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TAFELINK IS PUBLISHED BY  
CORPORATE MARKETING  
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SYDNEY NSW 2001  
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LAYOUT: Lankshear Design

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Developing and sustaining truly effective strategic partnerships with industry and individual organisations requires a delicate balance. In other words, TAFE NSW develops programs in response to industry training needs as they arise, and also takes a lead role in promoting new methods of delivery and assessment where appropriate.

TAFE NSW – Illawarra Institute has been providing customised, accredited training to client Joy Mining Machinery and its customers for more than 10 years. Recently, the partnership has seen the development of a fully-customised training program, the Joy Longwall Technology Certificate, which gives customers accredited training on Joy Mining equipment.

In direct response to a looming crisis in the wool industry, TAFE NSW – Western Institute initiated an intensive program to increase the number of participants entering shearer and wool handling courses. The program has had the desired effect, with hundreds of participants trained each year since 2003.

Similarly, a shortage of qualified workers in the electricity industry has led to a strategic training partnership between Integral Energy and TAFE NSW – South Western Sydney Institute. The company reports that apprentices are already performing well in exams as a result of the program.

The need for a nationally-recognised waterproofing qualification for construction industry workers following legislative changes led to TAFE NSW – Sydney Institute forming a strategic partnership with Master Builders Association, the Construction Industry Training Advisory Board NSW and TAFE NSW Manufacturing, Engineering, Construction and Transport Curriculum Centre.

TAFE NSW – Western Sydney Institute has since developed online resources so the course can be delivered online through its distance education arm, OTEN, with assessments available through participating TAFE NSW Institutes including Western, Hunter and South Western Sydney.

Another collaboration which seeks to address legislative changes in the construction industry, this time in the area of Occupational Health and Safety (OHS), has made funds available to support students undertaking OHS training through TAFE NSW – Sydney, Hunter and Illawarra Institutes.

Lastly, an innovative program to broaden the responsibilities and value of nurses in the aged care sector has received funding from the Federal Government. The new training program, offered by TAFE NSW – South Western Sydney Institute, includes theory and practical elements to ensure the most effective training and to ensure aged care residents receive high quality care. And TAFE NSW – Riverina Institute is offering a Medical Terminology course to nurses and other health professionals in preparation for starting or returning to work in the field.

### Janet Stewart

Director, Corporate Marketing



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# Mining machinery users brought up to speed

Joy Mining Machinery is recognised as a leading manufacturer and supplier of complete longwall systems\* to mining operations worldwide.

TAFE NSW – Illawarra Institute has been providing customised and accredited training for the company and its customers in many areas including technical and business skills for the past 10 years. Training has been delivered onsite for Joy Mining at their Moss Vale and Unanderra sites in New South Wales, and their Rockhampton, Mackay and Parkhurst sites in Queensland, as well as at the Institute’s Wollongong campus.

Most recently, the Institute has developed and delivered the Joy Longwall Technology Certificate as a fully-customised pilot training program.

Both TAFE NSW trainers and Joy Mining staff are involved in the delivery of the program, with the underpinning knowledge and theory from Institute teachers complementing current industry practices and examples from Joy Mining. Participants receive both practical knowledge and skills along with a TAFE Statement of Attainment in Manufacturing & Engineering (Hydraulics 1), a TAFE PLUS Statement in Joy Longwall Technology, and a TAFE PLUS Statement in Hazardous Areas Awareness for Managers.

Joy Mining customers benefit from their staff having a better understanding of the machinery they are using, resulting in greater productivity. In addition, they gain formal qualifications and the opportunity to learn and share knowledge and experiences with their counterparts from other organisations and mines in the industry.

‘The training program uses the concept of 360-degree training where the manufacturer who develops the technology forms a partnership with its customers and TAFE NSW,’ said Bernard Croese, Learning and Development Coordinator, Joy Mining.

‘A holistic approach to developing trainers and trainees with up-to-date technology and direct input from the end user is the way ahead for competency-based training for engineering tradespeople within the coal and associated industries,’ he said. ‘Illawarra Institute has been able to supply the platform for us to develop this culture.’

One participant from BHP Billiton’s Appin, New South Wales mine, said the course had allowed him to better identify faults in the machinery and improve breakdown times. ‘The documentation [developed as part of the course] will [also] aid in more efficient troubleshooting and faster repairs,’ he said.

**Q: Customers need specialised training on your product?**  
**A: TAFE NSW can customise a course for you.**

As part of TAFE NSW and Joy Mining’s continuous improvement strategy the pilot group was asked to provide feedback and suggestions on how the course could be improved or modified. As a result, some suggestions have been incorporated to ensure a well-rounded course that satisfies the needs of the mining industry.

Two further courses are already scheduled for Queensland in July and August, and for NSW customers later in the year.

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\*A series of equipment, including hydraulic jacks and a shearer, used to mine coal in an underground mine.  
Source: BHP Billiton Illawarra Coal.



**From left: Cathy Buckmaster, Business Development Manager, Vanessa O'Brien, Education & Training Consultant, and Muriel Smith, Administrative Assistant, TAFE NSW – Illawarra Institute; Bernard Croese, National Learning & Development Coordinator, Joy Mining and Machinery; Warren Heydon, Senior Head Teacher Electrotechnology, TAFE NSW – Illawarra Institute; Jan van Heerden, Maintenance Improvement Manager, BHP Billiton, Illawarra Coal and Michael Stener, Leading Hand Maintenance, BHP Billiton, Dendrobium Mine.**

*The Joy Longwall Technology Certificate is a fully-customised training program designed to provide Joy Mining customers with a greater understanding of the machinery they are using, resulting in increased productivity.*

## Wool industry numbers boosted by innovative program



**Jim Murray, Coach and Coordinator of Shearing and Wool-handling, TAFE NSW – Western Institute, demonstrates shearing technique.**

In 2003 the Australian wool industry was facing a dramatic shortage of experienced shearers and wool handlers because too few people were undertaking courses in these areas.

In response, TAFE NSW – Western Institute, in partnership with various industry groups, including the Shearing Contractors Association of Australia, initiated an

intensive program to increase the number of participants in shearer and wool handling courses.

The program commenced in 2003 with around 300 shearing or wool handling trainees, and each year has continued to train 250 people, who work with 30 contractors throughout NSW.

**Q: Industry participation in decline?**

**A: Relevant training can attract the right candidates.**

‘Before we started the program we met with the Shearing Contractors Association at various locations to discuss the merits of the training and to make sure it met the needs of their workplaces,’ said Jim Murray, Coach and Coordinator of Shearing and Wool handling, Western Institute.

The coaching is delivered as an initial two-week intensive training program for new entrant

shearer/wool handlers at the Dubbo Rural Skills and Environment Centre. Follow-up coaching is conducted onsite in the shearing sheds.

To improve the chances of people entering the wool industry as a long-term career the Institute uses a coaching approach which treats shearers and shed-hands similar to elite athletes.

In addition to the skills directly associated with workplace activities, participants are taught about nutrition, given dietary advice and must adhere to a strict fitness regime. As part of an effort to change the culture of the sector, advice about money management is also incorporated.

In 2005, Jason Letchford, Secretary, Shearing Contractors Association of Australia, wrote to the Institute to report on the excellent work being performed by the team of coaches.

‘There are now hundreds of trainees in the shearing industry that can be directly attributed to their efforts,’ he stated. ‘They are providing invaluable assistance to an industry in dire straits in terms of skilled labour shortage and therefore supporting the wool industry as a whole.’

The Institute also partners with Australian Wool Innovations (AWI) to assist them in a project to invest in shearing and wool-handling training in Australia. This relationship sees the Western Institute manage 80 percent of the AWI training in NSW.

The Institute has also developed a series of DVDs for AWI that can be used as a training aid.

*This intensive two-week training program was developed for new entrant shearers and wool handlers. The program has been successful in increasing the number of participants in these courses.*

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# Apprenticeships partnership beats skill shortage

A shortage of qualified workers in the electricity industry has led to a strategic training partnership between Integral Energy and TAFE NSW – South Western Sydney Institute. The partnership is providing on and off-the-job training for Apprentice Powerline Workers and Systems Electricians.

Integral Energy is one of the largest state-owned energy corporations in NSW, employing more than 2,400 staff across a network franchise spanning 24,500 square kilometres in Greater Western Sydney, the Illawarra, and the Southern Highlands.

The company is very supportive of its apprentices, offering paid leave to attend TAFE NSW and extensive job-related training and development. They are also committed to reducing greenhouse gases, sponsoring the rehabilitation of an endangered woodland in Sydney's South West.

Forty-three apprentices will graduate with either a Certificate III Electrotechnology Systems Electrician or Certificate III Distribution Powerline at the end of four years.

John Malcolm, Manager, Business & Operations, Manufacturing and Engineering Faculty, South Western Sydney Institute, said Integral Energy is a registered training organisation (RTO) in its own right, and is the lead RTO on the Distribution Powerline course.

'TAFE NSW is the support RTO, and in that role we are providing off-the-job training, while Integral will issue their staff with the qualification,' Mr Malcolm said.

Participants learn about the installation and maintenance of electrical components, wiring, equipment and systems in the electricity supply industry. Additionally, South Western Sydney Institute is delivering extra modules over and above the requirements of the course in response to Integral's specific needs.



**Integral Energy apprentices with Richard Powis, CEO, Integral Energy, (centre left, back row), Pam Christie, former Institute Director, and Di Murray, former Associate Director, TAFE NSW – South Western Sydney Institute.**

For the Systems Electricians course, TAFE NSW is the lead RTO, and will be issuing the qualification, as well as providing off-the-job training. Integral is supporting the program by providing evidence for the workplace competency assessment.

**Q: Suffering from a shortage of qualified workers?**

**A: Apprentice training can solve the problem.**

Rod Gunton, Apprentice and Curriculum Manager, Integral Energy, said the training is a way of addressing the industry skill shortage across Australia, and 'one way we are going about trying to address this shortage while also achieving the strategic skill needs of the organisation'.

'It's going extremely well so far,' Mr Gunton said. 'The apprentice results in exams to date are indicating that, as well as their on-the-job performance.'

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*The Certificate III apprenticeships, delivered jointly by TAFE NSW and Integral Energy, aims to address the industry skill shortage. Developed in partnership with Integral, they are also a way of achieving the strategic skill needs of the organisation.*



Ron Wright, TAFE NSW – Western Sydney Institute Associate Director – Education (left) with David Donaldson, President, Master Builders Association.

**Q: Want after-hours access to training?**

**A: Distance learning could be the answer.**

*The Certificate III Waterproofing (General Construction) course came about in response to an industry need for consistency in assessment and delivery of training in the area. Western Sydney Institute (OTEN) is now delivering the course via distance education.*

## Skill shortage training breaks the distance barrier

A strategic partnership offering training by distance education is set to improve safety and consistency in the construction industry.

The Certificate III Waterproofing (General Construction) was originally developed through an initiative involving the Master Builders Association of NSW (MBA), TAFE NSW – Sydney Institute, the TAFE NSW Manufacturing, Engineering, Construction and Transport Curriculum Centre and the Construction Industry Training Advisory Board NSW.

The partnership aimed to provide statewide consistency in the assessment and delivery of an Internal Wet Area Waterproofing training course based on the new Training Package. The initiative continued throughout 2004 and went on to win a 2004 NSW Training Award in the Training Initiative category.

Now, TAFE NSW – Western Sydney Institute is delivering the course through its distance education arm, OTEN. The assessment is available through participating TAFE NSW Institutes including Western, Hunter and South Western Sydney.

An extremely important part of any new building, waterproofing is an area of the construction industry fraught with problems. David Russell-Jones, Head Teacher, OTEN, believes that anyone involved in waterproofing would benefit from the course.

'This is a problem area which has led to litigation in the industry,' he said. 'In the future, waterproofers may need to be accredited to carry out work, particularly in the residential sector. I would encourage anyone who wants to waterproof to look into the course.'

Paul Lawrence, Technical Trainer, MBA, said having some of the course available by distance education is a good option for those already working in the industry.

'It is hard to take time off work, so doing the majority of the program by distance means that there is minimal interruption, particularly for anyone who is geographically isolated,' he said.

Mr Lawrence said participants benefit from the currency and relevance of the course, as well as the continuous improvement through trainers incorporating new products used in the industry.

Participants are generally mature-aged with a trade background such as tiling, bricklaying, carpentry or plumbing, or experience in bathroom renovations. The training provides waterproofers with information sessions, recognition portfolio assessment, practical skills gap training, and assessment workshops.

Graduates of the course will be able to apply their skills and knowledge to domestic, commercial and industrial construction projects.

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# New OHS training initiative for construction industry

In an effort to address changes to Occupational Health and Safety (OHS) legislation and support students studying programs in skill shortage areas, a whole-of-government initiative will see five NSW departments work collaboratively to provide essential training.

A \$20,000 grant has been provided by Sydney Water, NSW Department of Lands, NSW Maritime Authority and Newcastle Port Corporation to develop training materials for TAFE NSW Surveying and Spatial Information students at Sydney, Illawarra and Hunter Institutes.

The grant will go towards the development of relevant learning materials and to subsidise course fees for students.

'In New South Wales, WorkCover requires surveyors carrying out work on a construction site to hold formal OHS qualifications, such as a Certificate of Completion (previously known as the green card) in OHS Induction for Construction Work,' said Marie Persson, Deputy Director-General, TAFE and Community Education.

'The primary focus of this initiative is to identify a common understanding between these large Government departments, and to develop a consistent approach to OHS requirements and training,' she said.

The project was developed partly in response to the 2003 Royal Commission into the building and construction industry which identified a need for improved training in the area.

Paul Harcombe, Chief Surveyor, NSW Department of Lands, said surveyors face hazardous situations on a daily basis.

'Safety is a deadly serious issue, and all surveyors, whether they are graduates or

already working in the industry, must have an induction card,' he said.

'This initiative is making sure graduates start off with the right safety culture, and have as good an understanding of safety issues as survey practice.'

Mr Harcombe said the subsidised training is also helpful to industry, as employers will be able to take graduates on board knowing they have the necessary qualification.

**Q: Occupational health and safety an issue for your company?**

**A: OHS training can create the right safety culture.**

'There is a shortage of qualified surveyors, so anything we can do to encourage more young people and make it easier for them to enter the industry is certainly a benefit,' he said.

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From left: Ian Grey, Sydney Water; Paul Harcombe, Department of Lands; Joan Janson and Grant Kilpatrick, TAFE NSW – Sydney Institute; John Ireland, NSW Maritime Authority; and Bass Randall, Newcastle Port Corporation.

*A whole-of-government initiative will see five NSW departments, including TAFE NSW, work collaboratively to provide essential Occupational Health and Safety training to workers in the construction industry.*

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**Q: Staff need upskilling in new areas?**

**A: TAFE NSW can tailor a course for you.**

## Training streamlines skills in the health industry

### Aged care training

An innovative program to broaden the responsibilities and value of nurses in the aged care sector has received funding from the Federal Government.

The new training program, to be delivered by TAFE NSW – South Western Sydney Institute, will provide enrolled nurses with the skills to administer medication to residents in aged care facilities.

The program includes theory and practical elements to ensure aged care residents receive high quality care. The Institute has received funding to train almost 50 nurses across Sydney.

Staff from a range of leading aged care providers including Frank Whiddon Masonic Homes, the Amity Aged Care Group, Gillawarna Village and the RSL Lifecare Group will undertake the training.

Three groups will complete the training by the end of 2006. On successful completion of the course, enrolled nurses will be able to administer intravenous, intramuscular/ subcutaneous and oral medication.

### Medical terminology training

TAFE NSW – Riverina Institute is offering training which aims to prepare people who intend to study nursing at university level. The Medical Terminology Statement of Attainment provides a basic understanding of the language and terminologies used in the medical profession.

'This is a great short course which is designed for students who are about to embark on a nursing career,' said Jane Childs, Course Information Officer, Riverina Institute. 'It's really important that nurses have a grasp of medical speak, and this course gives them a head start before they get to university.'

'And it's not just for potential nursing students. The course is also ideal for those wishing to work in other areas involved with the medical profession, such as reception and sales,' she said.

The course runs two nights a week for 18 weeks, and provides participants with the skills and knowledge to use medical terminology relating to various body systems.

'There are many areas which require specific skills to work in the medical field such as patient confidentiality, maintaining patient records, and using industry software,' said Marie Hunt, Head Teacher, Department of Business Administration and Technology.

Other modules covered include senior first aid, interpersonal communication, keyboard skills, medical office procedures and occupational health and safety in a medical office environment. Many previous Medical Terminology graduates have gone on to a variety of positions in the medical and allied health industries.

On completion of the course, participants can continue on to the Certificate III in Business Administration.

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*A need to upskill nurses in new areas of expertise has led to two innovative courses, Administer Medication and Medical Terminology. The training will broaden the responsibilities and value of nurses in the aged care and general nursing fields, boosting career opportunities.*