

# PROGRAM

Monday 19 November and Tuesday 20 November 2007 Sofitel Brisbane, 249 Turbot Street,  
Brisbane, Queensland

A lively and interactive national forum showcasing how  
VET organisations are implementing the national  
training system and enhancing our human capital.

# NEW WAYS OF WORKING IN VET FORUM 4



Developing Australia's VET workforce to  
implement the national training system

# NEW WAYS OF WORKING IN VET

## Keynote speakers

### Monday

#### New Ways of Developing Managers and Leaders

##### Professor Victor Callan

Professor of Management  
University of Queensland Business School

As an organisational researcher and management consultant, Victor has expertise in the fields of organisational behaviour, change management and human resource management and has published several books and a large number of international research reports and journal articles. He is among Australia's most cited researchers in management. Victor is working with senior executives and managers in a large range of Australian and New Zealand private and public sector organisations, completing consultancies on leadership development, organisational change and program evaluation.

In the VET sector, over the last five years he has completed National Centre for Vocational Education Research (NCVER) funded reports on the capabilities required of VET leaders and managers, generic skills, the nature of innovative VET organisations, strategies for management and leadership development and the responses to skills shortages. In addition, he has completed consultancies for VET organisations in various states.

### Tuesday

#### Relationships that Work

##### Viv Read

Crosstech Pty Ltd

Viv has been actively involved in organisational transformation and renewal processes for three decades as a contingent and portfolio worker. Following formal studies in social work and industrial relations, her passion for learning and being involved with challenging organisational issues has resulted in assignments in industries as diverse as manufacturing, mining, the waterfront, water and electricity authorities, hospitality and service, community organisations and all levels of government in Australia and South East Asia.

A reputation for independence, innovation and creativity has resulted in her working with organisations and teams prepared to challenge their values, assumptions and behaviour, and to actively engage in the exploration and application of new ideas and concepts. For the past five years, she has been working with new tools and processes designed to help people make sense of complex situations as the basis for more effective relationship building and decision making. She is a Founding Director of the Society for Organisational Learning Australia, and a fellow of the Australian Human Resource Institute.

## Welcome to New Ways of Working in VET Forum 4

The Reframing the Future national project team warmly welcomes you to the fourth New Ways of Working in VET Forum in as many years.

We encourage you to make the most of a program designed to maximise your participation. You are invited to share your ideas and innovations and to take home new practices that you hear about over the next two days.

Please enjoy the opportunity to network with your VET peers from all around Australia, to achieve our shared goal of implementing a high-quality national training system and the national reform agenda of the Council of Australian Governments.

**Suzy McKenna**  
National Project Director  
*Reframing the Future*

### Concurrent Sessions – themed presentations

In each concurrent session Reframing the Future project leaders will share their experiences and thoughts on a theme in order to stimulate group discussion about new ways of working. Each morning the concurrent session will focus on the learning methodologies utilised by Reframing the Future projects. In the afternoon the focus will be in themes relating to COAG's national reform agenda.

### Continuous Improvement in VET Forums

These stimulating forums were originally held around Australia in August 2007. The forums provide an opportunity for RTO staff to consider ways of implementing integrated responses to COAG's directions and NQC's initiatives, including AQTF 2007.

The forums will be facilitated by Dr John Mitchell with presenters Helen McNamara and John Ward from the Chisholm Institute of TAFE.

A Continuous Improvement in VET Forum is running each day across both the morning and afternoon concurrent sessions.

Places are limited and participants were asked to nominate their preference to attend a forum on their Registration Form. Sheets listing those people and the day they are attending can be found at the registration desk in the foyer. Please sign yourself in.

### The VET Inventors Workshop – over both days

Inventors will have an opportunity to build a gizmo to solve a VET issue and create an explanatory story about it at a workshop set up in the foyer with materials sourced from 'Reverse Garbage'. Your inventions may be cobbled together with sticky tape, plastic piping, and string but they will tell a good story about a practical solution to a VET issue. Michael Callaghan from NMIT in Victoria will be on hand to help you put it together.

### The VET Inventors Show – Monday

Hosted by Sandra Lawrence, from DETA Queensland, this plenary session will give three VET Inventors an opportunity to show and explain their invention. Based on a well known national TV show the inventions will be judged by a panel of experts on usefulness, design, originality, suitability and cost effectiveness. Extra points will be awarded for wit.

### From Research to Practice – a discussion on building capability – Monday afternoon

Hugh Guthrie and Dr Victor Callan will guide discussion groups on ways to take forward into VET practice the Key Messages from the NCVET Research Overview – *Supporting vocational education and training providers in building capability for the future.*

### Developing a Culture of Continuous Improvement – developing stories from the field – Tuesday afternoon

In an armchair conversation six VET practitioners from around Australia will respond to questions from Dr John Mitchell about experiences and initiatives that contribute to developing a culture of continuous improvement in their own work and within their organisations.

### Posters – over both days

Posters are an effective and popular method for communicating information with words, mind maps, photographs, pictures and charts. Poster presentations provide an opportunity for personal interaction and in-depth discussions between the presenter and the viewer. A list of poster presentations is on page 10.

### Southbank Institute Tour – Tuesday afternoon

The Southbank Institute of Technology Redevelopment project has recently finished its first phase of construction and is on target for full completion by the end of 2008. Over 1000 staff and students are already experiencing the benefits of the purpose-built and state of the art educational and administrative facilities.

Overall, the project involves the development comprising of five new buildings and four refurbished buildings on a four hectare site in South Brisbane. It recently won the prestigious international Public-Private Finance Awards in London.

A tour of these new facilities has been arranged for Tuesday afternoon following the New Ways of Working in VET Forum. A bus will leave the Sofitel at 3.45 pm and return to the Sofitel or directly to the Airport after the tour ends at 5 pm. Information and bookings (by 1 pm Tuesday) at registration desk.

## NEW WAYS OF WORKING IN VET

### Concurrent Sessions

#### DAY 1 – Monday 19 November – Morning Sessions 11.15am–12.15pm

##### Using action learning to develop VET practice

**Bastille Room**

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Stan Pietsch	Sunraysia Institute of TAFE	VIC	A skills recognition model for a remote multi-campus institute <i>Applying Information and Research</i>
Anita Busch	Island Health College	TAS	RPL – a new focus <i>Skills Development for VET Practitioners</i>
Jeannie Chapman	1 to 1 Beauty Therapy Training	VIC	Initiating action in VET from Micro-business <i>Skills Development for VET Practitioners</i>

##### Driving responsive organisations through strategic and change management

**Ballroom 2**

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Sue Flindell	VET Consultant, Gosford City Council	NSW	Developing and implementing a capacity development model in the HACCC sector <i>National Training Change Agent</i>
Madeleine Frost & Mark Hunwicks	TAFE SA	SA	Developing strategic leadership capability for TAFE SA managers <i>Strategic and Change Management for Improvement</i>
Janet Hewson	TAFE NSW ICVET	NSW	Changing practice through strategic conversation <i>Strategic and Change Management for Improvement</i>

##### Networking to develop capability and partnerships

**Ballroom 3**

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Peter Thurston	Roadmarking Industry Association of Australia	VIC	Networking – the key to implementing the COAG agenda <i>Teaching, Learning and Assessor Networks</i>
Jo Fuller	TAFE NSW South West Sydney Institute	NSW	Using technology to support organisations through RPL change management <i>National Training Change Agent</i>
Catherine Curry	CHARTTES	NT, WA, Qld	Top End Groove – Indigenous Tourism and Training <i>Communities of Practice</i>

##### Continuous Improvement in VET Forum

(sign-in at the registration desk)

**Ballroom 1**

## Concurrent Sessions

## DAY 1 – Monday 19 November – Afternoon Sessions 1.15–2.15pm

## Enhancing human capital

Ballroom 3

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Colin Alcock	TAFE NSW Riverina Institute	NSW	A new service to clients? Developing a pathway from VET into small business <i>Strategic and Change Management for Improvement</i>
Teresa Schmidt	Sunshine Coast Institute of TAFE	QLD	Enhancing human capital through the development of employability skills <i>Teaching, Learning and Assessor Networks</i>
Mark Harris	Southbank Institute of Technology	QLD	Enhancing capabilities of an aging VET practitioner workforce in the knowledge era <i>Strategic and Change Management for Improvement</i>

## Increasing participation in training and the workforce

Bastille Room

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Ray Chavez	Department of Corrective Services	WA	Building a sustainable industry training network model for WA prisoners <i>Industry Training Network</i>
Annie Venville	TAFE NSW Riverina Institute	NSW	Responding to our troubled students <i>Communities of Practice</i>
Karen Marsh & Sherryn Browne	Hume Regional Council of ACFE	VIC	The future of skill sets – findings from a community based project Supporting continuous improvement in VET <i>Applying Information and Research</i>

## Improving relationships in VET

Ballroom 2

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Peter O'Connor	Technical & Training Innovation	VIC	CERQ – Building an industry model to meet workforce development <i>Communities of Practice</i>
Martha Goldman	Tropical North Queensland Institute of TAFE	QLD	Teachers reflecting on practices in context: growing the TROPIC network <i>Teaching, Learning and Assessor Networks</i>
Helen Tinney	TAFE NSW, Western Institute	NSW	Teaching, learning and assessor networks in the commercial cookery industry – can they work? <i>Teaching, Learning and Assessor Networks</i>

Continuous Improvement in VET Forum  
(continuing from morning session)

Ballroom 1

## NEW WAYS OF WORKING IN VET FORUM 4

### Monday 19 November 2007

8.00am	Registrations open, tea and coffee on arrival	Lobby
9.30am	<b>Plenary session: Forum Welcome</b>	Ballroom 3
	<b>Opening Address</b>	Ballroom 3
	<b>Carol Webb</b> , Assistant Director General, Industry and VET Policy Department of Education, Training and the Arts, Queensland <i>A Clever, Skilled and Creative Queensland</i>	
	<b>Keynote speaker – setting the scene</b>	
	<b>Dr Victor Callan</b> <i>New Ways of Developing Managers and Leaders</i>	
11.00am	<b>Morning tea</b> (view posters and exhibition displays)	Lobby
11.15am	<b>Morning sessions (concurrent)</b>	
	<i>Using action learning to develop VET practice</i>	Bastille Room
	<i>Driving responsive organisations through strategic and change management</i>	Ballroom 2
	<i>Networking to develop capability and partnerships</i>	Ballroom 3
	<i>Continuous Improvement in VET Forum</i>	Ballroom 1
	<i>The VET Inventors Workshop</i>	Lobby
12.15pm	<b>Lunch</b> (view posters and exhibition displays)	Lobby
1.15pm	<b>Afternoon sessions (concurrent)</b>	
	<i>Enhancing human capital</i>	Ballroom 3
	<i>Increasing participation in training and the workforce</i>	Bastille Room
	<i>Improving relationships in VET</i>	Ballroom 2
	<i>Continuous Improvement in VET Forum</i>	Ballroom 1
	<i>The VET Inventors Workshop</i>	Lobby
2.20pm	<b>Afternoon tea</b> (view posters and exhibition displays)	Lobby
2.40pm	<i>From research to practice discussion on building capability</i>	Ballroom 2
3.45pm	<b>Plenary session: <i>The VET Inventors Show</i></b>	Ballroom 3
4.30pm	<b>Posters, exhibitors, networking and refreshments</b>	Lobby
5.30pm	<b>Close</b>	

Please note this program is subject to change.

## Tuesday 20 November 2007

8.30am	Registrations open, tea and coffee on arrival	Lobby
9.00am	<p><b>Plenary session: Welcome to Day 2</b></p> <p><b>Patrick McKendry</b>, Chair, National Quality Council <i>Quality as a Driver</i></p> <p><b>Jim Davidson</b>, Deputy Secretary, Department of Education, Science and Training</p> <p><b>Keynote speaker – setting the scene</b></p> <p><b>Viv Read</b> <i>Relationships that Work</i></p>	Ballroom 3
10.45am	Morning tea (view posters and exhibition displays)	Lobby
11.00am	<p><b>Morning sessions (concurrent)</b></p> <p><i>Using action learning to develop VET practice</i> Bastille Room</p> <p><i>Driving responsive organisations through strategic and change management</i> Ballroom 3</p> <p><i>Networking to develop capability and partnerships</i> Ballroom 2</p> <p><i>Continuous Improvement in VET Forum</i> Ballroom 1</p> <p><i>The VET Inventors Workshop</i> Lobby</p>	
12.00pm	Lunch (view posters and exhibition displays)	Lobby
1.00pm	<p><b>Afternoon sessions (concurrent)</b></p> <p><i>Enhancing human capital</i> Ballroom 3</p> <p><i>Increasing participation in training and the workforce</i> Bastille Room</p> <p><i>Improving relationships in VET</i> Ballroom 2</p> <p><i>Continuous Improvement in VET Forum</i> Ballroom 1</p> <p><i>The VET Inventors Workshop</i> Lobby</p>	
2.00pm	Afternoon tea (view posters and exhibition displays)	Lobby
2.20pm	Plenary session: <i>Developing a culture of continuous improvement in RTOs – stories from the field</i>	Ballroom 3
3.20pm	Bringing it all together	Ballroom 3
3.30pm	Close	
3.45–5.00pm	Tour of Southbank Institute (book at registration desk by 1pm Tuesday)	

## NEW WAYS OF WORKING IN VET

In each themed session Reframing the Future project leaders will share their experiences and thoughts in order to stimulate professional conversations about New Ways of Working in VET.

### Concurrent Sessions

#### DAY 2 – Tuesday 20 November – Morning Sessions 11.00am – 12.00pm

##### Using action learning to develop VET practice

**Bastille Room**

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Gwen Moroney	First Impressions Resources	QLD	Action learning to identify employability skills in the Retail Training Package <i>Skills Development for VET Practitioners</i>
Walter Aich	ACFE Gippsland	VIC	Bridging Learning Communities <i>Communities of Practice</i>
Judy Gronold/ Cathie Kerle	DETA – Professional Practices Unit	QLD	Employability skills – possibility or pipe dream <i>Applying Information and Research</i>

##### Driving responsive organisations through strategic and change management

**Ballroom 3**

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Margaret Gannaway	TAFEWA Challenger	WA	Challenger TAFE's service driven model – working with industry and community <i>Strategic and Change Management for Improvement</i>
Sheryl Mackie	Gordon Institute of TAFE	VIC	Change management for education development <i>Strategic and Change Management for Improvement</i>
Rose Crowe	Gordon Institute of TAFE	VIC	Ask the right questions – get the right change <i>National Training Change Agent</i>

##### Networking to develop capability and partnerships

**Ballroom 2**

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Kate Trehwella	Gordon Institute of TAFE	VIC	The national textiles, clothing and footwear community of practice <i>Communities of Practice</i>
Nerida Wood	Kaplan Education	NSW	Successful networking – 2 tier approach <i>Teaching, Learning and Assessor Networks</i>
Julie Manning/ Andrea Quintal	TAFEWA Challenger	WA	No such thing as a bad hair day! <i>Industry Training Network</i>

##### Continuous Improvement in VET Forum (sign-in at the registration desk)

**Ballroom 1**

## Concurrent Sessions

## DAY 2 – Tuesday 20 November – Afternoon Sessions 1.00–2.00pm

## Enhancing human capital

Ballroom 3

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Lesley Wemyss	Crestfern – Lesley Wemyss Training Consultancy	QLD	Industry trainers and assessors are the backbone of VTE delivery <i>Industry Training Network</i>
Robyn Alexander	VISTA	VIC	Ongoing development of the 'TAA professional' in VET <i>Skills Development for VET Practitioners</i>
Chris Jarrett	WEA Illawarra	NSW	Impact and application of employability skills <i>Skills Development for VET Practitioners</i>

## Increasing participation in training and the workforce

Bastille Room

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Kevin Mead	Ascent Group	NSW	Enhancing professionalism in the disability sector workforce <i>Industry Training Network and National Training Change Agent</i>
Dr Jan Schmitzer & Karrina DeMasi	Batchelor Institute	NT	Networking opportunities – a model of collaboration in a cultural environment <i>Teaching, Learning and Assessor Networks</i>
Mark Whiteley	Independent Practitioners Network	NSW	Reframing our future – without a framework <i>Skills Development for VET Practitioners</i>

## Improving relationships in VET

Ballroom 2

Presenter	Sponsoring Organisation	State/Territory	Presentation title and Reframing the Future sub-program
Paul Jenkins & Denise Andrews	ACPA	QLD	The ACPAINT project – networking for employment through performing arts <i>Strategic and Change Management for Improvement and Industry Training Networks</i>
Marcia Kelly	CHARTTES	NT	Creating collaborative change <i>National Training Change Agent</i>
Marlene Boundy	TAFE SA	SA	Assessment tools – DEST and the NRS <i>Teaching, Learning and Assessor Networks</i>

Continuous Improvement in VET Forum  
(continuing from morning session)

Ballroom 1

## NEW WAYS OF WORKING IN VET

### Posters

The posters will be featured during the Networking session on Monday from 4.30 pm.

Posters will also be on display throughout the forum and you can catch up with the presenters during the breaks.

No.	Organisation	Poster presenters	Poster title and <i>Reframing the Future</i> sub-program
1	TAFE SA	Janene Piip	Accelerated Skills Formation <i>National Training Change Agent</i>
2	Central Coast Community College	Mallory Mills	Creating Our Future – A Strategic Approach <i>Strategic and Change Management for Improvement</i>
3	Central Coast Community College	Mallory Mills and Jane Koch	Implement a training system that is industry-led demand-driven and client-focused <i>Skills Development for VET Practitioners</i>
4	TAFEWA Challenger	Christine Cooper	National RPL Network <i>Communities of Practice</i>
5	TAFE Tasmania	David Gutteridge	The Workplace Learning Community of Practice at TAFE Tasmania <i>Communities of Practice</i>
6	Aboriginal Centre for the Performing Arts	Barbara Baugh	ACPA and the quest for good practice <i>Skills Development for VET Practitioners</i>
7	Enterprise Registered Training Organisations Association (ERTO A)	Anthony Tyrrel	Implementation Guide for AQTF 2007 – based on a business improvement model <i>Communities of Practice</i>
8	Creative Industries Skills Council	Valda Jennings	A national approach to delivery modes for beauty industry employment <i>National Training Change Agent</i>
9	Association of Providers of Training Services (APTS) ACT	Susan Abbott	Same, same but different! <i>Communities of Practice</i>
10	TAFE SA	Margaret Thornton	TAFE SA setting strategic directions for responsive and client centred RPL practices <i>Strategic and Change Management for Improvement</i>
11	Technical and Training Innovation	Peter O'Connor	Building an industry model to meet workforce development <i>Communities of Practice</i>
12	Sunraysia Institute of TAFE	Stan Pietsch	A Skills Recognition Model for a remote multi – campus institute <i>Applying Information and Research</i>
13	TAFE NSW Sydney Institute	Greg Riach & Robert Baker	Strengthening Industry Links <i>Industry Training Network</i>
14	TAFE SA	Marlene Boundy	Assessment Tools – DEST and the National Reporting System <i>Teaching, Learning and Assessor Networks</i>
15	Batchelor Institute of Tertiary Education	Tim Whiteside	Non-written assessment for remote delivery of Conservation and Land Management courses <i>Skills Development for VET Practitioners</i>
16	Strive Training Australia	Zena McLean	Creating a Shared Vision with Passion <i>Strategic and Change Management for Improvement</i>
17	TAFE NSW North Coast Institute	Louise Brown	TAFE NSW North Coast Institute Change Management Journey <i>Strategic and Change Management for Improvement</i>
18	Queensland Police Service	Diana Lambert	Developing responsive RPL models using Appreciative Inquiry <i>Skills Development for VET Practitioners</i>
19	TAFE NSW Sydney Institute	Jenny Barlow	Networking on recognition processes with industry, TAFE NSW and other RTOs <i>Teaching, Learning and Assessor Networks</i>
20	Australian Taxation Office	Brian Kingsbury	A planned and flexible approach to Work Based Learning <i>Strategic and Change Management for Improvement</i>
21	Murray Human Services Inc	Chriss Kelly	Murray Human Services Gets Real <i>Skills Development for VET Practitioners</i>
22	Charles Darwin University	Bill Wade	Mobilize this 07 – Youth Symposium <i>Applying Information and Research</i>
23	Northern Melbourne Institute of TAFE	Michael Callahan	Recognition – everyone benefits <i>National Training Change Agent</i>

## Professional Conversations about New Ways of Working in VET

### Opportunity

We have designed the Forum so there are chances for you to actively participate in each concurrent session. This participation takes the form of 'professional conversations' after the presenters have stimulated your thinking.

The opportunity for dialogue with fellow practitioners is not be underestimated, as research shows that:

- professional conversations in which practitioners share their learning can transform practice
- structured dialogue between reflective practitioners often leads to new strategies
- powerful conversations are as much about listening carefully to practicing educators as they are about talking
- within the one professional conversation, participants can clarify their understandings, share their successes and lessons learnt, identify new challenges and investigate solutions
- professional conversations give practitioners time to collaborate with each other, think, analyse and create the conditions for change
- facilitated conversations about professional practice can bring dramatic results, sometimes long after the conversations take place.

### Process

- In groups of 10, appoint a chairperson to manage the time and ensure everyone has a chance to speak.
- Allow up to 5 minutes per question for discussion.

### Prompt questions

Here are three prompt questions to guide your professional conversations today:

1. How might you adapt, adopt and apply ideas from the presentations in your contexts?
2. Please share with the group other new ways of working you have developed to meet similar challenges?
3. What are the main take-home messages from the presentations and your conversations?

**Thank you for your participation in the New Ways of Working in VET Forum 4.  
Please fill out a 'Review of the Day' form, we appreciate your feedback.**

**Suzy McKenna**  
**National Project Director**  
**Reframing the Future**  
**2007**



Australian Government  
Department of Education,  
Science and Training



**Reframing the Future**

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