

## **TAFE NSW CASE STUDIES ILLUSTRATING INCREASED PARTICIPATION**

The following four case studies illustrate success in achieving increased participation in training and the workforce.

### **Pathway for Aboriginal people to employment with the NSW Police Force**

The Indigenous Police Recruitment Our Way Delivery (IPROWD) project is a partnership between TAFE NSW, the NSW Police Force, Charles Sturt University and the Australian Government. IPROWD provides a pathway for Aboriginal people to employment with the NSW Police Force and other organisations.

The students enrol in the Certificate III in Vocational and Student Pathways which is fully contextualised for the police industry and is designed to ensure a detailed understanding of the NSW Police Force. The project is funded as an Indigenous Employment Program through the Department of Education, Employment and Workforce Relations.

Strategies provided to enhance course completions and employment opportunities include allocating an Aboriginal mentor to support students and develop individual plans prior to course commencement. Post course plans are also developed and the IPROWD State Project Team provides structured support.

In 2010-11, 119 students commenced the IPROWD program. Eighty-six students have successfully completed the course, with another 16 due to complete in December 2011. Three of the 86 students have commenced at the NSW Police College with another 52 students currently progressing with applications to join the NSW Police Force.

### **Training and employment for Aboriginal people in civil construction**

The Aboriginal Civil Construction Project was a partnership between TAFE NSW Illawarra Institute, the Roads and Traffic Authority (RTA) and Habitat Personnel. The aim was to encourage private contracting companies carrying out major road works for the RTA, to employ Aboriginal people in the civil construction industry.

Habitat Personnel, the Master Builders Association, TAFE NSW and the RTA worked together to develop the course structure for a Certificate II Civil Construction. This was funded through the Strategic Skills Program and core funds.

In Semester 1, 2011 40 students enrolled in the course at the Nowra and Moruya campuses of the TAFE NSW Illawarra Institute. Twenty-eight students have successfully completed the course. There are 16 students currently enrolled in the course at Bega campus with further intakes planned for 2012. All of the 16 graduating students from the Nowra campus have applied for traineeships with the RTA and Shoalhaven City Council. Two students from Nowra have gained employment with a contractor. Three students from the Moruya campus have gained employment and nine are currently seeking work.

## **Partnership achieves increased participation in training and work**

TAFE NSW - Sydney Institute and Ausgrid have been working in partnership to address the significant challenges Ausgrid faces in meeting targets in their Indigenous Employment Strategy.

In the program students complete a Certificate II in Skills for Work and Training and selected units from Certificate II in Electrotechnology (Career Start). It is customised towards skills development for successful recruitment. The program provides Aboriginal students with the skills, knowledge, experience and confidence to gain an apprenticeship as a line worker, cable joiner or electrical mechanic with Ausgrid or other organisations.

The program is delivered in two locations; in the Sydney metropolitan region by TAFE NSW Sydney Institute and in the Hunter region by TAFE NSW Hunter Institute. In 2011, 26 students successfully completed the course. Forty-three students have been offered apprenticeships at Ausgrid, 90 per cent of whom are still working there.

## **Meat retailing training and jobs for youth at risk**

In 2010 TAFE NSW Hunter Institute partnered with Woolworths to develop a Kickstart Meat Retailing Program. The Commonwealth Government 'Kickstart' program is an initiative to increase the number of pre-apprenticeship training places for young people.

Students were provided with an overview of the Australian Meat Industry and career opportunities with Woolworths. They were given a high level of personalised Language, Literacy and Numeracy support. Another program partner, Castle Personnel, provided interview skills training.

Most of the 15 students enrolled were 15 and 16 year old males at risk of disengagement from education and employment. Seven students have gained apprenticeships with Woolworths and another student has gained full time employment with a local butcher.

## **TAFE NSW CASE STUDIES ILLUSTRATING INCREASED PRODUCTIVITY**

The following six case studies demonstrate success in increasing productivity in the workplace by raising the skill levels of workers.

### **Skills development for an aging workforce in a competitive market**

In 2009 TAFE - NSW Western Sydney Institute formed a partnership with Dexion, a company that provides industrial storage solutions and factory fit outs for commercial workspaces. The partnership was formed to address the company's concerns over a competitive market and an ageing workforce.

TAFE NSW - Western Sydney Institute delivers Certificates III and IV in Competitive Manufacturing to manufacturing and warehouse workers and an Advanced Diploma in Lean Business Skills to office workers. Participation rates have been very high because the training is delivered on-site during work hours. A number of senior Dexion staff members have gone on to enrol in the Advanced Diploma course offered at Mt Druitt College.

The partnership has been successful in improving quality and reducing manufacturing costs. Dexion has measured a direct correlation between the training and a double digit improvement in productivity. Workers now actively seek opportunities to drive change and improve safety performance and productivity. Seventy-eight existing worker trainees and two new entry trainees completed the course. Fifteen attained Certificate IV as team leaders and 65 attained Certificate III as operators.

### **Increasing the breadth and depth of skills in local government and civil construction**

In 2009 TAFE NSW Riverina Institute partnered with Eurobodalla Shire Council to address an identified shortage of skilled workers with supervision and management skills in local government and in the civil construction industry. The initial project was funded through the Australian Flexible Learning Framework.

TAFE NSW Riverina staff worked with council engineers to customise learning material and develop work based assessments. Eighteen supervisory staff enrolled in a trial Certificate IV in Civil Construction Supervision, using e-learning, videoconferencing and work based training. The e-learning approach allowed training to be delivered to remote and time poor students.

All 18 of the Eurobodalla Shire Council participants graduated. Six graduates progressed into a Diploma of Civil Construction Management. An additional 12 workers commenced the Certificate IV in late 2010.

## **Upskilling case workers and managers to meet new legislative requirements**

TAFE NSW - Northern Sydney Institute used Enterprise Based Productivity Places Program funding to upskill 62 existing Family and Community Services senior case workers and managers. New legislation requires newly appointed case workers to have a tertiary qualification. TAFE NSW - Northern Sydney Institute helped existing workers in the field meet the legislative requirement by formally recognising their skills acquired over years of practical experience, in lieu of an undergraduate qualification. The existing workers gained the Vocational Graduate Certificate in Community Service Practice (Statutory Child Protection). Of the 62 existing case workers and managers, 13 were Aboriginal case managers. Since completing the program, 21 of these graduates have now gained full time or acting management positions.

## **Higher level qualifications for Aboriginal caseworkers in Community Services**

A successful partnership between TAFE NSW - Northern Sydney Institute and the Department of Family and Community Services has resulted in 200 regional and metropolitan case workers (including 20 Aboriginal case workers) completing the Diploma in Community Services (Case Management).

The training helped the employer to reach workforce development targets and address recommendations of the 2008 report of the Special Commission of Inquiry into Child Protection Services in NSW. Some of the group went on to complete the Vocational Graduate Certificate in Community Service Practice (Statutory Child Protection).

## **Building frontline management skills for leather processors**

In 2010 TAFE NSW - New England Institute formed a partnership with Gunnedah Leather Processors (GLP), a regional leather tannery and processing plant, after a request for a leadership workshop for supervisors. The Certificate IV in Frontline Management was offered using funding through the Australian Apprenticeship Existing Worker Traineeships Program and Productivity Places Program. The management brief for the program was to 'bring about cultural change' and to 'enhance and support the development of leadership skills and behaviours'.

In the initial group, four managers and nine staff attended the workshops and undertook the learning and assessment. The success in achieving changes in practices and attitudes in the first group resulted in two more training groups being established. The number of existing workers in the program has grown to 32 and it is anticipated that most of them will successfully complete it. As a result of the program, GLP has implemented safer and more productive practices. Staff members feel more empowered to question and negotiate and have been given opportunities for further development, which has helped to create an environment for lasting change in the workplace.

## **Customised skill development for community pharmacy workers**

TAFE NSW - North Coast Institute has developed customised programs for Certificates I to IV in the Community Pharmacy field, including refresher training to assist pharmacies to meet their ongoing Quality Care Pharmacy Program accreditation.

In developing and delivering courses, TAFE NSW North Coast Institute works with industry to ensure training material is relevant, current and engaging. Online, flexible and self-paced delivery is a priority. Ninety per cent of learning and assessment is conducted on-the-job or online.

As well as assisting existing workers in the Community Pharmacy area, TAFE NSW - North Coast Institute develops skills to assist students enter the workforce. In 2010 the Institute offered a Certificate II program to 15 Aboriginal students with seven of the 15 gaining full time employment in local pharmacies.

In the last five years, enrolments in Community Pharmacy have increased by 43 per cent. Pharmacies have reported that the skills and knowledge gained from these programs has allowed them to increase the promotion and delivery of health care services, be more competitive and provide good health outcomes for the community.

## **TAFE NSW CASE STUDY WITH IMPROVED PARTICIPATION AND PRODUCTIVITY**

### **Reducing skill shortages in the hospitality and events industry**

TAFE NSW South Western Sydney Institute entered into a partnership with the Australian Turf Club (ATC) through its TAFE@ATC program to meet identified skills shortages in the hospitality and events industry. It involved training current ATC workers as well as job seekers wishing to enter the hospitality industry.

Fifty per cent of ATC full time and casual staff members were up-skilled in the Certificate IV in Hospitality and the Diploma of Hospitality and Events. Thirty per cent have continued into higher qualification at TAFE and two students have progressed into a Bachelor of Business. A number of ATC staff gained promotions after completion of their training.

Sixty per cent of the unemployed students have either gained employment or have continued into further studies. Three students with disabilities have gained employment with ATC and three Indigenous students are working in the industry.

This program led to the launch of a Double Diploma in Hospitality and Events 'Learn and Earn'. Approximately three months into the training, students continue to work at ATC as paid workers.

Training is developed in collaboration with the employer and delivered on-site. Students have a choice of full online delivery, face to face or a blended delivery.

## **TAFE NSW INITIATIVES TO ADDRESS VET REFORM PRIORITIES**

TAFE NSW has a wide range of initiatives to enable students to progress from TAFE to higher education. TAFE NSW also delivers Bachelor degrees in specific vocational areas. In addition, research is carried out by TAFE NSW to show the value of its training.

For example, the economic contribution of TAFE NSW - Western Institute was reviewed by Western Research Institute. The report shows that the Institute contributes to the human and economic capital of the western region of NSW, and highlights the value of TAFE qualifications.

Based on the 2006 census, the average income of workers in the area with post-school qualification was higher than people in employment with no post-school qualifications. Unemployment levels for people with Certificate III or above qualifications were less than half the rate recorded by those with no post-school qualification.

A copy of the report is included.

## **CREATING AND ADDING VALUE**

A copy of *Creating and Adding Value*, a report by Dr John Mitchell is provided. The report consists on ten case studies, highlighting TAFE NSW's work with customers.

## **SUMMARY**

The case studies and initiatives presented above have been provided by TAFE NSW Institutes. They demonstrate TAFE NSW's commitment to the Council of Australian Government's VET Reform Agenda.