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| Project ID No. | ITN | 107 / 2 / 1 / 12 |
| GOAL           | 4   | SUB-PROGRAM      |

## Effective Networking Industry Training Networks

Action plans must be submitted online to [www.reframingthefuture.net](http://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 Details of participants in item 11 will be only be used in accordance with our privacy policy and will not be published on the website.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

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| TAFE NSW, Western Institute, Faculty of Business, Arts & Information Technology |
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### 1. Convenor's details

|   |                |                      |
|---|----------------|----------------------|
| Name: Carolyn Laycock                       |                |                      |
| Position: Educational Leader, BA&IT Faculty |                |                      |
| Organisation: TAFE NSW, Western Institute   |                |                      |
| Address: 27-33 Carleton Street              |                |                      |
| City/Suburb: COWRA NSW                      |                | Postcode: 2794       |
| Ph: 0263 40 1709                            | Fax: 6342 4128 | Mobile: 0427 417 540 |
| Email: carolyn.laycock@tafensw.edu.au       |                |                      |

### 2. Facilitators' details

|                |      |           |
|----------------|------|-----------|
| Name: As above |      |           |
| Address:       |      |           |
| City/Suburb:   |      | Postcode: |
| Ph:            | Fax: | Mobile:   |
| Email:         |      |           |

### 3. Project overview (100 words maximum)

What outcomes do you hope to achieve in your project?

The proposed outcome is the formation of a sustainable training network, involving Murdi Paaki Regional Enterprises (key Aboriginal organisation), Government agencies and TAFE NSW, Western Institute to improve the quality of training.

Stakeholders will collaboratively formulate goals and strategies to better develop the relationship and improve information sharing, through the development of protocols to ensure clear communications channels are established and documented between the stakeholders. Customised and culturally appropriate management tools will also be developed to monitor progress during the training project life cycle.

This project addresses the need to effectively plan, develop and implement cross faculty training options in partnership with Murdi Paaki.

#### **4. Industry training issues**

What training issues related to implementation of the national training system will be addressed by your project?

Western Institute manages numerous training projects in partnership with Murdi Paaki Regional Enterprises. These projects are often complex involving a large number of part time teachers and agency staff who have varying degrees of understanding of the national training system. Additional support staff is also involved from multiple organisations including DEST.

For example, in 2003, under the Council of Australian Governments (COAG) agreement the Murdi Paaki Region was targeted to pilot the set up of community Working Parties that would facilitate community cohesion and growth in each of the rural and remote locations targeted. TAFE NSW Western Institute provided training to Level II and III Aboriginal business trainees who would support these secretariats. The trainees were spread over a wide geographic area in isolated workplaces. Delivery has been by a blend of face to face training, workshops, workplace visits, distance and e-learning. While student outcomes have been positive, the partnership is underdeveloped and collaborative arrangements among stakeholders require serious attention in the form of clearly documented methodologies within the network. Trainees are employed in many different workplaces and locations, making consistent communication between all stakeholders imperative to achieving quality training outcomes.

The challenge is to ensure effective and regular communication strategies with a whole of government network approach, to facilitate inter-organisational collaboration and sharing, thus ensuring that the key stakeholders are informed at the identified milestones of a project including planning, implementation and evaluation. The further development of the network and communication is important for knowledge management because much knowledge resides in the group as each stakeholder brings knowledge on their area of expertise, and the network will be the basis of knowledge sharing through timely communication of needed information.

## 5. Network facilitation

Please describe what steps you will take to ensure that all members of your network are able to benefit from membership of the network, when the members:

|   |  |
|---|--|
| might come from different types of organisations (e.g. industry, provider, union, large, small, metropolitan, country, public, private) | <p>Convenor to contact on one to one basis with all stakeholders initially to speak to them about their role, involvement, input into what they would like in the project</p> <p>Face to face meeting or videoconference of all stakeholders from all organisations for initial meeting and input as a group</p> <p>Allocate roles and responsibilities according to their role in the organisation and their time available</p> |
| have different amounts of time available for participating  | Allocate roles according to this, use electronic forms of communications for saving time and travel  |
| might vary from wanting strong to weak connections  | This would be covered in the project when determining the communication needs and strategies of all the stakeholders   |

## 6. Network processes

Please describe how you propose to provide opportunities for members to undertake one or more of the following activities:

|   |  |
|---|--|
| – to reflect upon and improve their practice in analysing, designing or delivering industry training programs | This would involve the teachers, the Murdi Paaki training manager and the educational leaders, who will put a strategy into place for monthly reporting of trainees' progress and identifying any issues in the training and how to resolve these. This would be documented and placed on sharepoint as a knowledge management tool. |
| – share information   | Monthly reports, teleconferencing and sharepoint site as well as informing staff at faculty meetings, and sharing the information at conferences and showcases   |
| – access resources  | Resources to be stored on sharepoint   |
| – develop new forms of collaboration with other members   | Using original team members who have indicated a willingness to collaborate in the project, and from their contacts increase the network where possible through making contact with these people and asking for their input or participation as relevant to their role in their organisations and their time commitment              |

## 7. Anticipated outcomes

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

|                                 |   |
|---------------------------------|---|
| for participating individuals   | Increased knowledge of training program with Murdi Paaki and the traineeship system and processes in general  |
| for participating organisations | <p>Increased knowledge of linkages between organisations and need to communicate and report to all participating organisations and stakeholder to share information and build a network.</p> <p>Build on the existing project and networks to collaborate on strategies to develop an improved communication and management system so all stakeholders are kept informed of progress on a regular basis in an agreed reporting format to meet different information needs – to satisfy the wide range of forms and reports required by all government stakeholders in their reporting and funding guidelines. Once entrenched, these networking and communication skills will become a social asset which will assist these communities in all future projects.</p> |

|                    |  |
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| for the VET system | Better system and guidelines for trainers for managing trainees to satisfy the reporting requirements of all the stakeholders. |
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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.

Ensure all participants have a thorough understanding of the project and how they can contribute during the project – facilitator to cover this at initial team meeting

Survey participants' role/availability to participate in project – facilitator to cover this at initial meeting

Survey participants' skills in communicating electronically and using technology for sharing resources and knowledge management – mentoring by an experienced person or organize some training

Collaborative development of processes and guidelines for managing Murdi Paaki trainees – share information with team members, customize to suit aboriginal culture – coaching by experienced person in building working relationships

Guidelines, templates and strategies for communicating with all stakeholders – attending meetings and teleconferences and workshops

End of project survey by facilitator to gauge effectiveness of project and learning by participants

Whether process can effectively be transferred to future projects

Continuation of this type of delivery/partnership in regional and remote areas

**9. Project timeframe**

Please list project milestones and key dates

(Please add rows as required)

| Milestone  | Key date                |
|--|-------------------------|
| Initial meeting with TAFE staff involved in delivery to Murdi Paaki  | 26 June<br>30 June      |
| Collate all communication and correspondence with all stakeholders   | 23 June<br>21 July      |
| Investigate templates and communication strategies to suit this team, email out for feedback   | 31 July                 |
| Initial Team Meeting with all stakeholders (videoconference or face to face)   | 30 August               |
| Team to work on developing templates   | 30 August               |
| Team to work on communication strategies and schedules   | 30 September            |
| Team to work with internet manager to put resources into an online sharepoint to store templates and manage knowledge by storing reports, feedback etc | 15 October              |
| Team to build relationships with all stakeholders in north west and gain feedback on templates   | July -<br>December      |
| Team to customize templates to suit stakeholders   | 15 October              |
| Trial use of templates and communication strategies with all stakeholders  | October and<br>November |
| Stakeholders to be surveyed after trial  | 30 November             |
| Amendments as per feedback   | 15 December             |
| Share learning and resources with other staff  | December and<br>ongoing |