



Government of **Western Australia**  
Department of **Training**  
and **Workforce Development**

# TRAINING PROVIDERS FORUM 2017

**29 MAY**

PERTH CONVENTION  
AND EXHIBITION CENTRE



---

Building the workforce to meet the economic and community needs of Western Australia

# Welcome

## to the Training Providers Forum 2017

Welcome to the new look Training Providers Forum 2017.

Following a year of significant change in the Western Australian VET sector, the Department has taken the decision to give our annual conference a bit of a makeover. In response to feedback and the evolving professional learning needs of the sector, in 2017 Training Providers Forum will move to a one day format.

In 2017 the Forum will focus on:

- the student experience;
- employer perspectives; and
- assessment.

Plenary sessions and workshops will be broadly aligned to these themes and the additional topics of compliance, language, literacy and numeracy, international students, workplace training and student focused training.

The Training Providers Forum is aimed at those involved in the planning, delivery and assessment of vocational education and training in Western Australia. In the past few years online registrations have proven popular, particularly with regional delegates, and in 2017 they will be available again. The plenary presentations, plenary discussion panel and a selection of workshops can be accessed by delegates via webinar.

The program commences a little earlier than usual with a separate breakfast event featuring guest speaker Brett Michael, and moves on to a busy schedule of plenary and workshop sessions. Brett will speak to the topic: *Beyond training packages – Training products of the future.*

Continuing to look to the future, a morning plenary panel will discuss: *The 21st century student – What are the learning styles of Gen Z and how will these affect teaching practice?*

Rod Camm joins us after lunch to deliver a plenary presentation titled: *Lifting the standards of tertiary education – The roles of industry, regulators and government.*

The program also features WorldSkills and WA Training Awards winners. I know you will find their training journeys and experience inspirational.

I look forward to seeing you on Monday 29 May for some lively discussion, thought provoking speakers and the chance to connect with other VET professionals from across the State.

**ANNE DRISCOLL**  
ACTING DIRECTOR GENERAL  
Department of Training and Workforce Development

Monday 29 May 2017

Breakfast		
7.00	30 mins	Registration open for breakfast and Forum
7.30	45 mins	Breakfast presentation by Brett Michael: <i>Beyond training packages – Training products of the future.</i>
8.15		Breakfast close and move into main Forum

## Beyond training packages – Training products of the future

Brett Michael | Acting Executive Director, Tertiary Education Policy and Strategy Division  
Department of Education and Training, Victoria



Brett is the acting Executive Director, Tertiary Education Policy and Strategy Division.

He is responsible for collaborating across jurisdictions on VET and higher education policy issues of national significance, ensuring appropriate engagement and partnerships with Victoria's Higher Education providers, overseeing and advising on higher education and skills expenditure, managing and further developing client-facing services (such as relevant online tools and student call services), overseeing and reviewing student eligibility settings, and creating longer-term strategic projects that advance the Government's policy aspirations. More broadly the Division looks at the VET sector from a system-wide and a student-centric viewpoint, both of which are key element of the Government's agenda to make Victoria the Education State.

Prior to this role, Brett has worked in the position of Manager in various teams such as Regulation Policy and the National Reform Team, both within the Department. Prior to joining the Victorian Government, Brett worked in the Commonwealth Government, specifically supporting the former Ministerial Council responsible for VET and its associated councils.

Brett holds a Bachelor of Science and of Commerce from the University of Western Australia.

## Program

Main Forum							
8.30	30 mins	Main Forum commences					
		<p><b>Welcome</b> – Anne Driscoll, Acting Director General, Department of Training and Workforce Development          Opening address from the Hon. Suzanne Ellery MLC, Minister for Education and Training</p>					
9.00	30 mins	Student perspectives: <i>Three VET students present their training journeys.</i>					
9.30	90 mins	Plenary discussion panel: <i>The 21st century student – What are the learning styles of Gen Z and how will these affect teaching practice?</i>					
<hr/>							
11.00	30 mins	Morning tea					
11.30	60 mins	Session one					
		Workshop 1 Compliance  Webinar	Workshop 2 LLN  Webinar	Workshop 3 Assessment	Workshop 4 International students	Workshop 5 Student focused training	Workshop 6 Employer's perspectives/ Workplace training
<hr/>							
12.30	60 mins	Lunch					
1.30	60 mins	Plenary presentation: <i>Lifting the standards of tertiary education – The roles of industry, regulators and government.</i>					
2.30	60 mins	Session two					
		Workshop 1 International students  Webinar	Workshop 2 Assessment  Webinar	Workshop 3 Compliance	Workshop 4 Student focused training	Workshop 5 Employer's perspectives/ Workplace training	Workshop 6 Employer's perspectives/ Workplace training
<hr/>							
3.30	30 mins	Afternoon tea					
4.00	60 mins	Session three					
		Workshop 1 Assessment  Webinar	Workshop 2 Compliance  Webinar	Workshop 3 LLN	Workshop 4 International students	Workshop 5 Employer's perspectives/ Workplace training	
<hr/>							
5.00	60 mins	Networking drinks					

Close

# Student perspectives

**Dusti-Lee Franchi** | WorldSkills – 2016 National Competition Vehicle Painting Gold Medallist and 2017 Skills Squad Member



Dusti-Lee Franchi found her way into her career through an opportunity with her current employer, Stokes and Renk, while she was still at school. Unsure what she wanted to do, she thought about a career in hairdressing before work experience in the automotive industry ignited a passion for vehicle painting. After working through her school holidays, she was offered an apprenticeship and has not looked back since. She came third in the national colour matching championships the same year she won the gold medal at WorldSkills regional competitions. She went on to secure the gold at the WorldSkills Australia National Competition in October 2016 and is currently training hard for the WorldSkills International Competition to represent her country in Abu Dhabi later this year.

**Sallie Brittain** | WorldSkills – 2016 National Competition Cookery Bronze Medallist



Sallie Brittain knew at 15 that she wanted a career as a chef after starting her first job as a kitchenhand and getting a taste for the excitement and pressure of a commercial kitchen. Hailing from South Regional TAFE, where she was completing her apprenticeship, she entered the local WorldSkills competition on the advice of her father, who had also competed as an apprentice. She secured her place in TeamWA with a gold medal. Training for the national competition exposed her to a range of industry placements and hard work and dedication secured her a Bronze medal at the WorldSkills Australia National Competition in October 2016. Sallie has since secured a position working at the Market Eating House in Bunbury and was recently announced winner of the 'Woman in Non-traditional Trades' award for the South West.

**Thomas Pratt** | WorldSkills – 2016 National Competition VETiS Metals and Engineering Gold Medallist



Thomas Pratt studied Certificate II in Engineering – Production while a student at Gilmore College and was accepted into the 'KIC' program, a joint venture between Gilmore College, South Metropolitan TAFE and Kwinana Industries Council. Through the program, Thomas was able to study at TAFE and do work placements while still at school. After winning the gold medal in metals and engineering at WorldSkills regional level, Thomas went on to win the gold at the WorldSkills Australia National Competition in 2016 and also won the school's premier student award the same year. Since completing school, Thomas has successfully approached Kleenheat Gas and was recently offered an apprenticeship as an industrial electrician in engineering.

# Plenary discussion panel

The 21st century student – What are the learning styles of Gen Z and how will these affect teaching practice?

Rod Camm | CEO | Australian Council of Private Education and Training | Panel Facilitator



Rod Camm is the Chief Executive Officer of the Australian Council of Private Education and Training (ACPET). He has had a long career in the vocational education and training field including as Managing Director at the National Centre for Vocational Education Research, and CEO of Skills Queensland. Before that he was Associate Director General of the Queensland Department of Education and Training, and CEO of Construction Skills Queensland. He has performed numerous other executive roles across government and has sustained a strong relationship with industry.

As well as being recognised for leading VET and industry policy and strategy, Rod has completed an Executive Masters in Public Administration and has considerable experience in industrial relations.

Professor Gilly Salmon | Pro Vice Chancellor (Education Innovation) | The University of Western Australia



Professor Gilly Salmon is one of the world's leading thinkers around learning futures and pedagogical innovation. She researches and publishes widely on the themes of innovation and change in higher education and the exploitation of new technologies of all kinds in the service of learning. She is internationally renowned for her significant contributions to online education including research, learning design, teaching methods and the use of digital technologies. Gilly is Pro Vice Chancellor (Education Innovation) at The University of Western Australia. She has established The Centre for Education Futures to realise UWA's Education Futures principles and visions, including the 'Mobile is the new Blend', establishment of the futures and radical thinking and achievements through the Futures Observatory, the collaborative design of UWA teaching units through the Carpe Diem methodology and the achievements of extensive digital learning environments for the university.

Previously, she was Pro Vice Chancellor, Learning Transformations at Swinburne University of Technology, Executive Director and Professor (Learning Futures) at the Australian Digital Futures Institute based at the University of Southern Queensland and was Professor of E-learning and Learning Technologies, and Head of the Beyond Distance Research Alliance and the Media Zoo at the University of Leicester in the United Kingdom. Recent publications include the third edition of her seminal book *E-Moderating: The Key to Online Teaching and Learning*, the 2nd Edition of *E-tivities: The Key to Active Online Learning*.

Tegan Mossop | WA Training Awards – WA Trainer of the Year 2016 | North Regional TAFE



Winner of the WA Training Awards' WA Trainer of the Year 2016, Tegan Mossop works for North Regional TAFE as an Access Lecturer, based in Fitzroy Crossing in the Kimberley. Tegan delivers programs to adults and youth in remote communities across the Fitzroy Valley. She provides support with Underpinning Skills for Industry Qualifications and Language, Literacy and Numeracy. Tegan also delivers Gaining Access to Training and Employment, an employability skills course, to Aboriginal youth. Digital technology comes with its challenges in remote Kimberley locations, but Tegan strives to incorporate it as much as possible, so her students are not disadvantaged because of their remote location.

# Plenary discussion panel

Dr Teresa O'Brien | Principal Lecturer | Central Regional TAFE



Dr Teresa O'Brien has an extensive background in education within the VET and university sector. She is a Principal Lecturer at a regional TAFE college and holds a Master and Doctoral degree in Education. Teresa has a wealth of experience working in diverse social and cultural contexts, and across various industry and community organisations. Her professional interests over the last 20 years have been geared towards the use of technology by TAFE lecturers. Although she admits to being somewhat of a geek, Teresa views technology as a crucial means through which we are able to change the nature of content knowledge. She believes that the continuing emergence of new digital technologies means that as trainers, we have to change what we do, and how we do it because the global student has changed.

Teresa fears that unless we accept that technology has transformative powers to change the way we teach and learn, the VET sector faces an uncertain implosion. She was the recipient of the West Australian Postgraduate Research Prize from the Western Australian Institute for Educational Research in 2015 for her contribution to VET research, and continues to undertake research while teaching herself how to code in her free time.

Ashlee Donkin | Student | Diploma of Graphic Art



Ashlee Donkin was born and raised in the regional town of Kambalda – population 1 500. Ashlee commenced learning online as a way to complete Years 11 and 12 without having to take the two hour round trip to the nearest high school located in the much larger town of Kalgoorlie. Once she had graduated high school, Ashlee began studying online through TAFE for Certificates III and IV in Graphic Design and has now moved on to the Diploma. Never a huge fan of the city, studying online has been an amazing experience as it has allowed Ashlee to live and study in the country, among her friends and family. Studying online has opened up doors to opportunities that she would never have known existed and has allowed her to set goals that otherwise would have been well out of reach.

# Session 1

## Workshop 1 | The TAC Risk Framework – a risk based approach to managing and responding to risk Morena Stanley | Training Accreditation Council Secretariat

The Training Accreditation Council's regulatory approach has been developed in line with the approach described in the *Standards for VET Regulators 2015* which aims to ensure '...the integrity of nationally recognised training by regulating RTOs ... using a risk based approach that is consistent, effective, proportional, responsive and transparent.' (p4)

The approach described in the Standards enables VET

regulators to deal more effectively with poor quality in the sector and to improve confidence of VET outcomes. This enables a focus on RTOs or sectors deemed to pose the highest risk to quality outcomes, while allowing those with a history of consistent compliance to operate with reduced regulatory scrutiny.

This presentation will focus on TAC's risk based approach, including how TAC manages and responds to risk.



Currently employed with the Department of Education Services (Training Regulation) since 2011, **Morena Stanley** has held numerous VET policy roles over her 20 years' experience within the VET sector, commencing her career as a TAFE lecturer. Morena currently holds the position of Assistant Director Risk and Information within the TAC Secretariat.

## Workshop 2 | Foundation Skills Professional Standards Framework – Building capacity of the training workforce to deliver foundation skills

**Anita Roberts, Michelle Dodd, Lisa Di-Re, Jenny Blair** | Wignall Consulting, South Metropolitan TAFE, Centacare

Everyone uses foundation skills every day. Language, literacy and numeracy skills underpin our social interactions, our engagement with education and training, our participation in work, and our contributions to community and society.

Practitioners who support adult Australians to develop these skills play a critical role in building an individual's skills for personal agency, social participation and

economic empowerment. The focus of the Foundation Skills Professional Standards Framework is on building the capabilities of the diverse practitioners who perform this critical role.

This panel will discuss how and for what purposes the Framework can be used and provide examples of what is happening in public and private training organisations in Western Australia.



**Anita Roberts** has contributed to strategic projects focused on the importance of foundation skills in VET over the last 20 years. Her work has informed the development of significant national policies and products, particularly in relation to building workforce capability for the delivery of foundation skills. Through recent work under the National Foundation Skills Strategy project she has worked with Louise Wignall to develop a Foundation Skills Professional Standards Framework and associated implementation tools.



**Lisa Di-Re** is a TAFE lecturer with over 20 years of experience in the VET sector. She is currently Head of Programs with South Metropolitan TAFE supporting CAVSS, USIQ and Leadership Programs. Lisa has worked with a range of clients and values the importance of foundation training as a stepping stone for students to achieve higher education.

# Session 1



**Michelle Dodd** is currently the acting Portfolio Manager for Foundation Skills at South Metropolitan TAFE. She has worked in Foundation Skills in VET for the last 12 years. Her roles have included training and assessment, project management and managing learning and development programs for lecturing staff. Her current portfolio spans multiple campuses from Carlisle and Thornlie to Armadale in the east, through to Fremantle in the west and down to Peel in the south. Programs of delivery cater to the literacy and numeracy needs of disengaged and at risk youth, people with learning disabilities and culturally and linguistically diverse groups.



**Jenny Blair** has worked across a number of states and sectors. She began her career as an educator working as an English teacher in secondary schools before spending time in the pre-school and primary sectors. In 2008 Jenny moved into adult education finding work in the federally funded Language, Literacy and Numeracy Program (LLNP, now SEE). For the last five years Jenny's passion has centred on improved provision of LLN support in vocational education and training.

## Workshop 3 | How to create best practice assessment tools Marc Ratcliffe | MRWED Training and Assessment

The quality of assessment tools impact the ability of any learning and development organisation to collect quality evidence of candidates' performance and thus meet the requirements of the relevant training package, the expectations of industry and the guidelines from

the regulator. This workshop seeks to help assessment developers to create more robust assessment practices by examining the key factors that lead to the creation of best practice assessment tools.



**Marc Ratcliffe** is a multi award winning trainer, author and education entrepreneur. He is the CEO and founder of MRWED Training and Assessment, a private RTO that specialises in trainer training. He is a strong advocate for 'edu-tainment' and believes that learner involvement and fun are integral to student success. He continues to be an in-demand conference speaker and workshop facilitator, having presented at more than 50 conferences in a dozen countries in the past decade and was recently named as the winner of the 'Best Training and Development Leadership' Award for 2017 at the World Training and Development Congress in Mumbai.

# Session 1

## Workshop 4 | International education and the VET sector in WA

Mike Ryan | Study Perth

This session will examine:

- the current state of play for Australia and WA including market share and growth;
- an evidence based approach to how Perth and WA are regarded as a study destination;
- the role played by destination brand in choosing where to study a VET program;
- other drivers for international student VET mobility;
- the value of on shore VET students;
- what students think of their VET experience in WA; and
- niche opportunities for new VET programs in WA.



**Mike Ryan** holds two undergraduate and three postgraduate degrees and has been involved in international education engagement for more than 25 years. A passionate educator, among other things, he has been a headmaster, an author, a college director, managed university MBA and Masters programs, helped establish Greenfields colleges in Australia, tutored undergraduates at university and worked overseas as a country market manager.

Mike, who is Executive Director of Study Perth, has worked on the Tourism WA China and Indonesian Advisory Groups and is also Chair of the Zhejiang/WA sister state Education and Health sub-committee.

He is also a regular commentator and contributor on international education in Australia and overseas in the media and at conferences and workshops.

In the 2010 Australia Day Awards, Mike was the recipient of the WA Premier's City of Perth Australia Day Award for Active Citizenship and Outstanding Contribution to Community, in recognition of his work in raising the profile of Western Australian international education in Australia and overseas. He has twice (2012 and 2014) been the recipient of the International Education Association of Australia (IEAA) Excellence Award for Innovation/Best Practice in International Education and is the 2015 recipient of its Excellence in Leadership in International Education Award.

# Session 1

## Workshop 5 | Teaching and Learning Across Cultures Dr Shanton Chang | University of Melbourne

Teaching and learning in an international education context usually means having a highly diverse classroom. Teachers and educators are having to communicate and teach across multiple cultures while students are often grappling with unfamiliar academic and cultural contexts. This session highlights the impact of culture on education. This is based

on prior research. It will also provide opportunities for a discussion of strategies for managing and communicating in a multicultural classroom. Participants should come away from the session with new insights into cultures and practical advice on managing multicultural education contexts.



**Associate Professor Shanton Chang** is a research and teaching academic at The Department of Computing and Information Systems at the University of Melbourne. He is also Assistant Dean (International) at the Melbourne School of Engineering. His current primary areas of research include the online behaviour, information seeking behaviour and needs, and information security culture. His latest research includes the information seeking behaviour and social networking patterns of international students.

Shanton is passionate about international education. He has been involved in projects such as 'Finding common ground: enhancing interaction between domestic and international students', a project commissioned by the Australian Teaching and Learning Council, and has run many professional development workshops on cross-cultural communication for professionals working in international education.

Shanton was the Conference Convenor of the ISANA International Education Association from 2004-2015, and Co-Convenor of the IEAA's Internationalisation of Curriculum Special Interest Group. He has been involved in the Australian international education sector since 1992 (as a student leader) and subsequently as an education agent, coordinator and academic, receiving the IDP award for Outstanding Contribution to Australian International Education in 2000. In 2012, Shanton also received an ALTC Citation for Outstanding Contribution to Student Learning Across Cultures. He is an ISANA Life Member.

# Session 1

## Workshop 6 | Fraser's Restaurant Group – Work in progress

Chris Taylor | Fraser's Restaurant Group

Right from the early days of learning his trade in Melbourne, Perth restaurant identity Chris Taylor knew he loved working in hospitality, and with great produce and suppliers.

He has embraced many opportunities and soon discovered that using the best local produce available and buying astutely from trusted suppliers was the best recipe of all. With that as his focus he soon carved an indelible mark in the Perth food scene and has consolidated his reputation for a high quality product. It is an unmistakable trademark of each of his iconic Perth hospitality venues: Fraser's Restaurant, BWG Steakhouse, The Old Brewery, Indiana Cottesloe Beach, The Botanical Cafe, Greenhouse, five venues in the new T1 and Virgin Domestic terminals and

most recently an extension of their functions offerings with Fraser's Events and Catering.

Chris clearly loves what he does and for him it is more than creating great dishes. He feels a responsibility to share his knowledge and experiences through training others, as he delights in seeing young people develop their skills and succeed within the industry, in Western Australia, nationally and internationally. Chris believes good lines of communication are the key to delivering quality workplace training. In this session Chris will talk about what that means for those choosing a career with the Fraser's Restaurant Group.



**Chris Taylor** has been residing in Perth since 1984, with roles as executive chefs in 5 star hotels moving into the renowned Fraser's complex in Kings Park which he opened in 1993.

His belief in Western Australian food and wines see him travel extensively, nationally and internationally, educating chefs and providores on the quality of produce available from Western Australia. Such is the strength of his conviction that the WA Tourism Commission and the Western Australian Government frequently employ Chris to promote the very best that we have to offer through cooking classes and demonstrations, high profile dinners, gala events and trade exhibitions.

After many years as a successful chef and restaurateur, Chris has played an integral part in Fraser's hospitality scene winning countless consumer and association awards.

Most recently Chris was a finalist in the Business Award category for the 2016 Western Australian of the Year Awards, the greatest acknowledgment of excellence in business leadership in this State that may be bestowed upon a Western Australian.

With so many great things happening in the Perth food scene, of which he is an integral part, Chris's plan over the next few years is to continually strive to maintain and improve what we have in place and look for further opportunities in the local market.

## Session 2

### Workshop 1 | International students' digital experiences and engagement

Dr Shanton Chang | University of Melbourne

This session presents the latest research on international students' information seeking behaviour. This follows from the initial research funded by Universities Australia in 2011. The latest findings look at international students' sources for information on marketing, news, accommodation, health and everyday living across different levels of education. It also highlights the online behaviour of young people and how that might impact

on the way they seek out and use information online. The results have implications for student services, marketing, and alumni relations. This session builds on the initial results from the 2011 research and now includes focus groups, interviews and a national survey of more than 6 500 international students across Australia in different sectors from secondary schools to TAFE to postgrads.



**Associate Professor Shanton Chang** is a research and teaching academic at The Department of Computing and Information Systems at the University of Melbourne. He is also Assistant Dean (International) at the Melbourne School of Engineering. His current primary areas of research include online behaviour, information seeking behaviour and needs, and information security culture. His latest research is on the information seeking behaviour and social networking patterns of international students.

Shanton is passionate about international education. He has been involved in projects such as 'Finding Common Ground: Enhancing Interaction between Domestic and International Students', a project commissioned by the Australian Teaching and Learning Council, and has run many professional development workshops on cross-cultural communication for professionals working in international education.

Shanton was the Conference Convenor of the ISANA International Education Association from 2004–2015, and Co-Convenor of the IEAA's Internationalisation of Curriculum Special Interest Group. He has been involved in the Australian international education sector since 1992 (as a student leader) and subsequently as an education agent, coordinator and academic, receiving the IDP award for Outstanding Contribution to Australian International Education in 2000. In 2012, Shanton also received an ALTC Citation for Outstanding Contribution to Student Learning Across Cultures. He is an ISANA Life Member.

### Workshop 2 | When reasonable adjustment becomes unreasonable

Claire Werner | Meyvn Group

Reasonable adjustment in teaching and assessment is a core obligation of RTOs, but many times the adjustment made by RTOs in the assessment process becomes unreasonable.

This workshop focuses on clarifying what your obligations are as an RTO to adjust assessment and what steps you should take to ensure the quality of your assessment outcomes.



**Claire Werner** is a highly respected professional VET consultant with many years' experience as a VET practitioner as well as a presenter and auditor for the VET sector. Claire's simple and pragmatic approach helps RTOs and learning and development specialists improve their outcomes by focusing on building understanding and improving practice.

## Session 2

### Workshop 3 | How to create sustainable industry engagement and validation

Marc Ratcliffe | MRWED Training and Assessment

Industry engagement and validation are important responsibilities of RTOs. However, they represent some of the highest non-compliances at audit. Engaging with industry stakeholders is critical to ensuring training and assessment is aligned to current methods, technology, products and performance expectations for the workplace tasks specified in the training package or VET accredited course. Ultimately, to provide training relevant to

employers and to maximise learners' opportunities for employment, advancement or further education, RTOs must engage with relevant industry stakeholders to establish appropriate contexts, methods, resources and trainers and assessors to deliver training and to conduct assessment. This workshop will demonstrate how to create sustainable industry engagement and validation opportunities that lead to better systems and outcomes.



**Marc Ratcliffe** is a multi-award-winning trainer, author and education entrepreneur. He is the CEO and founder of MRWED Training and Assessment, a private RTO that specialises in Trainer Training. He is a strong advocate for 'edu-tainment' and believes that learner involvement and fun are integral to student success. He continues to be an in-demand conference speaker and workshop facilitator, having presented at more than 50 conferences in a dozen countries in the past decade and was recently named as the winner of the 'Best Training and Development Leadership' Award for 2017 at the World Training and Development Congress in Mumbai.

### Workshop 4 | Creative digital technology in remote and cultural environments

Tegan Mossop | North Regional TAFE

This session details some challenges and possibilities of using digital technology in remote Aboriginal communities. It is intended to inspire trainers in all locations, remote or otherwise, with innovative teaching methodologies and program ideas that could be integrated into a variety of training contexts. Remote disadvantage and using technology to work towards 'closing the gap' will be discussed. As will challenges with using technology in remote locations, and innovative ways it can be used in the field or on country.

Ideas will be presented for using technology:

- to engage youth;
- to support the indigenous Ranger Programs;
- as a means to incorporate LLN and computer skills into Aboriginal cultural trips, on country;
- as a means to support groups in developing the skills needed to document their cultural trips, work on country, pass on knowledge, stories and photos; and
- including programs for photo editing, simple video, animation, simple graphic design and presentations.



Winner of the WA Training Awards' WA Trainer of the Year 2016, **Tegan Mossop** works for North Regional TAFE as an Access Lecturer, based in Fitzroy Crossing in the Kimberley. Tegan delivers programs to adults and youth in remote communities across the Fitzroy Valley. She provides support with Underpinning Skills for Industry Qualifications and Language, Literacy and Numeracy. Tegan also delivers Gaining Access to Training and Employment, an employability skills course, to Aboriginal youth. Digital technology comes with its challenges in remote Kimberley locations, but Tegan strives to incorporate it as much as possible, so her students are not disadvantaged because of their remote location.

## Session 2

### Workshop 5 | The meat industry in WA: Training from the floor

Jenny Kroonstuiwer, Joanne Watts, Brian Pittendreigh, Suzanne Yewers

MINTRAC, Training Solutions Australia, Dardanup Butchering Company, Fletcher International WA

Presenters in this session will include representatives from a large WA meat processor outlining their approach to training, a leading training provider discussing what does and doesn't work when delivering training on the job and a representative from the national organisation that develops Training Package products.

The Western Australian meat industry is a dynamic sector employing over 3 000 people across the State. The industry provides jobs in abattoirs, boning rooms and in food service operations and has a well structured training culture with

most training conducted on the job. There are well developed pathways from the floor to senior management positions as well as opportunities to specialise and a strong uptake of apprentices and trainees with nearly 300 commencing in 2015.

The Australian Meat Processing Training Package comprises Certificate II to Advanced Diploma Meat Processing qualifications and the industry also offers its employees a range of other training products including cadetships, scholarships, and access to research and development programs.



**Jenny Kroonstuiwer** is the Chief Executive Officer of MINTRAC, an independent national company that is responsible for the development of the Australian Meat Processing Training Package. Jenny worked as a secondary school teacher in the rural and remote areas of Australia for fourteen years, before moving into VET. She spent the next thirteen years in vocational and higher education sectors of Curtin University. Since joining MINTRAC early in 2004 she has linked MINTRAC more strategically to the other peak organisations in the industry and improved the level of support provided to the meat retailing and smallgoods sectors. Projects she has undertaken include leading a review of the Training Package and developing a continuous improvement system; leading the development of training and assessment materials for all units of competency in the Package; and organising an overseas study tour.

**Joanne Watts** is the Chief Executive Officer of Training Solutions Australia.

Training Solutions Australia is a registered training organisation based in the south west of Western Australia delivering training specifically to the meat industry. Joanne commenced work in the meat industry in 1994 as a boning room owner/operator and has extensive hands on experience in meat processing and retail operations. Joanne completed the Advanced Diploma in Meat Processing in 2007 and has held key positions in the meat industry including the role as Quality Assurance Manager for Harvey Beef.

**Brian Pittendreigh** is the General Manager of Dardanup Butchering Company.

DBC is a family owned company situated in the south west of Western Australia. The Company employs over 200 Western Australians and is the only major integrated multi species abattoir in the state. The Company comprises five retail outlets, three food service divisions and operates a variety of complementary departments, each of which requires highly skilled and specialised staff in order to run profitably and effectively. Dardanup Butchering Company was awarded the Australian Apprenticeships – Employer Award at the 2011 Australian Training Awards. With over 20 years of experience, Brian has been described as a force of knowledge in the meat industry.

## Session 2

### Workshop 6 | Our future workforce – Workplace training as a strategy

Vicky Kent, Stuart Davey | Rio Tinto, Fremantle Ports

This session will explore how two different industry sectors within Transport have tackled the workplace training dilemma.

Vicky Kent, Rail Specialist Learning and Development at Rio Tinto, will unpack how Rio Tinto's continual drive for excellence in the development and delivery of value added training to support business goals and enhance employee safety and performance requires strategic, flexible, just in time solutions.

Stuart Davey, Deputy Harbour Master at Fremantle Ports, will explain how to ensure that Australia has suitably

qualified maritime experts in the future. Fremantle Ports is working with young Western Australians to help them gain the experience in both Australia and overseas, establishing a pipeline for students to get the experience and training necessary to progress to Master Mariner.

Delegates will then be given the opportunity to ask speakers questions about their experiences in workplace training.

The session will be facilitated by Jillian Dielesen, CEO, Logistics Training Council.



**Vicky Kent** has worked in the rail industry for 20 years in various roles; as a Revenue Protection officer and Special Constable for WAGR; a Train Driver (the first female in Western Australia); and a Driver Trainer and Driver Coordinator for the Public Transport Authority. In 2011 Vicky joined Rio Tinto and has worked as a Training Supervisor and Specialist developing and implementing training for Rail Operations and Rail Maintenance teams. In 2015 and 2016 the Rio Tinto training team have been acknowledged nationally for the innovative and effective training strategies.

**Stuart Davey** is currently the Deputy Harbour Master, Fremantle Ports. He is an experienced Master Mariner holding a Master (Unlimited) licence. He has sailed on a variety of vessels including bulk carriers, gas tankers, crude tankers, chemical tankers, container ships and research vessels during his sea service of eleven years.

Since coming ashore in 2006, Stuart has held positions in Project Management, Container Operations, Terminal Operations and Business Development, working internationally on projects focusing mainly on Lean Six Sigma to improve efficiency, safety and reduce operational costs.

Prior to joining Fremantle Ports in September 2013 Stuart worked in the Philippines as a General Manager of two companies focused on quality and safety systems, in both the marine and non-marine environment.

## Session 3

### Workshop 1 | Are your assessment materials fit for purpose?

Michaela Tarpley | APTUS Solutions Pty Ltd

In this workshop Michaela will explain the regulatory requirements around the conduct of effective assessment, identify common shortfalls she sees at audit, and then provide practical advice on how to review your assessment

materials to ensure they are fit for purpose. She will also provide tools and templates that can be used by RTOs and trainers and assessors to evaluate existing materials.



As an experienced consultant in vocational education and training as well as an auditor for TAC and ASQA, **Michaela Tarpley** has a thorough, in depth understanding of the VET Quality Framework, including the *Standards for RTOs 2015*. Her experience as an auditor means she is familiar with the regulatory requirements which are proving to be the most challenging for registered training organisations, including the conduct of effective assessments.

### Workshop 2 | Compliance and grit... an unlikely alliance

Claire Werner | Meyvn Group

Grit is having the passion and perseverance to achieve long term goals. Recent research suggests it is one of the most reliable predictors of achievement in really challenging and personally meaningful contexts. Sound like the VET sector to anyone? We are operating in an environment of an economic downturn, of increasing regulation and ongoing and significant change. In such an environment how you

function as an RTO, how you develop and nurture staff, and how you equip your learners to be effective workers today and into the future, all impact on the outcomes you achieve and as a result affect your compliance. This workshop is about exploring the concept of 'grit' and how it can be applied personally and organisationally to achieve quality outcomes for you and your learners.



**Claire Werner** is a highly respected professional VET consultant with many years' experience as a VET practitioner as well as a presenter and auditor for the VET sector. Claire's simple and pragmatic approach helps RTOs and learning and development specialists improve their outcomes by focusing on building understanding and improving practice.

## Session 3

### Workshop 3 | Literacy in the workplace: Meeting workplace needs in a post-WELL world

Vanessa Iles, Jill Finch, Maxine Tomlin | Reading Writing Hotline, North Metropolitan TAFE

Vanessa Iles and Jill Finch from the national Reading Writing Hotline team up with local TAFE educator Maxine Tomlin to talk about responding to requests for LLN support in the workplace. Supporting staff who lack confidence in LLN has long been an issue for industry, and the need for basic education continues to grow as more and more is expected of the workforce with rapid technological changes.

The Hotline recently launched a campaign to encourage employers to contact them for help in locating providers

and resources. Maxine has been working with employers on their training needs for many years.

Together they will outline the national campaign, and offer ideas about how to get involved in workplace literacy provision. In a world where our traditional funding source (Workplace English Language and Literacy, or WELL) no longer exists, we need to be ready with alternative ideas for workplace LLN programs.



**Vanessa Iles** is the Manager of the Reading Writing Hotline. She coordinates a national database of LLN providers and a team of experienced teachers who field enquiries from individuals, organisations and industry. Vanessa also currently manages several national projects including improving engagement of industry with the Hotline, and providing an improved service to Aboriginal and Torres Strait Islander people and organisations.

**Maxine Tomlin**, GATE Program Pathways Assessor at North Metropolitan TAFE, has worked in Western Australian TAFE colleges for many years. She has been involved in negotiating and delivering workplace literacy programs across the state, mainly in the aged care sector.



**Jill Finch** is a Project Officer with the Hotline and has coordinated and delivered a number of workplace LLN projects.

## Session 3

### Workshop 4 | Western Australia's international education sector: Performance and prospects

Dr Daniel Kiely | Bankwest Curtin Economics Centre

Australia has been a leader in international education for many years, and is now the country's principal services export and our third largest export industry overall. It has been identified in government and other studies as an industry with strong growth potential. While Western Australia continues to see growth in international student enrolments, the State's share of overall international enrolments to Australia has declined.

This report outlines the performance and prospects for WA's international education sector. We analyse trends (to 2015) in international student enrolments across the main sectors including higher education, VET, ELICOS, schools and non-award. Key source countries for WA are reported on, and we compare WA's source country concentrations

to that of other states. The value added contribution of international education to WA is presented, and scenario analysis explores potential future growth trajectories. Economic modelling shows the importance of various macroeconomic push and pull factors that determine student choice of destination.

Finally, the strategies currently being undertaken by other state and territory governments aimed at promoting international education are presented and compared.

Note: This presentation is based on a joint BCEC/JCIPP report which was launched in November 2016. The report was commissioned by WAPETIA and funding partners.



**Dr Daniel Kiely** is a Senior Research Fellow with the Bankwest Curtin Economics Centre. Prior to joining BCEC, Daniel was Principal Economist and Policy Advisor at the Chamber of Commerce and Industry of Western Australia. He was a lecturer of economics at Curtin University and lectured economics at University College Cork, Ireland. Daniel holds a PhD from the University of Ulster. His research interests relate to the labour and housing market outcomes of immigrants, ethnic minorities and female workers. He is interested in education, training, and workforce development, with a growing interest in the benefits of building workforce capacity in infant mental health. At BCEC, Daniel has worked on reports relating to productivity and innovation, agriculture and agribusiness and he is currently working on a report relating to the performance and prospects of the small business sector in Western Australia.

## Session 3

### Workshop 5 | Workplace learning – The Civmec way Amanda Hamilton, Mark Edwards | Civmec

Over the last 10 years, Western Australia's economy has grown substantially, largely as a result of activity within the resources sector. The last decade also saw a boom in the construction sector supporting the infrastructure requirements of mining and energy commodities producers. The WA economy is currently undergoing structural change as the resources in major projects move from construction into operational phase.

In order to meet the demands, companies such as Civmec invest heavily in their existing workforce to deliver projects, to achieve rapid and bulk mobilisations of personnel and to ensure quality of training.

Civmec was recognised in 2016 for its investment in training and workforce development by being named WA Employer of the Year at the WA Training Awards. What does it mean to invest in your workforce to produce a multi skilled labour force in the context of a migrant economy, often with learners having issues surrounding literacy, language and numeracy skills and learners who may have had previous negative experiences with education?

Amanda Hamilton and Mark Edwards from Civmec will explain how training is implemented in the workplace to enhance skills, support professional development and support the creation of a safety culture.



**Mark Edwards** is a high risk trainer and assessor at Civmec. Before becoming a trainer, Mark was an advanced rigger and crane operator for over 10 years. Prior to working in construction, Mark was Leading Seaman in the Australian Navy.

Mark works closely with health and safety to mentor and coach people on improving safe work practices in the workplace.



**Amanda Hamilton** has worked at Civmec for over three years and came on board to start their registered training organisation. Prior to working at Civmec, Amanda worked on the creation of interactive content for online learning and as an HSE technical writer. Amanda worked for over 16 years in the UK in publishing and for Pearson Education on the strategic planning of the vocational education publishing program and development of high quality vocational education curriculum, qualifications strategy and business development.