



Autumn 2009 Newsletter

Sandvik's ongoing commitment to training



From Left: Richard Doyle, Matt Coogan, Kurt Sanderson, Rowan Melrose, and Glenn McMahon.

In 2008, a customised training program was developed by UNE Partnerships for Sandvik Mining and Construction Australia. Its principle aim was to provide employees in management and supervisory roles with the opportunity to develop their management skills. The training framework was based on the **Diploma of Business (Frontline Management)** qualification.

Sandvik Mining and Construction is a leading supplier of equipment, tools and services to the mining sector with more than 2500 employees across 70 locations in Australia and New Zealand. As an organisation that understands the value of training, Sandvik commenced a pilot program in Brisbane with 20 selected staff from all over Australia. The program was delivered over a 9-month period and consisted of six 2-day workshops.

Feedback from the program was extremely positive. According to Kathryn Brown, National Training Coordinator for Sandvik Mining and Construction, "the course provided employees with the right skills to do the job, and the emphasis on workplace application allowed them to complete their assessments as part of their daily tasks. Already we have also seen vast improvements in workplace practices".

Assessment consisted of individual and group projects requiring people from across

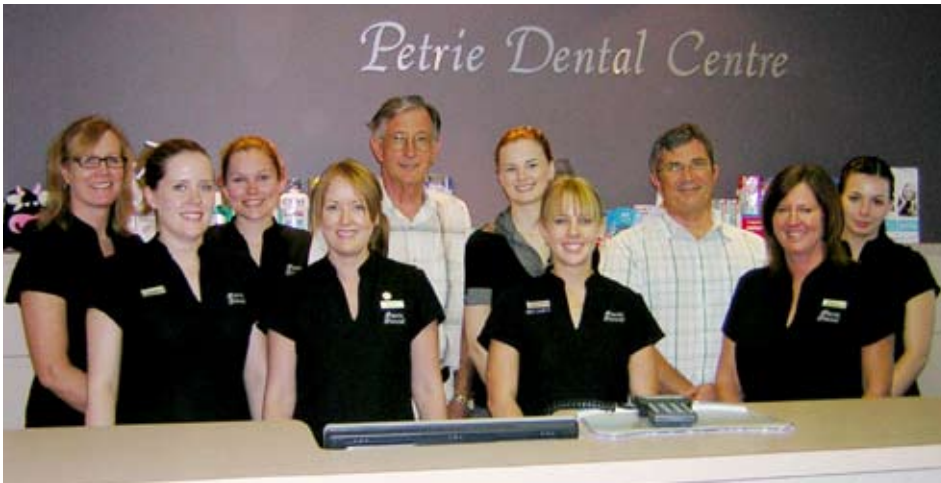
the company to work together. The final assessment task involved the presentation of group project outcomes to senior management, including the Managing Director Rowan Melrose, at the Graduation Ceremony in February this year. "The senior managers were really engaged with the presentations and kept asking additional questions. Some of the projects are currently being reviewed for future implementation into the company", commented Kathryn.

Sandvik was so impressed with the outcomes from this first group that two further groups have recently started in Brisbane and Perth. "There was huge demand, even though we had doubled capacity of the intake, with 120 nominating for the program" said Kathryn.

"The ongoing development and training of our people remains a key focus of our business. The present market conditions place additional pressure on the business; however these types of courses help our employees focus their efforts and make real changes that can improve our operations and efficiency. With these 'hands on' programs our employees gain additional skills whilst the company benefits from their effort", commented Rowan Melrose.



Support is the key to success



In 2008 I celebrated my graduation in Brisbane after completing the **Diploma of Practice Management** via workshops with UNE Partnerships and the Australian Dental Association Queensland (ADAQ). Completing this course is the best career investment I have made. It has helped not only me but also my dental practice – Petrie Dental Centre. Due to the great support I received along the way I achieved my goal – that was the key to my success!

I started as a junior dental assistant in 2004 and successfully completed my Certificate III in Dental Assisting through ADAQ. I was studying for the Certificate IV in Dental Radiography when halfway through I received information about UNE Partnerships' 'Professional Practice Manager Development Program' at an ADAQ information open day.

I shared my concern about studying the two courses at the same time with the staff at ADAQ and UNE Partnerships. Both organisations assured me that with their support and that of my employers I would be able to manage both courses. I decided to give it a go.

Workshop delivery

After enrolling in the Diploma course, I received a set of study notes and a detailed schedule of monthly workshops to be held at ADAQ Brisbane. These workshops would prove invaluable to me and turn out to be a great way to work through the course. It was at these informative workshops that I gained insight into the true meaning of the course I was undertaking.

The presenters explained the content of the course modules in a way that was easy to understand and in a relaxed manner. Every presenter was approachable, both on the day as well as after the workshop via email and phone. Each presenter was highly

experienced and confident in the area they were covering and I valued their comments. The lectures were always interesting and held my attention, and I always looked forward to the following one.

The ten modules were worked through in a sequence making the course easy to follow and understand. Assessment criteria and deadlines were clearly outlined and all assessments were submitted online making the process simple.

Networking, feedback and support

Another positive advantage of attending the workshops was the opportunity to mix with other students working in general and specialist dental practices who had similar interests and goals to mine. The networking support at the workshops, the encouragement and guidance from the presenters, and the support I received from my employers were what enabled me to sustain my determination and energy to complete the **Diploma of Practice Management** within the twelve months while still working full time. The support I received from my employers, fellow staff members, ADAQ and UNE Partnerships was the ultimate key to my success.

The comments and feedback I received from the Assessors guided me and gave me direction throughout the course and the confidence to implement changes in my practice. I found these comments to be clear and concise, always with positive remarks or with suggestions that could be applied to improve my workplace, my dental practice.

Running a successful practice

Throughout the course I always had the feeling that it was designed to motivate and educate me on how I could have a positive effect on the running of the practice. The aim was always to improve the business and make it more successful for the owners. Since completing the course I feel confident about introducing new plans, strategies and goals into my workplace.

I feel that from the information and skills I have gained our practice will be able to move forward in this industry. With the backing of my employers I intend to continue managing my workplace to the absolute best of my ability and with the knowledge I gained from this course I believe I will continue to succeed.

The Diploma course does involve hard work, dedication and commitment but at the end the feeling of success and achievement is a great reward! As I said earlier it was the best investment for my career and has given me much work satisfaction.

The Diploma of Practice Management focuses on the various 'management' functions involved in running a successful business. I highly recommend this course to anyone wanting to further their career or to practice owners and dentists who want to expand their business skills and knowledge to enable their practice to grow and succeed in this ever changing industry.

Chelsea Haddon
Practice Manager, Petrie Dental Centre

"Skills builder" Short Courses

UNE Partnerships is now offering a range of short courses designed to develop specific skills through the completion of individual units from the Business Services Training Package.

There are no prerequisites and on successful completion students will be awarded a Statement of Attainment that

provides direct credit into a full qualification with UNE Partnerships.

All study notes and other resources are available online, and assessments are also submitted online. Students have access to full administrative and academic support throughout their candidature.

For more information visit www.unep.edu.au and click on the "Short Courses" link.



Developing project skills for Queensland Rail



Graduation of the group in February 2009

Queensland Rail recognised the need to update staff skills across their organisation. An initial skills audit identified three key areas that required improvement – contract administration, communication and project management.

Contract administration skills were developed by introducing an outside consultant into the business on a weekly basis over 11 weeks. The communication gap was covered through a series of in-house training sessions on running meetings, correspondence, numeracy and literacy skills.

When it came to developing the right **project management** skills, Queensland Rail looked at a number of training organisations. According to John McDonald, Manager – Building Projects for Queensland Rail, “We approached five or six training providers who were happy to recognise the existing skills of our workers, which were quite extensive, but that wasn’t quite what we were after. We needed a program that could be customised to our needs, utilising our existing templates and systems. UNE Partnerships was the only RTO that would provide us with that service”.

The first step for UNE Partnerships was to undertake a familiarisation with Queensland Rail to better understand their requirements, and to find out how delivery of the program

would best fit within their workplace. According to John McDonald, “by adjusting the delivery mode and course material to our environment, the training UNE Partnerships could deliver to our staff was directly embedded into the workplace.”

Training for the **Diploma of Project Management** was delivered through 10 tutorials over a 12-month period, plus four additional sessions with internal and external guest speakers. Whilst participants were still expected to complete some of the assessments in their own time, discussion during the tutorials addressed many of the challenges or questions that arose. The tutorial sessions introduced them to the nine functions of Project Management, and the specific management of these functions through the life cycle of a project. Queensland Rail’s own methodologies were incorporated to ensure that participants learned how to apply a consistent approach.

Queensland Rail is keen to maintain the project management skills their employees have developed and will continue to undertake a skills upgrade every 6 months through UNE Partnerships. This will ensure that the right systems are maintained and that any new issues or concerns can be discussed across the group.

Sustainability and Facilities Management

Background

Sustainability is an issue of increasing and long-term importance to society. It is a growing issue in the Facilities Management (FM) sector, and there are a number of resources now available to assist with managing sustainability. With the impending introduction of national greenhouse targets and a carbon trading system, sustainability skills will need to be embraced as core knowledge.

Through the Facilities Management Action Agenda, UNE Partnerships and The University of Sydney were paired with Brookfield Multiplex to identify and outline an innovative training program for facilities managers and facilities supervisors. A number of topics were canvassed but in the end sustainable facilities management was agreed as the most pressing issue for FM organisations generally in both the short and long term.

The Sustainable FM program

Brookfield Multiplex is passionate about sustainability through exploring and implementing new ways to grow and prosper into the future. In recognition of this and as a contribution to the industry, environment and their business, Brookfield Multiplex agreed to fund the development of a short course focused on sustainable practices, called the Sustainable FM program.

The program aims to develop each participant’s ability to apply process rather than product. It refers to industry recognised resources for managing sustainability to ensure the desired impact at operational levels.

Continued



Traineeships - Training that pays and pays ... not costs and costs

Training delivers many benefits, at many levels. As a trainee, you gain knowledge and develop skills. Furthermore, completing a course of study requires self-discipline and provides mental stimulation. It may even deliver a pay rise.

An employer benefits too. A more proficient employee becomes more valuable to the business.

None of the above should surprise you. Nor is it a surprise that there is almost always a cost associated with training and education, such as course fees, study materials, or sometimes travel. Such costs might be paid by the employer, or the trainee, or they may share them.

But it might surprise you to learn that those costs can be paid by someone else ... the government!

Governments nationally and in many states have a system of funded Traineeships which give businesses the opportunity to cover not only the direct training cost, but actually generate some additional revenue for the business.

Traineeships combine work and structured training, and result in a nationally recognised qualification. For example, funded Trainees in UNE Partnerships'

Sustainable FM continued

Various tools, standards and guidelines already in existence were incorporated, bringing them together to raise awareness and encourage a consistent approach to managing sustainability.

The aim of the program is to:

- introduce the importance of sustainability to the facilities management sector
- provide the tools and skills to identify relevant operations and facilitate their measurement
- provide the skills to analyse and report on key factors affecting sustainability and identify areas for improvement
- encourage implementation of sustainable measures to improve performance.

What are the 'costs'?

Example 1: Recently we put a proposal that looked like this to a potential client organisation:

- Cost of training course, per trainee: \$3,200
- Funding available through Existing Worker Traineeship program (Federal Govt) per eligible trainee: \$4,000
- Surplus available to the employer, per trainee: \$800

That's right – the employer will be \$800 ahead, once the trainee successfully completes their course of study.

Example 2: Eligible NSW-based firms under 'User Choice' funding of New Workers looks like this:

- Employer receives Federal funding of: \$4,000
- Employer pays UNE Partnerships an annual administrative fee of: \$404
- A two-year qualification generates a surplus to the employer of (\$4,000 less 2 x \$404): \$3,192

And the NSW Government pays the tuition fee direct to us.

Certificate IV in Frontline Management

have up to two years to complete the program via a distance education model of delivery. 'Distance education' is supported by our extensive and detailed course materials; through the availability of online resources and support; by phone or email access to our trainers and assessors; plus other support and encouragement from UNE Partnerships' staff.

For employers, a traineeship is the perfect vehicle for developing their staff and

building on the work skills they have already accumulated. It recognises skill sets that need to be nurtured and also utilises thought-provoking assessment exercises to develop the skills which relate to the workplace.

How do you get involved?

Traineeships can be instigated by an employee, via your employer. Or an employer can enrol a group of staff into a course. The trainee and the employer each make certain commitments to each other, and to the funding body.

Several traineeship programs exist, and each has its own eligibility criteria and rules. This article cannot delve into the details of all the options. To find out how Traineeships could benefit you or your people call Tracy on 02 6773 0011 or email tracyw@unep.edu.au

The real payoff

In recent years, Australian business has complained about shortages of qualified staff. Traineeships represent an ideal opportunity for employers and employees to cement a stronger and more permanent bond. The trainee benefits in many ways; so too does the employer. Now is the right time to investigate Traineeships.

Training that pays and pays? Sounds like a great opportunity for everyone.

The program develops skills to ensure participants can operate buildings in the most sustainable way through improvements in operational performance across the key areas in which facilities managers can make a difference: energy, water, waste, indoor environment quality and procurement.

In addition to the development of skills and knowledge of participants, the training program provides the employing organisation with the capacity and ability to set performance targets and implement management strategies. Successful participants will be eligible to apply for one unit credit into facilities management awards offered by the University of Sydney.

The program will be made available to participants from across the facilities management sector during 2009.



Contact Myeka Page, Marketing Manager, (02) 6773 0009 or 1800 066 128
myeka.page@unepartnerships.edu.au

www.unep.edu.au

UNE Partnerships Pty Ltd ABN 74 003 099 125, PO Box U199,
University of New England NSW 2350