



# **TAFE NSW Industry Workforce Development: Experiences and challenges**

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# What is industry workforce development?

- IPART (2006):
  - new approaches to overcome skill shortages
  - TAFE to provide services that directly improve industry's productivity and 'bottom line'.



# What is industry workforce development?

IPART conception of workforce development is:

- partnering with firms
- services, including training, to support productivity, innovation, job design and growth.



# Why should TAFE NSW be involved?

- state-wide, national reach
- scope & depth across industries
- ensure training is targetted
- TAFE NSW National Business expertise and coordination.



## Services provided:

- Skills analysis
- Mapping skills profiles to future needs
- Workforce planning
- Mapping informal training to quals
- Translating language of national training
- Sourcing funding for training
- Locating staff in the company



## TAFE NSW experience

- range of industry partnerships
- all Institutes and regions.
- example: TAFE NSW **South Western Sydney Institute** and **Sydney Water** partnership.



## TAFE NSW experience

- another example: TAFE NSW **Hunter Institute** partnership with **Hydro Aluminium**
- our experience means we can identify success factors.



# Lessons from the TAFE NSW experience

- Workforce development partnerships evolve with:
  - relationships of trust — at all levels
  - highly capable practitioners
  - return on investment demonstrated
  - funds available.



# DADHC case study

NSW Department of Ageing, Disability and Home Care

## Training Partnership Manager engaged:

- Diploma Community Services (Case Management)
- Recognition Tool for Case Management Staff.



# DADHC case study

- Map Diploma against new Position Descriptions
- Identify gaps – rework Position Descriptions
- Develop Schedule of Qualifications



## From the TAFE side

- Establish a state-wide team to support the project
- Work with TAFE ‘experts’ to develop the best product for DADHC
- Recognition tool developed by Curriculum Centre.



# **DADHC case study: Where it's at**

## **New opportunities:**

- Case Management Induction
- Management Development
- South Coast
- Development of a Recognition Tool for Disability Work



## Challenges for the workforce development practitioner

- Isolation — not for the faint hearted
- ‘Translating’ the training system
- Relationships are everything
- Confidentiality
- So you have to be...



## TAFE NSW response

- Support structures needed
- Building the capability of staff
- Promoting benefits to companies
- Promote policy, funding models and measurement that support workforce development
- Promote benefits of workforce development to governments to meet training targets.