



# NSW Utilities and Electrotechnology Industry Training Advisory Board (ITAB)

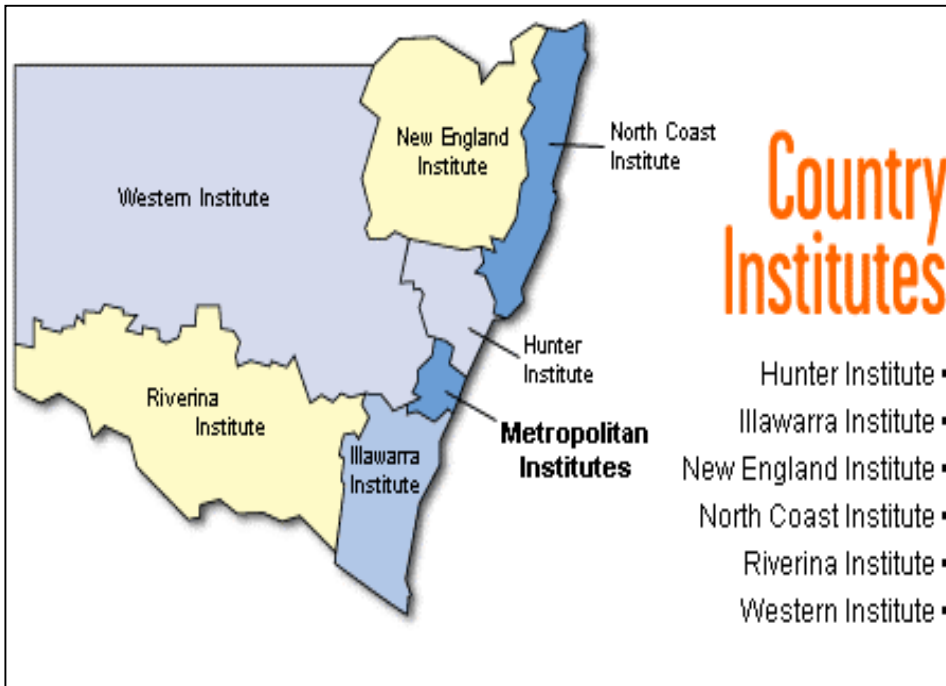
## TAFE NSW – Doing Business in the 21<sup>st</sup> Century

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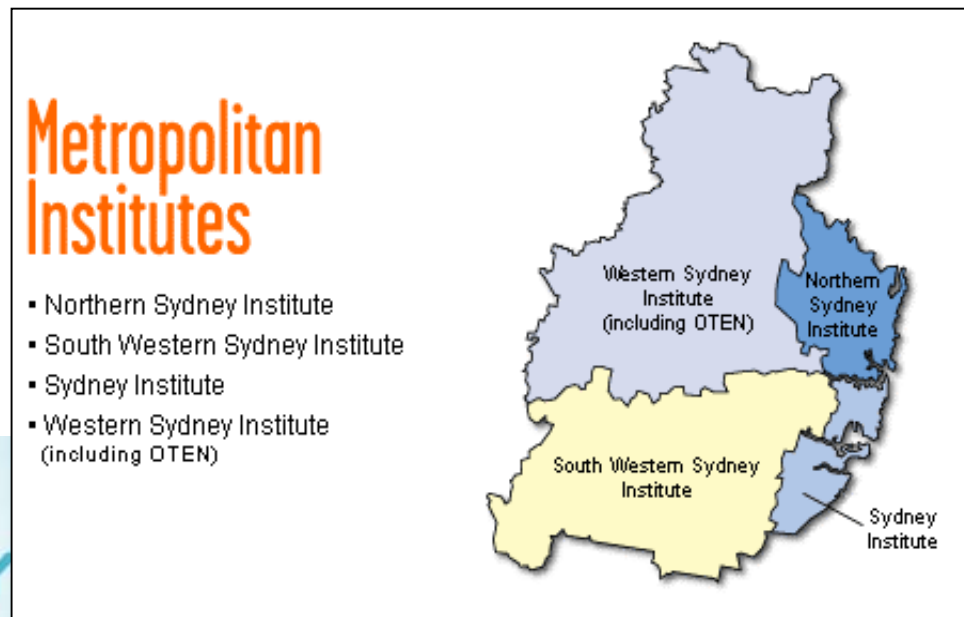
# TAFE NSW



- 10 Institutes
- 130 metropolitan and regional campuses
- Approx. 500,000 students in 2007



EVERYWHERE  
EVERYDAY



# TAFE NSW Planning – Informed by Industry

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TAFE NSW Service Delivery is informed by direct industry input from:

- ITABs
- Industry Peak Bodies – eg AIG, ACCI; AIIA
- TAFE NSW Board – industry representation
- Institute Advisory Councils – industry representation
- Extensive industry partnerships at regional level

Underpinned by extensive research from Access Economics, ABS data etc.



# Hunter Institute



- ✓ 15 campuses
- ✓ 12 Local Government Areas
- ✓ 53,000 + enrolments in 2007
- ✓ 11.5m Student Contact Hours



EVERYWHERE  
EVERYDAY



# Economic Sustainability

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The Hunter has experienced massive growth in trade training delivery:

- In 2007 an additional 29 skill shortage trade groups in:
  - Metal Fabrication
  - Electrical Trades
  - Commercial Cooking
  - Fitting and Machining
  - Plant and Heavy vehicle
  - Meat Trades
- In 2008 over 7 200 students in skill shortage trade areas in:
  - Plumbing
  - Electrical Trades
  - Commercial Cooking
  - Carpentry
  - Engineering Mechanical
  - Engineering Fabrication



# Meeting regional industry needs

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Electro-technology	% Change 2005 – 07:	As a % of Total Delivery In 2005:	As a % of Total Delivery In 2007:	As a % of Total Delivery In 2008:
Hunter	+35.06%	5.22%	7.05%	7.28%
NSW Average	+12.96%	3.24%	3.66%	4.04%



# 21st Century TAFE

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1. Where are we now?
2. What are the drivers of change?
3. What do customers want?
4. How can TAFE respond?
5. Where are we heading?



# Where are we now...

## Innovation and flexibility

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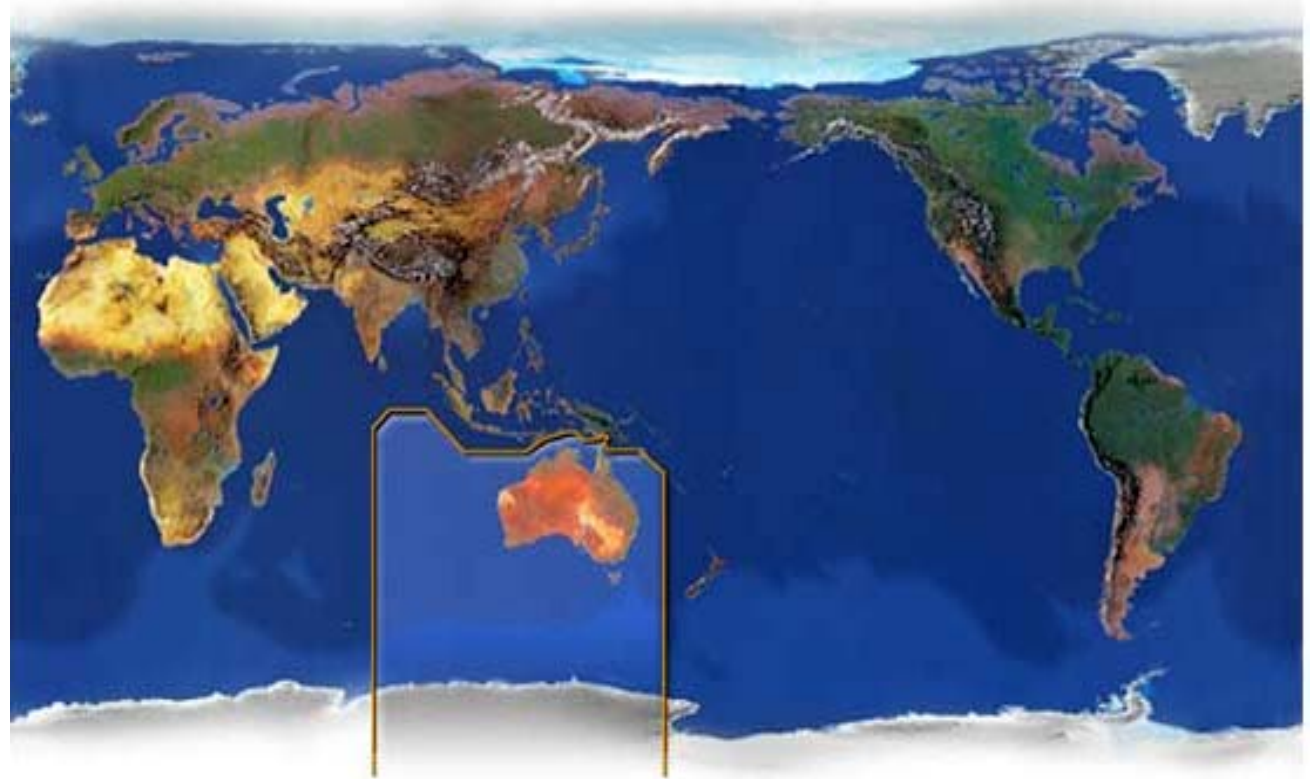


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# What Are The Drivers of Change? Global Influences

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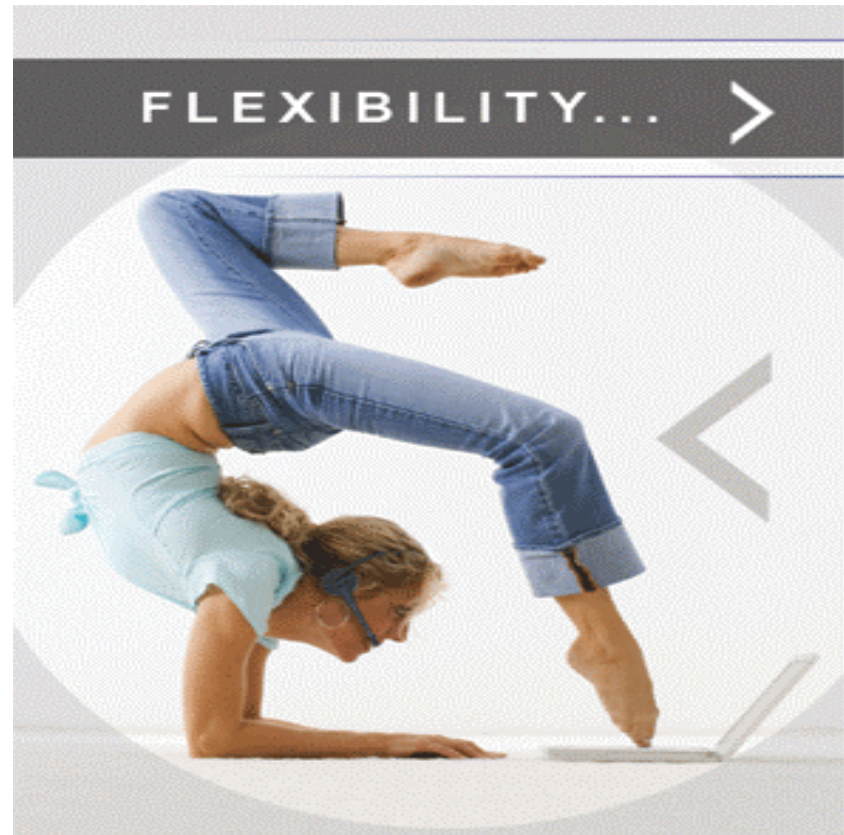
# What Do Our Customers Want?

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# How Can TAFE Respond?

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# 21<sup>st</sup> Century TAFE means employers can...

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- ✓ get courses customised and paced to suit their needs?
- ✓ have employees trained on site or at times to suit them?
- ✓ get help with services, not courses?
- ✓ get advice from TAFE any day of the week?



# Service Priorities for TAFE include:

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- ✓ Engaging with Industry – understanding your needs
- ✓ Focusing on Services – value adding beyond face to face delivery of courses
  - ✓ Personalised services – meeting the needs of individuals- pacing; timing; availability of staff
- ✓ Processes – corporate systems and technologies that meet the customer's needs first (Back Office and IT)
  - ✓ People – have the capability to meet the customers needs and expectations (Positive approach to change and efficiency awareness)



# TAFE NSW – Doing Business in the 21<sup>st</sup> Century

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Thank you

