIRO-MIT
- NDT (non-destructive testing) and inspection technology developed by CCI Pope, and
- hot tapping and pipeline internal inspection devices developed by InSync

Albert Lee, manager from General Steel was impressed by the demonstration forum.

'It is great that TAFE hosts these events for the industry,' Mr Lee said. 'It allows us to come in and see the latest technology. It is a good opportunity

to meet with TAFE NSW trainers to discuss what's happening in training.'

Students also benefit from the close links South Western Sydney Institute has with the manufacturing and engineering industry. The quality of training was recently recognised when Abdul Elkheir, final year fitting and machining trade student from Chullora Campus won the prestigious 2005 SKILLED TAFE NSW Apprentice of the Year Award for engineering, sponsored by the SKILLED Group.

Manufacturing is just one of the areas for which TAFE NSW develops training. We work closely with organisations and businesses in many industries to help them meet demand for highly skilled staff.

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TAFE PLUS was recognised for its commitment to the reduction of injury and fatalities in Australian workplaces by being awarded a trophy for 'Excellence & Commitment' in Reduction of Injury and Fatality 2005 award at the 2005 Australian TAFE Marketing Association awards.

The CEO of Pro-Visual Publishing, John Hutchings, who presented the award, said TAFE PLUS was dedicated to improving OHS awareness through their education and the training programs it delivers across the state.

'We are giving the award to TAFE PLUS in recognition of their commitment to OHS training and assessment services TAFE NSW Institutes offer across the state, in particular within the manufacturing, construction and agricultural sectors,' Mr Hutchings said.



David Bunt, Regional Sales Manager for Lincoln Engineering (left) explains the techniques used with the newly-released Power Wave 455 STT welder to Vince Aranda, Head Teacher Engineering Trades at TAFE NSW – South Western Sydney Institute.

TAFE NSW Quality Awards



The Quality Awards Showcase.

The TAFE NSW Quality Awards, established in 1995, encourage and celebrate staff participation in team-based activities that have made a measurable improvement to the quality of services that TAFE NSW provides.

This year's Awards, held at Australian Technology Park, comprised a daytime Showcase and an Awards Presentation Ceremony hosted by TAFE NSW – Sydney Institute.

The Showcase featured seminar sessions and displays of innovative projects developed by TAFE NSW Institutes, Corporate Marketing, Gender Equity Programs, TAFE Industry Partnership Centre. Every TAFE NSW Institute was represented.

The 2005 TAFE NSW Quality Awards were proudly sponsored by Electroboard, Select Australasia and the TAFE NSW Student Associations.

Gold Award

In 2005, the winner of the prestigious Gold Award was TAFE NSW – Sydney Institute for their project titled 'Workplace learning and skills recognition for non-teaching staff'.

The key objectives of this project were to provide an opportunity for participation in formal course work as well as recognition of existing skills and experience. Participation in learning at work and having the experience of being a student in the college where they work, and development of career pathways were also objectives.

'We wanted to complement the extensive skills and experience of staff with formal course work,' said Rosalind Carter, Colleges Services Manager, TAFE NSW – Sydney Institute, St George Campus.

Twenty staff enrolled in the Certificate III in Business Administration in January 2005.

Participants included staff from Student Records, Enrolments, Finance, Library, Student Association, Technical Support (Fashion Design), Staff Services, Course Information, Executive Assistants and Section Clerical Support.

The Institute will further develop the concept and extend the project to a wider range of non-teaching staff in 2006.

Silver Award

The Silver Award went to a program undertaken jointly by the Vocational Education in Schools Directorate and the Community Services, Health, Tourism & Recreation Curriculum Centre. It was a highly successful partnership to improve results in the Tourism Industry Curriculum Framework HSC Examination.

Between 2001 and 2003 Tourism Industry Curriculum Framework (ICF) students did not perform well across the higher performance bands in the optional HSC final examination compared with other Industry Curriculum Frameworks.

The Vocational Educational in Schools Directorate and the Community Services, Health, Tourism and Recreation Curriculum Centre proposed to undertake both research into the causes, and to provide professional development for teachers to better prepare them in assisting students in achieving higher examination results.

The outcomes of the project were:

- teachers better informed and equipped with strategies to meet the delivery and assessment demands of TAFE Delivered Vocational Education and Training (TVET) Tourism, both the Australian Qualification Framework qualification and HSC examination
- increased levels of good practice especially in identifying the importance of literacy support, the literacy component in tasks, implementing literacy strategies and using new resources
- improved results in trial HSC.

Bronze

This year, the Bronze Award was given for an innovative training delivery model developed by TAFE NSW – Western Institute for its Block Delivery TVET Outdoor Recreation course.

The Outdoor Recreation TVET course was the perfect choice for an innovative approach as the national training package for outdoor recreation SRF03 had a Certificate II course. It was designed to allow students to experience a range of outdoor activities as participants whilst gaining national units of competence.

'We had problems with getting kids to the course, and they'd forget things from week to week. So we came up with the solution: take them as a group for 10 days straight. We've found there have been non-academic benefits like teamwork which have come out of it as well,' said Charlie Cross, Head Teacher, Health and Recreation, TAFE NSW – Western Institute.

Project objectives included:

- increase enrolments in TVET Outdoor Recreation in NSW
- provide a pathway for students, who may be at risk of non completion of their HSC, to earn two units towards the completion of their HSC
- increase attendance and completion rates for TVET Outdoor Recreation in TAFE NSW – Western Institute
- provide students, who may be struggling with their academic program, with an opportunity to experience success at school.

The course has grown from eight students in 2004 to more than 200 participants in 2005. Mr Cross anticipates that could grow to around 300 in 2006.

TAFE NSW congratulates the worthy winners of the 2005 Quality Awards.

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... and the Gold Award goes to ... TAFE NSW – Sydney Institute

IT INDUSTRY FORUMS

A joint initiative by the Mt Druitt Campus IT section and the Australian Computer Society (NSW Branch) to bring the IT industry, educators / trainers and students together is being implemented in a series of valuable forums and workshops at TAFE NSW – Western Sydney Institute Mt Druitt Campus.

The forums / workshops are open to IT industry staff, teachers and students from TAFE NSW and high schools in Western Sydney.

They are an excellent way for industry, industry bodies and TAFE to build links to ensure skilled professionals are trained not just in the technical aspects of IT, but in the organisational skills like management and communications.

Held on the third Wednesday of every month commencing in February 2006, the forums will cover IT management skills, business issues, technical skills and career information, and will be an opportunity to:

- network with other IT professionals
- stay current with issues confronting the IT sector
- stay current with new technologies and processes
- build ongoing professional relationships

DATE	TOPIC/TIME
22/02/06	Careers in IT / Women in IT 6.30pm to 9.30pm
22/03/06	Digital Media in Australia 6.30pm to 9.30pm
20/04/06	E Commerce 6.30pm to 9.30pm

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The first-ever recipients of the Young manufacturer of the Year awards, Jeremy Gransden (left) and Brent Butler.

Students score first and second in manufacturing awards

According to research undertaken by the Manufacturing, Engineering, Construction & Transport Curriculum Centre (MECAT), an ageing workforce, lower training rates and diminished capacity to attract, develop and retain younger trade's people is dramatically contracting the pool of skilled labour.

A report by Intelligent Manufacturing Systems, *Perspectives on New Manufacturing*, suggests that the survival and prosperity of the manufacturing industry will require strong leadership and innovation in training.

This is where TAFE NSW comes in, if the current crop of talented industry graduates is anything to go by. Two TAFE NSW trade students have won first prize, and highly commended, in the prestigious Manufacturers Monthly Endeavour Awards held recently in Sydney.

The pair won first and second place in the Young Manufacturer of the Year category, included for the first time this year in an effort to recognise the rising stars of Australian manufacturing.

Brent Butler, who has trained at TAFE NSW – Sydney Institute, and is now a first year tradesman at Nepean Engineering in Sydney's west was named Young Manufacturer of the Year. Fourth year welding apprentice at Midpro Engineering, Jeremy Gransden, who trained at TAFE NSW – Western Institute's Orange Campus, took out the Highly Commended Award.

This is the only category in the Endeavour Awards open to individuals, and is open to people under 30 who have made an outstanding contribution to their company, and the manufacturing sector.

Alan Johnson, Editor of Manufacturers' Monthly, said that 'the Endeavour Awards embody the drive and passion of manufacturing in Australia'.

'These often unsung champions are just a small part of a vibrant, high-tech and innovative industry producing world class products, for both local and overseas markets,' he said.

TAFE NSW and the Manufacturing Industry

The Manufacturing, Engineering, Construction & Transport Curriculum Centre (MECAT) provides products and services to these sectors which support the needs of individuals, enterprises, industry and government.

The manufacturing sector contributed A\$30 billion to the NSW economy in 2003-04, and NSW accounts for around 35 per cent of Australia's total manufacturing output. The State's manufacturing sector employed 324,400 people in November 2004, around 10.2 per cent of the NSW workforce*.

In this context, MECAT's strategic intent is to promote and support excellence in vocational education and training in the industry with training courses designed at every level from entry, production and trade to higher levels of technician, paraprofessional and professional.

Services include:

- design, implementation, support and evaluation of courses
- design and development of learning support materials for a range of delivery strategies including on-line delivery
- analysis of client training needs
- recommendations for appropriate training strategies and resources
- strategic planning advice to TAFE NSW Institutes on implementation of curriculum and training policy.

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*Source: ABS Cat No. 5220.0, State Accounts, 2003-04