

Project ID No.	CP 447 / 7 / 1 / 3
GOAL	4 SUB-PROGRAM

Effective Networking Communities of Practice

Action plans must be submitted online to www.reframingthefuture.net by COB Tuesday 20 June 2006.

Please refer to 'How to submit an action plan online' in the Reframing the Future handout or on the website.

All sections must be completed.

Please note: sections 1 – 9 of this document will be uploaded onto the Reframing the Future website. Details of participants in item 11 will be only be used in accordance with our privacy policy and will not be published on the website.

Name of organisation funded by Reframing the Future

Community Services & Health Industry Training Board (Vic)

1. Convenor's details

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3. Project overview (100 words maximum)

What outcomes do you hope to achieve in your project?

This project will bring together training providers delivering aged care and disability certificates at levels III and IV. These training providers experience very similar workforce development issues but networking and information exchange is currently undertaken on a fairly informal basis.

The outcomes for this project have been identified as:

- Providing a forum for professional development and information exchange to counteract the isolation of providers.
- Discussion of issues pertinent to the aged care and disability industry sectors including:
 - moderation and assessment development for carers working in personal care and home-based settings
 - effective and inclusive methods of training and assessment for equity group learners.

4. Domain of knowledge

What aspects of the national training system will be addressed by your project?

(e.g. establishing relationships with industry clients; improving workplace assessment or delivery; implementing new Training Packages)

(Please add rows as required)

This project will address training delivery and assessment issues around competencies within the Community Services Training Package which are relevant to both the aged care and disability industry sectors (e.g. CHCDIS1C Orientation to Disability and CHCAC3C Orientation to Aged Care, CHCAC2C Personal Care within facilities and CHCHC302B Personal Care in a home care setting).

This forum will facilitate discussion of current moderation and assessment processes and issues, innovative and 'best practice' examples, available tools and resources, and strategies to overcome current barriers and difficulties. The forum will consider appropriate Recognition of Prior Learning and Recognition of Current Competency models and resources as well as examine workplace language and literacy issues.

Participants from this Community of Practice will disseminate information to colleagues within their respective organisations.

5. Facilitating your community of practice

Please describe how you propose to facilitate your group progressing through the stages of growth of a Community of Practice (see Table 4.1 in the report: *The Potential for Communities of Practice to underpin the National Training Framework*):

- A. *Potential Stage:*** As private providers of training in the community services sector, members of this Community of Practice have found themselves isolated in their practice without a structured forum for professional development and information exchange. Although operating as separate training organisations, they also share many similar experiences, challenges and issues in workforce development and sourcing of relevant information.
- B. *Coalescing:*** The majority of participants within this Community of Practice met regularly throughout 2005 through involvement in another project and members are now well known to each other. All recognise the benefits gained through a collaborative approach to professional development, resource and information sharing and problem solving. Existing members are keen to expand this group further and have identified other key training providers from within the sector to be invited to join this Community of Practice.
- C. *Active:*** The majority of participants currently benefit from a standard informal network. This network was reinforced by the 2005 project and the group has the potential to continue to develop into a viable Community of Practice. Trust has been established within the group and information is freely exchanged despite their competitive relationships. The current Communities of Practice project has renewed their interest and commitment and the group is also keen to develop a voice within the VET sector for aged care, home and community care workers and trainers/assessors. The initial meeting of the Communities of Practice group has identified:

- o Issues which impact on all members of the group and are common across the aged care and disability sectors
- o Relevant issues in moderation and assessment practice
- o Specific competencies from the Community Services Training Package for discussion
- o Workforce language and literacy issues to be discussed.

D. Dispersed: Effective collaboration developed during the 2005 project has enabled this group to 'hit the ground running' for the current project. They know what to expect, their responsibilities and have already identified specific issues they wish to discuss. It is anticipated that the introduction of several new members to this group will further invigorate discussion, information sharing and professional exchange.

E. Memorable: Any tools and resources, models, best practice examples etc identified from discussions with this Community of Practice will be disseminated. It is expected that the facilitated meetings will continue to strengthen working relationships between existing members and also introduce valuable professional exchange opportunities to new members. It will counteract the isolation of private providers in this sector and provide a network of subject matter experts, informal advisors and mentors around the national training.

6. Structuring your community

Please describe how you propose to support the development of the three components of your community: its domain of knowledge, community and practice (see *Effectively Structuring Communities of Practice in VET*):

Domain of Knowledge:

Participants are all private Registered Training Organisations within the Aged Care and/or Disability sectors of the Community Services industry. Sharing experience, knowledge and resources will be a project focus particularly in relation to the implementation, delivery and assessment of specific competencies from the Community Services Training Package. Workplace language and literacy issues affecting personal care and homecare workers will also be discussed.

Community:

Project roles will be circulated within the group so that different participants will have responsibility for drawing together resources, planning activities and encouraging group participation for each of the monthly meetings. Other circulated roles will include that of scribe and contact co-ordination. The project facilitator will disseminate information relating to workshops and professional development opportunities relevant to the group. Opportunities will be made for the group to connect outside the formal meeting time.

Practice:

Action Learning activities will centre on the target units of competence and assessment issues. Members of the action learning set will offer their assessment activities for moderation and will provide a rationale for their choice of assessment method. These activities necessarily challenge and develop practice. To be successful, there needs to be high level trust within the group hence the development of community will be very important.

7. Anticipated outcomes (see Chapters 6-7 of *The Potential*)

Please describe the outcomes anticipated as a result of your project:

for participating individuals	Collaboration and sharing of knowledge Access to a wider range of tools and resources Ability to draw on the expertise of other members in a supportive environment Exposure to innovative training and assessment strategies
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for participating organisations	Access to innovative and 'best practice' examples of training and assessment Recognition as a pro-active and authoritative leader in this field Validation and peer review of current delivery and assessment strategies. Improvements to current delivery and assessment strategies. Networking opportunities
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8. Evaluation

Please provide an outline of the methods you will use to evaluate the participants' learning and your project's efficiency and effectiveness.

An evaluation workshop will be conducted where participants will be asked to reflect on questions inquiring into a range of issues including learning outcomes, action learning methods, organisation, the execution of roles, communication ... Anonymous written feedback will also be sought from both the set members and workplace managers who have not participated directly in the project. Where possible, concrete evidence of outcomes will be sought. Set members will be asked to identify methods of benchmarking outcomes at the beginning of the project.

9. Project timeframe

Please list project milestones and key dates

(Please add rows as required)

Milestone	Key date
Initial meeting of existing group	15 June 2006
Project Action Plan submitted	20 June 2006
Invitation to new members and membership confirmed	1 July 2006
1 st meeting – assessment principles and the challenges of the care environment (Workplace literacy issues, home based care...).	27 July 2006
2 nd meeting– Moderation & Assessment – Personal Care competencies CHCAC2C (facilities) and CHCHC302B (home care settings)	24 August 2006
3 rd meeting – Moderation & Assessment – Orientation competencies CHCDIS1C Disability and CHCAC3C Aged Care	21 September 2006
4 th meeting – Moderation and assessment – support and on-going learning strategies	23 November
Mid-term forum (if applicable)	September 2006
National RTF Forum – Sydney	November 2006
Project Final Report submitted	5 December 2006