

THE TAFE PLUS NEWSLETTER FOR INDUSTRY

THIS ISSUE

FUTURE SKILLING

ONLINE INNOVATION TRAINING

FIRE SAFETY

CUSTOMER SERVICE TRAINING

MARINE SAFETY



THE NSW TAFE COMMISSION BOARD  
PROUDLY SUPPORTS AND SPONSORS  
THE TAFE NSW QUALITY AWARDS



### Gold Sponsor



### Silver Sponsor

THE DOCUMENT COMPANY  
**FUJI XEROX**

### Bronze Sponsor



### Quality Supporter



THE ASSISTANCE OF TAFE NSW STAFF IS GRATEFULLY  
ACKNOWLEDGED. THE VIEWS EXPRESSED IN TAFELINK ARE  
NOT NECESSARILY THOSE OF THE EDITOR OR PUBLISHER.

TAFELINK IS PUBLISHED BY  
DEPARTMENT OF EDUCATION & TRAINING,  
CORPORATE MARKETING  
GPO BOX 33  
SYDNEY NSW 2001  
TEL: (02) 9561 8797 FAX: (02) 9561 8327  
EDITORIAL: Dominique Antarakis Copywriting  
EMAIL: [dantarakis@optusnet.com.au](mailto:dantarakis@optusnet.com.au)  
LAYOUT: Lankshear Design

© TAFE NSW 2006. TAFELINK IS THE INTELLECTUAL PROPERTY OF TAFE NSW.  
FOR CONSENT TO REPRODUCE ANY PART OF THIS PUBLICATION  
CONTACT DEPARTMENT OF EDUCATION & TRAINING, CORPORATE MARKETING  
PRINTED ON CHLORINE-FREE PAPER MADE FROM PLANTATION TIMBER

Multi-channel skilling, that is, flexible and innovative course delivery, has led to many benefits for the companies and organisations featured in this issue. An array of training solutions have been developed in conjunction with various TAFE NSW Institutes. The outcome? Ongoing and successful relationships which are producing a highly skilled and motivated workforce.

The productive partnership between TAFE NSW – South Western Sydney Institute and Broens Industries, is providing far-reaching vocational benefits for the Macarthur District and the nation. The joint effort was a response to the growing skilling needs of the industry and predicted shortages. An on-site apprentice training centre is motivating employees and the company has reported numerous follow-on benefits.

More than ever before, the technology arena is providing an excellent range of options for educational course delivery and content. The demand for online content management systems has resulted in web tools that are now easy-to-use and have been custom-built for teaching purposes. TAFE PLUS training programs delivered at TAFE NSW – Sydney Institute feature these new innovations.

As November gets underway, the ongoing drought and predictions of a long, hot summer have brought the threat of bushfires foremost into people's minds. Local volunteer bushfire services are now constantly in the spotlight, making extra skills training paramount. TAFE NSW – Western Institute recently helped the local Rural Fire Service rise to the challenge.

The successful outcomes at two regional contact centres are continued proof that on-site training works. The rapid growth in the industry and high client expectations has led to superior and flexible delivery options being offered. A partnership between Salmat's Salesforce contact centre and TAFE NSW – Riverina Institute has brought many jobs to Wagga Wagga. Flexible and tailor-made courses are creating a highly-skilled workforce. TAFE NSW – North Coast Institute is continuing to provide flexible training options for its client Centrelink. Employees are encouraged to look to the future and get to see all their efforts recognised and rewarded.

Caltex is benefiting from TAFE NSW – Western Sydney Institute (OTEN)'s flexibility in delivery, with a Sea Survival course delivered on-site as well as at a specialist facility close to their place of work.

#### Janet Stewart

Director, Corporate Marketing



THE NSW DEPARTMENT OF  
EDUCATION AND TRAINING IS AUSTRALIA'S  
LARGEST PROVIDER OF PUBLIC EDUCATION  
AND VOCATIONAL EDUCATION AND  
TRAINING PROGRAMS.

WE INVITE YOUR INPUT TO TAFELINK.  
PLEASE FEEL FREE TO CONTACT US WITH  
YOUR LETTERS, COMMENTS AND SUGGESTIONS:  
EMAIL [dantarakis@optusnet.com.au](mailto:dantarakis@optusnet.com.au)

## Skill shortages addressed on-site

TAFE NSW – South Western Sydney Institute and the award-winning Broens Industries have become key players in an effort to train and skill the next generation.

The new on-site centre at the Broens' Ingleburn plant provides training to first and second year Tool Making and Fitter and Machinist apprentices. The centre is a joint initiative of the Institute, Broens and MG My Gateway.

Broens recently won the Minister's Award for Excellence for Employers of Australian Apprentices (Sydney Region). The company is a global supplier of precision engineering, tooling, special purpose machinery and automation solutions across key industries in the industrial, commercial and defence sectors.

The Institute provides training at the centre one day a week as an alternative to trade students attending college. Apprentices learn about equipment used in the workplace and competency can be assessed quickly and efficiently on-site. Additional modules are offered to apprentices, advancing skills and exposing them to a wide range of innovative technologies.

Katherine Curic, Faculty Director, Manufacturing and Engineering said the centre was seen as a model for cooperative arrangements between TAFE NSW and industry in seeking to address the skill shortages in their region. 'This is a significant project for vocational education and industry training in NSW,' she said.

Broens' Master of Apprentices Ryan Johnson manages the program and said the training centre was crucial to the company's ongoing success. 'Broens is a high-tech engineering

company using some of the latest equipment and processes available,' he said. 'By having the centre located on-site, the apprentices are able to venture out under the direct supervision of the teacher to view specific machines or particular applications.'

The centre has improved staff morale and apprentices are learning faster. Paul Baker is a second-year Fitter and Machinist Apprentice who completed his Certificate II in Production Engineering at the centre. 'Receiving training in my workplace has allowed me to use company equipment, and therefore move into the various different areas of the company including the Computer Numerical Control (CNC) section with a lot more confidence,' he said. 'By the end of my Certificate III in Mechanical Engineering I will have completed several extra courses which will give me a broader range of skills.'

**Q: Want a better-skilled workforce?  
A: Aim high with TAFE NSW on-site solutions.**

The partnership offers access to advanced technological equipment and products otherwise not available on Institute premises, as well as accelerated apprentice competency assessments.

FOR FURTHER INFORMATION  
CONTACT: TERRY CROTTY  
TAFE NSW – SOUTH WESTERN SYDNEY INSTITUTE  
TEL: (02) 9827 8440 FAX: (02) 9827 8422  
EMAIL: [terry.crotty@tafensw.edu.au](mailto:terry.crotty@tafensw.edu.au)



**Broens Industries' second-year Fitting and Machining Apprentice, Paul Baker, is benefiting from hands-on training.**

*Broens Industries is a progressive company which invests in innovative programs for employees. The development of an on-site centre with TAFE NSW has provided positive training opportunities and a long list of successful outcomes.*



Refrigeration Head Teachers, Greg Riach (left) and Robert Baker (right) with Innovations CEO, Diana Khabbaz.



Discussing online innovations.

# E-Learning improves training outcomes

Did you know that a host of e-learning strategies developed by TAFE NSW – Sydney Institute are exceeding expectations? Developed by the Institute's Learning and Innovation unit, the programs are improving training methods and outcomes. They include professional development courses for educators and staff in new technologies, as well as programs focused on specific industry areas.

The refrigeration industry, an identified skill shortage area, is set to benefit from one such training program. The refrigeration e-Learning innovation project began in July this year and was developed with funding from LearnScope, an Australian Flexible Learning Framework national initiative. Its initial aim was to up-skill teachers in the use of virtual learning environments to deliver Certificate III and the Diploma of Refrigeration by the beginning of 2007. The project has exceeded expectations and both objectives have been achieved already.

## Q: Have a training dilemma?

## A: Online solutions can meet the challenge.

Innovations CEO Diana Khabbaz said the e-courses were already underway and the refrigeration study was just one example of a LearnScope project which had been successful. 'This illustrates how working with a particular section can build capabilities,' she said. Outcomes include reductions in training delivery times and a more dynamic, collaborative and flexible teaching environment.

Greg Riach, Refrigeration Head Teacher, Sydney Institute, said e-training had provided excellent outcomes such as fast-tracking into the Diploma after two years of Certificate III, and reductions in course length.

*Innovative skilling opportunities for staff are provided through TAFE PLUS courses—new online programs are speeding up training times and improving outcomes.*

The new method of delivery suits the transient student body and they are excited and motivated. Students have access to workbooks online, and the option of online assessment and submission of assignments. The group is using the Janison Toolbox Learning Management System with Kotza interactive refrigeration online resources.

Also benefiting from initiatives from the Learning and Innovation unit are staff and educators taking part in the TAFE PLUS Communicating with Online Technologies course. It covers a range of online tools which can be used to enhance training environments including:

- **Blogs** (or Web Logs) – online journals or diaries which typically include text, and sometimes images and multimedia. Entries in a Blog are displayed in chronological order.
- **Wikis** – collaborative sites used and edited by a group of people, excellent for tutorials or if students are working on a group project.
- **Podcasts** – multimedia files distributed over the internet using syndication feeds (RSS), for playback on mobile devices and computers. Podcasts were popularised by the success of the Apple iPod.
- **RSS Feeds** – Really Simple Syndication Feeds allow users to subscribe to content updates from websites, using a RSS Reader application.



Facilitator Wendy Zammit simplifies Web tools for her audience.

- **Photo sharing sites** such as 'Flickr' – allow users to upload photos, create their own photo albums and share their pictures with others on the internet.
- **Social bookmarking sites** – allow users to bookmark and share websites of interest, a quick, simple and effective way of networking and building knowledge.
- **Adobe Breeze** – web-based e-learning technology which allows users to collaborate and communicate using video, voice, text, data, animations and simulations.
- **Moodle** – designed to help educators create online courses with opportunities for rich interaction. Its open source license and modular design means that many people can develop additional functionality, customising its features for their needs.

The course aims to help trainers to adopt these technologies in an easy and non-threatening way.

Ms Khabbaz said it was the first time such a course had been offered and the strong level of interest highlighted an unrecognised need for those types of teaching resources. The delivery of the course was also a first, with the option to attend face-to-face workshops or to take part remotely using a virtual classroom.

'The response has been overwhelming,' said Ms Khabbaz. 'We took more people than we had intended and have more registered on our waiting list who would like to take part next year. The attendees this year are asking for a follow-up course as well.'

Feedback from participants has been positive and many have enjoyed collaborating and sharing ideas with teachers from other faculties. For some it has been a first-time introduction to online tools.

Paul Day, Locksmithing teacher, TAFE NSW – Sydney Institute, teaches in a traditional trade area and had limited online experience before the course began. 'I came from having no knowledge of online technologies to being able to run my own blogs, wikis and Moodle course,'



**TAFE NSW staff and teachers are now delivering course content online.**

he said. 'The course has come just in time for my section which is being asked to move into more flexible delivery practices. I've become a mentor to other colleagues and am getting really interested in the possibilities of using mobile learning with my locksmithing students.'

Mr Day surveyed some of the students, many of whom were complete beginners at the start of the course and the response has been excellent. The students reported a better knowledge and awareness of the range of new technologies, and are enjoying the opportunity to try them out. They added that the course was useful, empowering and fun.

Course facilitator and Communication Teacher at the Institute, Wendy Zammit, said the course delivered practical skills, the opportunity for networking and building support, and emphasised empowering people to continue their learning.

Ms Khabbaz confirmed the new e-learning environments delivered richer, more engaging content and skills at a lower cost.

**Q: Staff need a skills boost?**

**A: Try our online course delivery.**

#### FOR FURTHER INFORMATION

CONTACT: DIANA KHABBAZ

TAFE NSW – SYDNEY INSTITUTE

TEL: (02) 9217 4211 FAX: (02) 9217 4616

EMAIL: [diana.khabbaz@tafensw.edu.au](mailto:diana.khabbaz@tafensw.edu.au)

## Timely training cools bushfire threat



Firefighters prepare for a busy season with extra training.

Effective fire trail management in and around bushland areas is a crucial part of fire hazard reduction.

A joint training initiative of TAFE NSW – Western Institute, the Rural Fire Service (RFS), the National Parks and Wildlife Service, and Forestry, is helping prepare for the summer bushfire season.

**Q: Need to up-skill workers in the field?**

**A: Try a customised course.**

Supervisors representing five RFS zones recently took part in a short course, a follow-up to previous training based on earthworks machinery operation. The course focused on higher level mapping, planning and coordination and provided a more detailed understanding of environmental issues like erosion control. A group of workers from the RFS took part in the training while

upgrading a fire trail in bushland in the Mullion Ranges, near Orange. Their field work was also supplemented with work on campus.

Lindsay Griffith, Head Teacher of Conservation Earthworks, Western Institute, said the course was designed for supervisors to give them both practical skills with earthworks machinery and the environmental knowledge to do their work effectively. 'The training will help the fire service look after the environment and manage erosion to minimise the impact of their work,' he said.

Geoff Selwood, RFS Fire Mitigation Officer, Canobolas Zone said that while the service's aim was to reduce the impact of fire on property and people there were many other issues which people working in the service needed to be aware of. 'The areas where we work include heavily timbered bushland and incorporate areas which are important for many reasons including their environmental value or their Aboriginal cultural significance,' he said.

Participants learned about all aspects of the planning and management process including how to carry out an environmental impact study of the area. This identified some endangered plant species.

'Many of the areas which require access are environmentally sensitive,' Mr Selwood said. 'The group learned about environmental management and are now equipped to protect the environment while ensuring accessibility.

'This program has done a great job educating RFS people about what to look for, how to plan for access to fires and how to construct trails,' Mr Selwood said.

*Part of the training was offered in the field and tailor-made for the Rural Fire Service. It has led to improvements in fire trail construction as well as environmental management.*

FOR FURTHER INFORMATION

CONTACT: ADAM BENNETT

TAFE NSW – WESTERN INSTITUTE

TEL: (02) 6393 5958 FAX: (02) 6391 5671

EMAIL: adam.bennett@tafensw.edu.au

# Contact centre training sharpens competitive edge

Training achievements at contact centres in regional New South Wales are delivering far-reaching benefits for trainees and the sector as a whole. TAFE NSW has productive links with two contact centres in the North Coast and Riverina regions.

Salmat Salesforce Customer Service Representative (CSR) Salli Mott was one of four people nominated for an Outstanding Achiever Award at the International Customer Service Professional Awards recently. Ms Mott was named Customer Contact Champion of the Year and has completed Certificates II and III in Customer Contact delivered by TAFE NSW – Riverina Institute.

Meanwhile, the work between TAFE NSW – North Coast Institute and Centrelink has led to more than 80 trainees studying Certificate IV in Customer Contact at the award-winning Coffs Harbour contact centre. Carolyn Fletcher, Administration Services Teacher, Coffs Harbour Business Centre, said trainees were assessed on the training provided by Centrelink and on their every-day duties. 'The work being done by trainees has been mapped and aligned to national competencies and this contributes to their Certificate IV studies,' Miss Fletcher said.

Centrelink's Training and Development Manager Kerrie Murphy said morale was better because employees were earning their qualifications from day one of employment. 'The whole process has been simplified and it's worked really well for us,' she said. 'The relationship we have with TAFE NSW is brilliant.'

Peter McIntyre, Contact Centre Manager, Salmat Teleservices, said Ms Mott's prestigious award was an example of the quality training programs provided by the Riverina Institute. Ms Mott said

the trainers brought experience and knowledge, and provided lots of support. 'This means we keep our knowledge up-to-date, and are confident and motivated.'

Head Teacher of Business Administration and Technology, Shirley Durigo, said the Riverina Institute had provided a wide range of on-site training options to Salmat. The company has intakes of new trainees every five weeks and more than 160 trainees have graduated from Certificates II and III in Customer Contact during the past three years. Recently, two groups of team leaders studied Certificate IV in Customer Contact.

**Q: Need new skills for staff?**

**A: Tailored programs deliver.**

'We have, at all times, been flexible and fitted in with the needs and availability of CSRs,' she said. 'While there have been enormous differences in backgrounds and abilities of the trainees, we have been successful in adapting our workshops and assessment methods accordingly.'

Mr McIntyre said a customised course for eight new team leaders had also been developed.

#### FOR FURTHER INFORMATION

CONTACT: [SETCHEN BRIMSON](#)

TAFE NSW – RIVERINA INSTITUTE

TEL: (02) 6938 1223 FAX: (02) 6938 1484

EMAIL: [setchen.brimson@tafensw.edu.au](mailto:setchen.brimson@tafensw.edu.au)

CONTACT: [CAROLYN FLETCHER](#)

TAFE NSW – NORTH COAST INSTITUTE

TEL: (02) 6648 2489 FAX: (02) 6648 2595

EMAIL: [carolyn.fletcher@det.nsw.edu.au](mailto:carolyn.fletcher@det.nsw.edu.au)

PHOTO COURTESY OF LES SMITH. (PHOTOGRAPHER) THE DAILY ADVERTISER.



**Training Certificates in Customer Contact have brought success for contact centre worker Salli Mott and her manager, Peter McIntyre.**

*TAFE NSW Institutes are meeting the challenge at regional contact centres to deliver training in a fast-paced and demanding business environment.*

## Subscriptions

NAME

POSITION

ORGANISATION

CONTACT ADDRESS

TELEPHONE / FAX NUMBERS

NUMBER OF COPIES

TO RECEIVE YOUR COPY OF TAFELINK —  
FILL OUT THIS FORM AND FAX IT TO TAFE PLUS  
ENQUIRY SERVICE ON (02) 9283 3401

## More information

FOR MORE INFORMATION ABOUT SHORT PROGRAMS, OR TO RECEIVE TAFELINK, CONTACT THE TAFE PLUS ENQUIRY SERVICE  
TEL: 1300 131 499 FAX: (02) 9283 3401  
WEB: [www.tafeplus.com](http://www.tafeplus.com)  
EMAIL: [TAFEIC@tafensw.edu.au](mailto:TAFEIC@tafensw.edu.au)

## Safety training delivered in a flexible way

TAFE NSW – Western Sydney Institute (OTEN) is working with the Caltex Oil Spill Response Team to provide safety training for employees on-site at Caltex's Kurnell refinery.

The course provides participants with an understanding and practical application for the tasks they may face and need to deal with day-to-day, and prepares them for emergencies that may arise in the course of working in the maritime industry. Caltex is providing a venue for the delivery of the theory components, and small boats for the delivery of the practical component in program two (Mooring and Anchor Handling).

Participants develop the skills and knowledge needed to identify the OHS responsibilities of personnel at sea and the correct actions required in the event of an emergency on board a vessel which may involve fire or the use of lifesaving equipment.

On completing the training, participants are able to use lifesaving equipment carried on board to implement the techniques for survival during periods in the sea and in survival craft. They also learn about the use of lifesaving equipment carried on board to assist in rescuing a person from the water, identifying potentially hazardous situations arising in the work environment as well as how to take appropriate action to minimise the risk of injury.

The theory components are delivered at the Kurnell refinery while the practical training and assessment for Elements of Shipboard Safety are being delivered at Qantas Sea Survival



**The course prepares Caltex employees for emergencies so they can respond appropriately and safely.**

Training Pool, Mascot. Initially OTEN staff met with Caltex's Oil Spill Coordinator, Warren Goddard, who expressed an interest in developing a program on sea survival training for refinery employees.

Only a small portion of the oil spill response team had undertaken any maritime survival training at that stage. Mr Goddard's experience of TAFE NSW has been a positive one and he said he always wanted his team to undertake the training, but until now travel offsite had made it difficult.

'We would all have to travel more than 50 kilometres to gain the same training' Mr Goddard said. 'I am impressed that TAFE NSW can come to us. It makes the world of difference to our business.'

### FOR FURTHER INFORMATION

CONTACT: CHRIS HECKS  
TAFE NSW – WESTERN SYDNEY INSTITUTE (OTEN)  
TEL: (02) 9715 8475 FAX: (02) 9715 8111  
EMAIL: [chris.heeks@tafensw.edu.au](mailto:chris.heeks@tafensw.edu.au)

*This maritime safety course includes theoretical and practical components, with training delivered both on company premises and at a special venue.*

**Q: Need flexibility in training solutions?**  
**A: TAFE NSW can develop the right program.**