

# Using CATs to build a Sustainable Culture for a Competitive Sector

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# *CATs Journey*

Why are we here?

- Share our TasTAFE story as relevant to the CATs
- Share our CAT journey and experiences
- Learn from other providers
- Network beyond this forum



# TasTAFE

Skills. Opportunities. Futures.

TasTAFE is the largest registered training organisation in Tasmania, and is proud to deliver more than 370 nationally accredited and industry-endorsed qualifications.

Our VISION is to enable Tasmanians to gain the skills and *qualifications* needed for the state's workforce and the community to succeed and prosper.



# OUR REACH

- West Coast and Queenstown mine closures
  - Port Arthur Historic Site we don't train ghosts... (just tourism and hospitality training!)
  - Antarctic Division everything from hairdressing to high risk licences
  - North west farms, dairies and agricultural properties
  - Child care children's services training around the state
  - Training for mechanics
  - Trade Training Centres
- And much, much more...



## 2013 - The elephant in the room









# We needed a targeted approach

## OneTAFE, One Team, VALUES & CATs

Our One TAFE. One Team approach has been instrumental in bringing together the identity, workplace practices and staffing resources of the two previous organisations.

In the first 12 months of operation, TasTAFE has deliberately and systematically gone about bringing two cultures together in a transformational change that not only created "*TasTAFE the organisation*," but the concept and practice of One TAFE, One Team.



## *CATs Journey*

COMPLETIONCAT	February 2014
ADMINCAT	February 2014
MANAGECAT	May 2014
VETCAT	June 2014
CURCAT	June 2014
GROWCAT	March 2015
LEADCAT	March 2015





# *CATs Journey*

## Response Rates

COMPLETIONCAT	587 staff - 68%
ADMINCAT	262 staff - 96%
MANAGECAT	75 staff - 89%
VETCAT	306 staff - 67%*
CURCAT	296 staff - 64%*

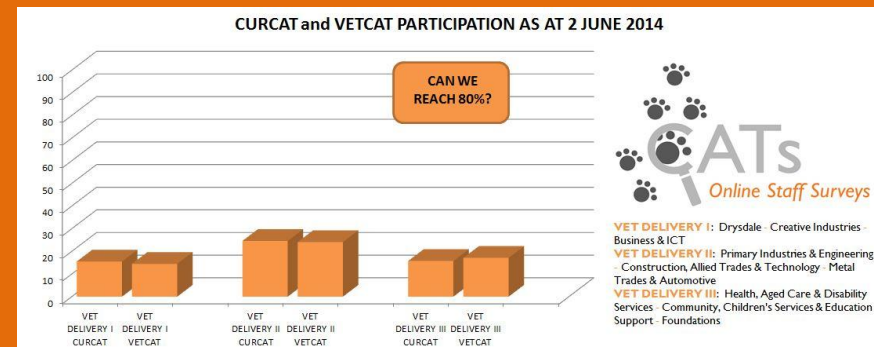
\*adjusted for sessional staff



# This did not happen by accident!

## Key to success

- Pre launch awareness campaign
- Regular communication
- Interesting graphics
- Friendly rivalry
- Humour
- Rewards
- Chocolate!



# *CATs Journey*

## COMPLETIONCAT

### The Successful Student Project

- Review TasTAFE PD Framework, including focus on mentoring
- Leverage off regional network and facilities for better community engagement
- Review student support
- Introduction of Virtual Learning Environment
- Staff connection to strategic and profile planning
- Moving towards a sustainable culture





# *CATs Journey*

## MANAGECAT

- Crucial to TasTAFE 2015 re-design
- Managers manage
- Performance development framework
- Value manager's aspirations

## ADMINCAT

### TasTAFE Administrative Innovative Learning (TAIL) Project

- Recognition for the administration role
- Review admin processes
- Developing cross-skilled administration roles

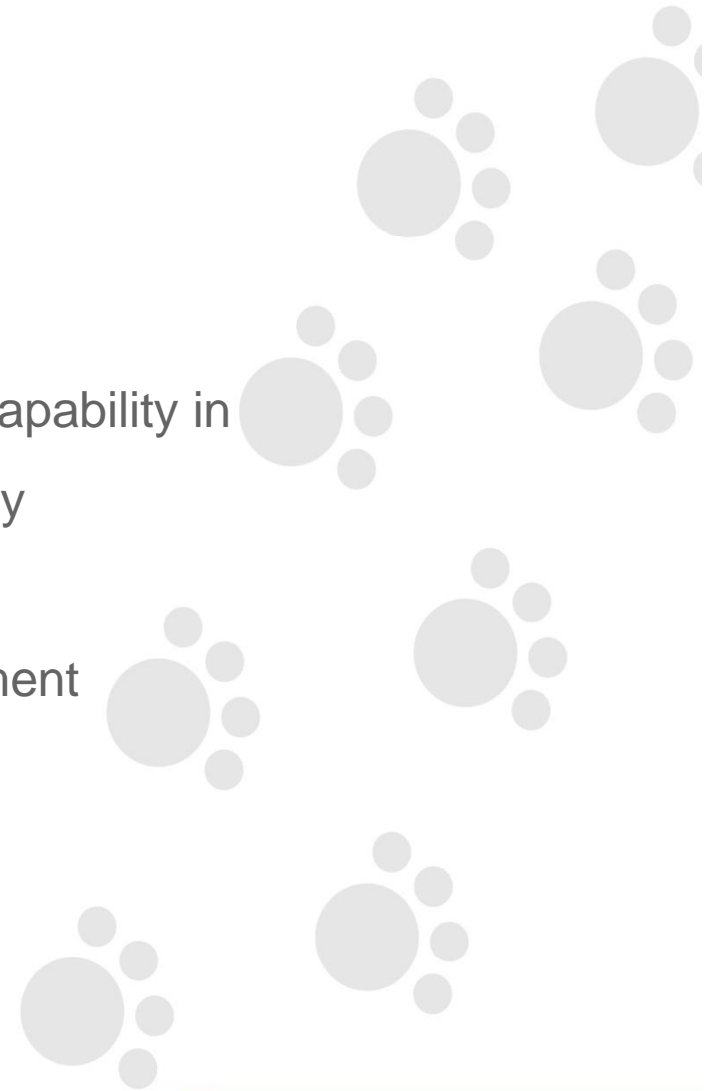


# *CATs Journey*

## VETCAT and CURCAT

Building Teacher Capability with 70:20:10

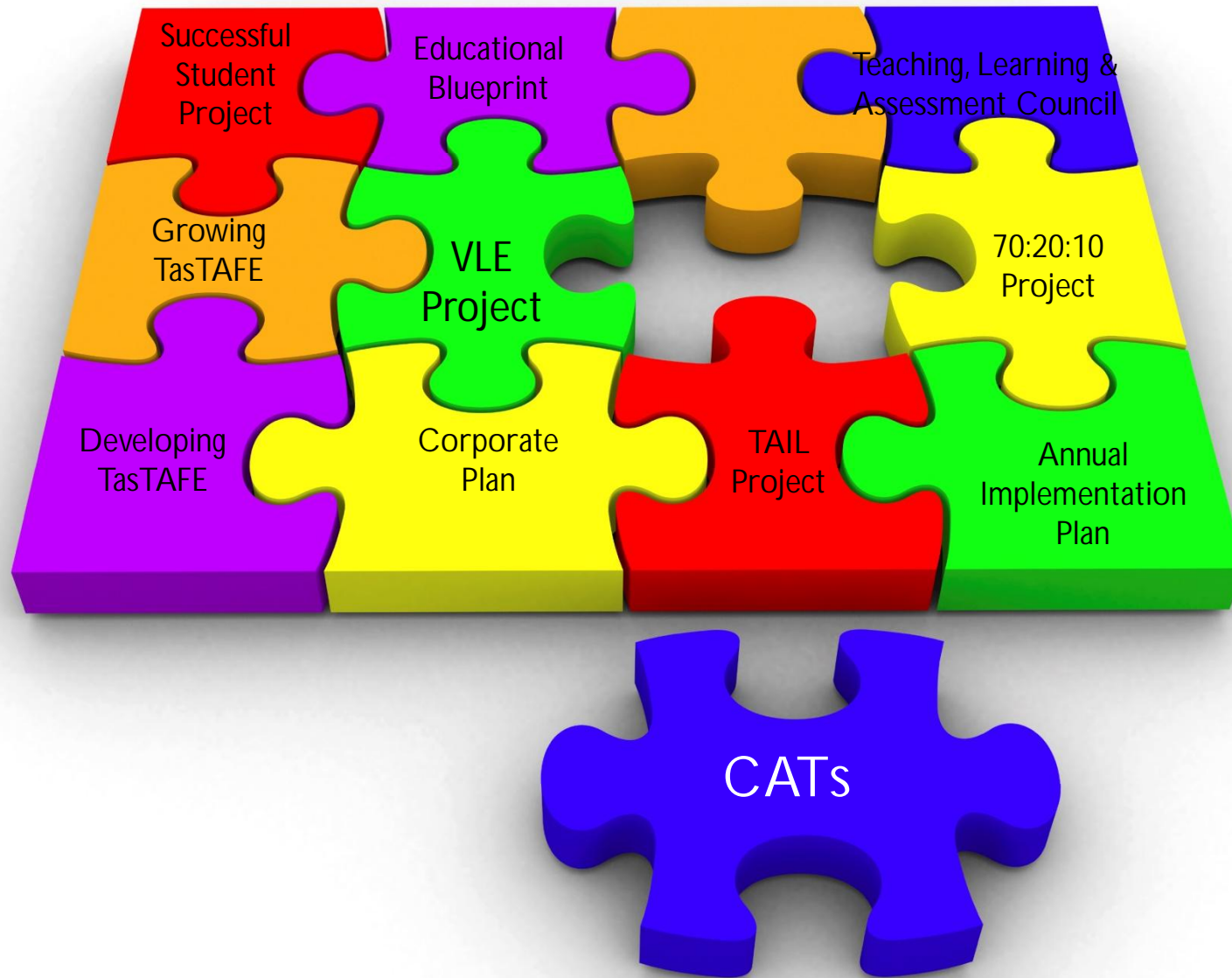
- systematic building of TasTAFE teachers' capability in teaching, assessment and industry currency
- “Re-tooling” of teachers
- 70:20:10 Framework for Teacher Development
- Crucial to TasTAFE 2015 re-design
- Competitive advantage







# Piecing together a pathway to success



# Case Study - COMPLETIONCAT

Skills Sets	National TasTAFE		Supporting Project
Skills to ensure customised student support:	53%	53%	Successful Student Project
Skills to ensure targeted planning and administration:	49%	49%	TasTAFE Administrative Innovative Learning Project
Capabilities			
Fine-tuning online learning practices:	31%	28%	Virtual Learning Environment Project
Strengthening learner support services:	57%	54%	Successful Student Project
Arrange counselling and peer support	56%	54%	Successful Student Project
Sustaining partnerships with students' communities, employers and families:	45%	43%	Communities Partnership Project (to be established)
Deepening the Institute's understanding of student needs, motivations and behaviours:	52%	48%	Successful Student Project
Monitoring the Institute's marketing and promotions:	43%	42%	2015 TasTAFE Annual Implementation Plan
Contributing to the Institute's strategic planning:	48%	42%	2015 TasTAFE Annual Implementation Plan
Assisting the Institute's profile planning:	46%	47%	2015 TasTAFE Annual Implementation Plan
Professional Development			
Extent to which PD meets requirements:	61%	53%	All met through reworking of the TasTAFE
Amount provided to access PD:	60%	48%	PD Framework and Building Teacher Capability 70:20:10 project
Issues affecting PD:	Timing and cost		
PD preference:	During work hours and face-to-face		

# MEASURING SUCCESS

We measure success, outcomes and client satisfaction and have a continuous improvement focus.

To ensure our clients are satisfied with the outcomes of their experience and training we use a range of measures including specific strategies used to collect data:

- Annual Learner and Employer Satisfaction Surveys
- Feedback and Complaints Management
- Measuring staff capability through





Questions?



Thank you