



CSU TRAINING

Newsletter



Issue 6 - May 2011

CSU Training is a Registered Training Organisation (RTO) that delivers nationally recognised Vocational Education and Training (VET). CSU Training complies with NSW Legislative and Regulatory requirements and with the Australian Quality Training Framework (AQTF).

In this issue

- **Funding Opportunities**
Everything you need to know.
- **Student Experience**
A first-hand account from a past student.
- **CSU Service Culture Graduation**
Information & pictures from this fantastic day.

News

CSU Training is now offering the new TAE10 - Training and Education Training Package, TAE40110 - Certificate IV in Training and Assessment Qualification.

Read more on page 3

For more information please contact CSU Training:

Phone: 02 69332722
Facsimile: 02 69332882
Email: csutraining@csu.edu.au

CSU Training
Locked Bag 588
Wagga Wagga
NSW, 2678

Charles Sturt Services (CSU Training) Ltd
ABN 64 085 727 288 Provider Number: 91027
© CSU Training, 2010

Welcome

The first quarter of 2011 has been a busy and productive time for the CSU Training team.

There have been many students complete their studies, including the final New Worker trainees undertaking the Certificate IV in Government (Court Compliance) and Existing Worker trainees undertaking the HLT02 Certificate III in Health Service Assistance (Hospital and Community Health Pharmacy Assistance) qualifications.

We have also celebrated the completion of the Pilot CSU Service Culture Program.

CSU Training is currently taking enrolments in the following vocational qualifications:

- HLT31407 Certificate III in Hospital/ Health Services Pharmacy Support
- HLT40507 Certificate IV in Hospital/ Health Services Pharmacy Support
- BSB40807 Certificate IV in Frontline Management
- BSB51107 Diploma of Management
- TAE40110 Certificate IV in Training and Assessment

- CHC80308 Vocational Graduate Diploma of Family Dispute Resolution

And for CSU staff

- BSB40507 Certificate IV in Business Administration
- PRM30104 Certificate III in Asset Maintenance

Where a full qualification is not needed, we can tailor Skill Sets to meet specific requirements. For example:

- Facilitation skills
- Team building
- Work-based learning
- Work-based assessment

To help meet the cost of training, NSW State Government New Worker or Commonwealth Existing Worker funding may be available for eligible participants. Strategic Skills Program (SSP) funding is also available for training in priority industries or for priority individuals.

What's Coming up

- **Facilitation Skills Workshop** May 10th - CSU Dubbo campus
May 24th - CSU Goulburn campus
- **CSU Indigenous Cultural Competence program** May 11th & 12th - Wagga campus
- **CSU Service Culture program commences** May 30th
- **CSU Work-based Learning Facilitator Training Program** May 31st - Bathurst, Wagga and Albury campus

Did you know all enrolment forms are available at the CSU Training website?

www.csu.edu.au/enterprise/csutraining

Funding Opportunities

The NSW State Government in partnership with the Commonwealth Government provides financial incentives for NSW Employers.

Apprenticeships and traineeships are available to anyone currently employed in the workplace, they can be school-leavers, people re-entering the workforce or workers simply wishing to change careers. (New Entrant trainees)

Employer incentives are also available to employers who have; new or existing staff working full or part time, undertaking training. (New Entrant and Existing Worker trainees)

Strategic Skills Program (SSP) funding is also available for training in priority industries or for priority individuals.

New Entrant, Existing Worker and SSP funding is available for:

- HLT31407 Certificate III in Hospital/ Health Services Pharmacy Support
- HLT40507 Certificate IV in Hospital/ Health Services Pharmacy Support
- BSB40807 Certificate IV in Frontline Management
- BSB51107 Diploma of Management

For CSU staff

- BSB40507 Certificate IV in Business Administration
- PRM30104 Certificate III in Asst Maintenance

SSP funding only

- TAE40110 Certificate IV in Training and Assessment

For more information please contact CSU Training

Report on potential to improve VET delivery

By Hilary Tima

Speakers can captivate you, yet afterwards you may not remember much of what was actually said! Their 'presence' or style (and not the content) is what engaged you. Ruth Wallace (Charles Darwin University, NT) is not such a forgettable speaker - she involves you totally with her wonderfully pertinent content and the use of vivid examples to 'bring alive' her research activities.

At the 2010 Australian Vocational Education and Training Research Association (AVETRA) Conference, Ruth shared her research about how the sociality of learning is informed by place, time, language, culture and context. This sociality informs learner identities and Ruth engagingly described her interactions with learners who are underprivileged (disenfranchised) and who may resist (or reject) formal education. Through interviews, Ruth uncovered that engagement for these resistant learners, in any sort of learning, is a RISK to:

- Their identity as a learner (do I need this? What do my peers/family think about me trying to do this?)
- Their membership in a range of local, global and learning communities (what mates think? Why does the teachers care/do they really care?)
- Their sense of controlling and leading their own learning (what if I can't do this?)



Hilary

Two telling things from Ruth's research relate to understanding these intricate social processes:

- Learners need to be prepared to risk what they already have, to get what they want from education; and
- Institutions need to offer learners something they want more than what they already have

Ruth has developed a learner identity framework (learner types of: resistant, persistent, transitional and enacted) which has potential to evaluate and refine learning approaches.

You can read more about Ruth's work by accessing her conference paper at the AVETRA website www.avetra.org.au Go to: Conference Archives, Conference Papers 2010, Paper 64. You won't be disappointed.

The Annual AVETRA Conference

Date: April 28-29 2011

Location: The Rendezvous Hotel, Melbourne

Further information:

www.avetra.org.au

How TAE40110 compares with TAA40104

The Certificate IV in Training and Assessment (TAE40110) is not significantly different from its predecessor, with many units being directly equivalent and others substantially so. The repackaging process has focussed on presenting shorter, simplified user friendly units of competency which are no less comprehensive. For further information, please contact CSU Training.

Source: IBSA - TAE10 Training and Education Training Package FAQs

Student EXPERIENCE

Jayne Macdougall

TAA40104 Certificate IV in Training and Assessment

Several years ago I decided to start the move to return to Australia after 18 years living and working overseas in Asia, mainly in Thailand.

After such a long time away from all things Aussie, it was clear that I had a lot of catching up to do. I spoke to friends working in Australia and they advised that a TAA40104 would be useful for me to find employment on my return in one of my fields of expertise; my current field being Risk Management. The next step was to find an organisation that had good credentials and offered the course I wanted through distance education.

CSU Training was the only reputable organisation at that time I could locate, that could offer the course I wanted in the mode I could complete with the existing resources where I was located.

As I was working full time with family commitments, study was a shock to the system anyway. Changes in the education system with the creation of the VET and RTO's were like learning a new language to me and very confusing and I struggled to make sense of the maze of terms and organisations. Being isolated

from Australia for so long, my main resources were Jenny at CSU Training and the internet coupled with great training notes to guide me.

Many times I got sidetracked and discouraged and the main motivation for me to push through my study was knowing at the other end in Australia, my assessor at CSU Training was waiting for my next question, my next completed assignment and my completion of each task along the way. Her positive attitude kept me moving in the right direction and without a doubt I would not have completed this course without the support and encouragement of my assessor.

I won't pretend it was easy, it wasn't. But having now completed the TAA40104 I know that my chances of securing work when I do return to Australia are enhanced by having a current, relevant qualification in Training and Assessment. I also know that I can do other study and succeed and am certain this course will not be my last!

TAE40110 Important information

CSU Training is now offering the new TAE10 (TAE40110) Certificate IV in Training and Assessment qualification.

This qualification assumes that the learner is engaged in a training and education environment or has a vocational skill at a level that supports training and education in the subject area in which they intend to teach. The design is such that those who work as supervisors, trainers, assessors or who support training and / or assessment in the work place can undertake training in those units applicable to their own requirements.

CSU Training is offering the following options for enrolment;

- Upgrade for those people who hold a full qualification in TAA40104 – Certificate IV in Training and Assessment.
- Direct enrol in either the full TAE40110 qualification or individual units.

The enrolments form is located at www.csu.edu.au/enterprise/csustraining

Individuals may be eligible for a Government Funded Incentive program. This will be based on individual's previous qualifications and work situations. Please ask if you would like to find out if this option applies to your situation.



Picture: Professor Lyn Gorman presents Peter Bell with his Service Culture Certificate.

CSU Training would like to Congratulate all the CSU Service Culture Graduates

CSU Service Culture

The CSU Service Culture program is undertaken by general staff of the University who provide a frontline service to students and/or staff.

The Pilot CSU Service Culture program concluded in February with Graduation Ceremonies at both the Bathurst and Wagga Campuses. 12 participants from the Leaders cohort and 16 Frontline staff successfully completed this program. Each participant was awarded a Statement of Attainment for four units of competency from either Diploma of Management or Certificate IV in Frontline Management.

Feedback from the participants and their supervisors has indicated that there has been improvement in team work and customer service delivery as a result of the program.

The next program will commence on 30th May 2011, with an introduction workshop for participants and their supervisors. A two day skills workshop will be held in July. The program will conclude in November 2011.

Congratulations to all who graduated.

