TAFE NSW – Western Sydney Institute

Capability Statement in Business Services and Management

9 October 2013
TAFE NSW - Western Sydney Institute (WSI) is owned by the State Government of New South Wales. WSI is a multiple award winner and progressive Registered Training Organisation with ISO 9001 certification providing exceptionally high quality vocational education, training and workforce development services to industry and enterprises, individuals and the community.

WSI is located in Greater Western Sydney which is the third largest economy in Australia. It is rich in culture and social and economic diversity, encompassing light and heavy industry, commercial centres and agriculture, densely populated areas, semi-rural land and wilderness. With an $11 billion dollar economy, Western Sydney is a major provider of business and government services.

WSI is widely recognised as being a leader in vocational education and training, having been awarded in Australia the prestigious Award of Large Training Provider of the Year for 2009, 2010 and the Australian Skills for Sustainability Educational Institution Award for 2011. The Awards recognise WSI’s excellence in training and working at the forefront of workforce capability development in the region. WSI provides progressive and innovative vocational education and training to more than 114,000 students every year. The qualifications offered are customised to meet the changing patterns of employment and demand for new skills in the global marketplace.

WSI through its seven colleges and specialist centres provides the required training to the community and industries in western Sydney. WSI’s reach extends beyond Western Sydney via distance education through the Open Training and Education Network (OTEN) and Sydney West International Education (SWIE). OTEN is the largest distance education provider in the southern hemisphere. OTEN is experienced in all facets of distance delivery and offers tailored solutions, greater flexibility incorporating a blend of educational methodologies and learning strategies. Currently OTEN has 65,000 students world-wide, enrolled in over 200 internationally-recognised qualifications. Students engage in learning “at their own pace and in their own place”. In addition to having international students form more than 35 different countries, WSI International Education, through a range of delivery models, offers nationally recognised TAFE NSW qualifications and customised training to overseas industries across the globe.

References (offshore partnerships):

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More information about WSI courses, Career Guide and scope of delivery can be accessed from:
http://wsi.tafensw.edu.au/
As a multiple award winner organisation, WSI leads the state in providing exceptionally high quality vocational education, training (VET) and workforce development services to industries and enterprises, individuals and the community.

TAFE NSW Western Sydney Institute is the Australian Training Awards Large Training Provider of the Year 2010. In 2011, the Institute was also awarded Skills for Sustainability – Educational Institute Award at the Australian Training Awards. The Skills for Sustainability Award is one of the Australian Training Awards’ highest honours.

The Institute was also recognised its sustainability excellence in education with a 2012 Australian Campuses towards Sustainability (ACTS) Green Gown Award.

The Institute offers around 1,000 courses and a wide range of customised programs from the Australian Qualifications Framework (AQF). TAFE NSW courses are based on the Australian National Industry Training Packages. Each course provides the knowledge and skills required to:

- enter the workforce for the first time;
- re-enter the workforce after absences;
- train or re-train for a new job;
- upgrade skills even after having acquired a university degree;
- move into higher study in a university.

WSI offers courses from entry level to Advanced Diploma, ranging from traditional skills and trades to civil engineering and conservation, tourism and hospitality to arts and design and manufacturing. The Institute supports articulation pathways from school to TAFE to tertiary education through our strong partnership arrangements with schools and universities.

The Institute Specialist Centres bring together teaching expertise in related areas, work closely with industry groups to ensure relevance and currency of training programs.

Each Specialist Centre has world-class facilities incorporating cutting-edge industry-standard equipment supported by expert staff focused on excellence.

WSI’s courses in Business, Human Resource, Management, Leadership, Quality Management, Accounting and Finance have been delivered in Fiji, Hong Kong, Vietnam and Malaysia.

- Business Services and Management
- Hospitality, Tourism and Events
- Animal Studies and Horse Industry
- Automotive, Logistics, Maritime and Transport
- Building Industry
- Community Services and Health
- Design, Creative Arts and Entertainment
- Electrotechnology, Engineering and Manufacturing
- Environment and the Land
- Hairdressing and Beauty
- Information Technology and Library Services
- Preparation for Work and Study
- Sport and Recreation
- Vocational and Further Study Pathways
WSI International Education is an established provider of vocational education and training to
in transnational Education, with more than a decade of success, WSI sets up partnerships with
overseas educational organisations and offers TAFE NSW courses to international students to study
in the comfort of their own country and acquire exactly the same qualifications which are offered
here in New South Wales, Australia. All WSI courses offered offshore:

1. are based on the nationally endorsed Australian Industry Training Package and the
   Australian Qualification Framework (AQF)
2. contain literacy and numeracy skills, employability and sustainability skills
3. provide pathways to employment and higher education, and
4. comply with the national Standards set by the Australian Skills Quality Authority (ASQA).

The Institute has the capability to design training solutions to develop overseas education capacity,
optimise opportunities in the employment market and enhance workforce development through any
blend of models - onshore and offshore, flexible and on-line or distance.
Currently, WSI has partnerships in ten countries for the delivery of TAFE NSW qualifications:

1. Fiji – Suva, Nadi, Lautoka and Labasa
2. Malaysia – Penang, Subang Jaya, Sabah
3. New Zealand – Auckland
4. People’s Republic of China – Hong Kong Special Administrative Region
5. People’s Republic of China – Shanghai, Chengdu and Ningbo
6. Kingdom of Saudi Arabia – Riyadh
7. Kingdom of Bahrain – Bahrain
8. United Arab Emirates – Abu Dhabi
9. Vietnam – Hue and Ho Chi Minh
10. South Korea – Seoul

For more than a decade, WSI has delivered training to a wide range of industries and communities
from South Pacific to China, South East Asia, Middle East and South Africa. WSI success in
offshore delivery is evident in our offshore students having won prestigious awards in local
competitions and silver and gold medals in international skill competitions. In Fiji, WSI is well
known and respected by local industries and our graduates are sought after by major employers.
In Hong Kong, 70% of our graduates have succeeded to enrol into a tertiary course in a Honk Kong
or Australian university. In the competitive job market of Hong Kong, our graduates have been
employed by major hotels on completion of their work placement.

In brief, WSI:

• is a multiple Award winner VET provider in Australia
• has more than a decade of success in offshore delivery
• is the largest VET provider in the Southern Hemisphere with world class distance delivery
• is well-resourced to provide flexible modes - face-to-face, online, distance and blended
WSI Business and Management Courses

WSI holds the capability to deliver the full range of AQF qualifications (Australian Qualifications Framework) from the Australian National Training Package BSB07 Business Services. Information about AQF qualifications and related Skill sets are available at www.training.gov.au.

- WSI Specialist Centre in Business Services and Management offers courses in the fields of:
  - Business Administration
  - Business & Management
  - Human Resources
  - Accounting, Banking & Finance
  - Administration, Office & Clerical
  - Marketing & Advertising
  - Property Services/Real Estate
  - Retail
  - Training & Assessment
  - Work Health & Safety (WHS)

The following Business courses are currently delivered in WSI colleges, on-line and in the workplace.

1. Business Certificate II (11733)
2. Business Certificate III (20119)
3. Business Certificate IV (11740)
4. Business Diploma (17805)
5. Frontline Management Certificate IV (11742)
6. Management Diploma (17831)
7. Management Advanced Diploma (17832)
8. Business Administration Certificate III (11735)
9. Business Administration Certificate IV (17808)
10. Business Administration Diploma (17809)
11. Business Administration (Medical) Certificate III (11739)
12. Business Administration (Legal) Certificate III (11738)
13. Human Resources Certificate IV (17841)
14. Human Resources Management Diploma (17842)
15. Management (Human Resources) Advanced Diploma (17843)
17. Small Business Management Certificate IV (17824)

All WSI courses have inbuilt Language, Literacy and Numeracy competencies; Employability and Sustainability skills. Outcomes and job roles of some courses are shown on the next page.

WSI Business Services and Management has articulation arrangements with several Australian universities. Currently WSI teachers teach degree courses from the University of Ballarat and University of Charles Sturt at WSI campuses. This information can be accessed from:

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<tr>
<th>Qualifications</th>
<th>Job Roles</th>
<th>Course Outcomes</th>
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<tr>
<td>TAFE NSW Certificate IV in Frontline Management</td>
<td>Team leader, supervisor, frontline manager, business owner/ operator/ manager, project supervisor, business manager, department or regional manager.</td>
<td>This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager. At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.</td>
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<td>TAFE NSW Diploma of Management</td>
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<td>This course aims to provide learners with the knowledge and skills to work in management roles across a range of industry settings, either managing the work of others or adding value to, or reviewing, management practices.</td>
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<td>TAFE NSW Advanced Diploma of Management</td>
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<td>This qualification reflects the role of individuals who have senior or managerial responsibilities. They may oversee the work of others or have specialised roles where they do not supervise others but provide strategic leadership.</td>
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| Bachelor of Applied Management (After successful completion of the TAFE NSW Diploma and TAFE NSW Advanced Diploma of Management) | This course is designed for experienced managers already working in a management role in a variety of Industries. | Graduate of these programs, will leave with:  
- The critical skills to extend your expertise and professional experience through the application of new techniques and knowledge into ‘real world’, contemporary management practice  
- The opportunity to become an innovative, strategic thinker and outstanding leader  
- The ability to be a skilled communicator who can embrace change, build teams and manage resources  
- A sound understanding of management principles and concepts  
- The capability to develop, evaluate and critique management approaches and theories, and effectively apply them to any work role  
- Skills to embrace technology and become an independent, lifelong learner. |
| Masters of Leadership                               | The Business School's Master of Leadership is for those already in a senior leadership role wanting to build their leadership capacity and capabilities. You could be a middle manager, a production line supervisor, a team leader in a not-for-profit organisation, a ward matron or administrator at a hospital. No matter what your role is, the Master of Leadership will enhance your leadership skills by enabling you to make a positive impact immediately. | Graduate of these programs will leave with skills and knowledge in:  
- Leading at Executive Level  
- Leadership and Teamwork  
- Building Personal Leadership Capacity  
- Contemporary Leadership  
- Theories and Applications  
- Power, Politics and Leadership  
- Project Management  
- Research Methodology  
- Organisations: Behaviour  
- Structure and Processes  
- Human Resource Management  
- Business Society and the Planet  
- Comparative Issues in  
- International Management  
- Creativity and Innovation |
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