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Industry Engagement

Claire Werner

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We wish to acknowledge the traditional custodians of the land we are meeting on, the Whadjuk people. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region



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What will be discussed

The purpose of todays workshop is to improve our understanding of Industry's role in VET and the process of Industry Engagement. We will discuss:

- The what and why of Industry Engagement
- How to ensure that your Industry Engagement is effective
- How to use the outcomes of Industry Engagement to inform and improve practice and outcomes
- Record keeping
- Good practice examples from the community services sector

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Why are we so focused on Industry?



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What do the Standards say and mean?

Industry relevance

- 1.5. The RTO's training and assessment practices are **relevant to the needs of industry** and informed by industry engagement.
- 1.6. The RTO implements a **range of strategies for industry engagement** and **systematically uses the outcome of that industry engagement to ensure the industry relevance of:**
 - a) its training and assessment strategies, practices and resources; and
 - b) the current industry skills of its trainers and assessors.

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Relevance

We need to understand the industry and work of today

1. How is industry structured?
2. How is the workplace structured?
3. Who does what kind of work?
4. What and when are the tasks performed in the workplace?
5. How do the workers perform them?
6. What do they need to know to do the tasks?
7. What does industry standard look like?
8. What tools do the workers use to complete the tasks?
9. How do they do the work – in teams? as individuals? what kind of job aids do they have?
10. What's changing in the workplace in near future? medium term?

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Modern Mining

- Mining Companies
- Mining Contractors
- Equipment Manufacturers



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Modern Mining

- Mining Companies
 - Extract the minerals or resources from the ground – focused on production
- Mining Contractors
 - Provide services to miners –
 - Equipment hire
 - Run mines
 - Personnel hire
 - Maintenance
- Equipment Manufacturers
 - Provide equipment and services to miners
 - Equipment purchase
 - Warranty maintenance
 - General maintenance

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Modern Mining

- Mining Companies
 - Plant Mechanics replace faulty components and systems and return machinery to production
 - Service Person
 - Workshop Fitter
 - Breakdown Fitter
- Mining Contractors
 - Plant Mechanics replace faulty systems and components as well as repair them either on site or in specialised workshops
 - Parts Fitter
 - Mechanic
- Equipment Manufacturers
 - Plant mechanics repair OEM equipment and systems. Often these mechanics are the only ones who know how to fix the newest systems – e.g., automated systems.
 - Parts Fitter
 - Mechanic

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Understanding the work and equipment helps us choose the units to include as electives

- **AURKTX101 Diagnose and repair powershift transmissions - Core**
- AURETR144 Diagnose and repair integrated engine and transmission management systems
- AURKTX104 Diagnose and repair continuously variable transmissions
- **AURTTX106 Diagnose and repair hydrostatic transmissions**
- AURTTX102 Inspect and service manual transmissions
- **AURTTX103 Inspect and service automatic transmissions**
- AURTTX104 Inspect and service hydrostatic transmissions

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Modern Mining



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What's the future?



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Approaches to Industry Engagement



Outgoing

The RTO goes out into industry to learn of current industry practices and processes



Incoming

Industry comes to the RTO to review RTO practices and processes

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Figure 4. Alternative approaches to consultation with enterprises

<p>High level of involvement of enterprises in decision making</p>	<p>Joint decision making Decisions are made by the RTO but reflect the views and solutions negotiated and agreed with enterprises.</p> <p>Partnership in shaping decisions The RTO seeks to build a genuine sense of shared responsibility with enterprises. It creates opportunities for sharing and exchanging diverse views and incorporates them into the development of assessment strategies.</p> <p>Participation The RTO creates opportunities for enterprises to formulate group views and takes these into account when developing assessment strategies.</p> <p>Proactive consultation The RTO segments its enterprise clients and builds contacts with networks of interested people. It actively seeks the views of these groups in response to specific questions about their concerns and those of their stakeholders.</p> <p>Passive consultation The RTO collects group and individual input in response to surveys, notices and invitations, records the responses and uses them to inform the development of assessment strategies.</p> <p>Information sharing The RTO ensures clear, accurate and comprehensive information about its assessment strategies is made publicly available and attempts to collect information to the needs, interests and concerns of enterprise and industry parties. No significant discussion is involved.</p>	<p>High level of enterprise participation, ownership</p>	
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Download from:
<http://hdl.voced.edu.au/10707/92563>

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A few activities to consider

- Partnering with local employers, regional/national businesses, relevant industry bodies, or enterprise RTOs
- Involving employers in industry advisory committees
- Observation of a wide range of workplaces
- Embedding staff within enterprises
- Ongoing networking with industry organisations, peak bodies, or employers
- Undertaking product training

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A few activities to consider (cont.)

- Developing networks of relevant employers and industry representatives to participate in design, assessment and / or assessment validation
- Exchanging knowledge, staff and resources with employers, networks and industry bodies
- Reading industry journals
- Participating in industry forums or conferences
- Sharing observations and resources with RTOs in other locations
- Contributing to the national discussion on industry standards

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Activity 1

Outgoing	Incoming
What activity could you use to gather information about industry needs and relevance?	What activity could you use to gather information about industry needs and relevance?
What kind of information is it likely to provide?	What kind of information is it likely to provide?
How could you use the information in your RTO?	How could you use the information in your RTO?
What activity could you use to gather information about industry needs and relevance?	What activity could you use to gather information about industry needs and relevance?
What kind of information is it likely to provide?	What kind of information is it likely to provide?
How could you use the information in your RTO?	How could you use the information in your RTO?

Complete the activity and put your answers in the chat box for discussion

10 Minutes

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Examples from the CHC (Community Services) TAC Strategic Industry Audit

Enterprise RTO
Collaboration between the care provider arm of the business and the training arm of the business. Information is shared between the two business units. This includes operational requirements and processes, incidents, care standards.



The information is used by the RTO to ensure training reflects the real world of care services and ensure that learners meet workplace standards.

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Examples from the CHC (Community Services) TAC Strategic Industry Audit

Large RTO
Collaboration between the large RTO and industry to design high quality simulated facilities, which the provider later built on its campus. Input on design by industry ensured what was created reflected realistic workplace environments.



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Examples from the CHC (Community Services) TAC Strategic Industry Audit

RTO
The RTO has established an assessment centre approach for selecting students entering into their programs. Employers are invited to attend the assessment days. It assures that all participants in the program share organisational values and are behaviourally suitable for the nature of the work.



It also helps the RTO refine their marketing and recruitment processes and established relationships for further consultation throughout the delivery of the qualification.

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Activity 2

Scenario 1
OneRTO is large provider located in the metropolitan area that is offering the qualification *CHC33015 - Certificate III in Individual Support* (Release 6). OneRTOs client group typically include school leavers and people from CaLD backgrounds seeking work in the care sector. OneRTO offers the qualification institutionally. OneRTO's students go to a wide range of aged care providers across the metropolitan area.

Scenario 2
TwoRTO is small provider located in the Midwest region of Western Australia that is offering the qualification *CHC33015 - Certificate III in Individual Support* (Release 6). TwoRTOs client group typically people from the region seeking work in the care sector. The client group is very mixed. TwoRTO offers the qualification using a traineeship model that offers weekend online catchup sessions. TwoRTOs students go to the three aged care providers operating in the region.

Complete the activity and put your answers in the chat box for discussion

 10 Minutes

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Record Keeping

There are no specific record keeping requirements for Industry Engagement activities. You may be asked to discuss your industry engagement and **how** it was used to **inform** your current practices and to provide evidence of this engagement. Records which could be used as evidence include:

- Plans for industry engagement
- Industry personnel consulted
- Minutes of meetings
- Records of interviews
- Narratives of worksite visits
- Feedback from industry
- Improvements to training and assessment resources



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How could I use information from today's Webinar?



Given our discussion what possible actions could you take in your RTO to improve the outcomes from Industry Engagement activities?

Please put your answers in the chat box for discussion

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References and Resources

- *Standards for Register Training Organisations (RTOs) 2015*
<https://www.tac.wa.gov.au/StandardsRTOs2015/Pages/default.aspx>
- TAC Fact Sheet – Industry Engagement
<https://www.tac.wa.gov.au/Pages/Industry-Engagement.aspx>
- Learning and assessment strategies, part 1: the how to kit
<https://www.voced.edu.au/content/ngv%3A23661>

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Questions?



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