

A man and a woman are sitting at a wooden desk in a modern office. The man, on the left, is wearing glasses and a blue shirt, smiling at the woman. The woman, on the right, has long blonde hair and is wearing a grey dress, looking at a laptop. The laptop is on the desk. Behind them is a large window with a grid pattern. The office has a contemporary feel with a yellow armchair and a brick wall. The image is framed by large, colorful geometric shapes: a red triangle at the top, a blue triangle at the bottom right, and a red triangle at the bottom left.

# GOTAFE Business to Business Solutions

Customised  
training for your  
organisation

gotafe

# Message from the CEO

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GOTAFE is committed to partnering with local business and industries to offer customised training, providing local workers and organisations with the skills necessary to ensure your business is well placed to respond to the changing economic environment.

Our **Industry Liaison Coordinator, Naomi Williams**, is your partner in building a training solution that works for your business. We understand that no two businesses are the same and our approach provides your business with a full customised, in depth collaborative analysis to really understand your individual requirements.

Now more than ever, we see our role being vital as we work together to rebuild the regional economic environment. I encourage you to get in touch with us today. As your local TAFE provider, we have access to a range of subsidised training opportunities that can benefit your organisation and assist with the cost of training and upskilling your staff. There is no better time to consider upskilling your team.



**Travis Heeney**  
GOTAFE CEO

## GOTAFE values

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GOTAFE's people, practices and processes commit to the values

### **Integrity**

Be honest, reliable and trustworthy.

### **Collaboration**

Partner with others to achieve goals.

### **Accountability**

Take responsibility for your actions.

### **Respect**

Appreciate and accept each other's differences.

### **Excellence**

Aim high.

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# Creating Personalised Training Solutions

We understand that not every business has the same needs when it comes to training which is why we have adapted a more holistic approach to ensure that the recommendations we make match the requirements for your individual outcomes.

## Our purpose is to be outcome focused to help you succeed

Our outcome focused collaborative approach will assist you to identify high value opportunities, address your challenges, and transform your organisation. With flexible delivery options and targeted content we can ensure all training will see a significant return on investment.

Contextualised  
Content

Non  
Accredited  
Training

Micro  
Credentials

Recognition  
of Prior  
Learning

Practical  
Workplace  
Application

Short  
Course

Accredited  
Training

Professional  
Development

Skill Set



'GOTAFE engaged in a design and discovery phase within our business. Critical to this has been a series of interviews with key leaders to develop a deep understanding of the team functions, core capability gaps, cultural landscape, barriers and opportunities to inform the design of the training program.

GOTAFE took the time to listen to the requirements of our business. The resulting emerging leaders' program that was designed was specific to the needs of our teams. It was underpinned by SPCs new capability framework and designed to have immediate impact by building a suite of competencies that the emerging leaders will bring to their roles and careers in the longer term.

This process was instrumental in developing key strategies for training and development internally and the start of a working relationship with GOTAFE.'

**Amanda McRoy**  
**SPC Head Of Human Resources**

# Our Methodology in Customising your Training

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## INTRODUCTORY SESSION

At this session we will meet with you to discuss how the program works, what you hope to achieve and how we navigate through the future steps. This can be done using your preferred delivery method of either virtual, on campus or at your workplace.

1

2

## DESIGN AND DISCOVERY

Every business is different, depending on your needs we will use this step to speak with key leaders, interview a variety of staff to measure against core criteria, analyse the information captured to determine our recommended steps forward. We will use this step to speak with the key leaders within your business, interview a variety of staff

3

4

## PROPOSAL

We will then take all the information and present it back to you in a formal proposal outlining our findings from the design and discovery step. If required, this can be accompanied by a powerpoint presentation that can be used internally to help show this to key members of your decision-making team.

## FACILITATION AND CUSTOMISATION

At this step we will book in the training sessions with an industry ready trainer, we will connect you with one of our Student Attraction Officers who will help facilitate a seamless enrolment process and organise a signed contract for our services.

When requested, our trainers will take the time to come and have detailed discussion sessions with you to ensure that the training to be delivered aligns with your core values and is specific to needs of your individual business.

5

6

## TRAINING DELIVERY

This is where the fun begins, and the Learning and Development of your people happens.

## FEEDBACK AND NEXT STEPS

Discussions between all key stakeholders to continually improve the processes and ensure that key criteria is met. We subsequently schedule a future catch up to discuss progress since the last training, as well as discuss any future training needs.

We have created a comprehensive and holistic approach to ensure GOTAFE's customised training solutions meet the needs of your business. With clear steps so we can navigate each phase of the journey together. Contact Naomi Williams, Client Liaison Coordinator to begin the process on **0493 038 481** or emailing **businesssolutions@gotafe.vic.edu.au**



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- A photograph of three people (two men and one woman) smiling, wearing dark blue polo shirts, standing in what appears to be a workshop or industrial setting. The image is partially obscured by a large diagonal orange shape that covers the bottom right of the page.
- Emerging Leaders Program
  - Cyber Security Awareness
  - Health and Safety Training / First Aid
  - Contextualised Induction Programs
  - Short and certified courses Project Management
  - Industry specific short and certified courses
  - Basic Website Development
  - Business Administration Qualification
  - Leadership and HR Management Qualification
  - Training and Assessment Qualification
  - Negotiation and Mediation
  - Emotional Intelligence
  - Growing Your Business

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Training  
Opportunities for  
your Business

# What people are saying about GOTAFE



**Anita**  
GOTAFE Student

“ Studying at GOTAFE was the best decision I have ever made.’

The Trainers are inspiring and extremely supportive. Studying the Diploma of Human Resources has been challenging but extremely rewarding.’

“ The course has shown me the skills that are important in being successful in this field. ’

‘It has given me a wider range of new skills and taught me how to implement them in my role to become a more efficient and effective leader. I have learnt how strategic planning, principles, methods, communication, leadership and technologies can be used to improve the productivity of any organisation. I would highly recommend this course to anyone who is interested in studying Human Resources.’



**Alison Nolan**  
GV Health Careers,  
Learning and Development.  
People and Culture

“ How GV Health approaches training and education hasn’t just changed...it’s transformed.’

‘GOTAFE and GV Health have worked in partnership to ensure the success of the program by identifying workplace needs and matching these to staff’s desire to learn and develop. It has also been important to take part in training that connects staff to a real-life work environment while adapting to change.

Each GOTAFE trainer has brought with them their expertise and workplace experience which has enhanced the learning for our staff.’

“ Staff have enjoyed the practical and contemporary learning platforms that GOTAFE has been able to deliver.’

‘Overall, the program has been a huge success and we look forward to other opportunities that support our staff development and strengthen our partnership with GOTAFE.’

# Access to highly credentialed training professionals

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At GOTAFE our educators are skilled trainers who incorporate modern teaching practices into the classroom, raising expectations for outcomes.

## **Richard Mallows**

Trainer | Sport and Rec

Dr. Richard Mallows has almost 20 years' experience teaching at both University and TAFE and is currently educating at GOTAFE in the area of Health and Wellbeing.

Dr. Mallows is an Accredited Exercise and Sports Scientist (level 2; ESSA) having successfully assisted the development of both community and elite athletes including participants in Australian Football, Netball, Motor Racing, Alpine skiing and Lacrosse. Dr. Mallows also sits on the board of the Moira Health Care alliance (MHA Care). Richard's PhD saw the development, implementation, and evaluation of a Cognitive behavioural-based healthy lifestyle program for overweight and obese adolescents in community settings. Furthermore, Richard has presented research at both National and International conferences and has publications in peer-reviewed science.

## **Julie McHenry**

Trainer | Business

Julie McHenry has 17 years' vocational teaching experience teaching at GOTAFE in the business training team both in the classroom and at workplaces looking after Traineeships in Certificate III in Business BSB30115 and Certificate IV in Business Administration BSB40515. Julie also teaches the Business units for the Health Department in Certificate III in Health Administration HLT37315. Julie has been involved in resource and assessment development ensuring her passion for business is always complimented with her expertise in education techniques.

Julie has a Graduate Certificate of Education (Tertiary Education) and in 2020 completed a double Diploma in Vocational Education and Training Design and Development. Julie ensures that she stays current with the latest industry trends and needs' and students gain from this when completing their qualifications and joining their new workplaces.

## **Kerri Symes**

Trainer | HR/ Project Management

Like many students, Kerri commenced her own studies during her working career, including Certificates, Diplomas, Advanced Diploma in Leadership, Management and Human Resource Management and a Graduate Certificate in Tertiary Education. Learning never stops, and staff are upskilling all the time. Kerri drew on her years of industry experience from an executive and operational management perspective, with Human Resources Management underpinning her career.

With 16 years at GOTAFE, the most inspiring aspect for Kerri as a trainer is seeing the development in confidence that students gain, along with consolidating their knowledge and the further development of skills to assist in their own career progression. The relationships, networks and knowledge that are developed during students' studies, are seen reflected back into the communities and that is enormously satisfying.



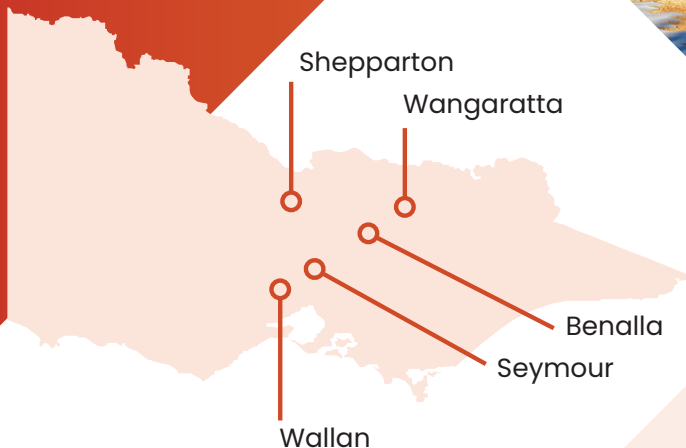
# Training Facilities

With 8 campuses located across Northern Victoria the choice is yours whether to deliver training on site or on one of our campuses or even a mix of both.

Whilst on campus our facilities enable participants to study and practice technical skills in an environment that replicates a real job site.

We offer modern facilities including lecture theatres and tutorial rooms, interactive video teaching, computer training rooms, break-out study areas and access to industry standard equipment and facilities.

Popular choices include Wangaratta that allow you and your staff to relax and get away from the daily grind in a picturesque environment\* or why not try our state-of-the-art facilities at our newly built Wallan campus less than an hours drive from Melbourne CBD.



Whatever you decide we can work around your schedule and can deliver a mix of options to suit you and your team.

\*meals and accommodation can be added into your package

**Our outcome-focused collaborative approach will assist you to identify high value opportunities, address your business challenges, and transform your organisation. We work on a partnership with you to develop and implement initiatives that can help your organisation achieve success by:**

- Embedding a customer focused culture
- Developing capable leadership
- Reducing operational costs
- Improving work safety practices
- Increasing productivity
- Building a skilled workforce
- Enhancing staff satisfaction and engagement.

**Our industry partners report several benefits from our customised training programs, including:**

- Reduced impact of skills shortages ■
- Increased sales, productivity, and efficiency ■
- Reduced staff turnover ■
- Achieving ROI on training and development ■
- Compliance with industry standards and best practice ■
- Aligned with company culture and strategic plans ■
- Gaining a competitive edge in the market due to increased workforce skills and productivity. ■

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**We are committed to  
building long-term  
relationships with our clients**

# Training Terminology

Term	Definition
<b>Accredited Training</b>	Accredited training is training that leads to a formal qualification such as a Certificate, Diploma or Advanced Diploma.
<b>Apprenticeship</b>	An apprenticeship is also a type vocation training where you will earn a wage that increases incrementally over a four-year period, whilst also working towards qualification related to your industry. Apprenticeships are less broad compared to traineeships and are mainly available for trade-based roles.
<b>Blended Learning</b>	Blended learning is an approach to education that combines online educational materials and opportunities for interaction online with traditional place-based classroom methods.
<b>Contextualised Content</b>	Contextualisation means tailoring units of competency, or packaging certain units into a qualification, to suit specific needs. It is about flexibility, and this is inherent in the way training packages are constructed and delivered. It also refers to using workplace specific terminology or policies and practices in delivering a skill set or short course.
<b>Learning Management System</b>	A learning management system is a software application for the administration, documentation, tracking, reporting, automation and delivery of educational courses, training programs, or learning and development programs.
<b>Non-Accredited Training</b>	A non-accredited course has no connection to an external accreditation or professional body. Non-accredited courses focus on equipping the student with a specific knowledge and skillset.
<b>Practical Workplace Application</b>	Practical Workplace Application provides an opportunity for students to get firsthand, on the job experience or training. For kinesthetic learners this hands-on approach is a very useful tool.
<b>Professional Development</b>	Many industries require ongoing training and upskilling for your qualifications to remain current. Professional development is learning to earn or maintain professional credentials such as academic degrees to formal coursework, attending conferences, and informal learning opportunities situated in practice.
<b>Recognition of Prior Learning (RPL)</b>	Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.
<b>Short Course</b>	A short course is a learning program that gives you combined content or specific training in a short period of time. Short courses often lean towards the more practical side of things and have less theory – this gives you a more hands-on experience within your desired field.
<b>Skill set</b>	Skill sets (also known as micro credentials) are a grouping of one or more competencies below the level of a full qualification that meet a client skills need, such as a licensing or compliance requirement, or specific knowledge in an emerging area.
<b>Standard Content</b>	Standard content refers to training has created created using generic examples. This type of training normally is consistent from one instance of the course to the next, you can assume that all people who have been on the course have learned the same content.
<b>Traineeship</b>	A traineeship can be either a full-time or part-time employment-based training arrangement, usually for around 12 months. A traineeship is a type of vocational training (training under a supervisor) where you learn whilst on the job. Traineeships cover a huge range of industries (over 700) from business-related fields such as marketing or administration, to hospitality & more!

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**GOTAFE look forward to  
discussing how we can help  
you achieve your training and  
development goals**

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