

# Evidence guide: WA Small and Large Training Provider of the Year

Selection criteria	Types of evidence
<b>1. Leading practice in vocational education and training</b>	<i>The following examples of evidence are provided as a guide only. It is not anticipated that all examples will be appropriate for every application.</i>
a) How you demonstrate excellence and high level performance in national training arrangements	<ul style="list-style-type: none"> <li>• Efforts to implement the AQTF across all program areas</li> <li>• Success with achieving training package and AQTF implementation</li> <li>• Evidence of using best practice</li> </ul>
b) How you demonstrate creativity and innovation in the design and development of your processes and techniques (operational or educational)	<ul style="list-style-type: none"> <li>• Adoption of new ideas to develop or improve training products, programs and/or initiatives</li> <li>• Take-up and successful implementation</li> <li>• Recognition from others for creativity and innovation</li> <li>• Adoption of innovative ICT practices, for example e-learning</li> </ul>
c) How you provide creative and innovative solutions to emerging training needs	<ul style="list-style-type: none"> <li>• Examples of solutions developed to address training needs and outcome of these solutions</li> </ul>
d) The systems you have in place to manage, evaluate and enhance your VET products and services	<ul style="list-style-type: none"> <li>• Examples of systems and processes and purpose of these</li> <li>• Improvements arising from these and outcomes</li> </ul>
e) How you undertake continuous improvement and apply quality controls within your organisation	<ul style="list-style-type: none"> <li>• Adoption of organisational learning, transformation and knowledge management</li> <li>• Use and improved use of new technologies</li> <li>• Organisational change and improvement</li> <li>• Support for emerging industries</li> <li>• Encouragement of a learning culture</li> </ul>
<b>2. Strategic planning processes</b>	
a) Details of the external environment in which your organisation operates and its relationship to state/territory and national policies and priorities	<ul style="list-style-type: none"> <li>• Use of external environment knowledge in planning</li> <li>• Synthesis of external environment with WA and national policies and priorities</li> </ul>
b) The systems you have in place for planning and communicating purpose, vision, goals, values and core business strategies (and for creating alignment across your whole organisation)	<ul style="list-style-type: none"> <li>• Outline of vision, goals, values, etc</li> <li>• Systems and processes established to support this</li> <li>• Impact of greater alignment of operations with agreed purpose, vision and goals across the organisation</li> </ul>
c) The role of your leadership team in strategic planning	<ul style="list-style-type: none"> <li>• Evidence of strategic planning with outline of role of leadership</li> </ul>
d) How your planning processes embrace innovation and change, including your capacity to plan for (and adapt to) future changes in vocational education and training	<ul style="list-style-type: none"> <li>• Evidence of strategic planning and innovation</li> <li>• Strategies to adapt to changes to vocational education and training</li> <li>• Ways in which future plans are integrated or reflected in planning processes</li> </ul>
e) How you engage with ongoing VET policy reforms, including your capacity to implement change as a consequence of reform initiatives	<ul style="list-style-type: none"> <li>• Provide examples of your change management with regards to policy reforms</li> </ul>
f) How you ensure the sustainability of your operations, including your understanding of risk and risk management	<ul style="list-style-type: none"> <li>• Ongoing evaluation and application of recommendations/findings</li> <li>• What are some of the risks your organisation faces and what are the strategies in place to manage this</li> </ul>
<b>3. Student, employer and market focus</b>	
a) Your knowledge of – and how to respond to – students, employers and markets, including the systems you have in place for collecting and analysing data on client needs and expectations	<ul style="list-style-type: none"> <li>• Data collection systems for various client groups (students, enterprises, industry, community, equity groups)</li> <li>• Analysis of data leading to operational change</li> <li>• Program and service design and delivery for various client groups</li> </ul>
b) How you identify and attract new clients and new markets, and how you address these without impacting the sustainability of your operations	<ul style="list-style-type: none"> <li>• Evidence of industry consultation</li> <li>• Evidence of consultation with enterprises/community groups</li> <li>• Short term and long term strategies for attracting</li> </ul>

	<ul style="list-style-type: none"> <li>new clients/markets</li> <li>Strategies for sustaining your current operations</li> </ul>
c) How you collect and analyse data on student outcomes and completions	<ul style="list-style-type: none"> <li>Evidence of data on student outcomes/completions and explanation of methods of collection</li> </ul>
c) How you measure success (eg outcome and completion data, satisfaction surveys, independent validations and evaluations, industry recognition, business outcomes from training activity)	<ul style="list-style-type: none"> <li>Evidence that you measure success, satisfaction, employment outcomes, relevance to industry</li> <li>Evidence of consistent high levels of success against your measures</li> <li>Use of results to make improvements</li> </ul>
d) How you encourage access to your VET products and services, and the success you have achieved in meeting the needs of equity groups.	<ul style="list-style-type: none"> <li>Attempts to attract equity group participation across program areas</li> <li>Systems used to involve equity groups in program and service planning</li> <li>Equity group participation rates across programs</li> <li>Equity group participant and community feedback</li> <li>Use of feedback for improvement</li> </ul>
<b>4. Human resource capability</b>	
a) The strategies you have in place to build staff capability (eg job design, personnel selection, staff training and development, performance management systems, two way feedback systems)	<ul style="list-style-type: none"> <li>Processes adopted</li> <li>Improvements in people capability through job design, selection and performance management</li> </ul>
b) Your capacity and flexibility to meet changing training needs and new training markets, including your response times for upskilling staff	<ul style="list-style-type: none"> <li>Examples of recent changes to training needs and new markets and how these changes were managed</li> <li>Evidence of consultation</li> <li>Examples of strategic planning</li> <li>Examples of staff feedback</li> <li>Skill recognition processes</li> </ul>
c) How you ensure constructive management/employee relations, including the emphasis you place on teamwork, participation and communication	<ul style="list-style-type: none"> <li>Examples of effective management/employee communication</li> <li>Manager and employee feedback</li> <li>Examples of effective teamwork</li> </ul>
d) How your organisation recognises the wellbeing of staff as critical to business success	<ul style="list-style-type: none"> <li>Effective OH&amp;S plans and processes</li> <li>Staff support services provided</li> <li>Staff satisfaction feedback</li> <li>Business performance improvements related to improved working environment</li> </ul>
<b>5. Partnerships and links</b>	
a) The strategies you have in place to identify local/regional issues (eg social, economic, industrial or environmental issues) and how you incorporate these into your service delivery	<ul style="list-style-type: none"> <li>Systems used to identify local/regional issues</li> <li>Effectiveness of these systems</li> <li>Regional and local issues addressed in organisational service delivery plans</li> </ul>
b) How you establish and monitor positive relationships with individuals, enterprises, industries and community groups	<ul style="list-style-type: none"> <li>Evidence of feedback</li> <li>Employee recognition programs</li> <li>Working with industry partners to enhance training program</li> <li>Community consultation/collaboration</li> </ul>
c) How you build new, innovative and effective partnerships in the local or wider community	<ul style="list-style-type: none"> <li>Achievement of State and national VET priorities through partnerships</li> <li>Improved training outcomes through partnerships</li> </ul>
d) How you ensure your partnerships are reciprocal (ie where each partner brings resources to the partnership and shares in outputs from the partnership)	<ul style="list-style-type: none"> <li>Evidence of feedback from partners</li> <li>Methods of incorporating feedback, improving systems and relationships</li> </ul>