



Submission

Impact of COAG Reforms

Submitted by: Sustainability Learning Institute

Bruce McKenzie, Cheryl Hardie and Ian Hardie Following is our collective wisdom, in dot point form, gained through extensive direct engagement with the VET sector through employment in both public and private providers and consultation at local/regional and state/national levels.

- We agree with the general thrust of the need for further COAG reforms




- We challenge some of the assumptions underpinning these reforms such as “one size fits all” and individual productivity is exponentially related to qualifications.
- We contend that it is a generalization to conclude that attaining qualifications above those already held increases productivity, as in some industries this is not so.
- We believe that productivity is a multi-faceted outcome of many factors including skills and knowledge and also behaviour, attitude, aptitude, access, management, leadership, reward,
- We agree that the emphasis on qualifications, productivity and GDP overlooks other important (and difficult to measure) elements of living and working in a community such as social inclusion and net social benefit.
- We have witnessed first hand examples of private providers awarding qualifications for no learning or no evidence of meeting competency standards.
- We are dismayed that price continues to over-ride meeting quality standards, and the national auditing to meet those standards is grossly under-resourced.
- The Victorian model of only providing subsidies for a qualification higher than the level currently held does not allow for quick uptake of skills for changes in job markets and career pathways. (We no longer train for “jobs for life”)
- The Victorian model of reducing subsidies for fastest growing fields of delivery does reduce demand and impact on budget bottom line, but also disadvantages the smaller RTO’s (in rural and regional Australia) that are trying to provide services in thin markets, it also causes sectors in regional TAFEs to close or reduce service delivery and increase redundancies.
- Completion will continue to be a measurable problem whilst there is a fixation that completion of a whole course or training program equates to a productivity gain. There are many instances where it would be more acceptable and useful for rural and regional RTO/VET providers to be able to put together a suite of competencies and have each competency measured as a unit of completion.
- VET will continue to play second-cousin to other post secondary options whilst secondary schools success is measured by how many children go on to University. Career teachers/guidance officers need to be informed that it is OK for an intelligent kid to go to TAFE to pursue their post-secondary learning dreams. and be confident to give this advice.
- Consideration should be given to supporting greater involvement by Regional Development Australia committees to research and publish advice on current and emerging job opportunities. This would more accurately capture local rural/regional trends

In 2011 the Sustainability Learning Institute was engaged by the Kerang Learning Centre to conduct a community wide consultation about the learning needs of their catchment and to consider changes required to address and meets these needs.

We have permission from the client to utilise the findings of this report, to give an on the ground assessment of how the COAG Reforms may impact on a smaller RTO/VET provider in rural and regional Australia.

The full report is attached. However we have taken the 82 TIS's (Transformation Idea Statements or recommendations) and compared them in a matrix containing the Opportunities for Improvement listed in 4.6 on pg 58 of the Impacts of GOAG Reforms document. We have also added some comments about which areas of the reform relate.

Our colours are coded as follows

	Directly related to Reform Agenda
	Importance of customization and flexibility so as to have an impact on Reform Agenda
	Indirectly related to Reform Agenda and in some cases vital as they address barriers to accessing VET

Further information about this report and our COAG response can be obtained from

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	Information re Cost	Information re Quality	Auditing & Moderation	Completion rates	Reform agenda	Notes
1. <u>Co-operative identification of ideal shop face skills:</u> Clients seeking to engage with an organisation may be treated in a variety of ways from indifference to over-the-top paternalism; however client ought to experience interested, articulate and focused communication from whatever organisation in the region they interact with. Through consultation with region agencies create a best practice protocol that is both local and global.						Will contribute to all outcomes desired as listed in Box 4.1 pg 49 of Impact of COAG Reforms
2. <u>Identify trainers/teachers in the local community with capacity to instruct in accredited courses:</u> Trainers and teachers are drawn from a very limited database of competent people, and Learning Agencies should have access to an up-to-date multi-level and multi-competency register of potential teachers in the region. KLC to facilitate the identification and registration of people able and willing to teach others in their competencies.						As above
3. <u>Offer shop assistance / customer service skills course:</u> Training of shop assistants and customer service personnel is haphazard and largely passed down within an organisation; and a low-cost (time and finance) locally accredited course based on locally agreed best practice is ideal. KLC and business partners design a course based on local requirements that utilises appropriate modules from externally accredited courses.						As above
4. <u>Offer locally designed courses to meet local need for local students by local teachers:</u> Few such courses have been designed from collaborative participation of employers, whereas a course designed to advance local industry and local government should be offered by learning centres and supported by employers. KLC to offer relevant courses and employers to market to staff to ensure class size meet ACFE requirements						As above plus Target to increase quals of Cert III and above
5. <u>Organisations and Business with locally accredited staff recognised by Council:</u> There is no recognition of business and other agencies that are investing in skilling local staff, and opportunity exists for Council to provide certificates of recognition and awards to individuals who complete local training of staff to "best practice" standards. Council with liaise with KLC and employing						Will contribute to meeting outcome of increasing depth and breadth of skills and capabilities required for 21 st century

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agencies to create an award recognition protocol.						
6. <u>Available training facilities:</u> Most facilities within the region used for training are not suitable for this purpose and hiring costs can make many courses economically unsustainable. Appropriate, well -costed facilities will facilitate an increase in the number of courses and students. KLC to undertake a facilities audit in its key delivery centres to ascertain availability and suitability for future training opportunities.						Will contribute to meeting all outcomes desired
7. <u>Partner with organisations that have facilities:</u> Many organisations have underutilised facilities. Use of appropriate facilities for training when not required by the owner organisation can achieve economies of scale for both and provide additional training opportunities for owner members. Following identification of suitable facilities, KLC will initiate partnership discussions with a view to running training programs through these venues for its members and the general community.						As above
8. <u>Post Primary New facilities- KLC needs:</u> Students attending Kerang Tech/High find their school facilities to be old and in poor condition and not conducive to a vibrant learning environment. A new post primary school or renovated facilities would provide a learning environment that was pleasurable and safe. KLC to take an active role in any local discussions on improved post primary school conditions to ensure that improvements provide for the opportunity to run its training programs in the facility out of school hours.						Relates to 4.5 Transitions from schools
9. <u>Audit for Suitable facilities:</u> The attainment of learning potential within the community is hampered by a lack of suitable courses and facilities. The existing strong support for further training would be enhanced by better facilities. KLC to undertake a facilities audit in its key delivery centers to ascertain availability and suitability for future training opportunities.						No suitable facilities in a regional centre, means no ability to contribute to the Reform Agenda
10. <u>Retaining our young people through provision of local learning:</u> There is concern that talented young people are leaving the area due to a lack of sustainable local jobs and an inflexible learning environment. Courses that provide entry level skills and qualifications to local industry sectors conducted at times suitable to young people will increase the						Relates to 4.3 Jobs market and 4.4 measuring net social benefit

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number of participants and improve learner outcomes. KLC establish an on-going, formal and regular consultation process with local government, business organizations, job network providers and service providers to remain abreast of current and emerging employment and training opportunities.						
11. <u>Optimising participation of our young people:</u> There is concern that talented young people are leaving the area due to lack of sustainable local jobs and an inflexible learning environment. Courses that provide entry level skills and qualifications to local industry sectors conducted at times suitable to young people will increase the number of participants and improve learner outcomes. When planning new courses that look to attract young participants KLC be mindful of other local youth activities that may clash and select times that optimize participation –this may include night, weekend and holiday classes.						Will contribute to all outcomes desired plus targets re Cert III/IV plus points 4.3 Jobs Market, Foundation skills, Social inclusion and 4.4 Net social benefit and 4.5 Transitions from school
12. <u>Offer individual units:</u> Smaller communities often struggle to provide a breadth of course opportunities to meet local needs and promote pathways to further qualifications. However a suite of options from individual units of competency to full certificate courses to meet individual and community needs should be available locally. KLC can immediately plan for and offer units in areas such as: customer service and retail, child, aged care and disability support, agriculture, business, management and entrepreneurship, tourism, hospitality and the trades. Pre-accredited training for those in need can also be provided.						Will contribute to all outcomes desired and all targets
13. <u>Ensure latest technology in any new facilities:</u> Smaller communities lack the critical mass to provide the breadth of opportunities available in larger centres. However the rapid development of new technologies can be harnessed to help overcome barriers of size and distance and are well understood and used by young people. A new P-12 school and training centre with full technological links to the world will enable training at all levels to be conducted locally.						Funding needed because inadequate or no facilities mean no capability to meet outcomes or targets
14. <u>Partnering for external resources:</u> Smaller communities lack the critical mass to provide the breadth of opportunities available in larger centres. However the rapid development of new technologies can be harnessed to help overcome barriers of size and distance and are well understood and used by young people. KLC can develop local						

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technological and physical capabilities in order to establish partnerships with providers from outside the area to provide courses to meet local needs.						
15. <u>Finding information:</u> Many training opportunities are available to potential learners but it is often difficult for them to find out when and where they are offered. Greater uptake of available courses and improved pathways planning will occur if full knowledge of available options are known or can be easily found. KLC to partner with local government, neighbourhood houses, information centres, and local schools to establish a skills development centre where citizens can get information about all of the regions learning opportunities and be assisted to create learning pathways to achieve their personal aspirations.						Relates to 4.3 jobs market and social inclusion and 4.4 net social benefit plus desired outcomes and targets
16. <u>Garnering community ideas:</u> Ideas for the advancement of the community are articulated in many formal and informal conversations but they seldom go any further as there is no mechanism for this to occur. The acknowledgement of these ideas and the people providing them will provide an impetus to commercial or community successes. KLC will partner with local government and local newspaper to establish a "Community Ideas" notice board in the towns where a community conversation can take place.						Relates to 4.3 Social inclusion and 4.4 net social benefit
17. <u>Generic skills for new markets:</u> Skills training is often industry specific, however there are many skills that are generic and transferrable to lots of situations. The attainment of these skills will enhance employment opportunities in existing industries but also provide opportunities for emergent leaders to develop new industries or businesses. New market opportunities may exist in tourism, retail, eco-tourism, agriculture, off-farm trading, sustainable agriculture, water efficiencies, farm gate sales in cheese, meat, flowers, chocolate etc., massage/day spa, olive oils and marketing. KLC will offer a range of units of competency that will develop a skills set in people that enables them to participate in a range of emerging industries and the region the capacity to entice new initiatives.						The reform agenda places great emphasis in the assumption that the attainment of full qualifications improves productivity. Local/Regional productivity requires flexibility in the VET system so that local providers can customise programs to meet local and emerging market needs without jeopardizing their RTO/Vet status
18. <u>Skills for new industries:</u> The area is highly geared to agriculture, dairying and associated secondary industries. Economic growth will be enhanced by the development of new industries that will provide employment for its young people. .						Relates to 4.3 Jobs market and all desired Outcomes

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KLC will offer a range of units of competency that will develop a skills set in people that enables them to participate in a range of emerging industries and the region the capacity to entice new initiatives.						
19. <u>Improving public transport:</u> Limited and expensive access to public transport for internal movement within the region and to access external regional facilities in a timely manner can be a significant barrier to people to take up training opportunities. Mobility is essential for today's youth and providing affordable access to transport is paramount to enabling young people to stay and prosper in the region. KLC will work with local government and other stakeholders to develop improved public transport options.						Indirectly relates to Reform Agenda which means that the impacts and reform cannot be isolated nor treated linearly
20. <u>Improving public transport:</u> Limited and expensive access to public transport for internal movement within the region and to access external regional facilities in a timely manner can be a significant barrier to people to take up training opportunities. Mobility is essential for today's youth and providing affordable access to transport is paramount to enabling young people to stay and prosper in the region. KLC will work with local government and other stakeholders to develop improved public transport options.						Repeat of previous
21. <u>Utilising local skills and knowledge:</u> There are many skilled and knowledgeable people within the region who are seldom called upon to use their skills and knowledge because few know that they have them. A local skills register would identify where those skills lie and where there are gaps. KLC will commence the development of a local skills register by calling for applications for people who are willing to become skills trainers and/or mentors within the Centre and offer assistance to gain Cert.IV T&A if necessary.						Will contribute to all Outcomes desired
22. <u>Communicating business needs:</u> There is often a disconnect between the skills set needed by employers and courses offered/available to people seeking employment due to a lack of communication between the two. Employers should take the lead in identifying and articulating the skills they require in new employees so that courses can be offered to include such skills. . KLC will establish an on-going, formal and regular consultation process with local government, business organisations, job network providers and service providers to remain abreast of current and emerging						As above

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employment and training opportunities.						
23. <u>Supporting future development:</u> Communities can often become tired and despondent when faced with continual difficult challenges to their development and survival. Improved services and attractions will lead to a more vibrant community through reducing disadvantage and lifting pride. KLC will take a significant leadership role in the community to provide the formal and informal skills training necessary for local people to develop and compete today and into the future.						Relates to 4.3 Social inclusion and 4.4 Net social benefit as well as improving depth and breadth of skills for 21 st century in outcomes desired
24. <u>Building a sustainable business model:</u> Changes to the ACFE funding model from 1 Jan 2011 make it difficult for providers in small communities to remain viable if they rely on income from accredited training alone. Successful training providers in other areas have improved viability by diversifying their income producing activities. KLC will embrace an expansionist business model and become the local provider for NEIS, Green Corps, Work for the Dole and Small Business Victoria services.						Relates to funding levels and 4.3 contestability. No facility means no capacity for region to meet outcomes or targets of Reform agenda
25. <u>Centre for Distance Learning:</u> Many students are unable to undertake tertiary studies as they are not able to leave home for a variety of reasons. Many will be able to commence these studies by on-line learning if supported by local facilities and information. KLC will form partnerships with universities and TAFE colleges to establish an on-site 'Centre for Distance Learning' that will provide necessary support for local resident student studies.						Relates to 4.3 Social inclusion, 4.4 net social benefit, 4.5 transitions from school.
26. <u>Governance Training:</u> Community members are often reluctant to accept positions on local committees and boards as they lack understanding of the legalities and processes involved. Community organisations will flourish when significant numbers in the community are conversant with these skills. KLC will run Governance Training courses for all members and potential members of local committees.						Indirectly related. Need good governance to give credibility to VET provider
27. <u>Changing demographic:</u> The comparatively lower cost of housing in the region has seen the relocation to the area of many people with lower levels of education and employment skills. These people can make a significant contribution to the region's growth and prosperity if provided with appropriate training and employment opportunities. KLC will partner with local LLEN committees to foster and promote						Vital to improve level of foundation skills as per Outcomes desired

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training to this cohort.						
28. <u>Local youth develop Tourism iphone/android app:</u> Tourist visitor numbers somewhat minimised due to water way and boundary focused marketing, whereas there is the potential to inform tourists about a wider range of tourist destinations, day trails and activities in and beside the region. Local young people with IT savvy inclinations can use the KLC computer centre to learn the skills to research, and develop a regionally specific iphone/android app.						Relates to 4.3 Social inclusion, and 4.4 net social benefit
29. <u>Tourism business and marketing training sponsored by Shire of Gannawarra:</u> Many good ideas designed to bring tourists to the region go undeveloped and unrealized due to an inability both in terms of capability and resources, and yet there are many people who have a multitude of ideas that need nurturing and support. The Shires of Gannawarra and Loddon in partnership with KLC can pool their resources and facilitate, support or sponsor the development of skills and ideas that enhance the tourism capability of the region.						Relates to 4.3 jobs market, and potentially Targets relating to CIII and above
30. <u>Building register developed:</u> There are many buildings and other infrastructure whose original purpose has been superceded or under-utilised and yet there are many local community based organisations, providers of learning, or people with a business idea in need of space and resources. The Shires of Gannawarra and Loddon allocate resources to research and establish a data base (using Microsoft Access or similar) of infrastructure and have this information readily available on their websites.						Indirectly relates to Reform Agenda which means that the impacts and reform cannot be isolated nor treated linearly
31. <u>Dealing with Red Tape and Insurance Costs:</u> Red tape and insurance issues have led to the cancellation of many previously successful community events curtailing activities essential for community cohesion. Those that do manage their way through these issues maintain or grow their community wellbeing through a range of activities that enhance community connectedness. KLC can facilitate a series of workshops sponsored by the Shires of Gannawarra and Loddon designed to develop the skills and knowledge of local community leaders about the Municipal Association of Victoria's public liability scheme, that provides cover to not-for-profit community organisations and associated risk						Relates to 4.3 social inclusion and 4.4 net social benefit

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management procedures. This scheme has been developed as a response by local government to the concerns raised by Not-for-Profit organisations to large increases in premiums over recent times and a lack of available cover.						
32. <u>Stimulating local viability:</u> The viability of each locality in the region is dependent on the region's long term economic prospects and vice versa. Each locality has an unknown and untapped potential to value add to its economic diversity and thereby enhancing regional sustainability. KLC holds quarterly community and business conversations (or mini forums) throughout the region so that they can be informed about current and emerging business needs, value adding prospects and associated training needs.						Relates to 4.3 Jobs market and in turn outcomes desired
33. <u>Local Brand Benefits:</u> The region has a diverse profile and putting the resources, facilities and produce of the region under a single brand will establish a vibrant image for local activities. The region led by the Shire of Gannawarra can facilitate the development of a profile that is uniquely recognizable through is "brand" so that business and community activity can leverage off the promotional (and economic) benefits of having a local brand.						
34. <u>Health Planning:</u> The population of the region is forecast to gradually decline, with an emphasis on an increased ageing profile. This ageing population requires a range of health services, which are also in decline. A collaborative partnership between stakeholders representing health service agencies, Shire council, training providers (including KLC) and users can develop a medical health plan that encourages doctors to the region and included in the plan are strategies to enhance training relevant to the region's health industries and other measures designed to attract staff to live and work in the region.						Relates to 4.3 Jobs market. Indirectly related to the Reform Agenda
35. <u>Services Planning:</u> People are leaving (that is re-locating away from) the region because they need to access facilities and services from the cities (and larger regional centres) that are not available in the region; however people would be more likely to remain in their communities if they were confident that their needs for these services and facilities could be met. New ways of service provision and accessing facilities can be addressed by working with city based agencies so as to bring the city to the region through						Relates to 4.3 Social inclusion, 4.4 net social benefit

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use of current and emerging technology eg VOIP (voice over internet protocol), out-reach and mobile services. KLC can demonstrate how this can be done through provision of training into smaller communities.						
36. <u>Planning for Growth:</u> There are many barriers that regions need to overcome such as inadequate transport services and access to training and learning opportunities; however planning that addresses and minimises these barriers and brings city-type opportunities to the region can be the catalyst for regional growth. The Shires of Gannawarra and Loddon can access funding to develop a range of regional growth plans which in turn support population retention and growth which in turn brings economies of scale to attract these types of service provision. KLC can contribute ideas to these types of planning activities.						Indirectly related to Reform Agenda
37. <u>Local Partnerships:</u> Many ideas, events and activities fall by the wayside due to an inability of the local organisation to take the idea forward due to lack of manpower, skills, knowledge, and other resources or they take a 'silo' approach and adopt 'an if we can't do it then no-one does it' approach. Those organisations that have been successful have access to these resources or the ability to bring them in, and they take a whole of community approach. Local organisations need to collaborate and share in partnerships to achieve local outcomes and KLC can also adopt these principles of collaboration and partnership making so as to increase their provision of training to local communities.						Will contribute to Outcomes desired and meeting of targets
38. <u>Transport Planning (Infrastructure and use):</u> Public transport options within the region and, to and from the region are considered to be inadequate and where in place, deemed to be costly, inflexible and with unsuitable timetables. There are examples of better utilising resources such as running sprinter trains and/or community buses along with one off support to attend learning activities with travel vouchers. The Shires of Gannawarra and Loddon along with all stakeholders could consider these options and develop convincing cases for their support through Government initiatives.						Indirectly relates to Reform Agenda which means that the impacts and reform cannot be isolated nor treated linearly
39. <u>Transport Planning (use):</u> Population in all areas is forecast to decline, along with opportunities to live and work in the region; whereas an improved public transport system						As above

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enables people to live in the region and work outside it, attend learning, access services and other resources. Similarly an improved transport system enables greater flexibility in the provision of services normally only available in larger regions, along with accessing a greater range of qualified tutors. KLC can work with the Shires of Gannawarra and Loddon along with other stakeholders in support of developing greater public transport options.						
40. <u>Planning Participation:</u> Most organisations and especially government want to engage their clients and citizens in their planning for the future, however these skills are not available to (and within) community members but are essential if the 'consultative' model of government is to be successful. A basic understanding of planning and futuring will enable greater, and a more meaningful and satisfying participation. KLC in partnership with the Regional Shires can host skills development forums designed to assist people to understand how planning for the future is done and to participate in such events						Will contribute to Outcomes desired
41. <u>Community Involvement:</u> Gathering knowledge and understanding about the region's needs in relation to skills and training is somewhat spasmodic and inefficient, however gathering this knowledge and understanding requires regular engagement with all stakeholders guided by an effective community consultation program that includes the Shires and cultural groups along with Training Providers, Job Network providers, LLENs, Business Associations etc. KLC needs to schedule regular stakeholder consultations using the new techniques observed and learnt as part of the current consultation used to form this report.						Relates to 4.3 Jobs market, and social inclusion and 4.4 net social benefit
42. <u>Football Industry as a Model:</u> In all regions sport, and in particular (AFL) football, has a solid foundation of structure including networks and support in running successful activities. Community learning program development should mirror or run parallel to and be supported by local sporting groups. KLC can customize programs to fit local needs such as Food handlers and RSA (Responsible Serving of Alcohol) for all of the people serving food and drinks at clubs, First Aid, Club administration – such running meetings, doing the financials, risk management and insurance. Similarly the CFA provides another successful community organisation that can						The reform agenda places great emphasis in the assumption that the attainment of full qualifications improves productivity. Local/Regional productivity requires flexibility in the VET system so that local providers can customise programs to meet local and emerging market

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be partnered with.						needs without jeopardizing their RTO/Vet status
43. <u>Saving on the Power Bill:</u> The escalating price of electrical power (and water) is generating hundreds of ideas of how power (and water usage) can be saved in homes, offices, shops etc and having this knowledge is a way to make informed decisions about living more sustainably. KLC can bring all those ideas into a learning program that will benefit every member of the community in terms of economics and continue the mitigation of causes of climate change.						A model that relates to 4.3 social inclusion and 4.4 net social benefit
44. <u>Skilling up local Master Chefs:</u> Most cooking activities require specific preparation skills of implementation know-how; and these skills become more specialised when they are applied to a specific food culture such as Thai, Italian, Spanish, Moroccan. Gaining knowledge of how to utilise basic techniques for specialist food realms enhances a household resource and brings diversity to their diet. KLC in partnership will local cultural groups and neighbourhood centres can offer short courses tailored to suit a specific food culture.						Local flexibility to meet outcomes for depth and breadth of skills
45. <u>Home Appliance Minor Maintenance:</u> Many service calls are to correct minor malfunctions that require only a basic understanding of a household appliance and the cost of accessing and acquiring the services of a relevant service-person is increasingly problematic. Households with people who have these skills can deal with minor problems as they arise saving on costs and eliminating the inconvenience experienced by people in rural communities. KLC can develop a learning program that enables householders to do minor maintenance to their appliances such as TV, fridge, hot water service, iron, etc. Similar opportunity for KLC re DIY type things, such as changing a light bulb, changing a tap washer, fixing a sticking door etc.						As above
46. <u>Household e-commerce:</u> e-commerce at household levels offers large savings and an increased range of buying and selling options, and knowledge about these skills is primarily accessed through the larger IT department stores and how to do it type books. Householders need to know how to use the computer to buy and sell merchandise safely, using some basic rules and skills. KLC can provide a suitable program that allows the learners attain these skills as a matter of urgency.						AS above

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47. <u>Attracting New Residents:</u> There is a forecast decline in the population of the region, and yet there is the hope that this will be increased in 2020. The flow-on effect of attracting new residents means that there is a flow-on effect for increased services, education, employment, training etc.						Indirectly related to Reform Agenda
48. <u>Wellbeing skilling:</u> Rural citizens are exposed to many social and psychological stresses for which they do not have appropriate, skills to manage and maintain personal and family mental health, and social wellbeing ought to be known to all residents of rural communities. Instigating low cost, locally relevant skills learning courses through organizations where people currently gather, Neighbourhood Centres, Resource Centres, CFA, CWA, etc.						Will contribute to Outcomes desired
49. <u>Global Living Skilling:</u> Young people in rural communities have very few opportunities to experience and learn how to live effectively in non-rural situations, the increased mobility and dominance of urban based work opportunities it is essential that 'global living skills' be incorporated in their lives before they leave the rural environment. Global learning skills can be taught in the context of young peoples' recreational and social life as part of sports coaching and training, in special interest activities such as Duke of Edinburgh Award programs and other out of school gatherings.						Relates to 4.5 Transition from school
50. <u>Global Living Teaching:</u> Rural citizens who have, through their rich global lifestyle, attained great knowledge about living globally do not have the openings or opportunities to share that knowledge with young people. The wisdom of world-wise citizens should be utilized to enable young people to more effectively manage the transition to non-rural living. Kerang Learning Centre can bridge this gap by bringing such wise citizens together to design and offer unique 'global living courses'.						As above
51. <u>Cross-generation Communication:</u> Most teenagers have acquired skills associated with mobile telecommunication technologies their parents have not creating a potentially serious dysfunction in both family and cross generation communication. Parents who do not have a 'peer' learning network, in this area of life, ought to be able to acquire the necessary skills to maintain effective communication using the new technologies. Intense programs should be designed by						Related to 4.3 Social inclusion and 4.4 net social benefit

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young people expert in these competencies and offered to adults before the gulf widens any further.						
52. <u>Sustaining local coaches:</u> Rural sport has been sustained for generations by locally retired sportspeople who are now increasing barred from this leadership role by a plethora of government requirements. The traditional role of retired sportspeople should be maintained through allowing them to acquire locally the accreditation required to coach and at the community's expense. KLC in partnership with sporting associations will assemble and offer a 'generic' coaching course to meet the needs of multiple sports available in the Region.						As above
53. <u>Early Driving Competencies:</u> Traditional rural 'pre-legal-driving experiences' are not available for many young people (on-farm tractor driving etc.) creating an unhealthy appetite in many 14-17yr olds to get behind the wheel. Pre-driving learning can be an important aspect of learning safe driving competencies and should be affordable and available to all young people in the Region seeking them. KLC can initiate partnerships with Police, TAC, RACV, Local Government and local motor enthusiasts to develop appropriate learning experiences in the region.						As above
54. <u>Confidence in Confidentiality:</u> With the advent of instant messaging and other mobile communication activities it has become increasingly difficult for people in smaller rural communities to maintain confidentiality about their transactions with professional practitioners (doctors, lawyers, social workers, etc). Anonymity should be available to those seeking privacy in their personal affairs. Initiating Community forums to explore how an individual can sustain their privacy and dignity and then the sharing of the skills identified will improve the situation.						As above
55. <u>Learning Centre Profile:</u> In many communities Learning Centres and their achievements have a very low profile making it difficult for them to communicate with the population at large. Learning Centres are critical to the development of the community's capacities to grow and prosper and should have a profile in the community to match this 'life blood' responsibility. While the quality of teaching and relevance of courses offered are important to profile so is the Centre's community leadership, the endorsement and						Essential to meet outcomes desired

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participation of a wide spectrum of community leaders on the Centre's Board will achieve this.						
56. <u>Teaching Pool:</u> Many potential leaders of learning programs are unrecognized in communities, the more diverse and deep the pool of potential teachers the more able Learning Centres will be to offer high quality programs. Inviting all citizens to consider being part of the community's teaching resources and registering those that come forward will enable more extensive programs to be offered.						Will contribute to Outcomes desired
57. <u>Teaching Network:</u> Keeping up with teaching techniques, and new developments in your field is difficult for isolated teachers at learning centres, in rural communities. Providing a community of practice or other professional network enables mutual support for ongoing professional development. KLC facilitating a Centre teachers' community of practice will assist in enhancing the quality of its programs and confidence of its staff						Will contribute to Outcomes desired
58. <u>Collective Collaboration:</u> Older women seeking to give leadership can experience negative stereotyping in rural communities; the competencies and capacities mature women offer should be supported and encouraged. Developing a Collective of such women will enable them to gain personal confidence in their willingness to contribute and demonstrate the value of this resource to the community's business and government leadership.						Relates to 4.3 social inclusion and 4.4 net social benefit
59. <u>Local Response Leadership:</u> Unexpected and unplanned for challenges with both positive and negative impact often confront rural communities, who do not have available leadership to lead an appropriate response; communities need such a resource as soon as possible. Developing a squad of proven leaders and offering them further training will enable the community to have a well informed, mutually support of leader ready for deployment in any circumstances.						Relates to 4.3 social inclusion and 4.4 net social benefit
60. <u>Change Agri Skilling:</u> Changes to regulations shaping use of natural resources, potential climate change and produce market variations are retarding traditional agricultural activities indicating the Region ought to have a capacity to redirect its use of resources to alternative and sustainable agricultural pursuits. Working with local industry leaders KLC will offer courses on the skills and background						Essential to meeting outcomes desired

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knowledge required to enable farmers to adapt profitably to the emerging circumstances.						
61. <u>Region Best Practice:</u> Irrigation practices vary across the Region with some practices outperforming others in meeting changing circumstances. The Region needs its own study, publication and sharing of local best practice. In cooperation with irrigators the KLC can instigate a Community of Practice so that irrigators can collaborate and learn off each other in creating a best practice document.						Relates to 4.3 social inclusion and 4.4 net social benefit and will increase depth and breadth of skills required
62. <u>Writers' Centre:</u> The Region has a very rich oral history with stories being shared in the storyteller's immediate environment. There is a need for the stories to be more widely known and used to demonstrate the resilience, entrepreneurship, and innovative achievements of the Region. A Centre where potential writers of all ages can gather to learn researching and writing skills, enjoy mutual support and focus a writing resource on the regions need for publishable material be established as a matter of urgency.						Relates to 4.3 social inclusion and 4.4 net social benefit
63. <u>New pathways to Markets:</u> The local primary industry sector is struggling to develop long term secure markets for its produce. Knowledge about alternative pathways to markets should be available in the community. Seminars with people acknowledged as expert in alternative marketing should be instigated so that an activity debate on alternatives and the consequences on the region can be conducted.						Relates to 4.3 Jobs Markets
64. <u>Ideas Farming:</u> Whenever local people get together numerous ideas are shared as to how things could be better in the future; these hundreds of ideas should not be allowed to disappear as they represent the creative wisdom of the community and the basis for its future prosperity. Community ideas sessions be offered where the ideas generated by participants are explored through sharing, clustering with other like ideas and the resultant developed ideas considered for further incubation.						Relates to 4.3 social inclusion and 4.4 net social benefit
65. <u>Identifying Potential:</u> Communities can easily slip into a culture of leaving new challenges to 'old hands' who have managed before leaving a large amount of community knowledge unused and undeveloped. Releasing this knowledge is a critical challenge for rural communities. Collaborative activities between Local Government, Commercial Enterprises, Community Services and Learning						Relates to 4.3 social inclusion and 4.4 net social benefit

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Agencies to invite new voices to contribute to resolving community challenges will identify undisclosed potential.						
66. <u>Older peoples contribution Register:</u> Retirement has become a curse for many people who want to scale back rather than opt out of being engaged with their community. Rural communities are especially in need of every resource available and should therefore work with 'retired' people to create an appropriate protocol for some engagement. Creating a community register, with regular updates, of the contribution older people want to make will enable all agencies to seek people out and learning centres to tap into this resource for teaching purposes.						Relates to 4.3 social inclusion and 4.4 net social benefit
67. <u>Community Understanding:</u> There are perceived barriers to community participation in developing appropriate health and community services. When community members have a detailed understanding of the difficulties facing these agencies they are better placed to offer their insights as to how services might be improved. Learning programs to enable community members to gain knowledge about the day to day functioning of service centres can be subsequently developed into support groups for those agencies.						Relates to 4.3 social inclusion and 4.4 net social benefit
68. <u>Inspiring stories:</u> Finding out the achievements of community members is not easy, yet it is so important to the community's confidence, pride and motivation that stories should be easily accessible. KLC will use its writing classes to collect and where necessary write stories of local champions and support the Library to have them on public display.						Relates to 4.3 social inclusion and 4.4 net social benefit
69. <u>Implementing Change:</u> KLC in assessing their current situation have found problems in financial viability and have a poor community acceptance and profile. Many organisations see KLC as pivotal in the community as the prominent and logical local learning provider. To regain this prominence the Management of KLC needs to appoint an on-site Manager of the Centre to lead and implement change.						Will contribute eventually to outcomes and targets of reform agenda
70. <u>A Vibrant Committee of Management:</u> The KLC Committee of management is struggling for numbers. A full committee comprised of dynamic leaders with a passion for knowledge, training and with an understanding of the local issues would give KLC a strong local presence. KLC to actively target local leaders to join the Committee of Management.						Will contribute eventually to outcomes and targets of reform agenda

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71. <u>A New Beginning:</u> KLC is currently not well regarded within the community. A higher profile, active and well regarded facility will be able to attract more students and be a strong catalyst for learning in the Shires of Gannawarra and northern Loddon. KLC to change its trading name and piggy back on Govt's Learn Local campaign.						Will eventually contribute to Outcomes and target of reform agenda
72. <u>Pitching to the People:</u> Current marketing efforts are seen as resource intensive with little return, however there is an opportunity to create a "new story" about KLC that attracts community interest and new acceptance and engagement and in return increased enrolments and use of resources. KLC to establish a "branding" and marketing committee for this purpose.						Will eventually contribute to Outcomes and target of reform agenda
73. <u>Partnerships Come to Life:</u> Many communities both large and small are victims of silo mentality, where organisations and community groups feel that they have to (or want to) go it alone. Enhanced creativity, thinking and problem solving are the product of situations where many people and organisations are invited to participate or form ongoing partnerships. KLC to develop a meeting schedule with all partners to ensure regular contact is maintained.						Will eventually contribute to Outcomes and target of reform agenda
74. <u>Partnership Profiling:</u> Many communities both large and small are victims of silo mentality, where organisations and community groups feel that they have to (or want to) go it alone. Enhanced creativity, thinking and problem solving are the product of situations where many people and organisations are invited to participate or form ongoing partnerships. KLC to draw up a partnership matrix with desired outcomes from each partnership. Initiate discussion to formalise with each identified partners/group of partners.						Will eventually contribute to Outcomes and target of reform agenda
75. <u>Fashioning the Future:</u> Ad hoc training program scheduling can minimise take up of interest because individuals and organisations do not have adequate time to plan for enrolment, as well as KLC making best use of its trainers and facilities. Ideally if a training program schedule is known well in advance many people can save for and diarise for possible training. A six month and 18 month training schedule be drawn up to fully utilise available trainers and facilities.						Will contribute to Outcomes and targets of Reform agenda
76. <u>Launching Pad:</u> There is a breakdown in communication by KLC of its activities in the community. A						Will contribute to Outcomes and targets of Reform

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better promotion of activities will provide improved outcomes. KLC to develop a marketing campaign based on the launch of a new name and targeted training in the region.						agenda
77. <u>Fostering knowledge about needs:</u> There does not appear to be suitable mechanisms that would enable KLC to determine the needs of a range of community members, and yet if these needs were known and regularly updated KLC would be in a better position to provide training opportunities for these target markets. KLC to establish support sub-groups to advise it on current and emerging needs of youth, women aged persons etc.						Will contribute to Outcomes and targets of Reform agenda
78. <u>We are the One:</u> KLC grew from a base of neighbourhood house type learning and hobby course to be a major RTO in the region, and yet locals are turning away from the learning opportunities that are on their doorstep. The Board of Management identifies and devotes the resources to re-energise KLC so that it becomes the training provider of choice within the region.						Will contribute to Outcomes and targets of Reform agenda
79. <u>Lift Off:</u> With a tired community presence and a disengaged bunch of potential learners, KLC needs to re-brand and re-launch. A “new” KLC is launched with strong community links and support.						Will contribute to Outcomes and targets of Reform agenda
80. <u>Leading the Way:</u> Many RTO’s serving small communities struggle to survive, and yet have the potential to grow and be sustainable with new ways of thinking and community engagement. KLC has the potential to be views as a state-wide leader in providing locally based training in small communities.						Will contribute to Outcomes and targets of Reform agenda
81. <u>School Bus Seats for learners:</u> Many school buses travel daily to local centres with empty seats that community members are barred from using. These seats should be made available to persons travelling to attend training courses so that lack of suitable transport is not a reason for non-attendance. KLC will brief local Members of Parliament and write to the Minister seeking a policy change to the current situation.						Indirectly relates to Reform Agenda which means that the impacts and reform cannot be isolated nor treated linearly
82. <u>Residents More Efficient:</u> It is hard to keep up with the ever-changing economic and technological world, and yet our capacity to fully participate is dependent on our ability to adapt. KLC assists all residents to acquire knowledge and skills necessary to fully participate in an ever changing						Relates to 4.3 social inclusion and 4.4 net social benefit

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economic and technological world.						