

THE TAFE PLUS NEWSLETTER FOR INDUSTRY

THIS ISSUE

ONLINE COURSES

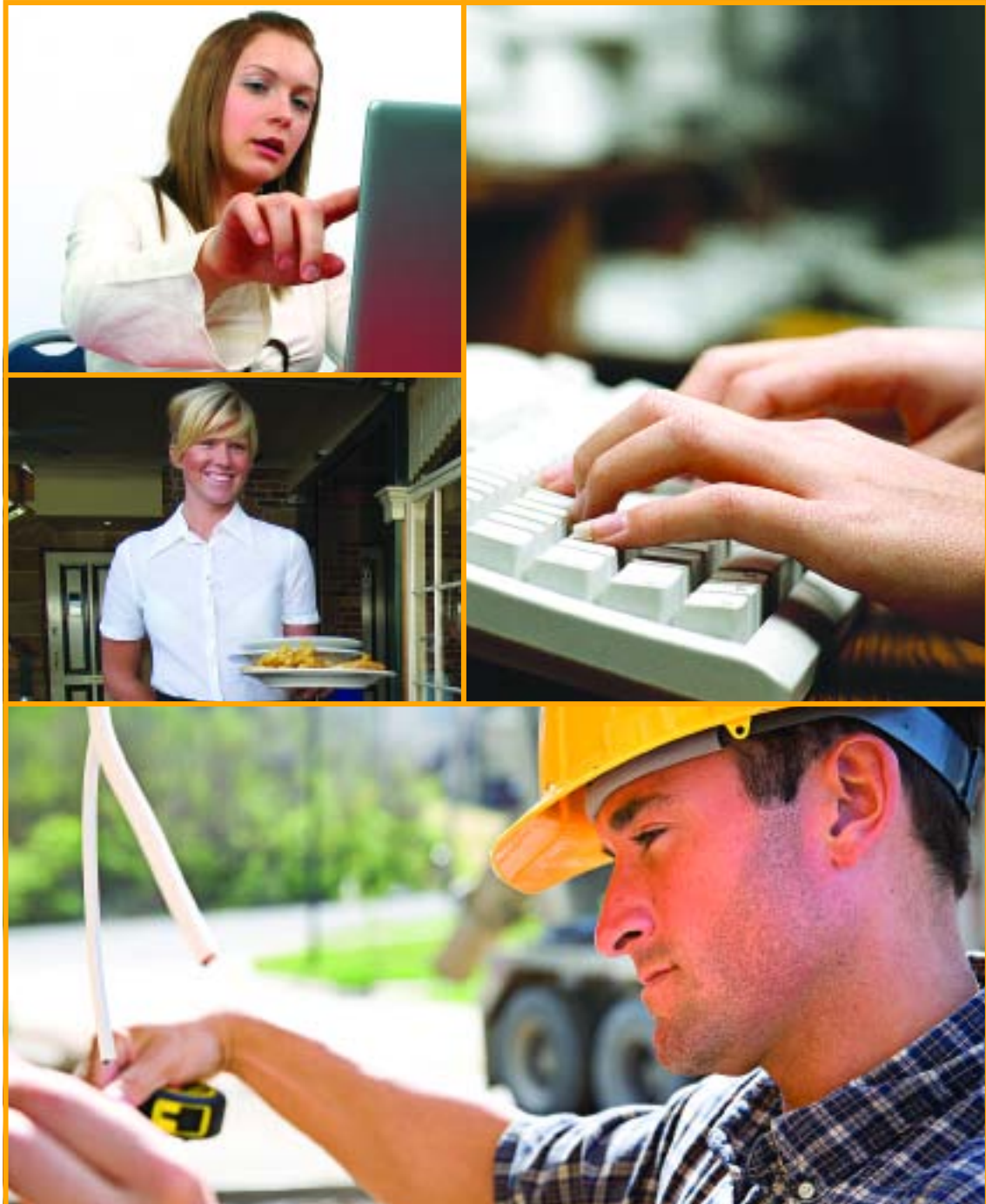
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The ability of an organisation to access training for its workforce at a convenient time and place is key to the TAFE NSW training delivery model. In this issue, we look at a number of organisations whose staff are undertaking training tailored by TAFE NSW in response to business needs.

SEEK Learning (a division of online recruitment company seek.com.au) and TAFE NSW – Western Sydney Institute (OTEN) have formed an exclusive alliance to offer TAFE NSW qualifications in a flexible format. The alliance fits in with SEEK Learning's aim to provide vocationally relevant, affordable and accredited training for jobseekers. Demand for TAFE NSW courses since the program's launch in late February indicates that the initiative is meeting a significant gap in the training market.

Family-owned and run restaurant empire Doyles has chosen TAFE NSW – Sydney Institute as the preferred training provider to offer an accelerated traineeship program in tourism and hospitality. The traineeship is based on the Certificate III in Hospitality with several unique modifications and additions to meet Doyles' requirements, including visits to suppliers. The traineeship goes beyond restaurant-related training and represents an extraordinary opportunity for young people wanting to enter the hospitality industry.

TAFE NSW – Western Sydney Institute (OTEN) is involved in an important health initiative, the Otitis Media Screening Program. The Institute is delivering training to health care workers who will provide screening to children at risk of hearing loss and related conditions in Indigenous communities. This is a major project which will see 55,000 children screened by 15 groups to be trained by OTEN.

Northparkes Mines also had a very specific goal in mind when they invited TAFE NSW – Western Institute to work with employees about to embark on university study. Many of the staff had either never been to a tertiary institution or it had been many years since they had undertaken any formal study. The company has reported that participants felt better prepared to take on the challenge of university after completing the 'Preparation for University Studies' course.

Thomas & Coffey Limited also felt their employees needed training support before progressing to management roles in the company, which has undergone significant growth in the past few years. TAFE NSW – Illawarra Institute is delivering a customised management development program based on the Certificate IV in Business (Frontline Management), working in conjunction with the company's Human Resources section.

And TAFE NSW – Western Institute is offering a flexible, combined training program, allowing students to gain both their Stock and Station and Real Estate licences over a 12-month period. Following changes to legislation in 2004, anyone already working as a Stock and Station Agent is required to possess a licence to trade.

Janet Stewart

Director, Corporate Marketing



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TAFE NSW and SEEK form exclusive training alliance

SEEK Learning (a division of seek.com.au) and TAFE NSW – Western Sydney Institute (OTEN) have formed an exclusive alliance, offering TAFE NSW qualifications in a faster and more flexible format exclusively through www.seeklearning.com.au.

Phil Cox, Director of Western Sydney Institute (OTEN) at the time of the launch, said that the partnership with SEEK Learning will introduce vocational education and training to a larger segment of the Australian market.

'We are excited about the potential to increase our reach through this alliance with SEEK Learning. The flexibility of our courses means that they are ideal for full-time workers, small business owners, and people who live outside Australia's major cities,' Mr Cox said.

According to the Joint CEO of SEEK, Andrew Bassat, vocational education and training is a 'career investment'.

'Not everyone can afford the luxury of full-time study, and many people find that as their career unfolds they need to upgrade and enhance their skills,' Mr Bassat said. 'This alliance will make it easier for Australians to find the courses they need to advance their careers.'

He said both organisations aim to provide vocationally relevant, affordable and accredited training for jobseekers. 'We believe it meets a need in the training market.'

Initial demand since the program's launch in late February indicates that this is certainly the case. Peter Everingham, Managing Director, Seek Learning, said the number of enquiries and enrolments 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,' said Mr Everingham.

As the specialist distance education and open learning provider for TAFE NSW, OTEN delivers nationally recognised qualifications with a practical focus in areas such as Accounting, Business, Human Resources and Children's Services. They also offer skills modules designed to quickly upskill students in specific topics, for example, Occupational Health & Safety in the Workplace, and Tax for Small Business.

Q: Want complete flexibility in course delivery?

A: Online training could be the key

Mr Everingham said the Accounting, Financial Services and Business Management courses have seen the most take-up, with Human Resources, Real Estate and Children's Services also generating a lot of interest.

Courses are delivered using a range of media including printed learning materials, videos, CD ROMS and DVDs. Students also receive online support and access to counsellors and teachers via phone, email and through the OTEN Learning Support website.

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Phil Cox, former Director, TAFE NSW – Western Sydney Institute (OTEN) (left), with SEEK Learning Managing Director, Peter Everingham at the launch.

SEEK Learning, through TAFE NSW – Western Sydney Institute (OTEN), is offering a range of courses online, including Accounting, Business, Human Resources, Children's Services and Real Estate. Students can study at their own pace.

Unique traineeship gives students a career boost



Doyles trainees receive on-the-job training and a career boost.

TAFE NSW – Sydney Institute has become the preferred training provider for Doyles, offering an accelerated traineeship program in tourism and hospitality. Currently nine trainees are undertaking the Certificate III in Hospitality, with students travelling from as far as Blacktown to be involved in this unique career opportunity.

Andrea Poletti, Head Teacher of Hospitality, Sydney Institute, said the traineeship is based on the Certificate III, but has been customised to meet the needs of Doyles.

‘The traineeship started early this year, comprising mostly on-the-job training, across Doyles five hospitality sites,’ Ms Poletti said.

Q: Looking for something extra for your trainees?

A: TAFE NSW can tailor a course to suit any industry

‘Where appropriate, training also takes place at Sydney Institute. For example, our simulated front office environment incorporating reservations, a reception front desk and 15 computers allows students to complete tasks at the same time.’

Another unique aspect of the Doyles traineeship is the ‘value-adding’, for example each trainee participates in excursions to reputable suppliers, including Doyles’ markets and vineyards. Students are also appointed a mentor from the Doyle family.

Despite being predominantly a restaurant business, Doyles wanted their trainees to be

educated in a range of hospitality areas, including Restaurant and Bar Service, Kitchen, Front Office, Housekeeping and Gaming.

‘I really appreciate the training opportunity Doyles has given me,’ said Ashna Mohammed, who is currently studying Certificate III in Food and Beverage and completing her traineeship at Doyles.

‘I have had the chance to witness how the actual business of hospitality is carried out in different areas of the industry and, from this, have gained experience and knowledge that is already opening pathways in my career. I feel that such a comprehensive training program shows that Doyles really do value and invest in their employees.’

Megan Paton, Human Resources Manager at Doyles, said the traineeship is something the Doyle family had wanted to do for sometime.

‘They felt the experience of family and staff can offer a lot to trainees and young people wanting to enter the hospitality industry.’

Ms Paton said she had assessed several training organisations, and chose TAFE NSW – Sydney Institute because ‘they have the most experience, the best resources, and they are educators in the true sense of the word. We were particularly impressed by the new state-of-the-art hospitality facilities at Ultimo College.’

The first intake has been limited to nine trainees to get the program up and running.

‘But we are already very excited about how it’s going,’ Ms Paton said. ‘We are looking forward to it continuing and growing.’

This traineeship is delivered on-site and at TAFE NSW – Sydney Institute’s Ultimo Campus and incorporates company-specific requirements such as supplier site visits.

This type of traineeship can be tailored to any organisation in the hospitality industry.

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Indigenous children to benefit from audiometry training

To combat the problem of middle ear conditions in Aboriginal communities, a health initiative, the Otitis Media Screening Program, has been implemented under the NSW Government's 2004 Two Ways Together plan.

TAFE NSW – Western Sydney Institute (OTEN) has been contracted by the NSW Department of Health to train at least 15 groups of Aboriginal Health Workers across NSW by 30 June 2008, to perform Otitis Media screening for Aboriginal children.

The project includes the development of a multimedia DVD, tailored to the needs of Aboriginal learners, to support the training. Consisting of eight nationally-accredited modules which articulate into the Certificate IV in Audiometry, training is offered to all Area Health Services and Aboriginal Community Controlled Health Services.

During the Certificate IV course, participants learn to screen for and assess hearing impairment, and to take appropriate action based on the results. These could include referral for further audiological or medical assessment; the prescribing and dispensing hearing aids and other devices that can assist in hearing rehabilitation; and working with clients and their carers in hearing health education programs.

They also acquire skills in infection control, occupational health and safety, and how to work independently and as part of a broader hearing health team. Another important aspect is developing an awareness of the need for confidentiality and other ethical considerations.

Over four years, the program will screen 55,000 Aboriginal children aged between zero and six years of age who live in communities that do not

have regular contact with medical services. The screenings will detect partial and permanent hearing loss due to middle ear conditions, allowing early intervention so that advice and referrals can be given.

According to Head Teacher of Health Services at OTEN, San Eng Chen, the repercussions of undetected and untreated ear problems in children are very serious.

'It starts with hearing loss, speech delay and irritability, and can lead to problems with learning, speech, behavioural issues and social isolation in later life,' said Ms Chen. The condition is preventable or treatable if detected early.

Q: Need training for staff in remote areas?

A: Distance education could be the answer

Part of the training program is looking at assisting health workers to form trusting relationships with Aboriginal families and advise parents on caring for their children's ears. Two of the required 15 groups have completed the training program.

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From left: Ron Wright, Associate Director, TAFE NSW – Western Sydney Institute (OTEN); The Hon Milton Orkopoulos MP, State Minister for Aboriginal Affairs; Marie Persson, Deputy Director-General, TAFE and Community Education; and Ken Wyatt, Director, Centre for Aboriginal Health, NSW Department of Health.

The Otitis Media Screening Training Program is just one example of TAFE NSW tailored training that meets the special needs of cultural and linguistic groups.



Northparkes Mines' employees have found the TAFE NSW preparation program to be helpful and informative.

Mine workers prepare for university study

Employers wishing to put their staff through training must first look at the ability of participants to undertake formal study, especially if it has been some time since they attended school or university.

A recent commercial program run by TAFE NSW – Western Institute for Northparkes Mines (NPM), 'Preparation for University Studies', was aimed at employees who were due to commence a Graduate Certificate in Occupational Health & Safety with Newcastle University.

'The training manager at Northparkes Mines thought they would benefit from some extra support because the skills required were different to what they had previously encountered,' said Western Institute teacher Karen Ritchie.

Northparkes Mines is a copper and gold mine located 30 km northwest of Parkes, NSW. The mine has approximately 200 employees and 200 contractors.

Q: Staff gearing up for tertiary studies?

A: A study skills course will make sure they're ready

The team from Western Institute customised the program for NPM's workplace and also to the specific requirements of the course they were going to undertake. The students participated in four, three-hour workshops in February and March 2006.

'We were able to support the mine's employees with the development of skills to enable a successful transition to university-based studies which relate directly to workplace skills development,' Ms Ritchie said. Institute teachers researched the University's specific requirements and developed a training program

which ensured that the students had a very precise understanding of the skills they would need for their course.

The training covered a range of topics including: thinking academically; using support systems; accessing information; active reading skills; analytical thinking; essay writing; examination preparation and completion; and advanced-level literacy skills.

Ms Ritchie believes the program has helped ensure successful outcomes for the workers and has helped make sure the company's investment in training is worthwhile.

'We have had feedback that the employees are doing well in their university course. The preparation provided by the Access and General Education Faculty at Parkes Campus gave the workers skills to pursue their studies with confidence and to experience success,' she said.

'The face-to-face, group-based preparation for study also enabled the employees to form a supportive, work-based learning team, with members actively encouraging each other in their current studies.'

After observing the workers' progress over the first two months of their university course, Brian Rauert from Northparkes Mines said that he was very pleased to see how confidently they approached their studies.

'The employees have said they found the TAFE NSW preparation program to be very helpful and informative,' Mr Rauert said. 'It provided assistance to extract important information, take notes, write assignments and prepare for exams.'

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The students participated in four, three-hour workshops in preparation for university studies. This course could benefit staff in any industry who are about to embark on tertiary study after a long absence.

Frontline management course assists cultural change

Thomas & Coffey Limited (formed after a merger with Cordukes Limited) have selected TAFE NSW – Illawarra Institute to deliver a customised management development program based on the Certificate IV in Business (Frontline Management) for their employees at a number of sites within NSW and Queensland.

After sitting down with senior Human Resources (HR) staff late last year to determine which modules in the existing Frontline Management course would be suitable, delivery began in January 2006.

This is a program for team leaders, supervisors, or those with management aspirations. Thomas & Coffey were particularly interested in succession planning for their growing business, with participants already in management positions as well as those who have the potential to move into these positions.

Course participant Nathan Reynolds, Flat Products Supervisor at Thomas & Coffey, said the course was an ‘eye-opener’.

‘It’s been interesting,’ he said. ‘Some aspects have also been challenging, but the most interesting thing is in seeing how the other side of the business is run.’

Mr Reynolds will be taking on a more senior position while the Flat Products Site Manager is on leave.

‘Doing the course has given the company more trust in my ability to take on that responsibility while my manager is away.’

Modules chosen include: Develop Work Priorities, Safety, Risk Management and Implement Operational Plans. Sharon McLeod, Teacher, Business Studies at Illawarra Institute, is

managing the delivery, support and assessment of the training.

Thomas & Coffey employ over 800 skilled people at 16 metropolitan and regional locations throughout NSW and Queensland. Staff attend training off-site, a deliberate choice on the part of Thomas & Coffey.

‘They feel the off-the-job training can be used to complement what they do back in the workplace,’ Ms McLeod said.

Workers in NSW attend 1 day every 4 weeks, whereas those in Queensland do a 2-day block every 8 weeks, because of the distance they must travel to the training site.

Q: Company merger creating cultural changes?

A: Make sure management is on board

‘The groups came together largely based on geography, but what we’ve found is that having staff from different levels in the company has had many benefits,’ Ms McLeod said. ‘They are all learning from each other.’

Group HR Manager for Thomas & Coffey, Guy Pearce, said he had received great feedback from people about the trainer and course content.

‘We have 65 people in Queensland and NSW doing the course, which has pretty much captured all of our current leading hands and supervisors. We couldn’t be more delighted,’ he said.

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Course participants are feeling more confident about taking on management roles.

This Frontline Management course is being delivered in NSW and Queensland as a block release program off-site. Frontline Management training can be tailored to any organisation in any industry.

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Learning the ropes of rural trading



Brendan Gilliland, course participant, found the auctioneering workshop has given him many skills he can use in his work.

TAFE NSW is offering training in response to legislative changes which mean that many people already working as Stock and Station Agents now require a licence to trade.

TAFE NSW – Western Institute, which is currently training 14 participants from around NSW and Queensland, offers the course through its Orange and Dubbo Campuses. The course was first delivered in 2004 in conjunction with the Australian Livestock and Property Association.

The year-long course, using flexible delivery and workshops throughout the year, has been popular, with many students travelling significant distances to take part. In the current group there are students from Goondiwindi and Canowindra in Queensland, and Gundagai, Casino, Crookwell, Grafton and Mudgee in NSW.

Another drawcard is that the course is offered as a combined program, allowing students to gain both their Stock and Station and Real Estate licences over 12 months.

Some modules are completed via distance education, with information and workbooks sent to participants. To ensure that each area is covered satisfactorily, six different teachers with different areas of expertise are involved.

At the most recent workshop in May, participants learned about the art of auctioneering with Brian Cullinane, an auctioneer from the Orange area with 40 years experience.

Mr Cullinane said participants came to the course with varying amounts of experience, but that following their training, all the participants, including those who had never sold before, could handle calling an auction.

'The skills of an auctioneer are very important and they can make or break a sale,' he said.

Brendan Gilliland, who works for Elders in Grafton, believes the workshop on auctioneering has been the most worthwhile for him so far.

'The skills we have learned are really important,' Mr Gilliland said. 'I have picked up a lot of hints and phrases that I can use in my work.'

In addition to auctioneering the course includes studies in legal responsibilities, contracts, trust accounting and other topics which relate to either the stock and station or real estate industries.

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The course was delivered via face-to-face training during 10 two-day workshops on-site at TAFE NSW – Western Institute campuses, as well as via distance education.

Q: Does new legislation mean new qualifications?

A: TAFE NSW can keep you up-to-date