Director’s message
Institute Council 2012
Performance targets and achievements for 2012
Our Charter

Customers at the centre of everything we do
We are highly accessible
We meet industry’s needs
More students design how their learning happens
Growth in flexible teaching and personalised support

Jobs, career opportunities, skills and qualifications for learners
Our students get jobs or further their careers
More students complete higher level skill sets and tertiary qualifications
More disadvantaged learners complete programs and gain work

Workforce development and business improvement for employers
More partnerships and relationships that deliver mutual benefit
Growth in customised work-based solutions
Growth in market share of career builders, career switchers and workforce re-entrants

Socio-economic and cultural capacity for our communities
We help lift the region’s workforce participation rates
We contribute to the social, cultural and economic development of the region
We partner with Aboriginal communities to build capacity
We collaborate and educate for ecological sustainability

Responsible stewardship of our resources
We are financially viable
Our resources drive inclusion and equity
We practise ecological sustainability
We are capable, current and healthy

Staff recognition
Student achievements and awards in 2012
Contact us
2012 saw our learners, employers, businesses and communities engage with us at many levels and achieve a range of rewarding results.

The levels of overall satisfaction reported by learners and employers in our Quality Indicators surveys in 2012 continued to exceed 90%, and 97% of those learners and employers surveyed would recommend us to others.

Many programs in 2012 were via online, distance, workplace and in community settings, as well as through campuses.

The steady year-on-year growth over the last 5 years has seen learners and employers increasingly opt for wider choices through more convenient, flexible and technology-based delivery while demand for on-campus learning has flattened.

In 2012, 35% of the 46,710 North Coast TAFE students accessed their studies outside the traditional classroom.

Workplace delivery remained a key focus in 2012. Over 15% of our delivery was on-the-job, with around 94% of our employers expressing satisfaction with our flexibility. Partnership and collaboration has been at the centre of these results.

We also continued to make education and training more accessible and achievable for our disadvantaged learners. Improved access to courses, resources, technology, services, staff and facilities helped increase the participation of students with a disability.

There were also great outcomes for Aboriginal learners. The proportion of Aboriginal working age learners participating in TAFE grew from 8.95% in 2011 to 9.06% in 2012. More of these enrolments and completions were in higher level qualifications to enhance employment opportunities.

2012 saw an increase of 46% on 2011 completions by Aboriginal learners of Certificate III and above.

The number of course completions for all learners in Certificate III, Certificate IV and Diploma courses increased in 2012, up 11% on 2011.

Results like this continued to contribute to building the socio-economic and cultural capacity of our North Coast communities.

This Annual Report details these and other results, bringing them to life with case studies and stories describing the success enjoyed by students, staff and our business and community partners. I commend the report to you.

Elizabeth McGregor
Institute Director
Institute Council 2012

The North Coast TAFE Institute Council in 2012 comprised seven community and industry representatives, a higher education representative, a student representative and a staff representative, all appointed by the NSW Minister for Education and Training.

The purpose of the Council is to assist North Coast TAFE to improve its services and raise its profile throughout our region.

The Council reviews and monitors North Coast TAFE’s performance and draws on its networks to provide input and advice on regional training and skills priorities.

I am pleased to commend this report to you.

Warren Grimshaw AM
Chair, Institute Council

Institute Council members

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warren Grimshaw AM</td>
<td>Chair, Community Representative</td>
<td>Former Executive Director, Coffs Harbour Education Campus</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Deputy Chair, NSW TAFE Commission Board</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chair, Mid North Coast Local Health District Board</td>
</tr>
<tr>
<td>Kay Sharp AM</td>
<td>Deputy Chair, Industry Representative</td>
<td>Executive Director, Hunter Valley Training Company (retired 29 June 2012)</td>
</tr>
<tr>
<td>Rashmere Bhatti</td>
<td>Community Representative</td>
<td>Coordinator, Woolgoolga Neighbourhood Centre</td>
</tr>
<tr>
<td>Julie Board</td>
<td>Staff Representative</td>
<td>Head Teacher - Information Technology, Kingscliff Campus</td>
</tr>
<tr>
<td>Bob Howarth</td>
<td>Industry Representative</td>
<td>Human Resources Manager, Wingham Beef</td>
</tr>
<tr>
<td>Rod Macpherson</td>
<td>Industry Representative</td>
<td>Business Consultant, HR &amp; People Matters, Coffs Harbour</td>
</tr>
<tr>
<td>Sue Nash</td>
<td>Industry Representative</td>
<td>Primary Producer (Dairy Farmer), Macksville (retired 29 June 2012)</td>
</tr>
<tr>
<td>Chris Pauling</td>
<td>Industry Representative</td>
<td>Workforce Business Development</td>
</tr>
<tr>
<td>Judy Radich</td>
<td>Industry Representative</td>
<td>Manager, Cooloon Children's Centre, Tweed Heads</td>
</tr>
<tr>
<td>Ian Tiley</td>
<td>Community Representative</td>
<td>Chair, Northern Rivers Regional Development and Councillor, Clarence Valley Council</td>
</tr>
<tr>
<td>Rosie Wickert</td>
<td>Higher Education Representative</td>
<td>Southern Cross University, Coffs Harbour (retired)</td>
</tr>
<tr>
<td>Melanie Williams</td>
<td>Student Representative</td>
<td>Information Technology student, Coffs Harbour Education Campus</td>
</tr>
<tr>
<td>Elizabeth McGregor</td>
<td>Ex-officio</td>
<td>Institute Director, North Coast TAFE</td>
</tr>
<tr>
<td>Joy Corben</td>
<td>Executive Officer</td>
<td>Director TAFE Services - Corporate Relations &amp; Communications, North Coast TAFE</td>
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</table>
Performance targets and achievements for 2012

<table>
<thead>
<tr>
<th>Schedule A: Core Institute Annual Student Hours (ASH) Targets:</th>
<th>2010 Result</th>
<th>2011 Result</th>
<th>2012 Target</th>
<th>2012 Result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Core ASH</strong></td>
<td>5,937,371</td>
<td>5,986,996</td>
<td>5,835,846</td>
<td>5,970,263</td>
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<table>
<thead>
<tr>
<th>Schedule B: Institute Performance Targets</th>
<th>2010 Result</th>
<th>2011 Result</th>
<th>2012 Target</th>
<th>2012 Result</th>
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<tbody>
<tr>
<td><strong>1 All funds course enrolments</strong></td>
<td>45,781</td>
<td>45,622</td>
<td>43,210</td>
<td>46,710</td>
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<tr>
<td><strong>2 Course enrolments at AQF Certificate III and above</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proportional target</td>
<td>41.05%</td>
<td>42.40%</td>
<td>43.00%</td>
<td>43.55%</td>
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<tr>
<td>Growth target</td>
<td>18,793</td>
<td>19,347</td>
<td>18,580</td>
<td>20,344</td>
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<tr>
<td><strong>3 Course completions at AQF Certificate III and above</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proportional target</td>
<td>29.22%</td>
<td>30.60%</td>
<td>33.01%</td>
<td>34.63%</td>
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<tr>
<td>Growth target</td>
<td>6,035</td>
<td>6,031</td>
<td>6,397</td>
<td>6,710</td>
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<tr>
<td><strong>4 Course enrolments at Diploma and above</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proportional target</td>
<td>6.11%</td>
<td>7.20%</td>
<td>6.27%</td>
<td>8.15%</td>
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<tr>
<td>Growth target</td>
<td>2,796</td>
<td>3,283</td>
<td>2,709</td>
<td>3,805</td>
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<tr>
<td><strong>5 Course completions at Diploma and above</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Proportional target</td>
<td>3.22%</td>
<td>4.30%</td>
<td>4.42%</td>
<td>5.25%</td>
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<tr>
<td>Growth target</td>
<td>665</td>
<td>858</td>
<td>705</td>
<td>1,017</td>
</tr>
<tr>
<td><strong>6 Course completions at AQF Certificate II and above for 15-24 year olds</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Proportional target</td>
<td>49.04%</td>
<td>51.56%</td>
<td>51.15%</td>
<td>56.75%</td>
</tr>
<tr>
<td>Growth target</td>
<td>3,183</td>
<td>3,146</td>
<td>3,374</td>
<td>3,780</td>
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<tr>
<td><strong>7 Average unit/module completion rates for all students</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Proportional target</td>
<td>80.36%</td>
<td>80.7%</td>
<td>81.04%</td>
<td>82.5%</td>
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<tr>
<td>Growth target</td>
<td>665</td>
<td>858</td>
<td>705</td>
<td>1,017</td>
</tr>
<tr>
<td><strong>8 Aboriginal student enrolments at AQF Certificate III and above</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proportional target</td>
<td>20.84%</td>
<td>27.98%</td>
<td>22.84%</td>
<td>29.78%</td>
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<tr>
<td>Growth target</td>
<td>1,223</td>
<td>1,304</td>
<td>1,272</td>
<td>1,401</td>
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<tr>
<td><strong>9 Course completions at AQF Certificate II and above for Aboriginal students 15-24 year olds</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proportional target</td>
<td>15.51%</td>
<td>27.99%</td>
<td>16.00%</td>
<td>37.03%</td>
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<tr>
<td>Growth target</td>
<td>195</td>
<td>131</td>
<td>203</td>
<td>580</td>
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<tr>
<td><strong>10 Average unit/module completion rates for Aboriginal students</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Proportional target</td>
<td>65.37%</td>
<td>67.14%</td>
<td>69.70%</td>
<td>70.1%</td>
</tr>
<tr>
<td>Growth target</td>
<td>665</td>
<td>858</td>
<td>705</td>
<td>1,017</td>
</tr>
<tr>
<td><strong>11 Apprenticeships:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Growth in Commencements²</td>
<td>-</td>
<td>1,011</td>
<td>1,533</td>
<td>1,104</td>
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<tr>
<td>Growth in Completions²</td>
<td>-</td>
<td>713</td>
<td>731</td>
<td>778</td>
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<tr>
<td><strong>12 Students engaged in green skills training</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>% of ASH achieved through RPL</td>
<td>9.82%</td>
<td>12.40%</td>
<td>12.08%</td>
<td>13.92%</td>
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<tr>
<td><strong>13 % of ASH achieved through workplace/employment based delivery</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASH achieved through workplace/employment based delivery</td>
<td>4.46%</td>
<td>3.27%</td>
<td>5.70%</td>
<td>5.88%</td>
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<tr>
<td><strong>14 NCVER TAFE NSW graduates satisfied with overall quality of all TAFE training</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>NCVER TAFE NSW graduates satisfied with overall quality of all TAFE training</td>
<td>9.14%</td>
<td>13.47%</td>
<td>11.31%</td>
<td>13.56%</td>
</tr>
<tr>
<td><strong>15 NCVER TAFE NSW graduates employed after training</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NCVER TAFE NSW graduates employed after training</td>
<td>recast result na</td>
<td>89.30%</td>
<td>89.30%</td>
<td>89.90%</td>
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<tr>
<td><strong>16 Business revenue as % of total funding (Financial Year)¹</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Business revenue as % of total funding (Financial Year)¹</td>
<td>16.9%</td>
<td>15.3%</td>
<td>18.10%</td>
<td>17.63%</td>
</tr>
</tbody>
</table>

Notes:

## Our Charter

### Our purpose
Providing high quality, personalised vocational education and training to build prosperity, sustainability and innovation

### Our values in action

#### Success outcomes

- • Being passionate about learning and innovation
- • Striving to provide access, inclusion and choice
- • Supporting great people to build a great business
- • Collaborating in the interests of customers
- • Delivering quality services ethically and sustainably
- • Partnering for the benefit of our region

#### Strategic outcomes

- • We are highly accessible
- • We meet industry’s needs
- • More students design how their learning happens
- • Growth in flexible teaching and personalised support

- • Our students get jobs or further their careers
- • More students complete higher level skill sets and tertiary qualifications
- • More disadvantaged learners complete programs and gain work

- • More partnerships and relationships that deliver mutual benefit
- • Growth in customised work-based solutions
- • Growth in market share of career builders, career switchers and workforce re-entrants

- • We help lift the region’s workforce participation rates
- • We contribute to the social, cultural and economic development of the region
- • We partner with Aboriginal communities to build capacity
- • We collaborate and educate for ecological sustainability

#### Responsible stewardship of our resources

- • We are financially viable
- • Our resources drive inclusion and equity
- • We practise ecological sustainability
- • We are capable, current and healthy

### From 2011 to 2013, we aim to get better at...

- • Growing in flexible teaching and personalised support
- • More students design how their learning happens
- • More disadvantaged learners complete programs and gain work
- • More partnerships and relationships that deliver mutual benefit
- • Growth in customised work-based solutions
- • Growth in market share of career builders, career switchers and workforce re-entrants
- • We help lift the region’s workforce participation rates
- • We contribute to the social, cultural and economic development of the region
- • We partner with Aboriginal communities to build capacity
- • We collaborate and educate for ecological sustainability

### Key Performance Indicator

<table>
<thead>
<tr>
<th>Success outcome</th>
<th>Key Performance Indicator</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>Target 2012</th>
<th>2012</th>
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</thead>
<tbody>
<tr>
<td>Customers at the centre of everything we do</td>
<td>Graduate students’ overall satisfaction %</td>
<td>89.00</td>
<td>Not Available</td>
<td>90.40</td>
<td>90.60</td>
<td>90.70</td>
<td>&gt; 90</td>
<td>89.90</td>
</tr>
<tr>
<td></td>
<td>Employers’ overall satisfaction %</td>
<td>Not Available</td>
<td>Not Available</td>
<td>92.50</td>
<td>92.00</td>
<td>92.00</td>
<td>&gt; 90</td>
<td>91.40</td>
</tr>
<tr>
<td></td>
<td>Employers’ satisfaction with flexibility %</td>
<td>Not Available</td>
<td>Not Available</td>
<td>89.90</td>
<td>91.10</td>
<td>94.00</td>
<td>&gt; 90</td>
<td>93.90</td>
</tr>
<tr>
<td></td>
<td>Students’ satisfaction with support %</td>
<td>Not Available</td>
<td>Not Available</td>
<td>93.60</td>
<td>94.20</td>
<td>95.70</td>
<td>&gt; 90</td>
<td>94.54</td>
</tr>
<tr>
<td>Jobs, career opportunities, skills and qualifications for learners</td>
<td>% of graduates employed or in further study after training</td>
<td>84.50</td>
<td>Not Available</td>
<td>87.40</td>
<td>87.50</td>
<td>80.30</td>
<td>80.1</td>
<td>86.70</td>
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<td></td>
<td>Number of qualification and skill set completions</td>
<td>16,924</td>
<td>17,845</td>
<td>19,128</td>
<td>20,655</td>
<td>19,739</td>
<td>22,000</td>
<td>19,358</td>
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<tr>
<td></td>
<td>Number of qualification and skill set completions at higher level</td>
<td>4,332</td>
<td>4,461</td>
<td>5,252</td>
<td>6,015</td>
<td>6,031</td>
<td>7,000</td>
<td>6,693</td>
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<td>Workforce development and business improvement for employers</td>
<td>Employers’ satisfaction with employee work readiness %</td>
<td>Not Available</td>
<td>Not Available</td>
<td>88.00</td>
<td>90.90</td>
<td>90.70</td>
<td>&gt; 90</td>
<td>87.90</td>
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<td></td>
<td>Higher level completions for Aboriginal participants</td>
<td>157</td>
<td>165</td>
<td>176</td>
<td>229</td>
<td>255</td>
<td>&gt; 255</td>
<td>327</td>
</tr>
<tr>
<td>Socio-economic and cultural capacity for communities</td>
<td>Employers’ satisfaction with customised services %</td>
<td>Not Available</td>
<td>Not Available</td>
<td>78.60</td>
<td>83.90</td>
<td>89.90</td>
<td>&gt; 80</td>
<td>88.10</td>
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<td></td>
<td>On the job delivery %</td>
<td>6.65</td>
<td>6.51</td>
<td>8.01</td>
<td>9.14</td>
<td>15.29</td>
<td>&gt; 10</td>
<td>15.29</td>
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<tr>
<td></td>
<td>Share of region’s apprenticeship market %</td>
<td>29.81</td>
<td>28.00</td>
<td>28.53</td>
<td>28.52</td>
<td>26.12</td>
<td>30</td>
<td>30.54</td>
</tr>
<tr>
<td></td>
<td>Share of region’s traineeship market %</td>
<td>75.66</td>
<td>78.05</td>
<td>79.60</td>
<td>80.05</td>
<td>82.82</td>
<td>81</td>
<td>82.52</td>
</tr>
<tr>
<td></td>
<td>Customised training for workforce development</td>
<td>3,525</td>
<td>2,635</td>
<td>3,368</td>
<td>4,057</td>
<td>3,550</td>
<td>&gt; 3,550</td>
<td>3,329</td>
</tr>
<tr>
<td>Responsible stewardship of our resources</td>
<td>Enrolments</td>
<td>37,601</td>
<td>38,850</td>
<td>41,210</td>
<td>45,781</td>
<td>45,644</td>
<td>&gt; 45,644</td>
<td>46,710</td>
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<tr>
<td></td>
<td>Improvement in the region’s workforce participation rate %</td>
<td>56.10</td>
<td>51.70</td>
<td>53.30</td>
<td>50.40</td>
<td>55.30</td>
<td>&gt; 55.2%</td>
<td>55.20</td>
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<tr>
<td></td>
<td>Proportion of working age learners participating in TAFE %</td>
<td>7.26</td>
<td>7.34</td>
<td>8.14</td>
<td>8.74</td>
<td>8.82</td>
<td>10</td>
<td>8.91</td>
</tr>
<tr>
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<td>Working age learners participating in TAFE Cert III &amp; above %</td>
<td>2.65</td>
<td>2.79</td>
<td>3.30</td>
<td>3.70</td>
<td>3.83</td>
<td>4</td>
<td>4.00</td>
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<tr>
<td></td>
<td>Working age Aboriginal learners participating in TAFE Cert III &amp; above %</td>
<td>4.90</td>
<td>5.94</td>
<td>6.01</td>
<td>8.06</td>
<td>8.95</td>
<td>9</td>
<td>9.01</td>
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<tr>
<td></td>
<td>Student numbers engaged in green skills training %</td>
<td>Not Available</td>
<td>Not Available</td>
<td>7.00</td>
<td>9.82</td>
<td>11.90</td>
<td>10</td>
<td>16.00</td>
</tr>
<tr>
<td>Energy consumption</td>
<td>Energy consumption</td>
<td>252 MJ/m²</td>
<td>237 MJ/m²</td>
<td>241 MJ/m²</td>
<td>222 MJ/m²</td>
<td>205 MJ/m²</td>
<td>200 GJ/m²</td>
<td>192 MJ/m²</td>
</tr>
<tr>
<td>Total attendance in staff learning and development</td>
<td>Energy consumption</td>
<td>5,469</td>
<td>4,199</td>
<td>5,493</td>
<td>6,270</td>
<td>6,615</td>
<td>1404</td>
<td>5814</td>
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<tr>
<td>Costs of worker’s compensation claims</td>
<td>Energy consumption</td>
<td>$424,231</td>
<td>$1,017,465</td>
<td>$357,102</td>
<td>$215,182</td>
<td>$423,580</td>
<td>$200,000</td>
<td>$169,708</td>
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<tr>
<td>Student satisfaction with teacher currency %</td>
<td>Energy consumption</td>
<td>Not Available</td>
<td>Not Available</td>
<td>97.10</td>
<td>97.70</td>
<td>96.60</td>
<td>&gt; 90</td>
<td>97.17</td>
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<tr>
<td>Employer satisfaction with teachers’ knowledge and experience of industry %</td>
<td>Energy consumption</td>
<td>Not Available</td>
<td>Not Available</td>
<td>92.00</td>
<td>95.00</td>
<td>95.20</td>
<td>&gt; 90</td>
<td>92.50</td>
</tr>
</tbody>
</table>

### Annual Report 2012 | North Coast TAFE | 5
I was able to obtain my Diploma of Children's Services while maintaining my full time job at the Family Link Centre, which was very challenging at times, but with the help of my amazing co-workers and friends there, as well as my awesome teacher… I was able to complete this study successfully!

Kristy Naden, Coffs Harbour
Customers at the centre of everything we do

In 2012, North Coast TAFE enrolled 46,710 learners and increased access to personalised, flexible learning options for students. Collaboration and partnership with businesses, government and communities across the North Coast was central to this growth.

<table>
<thead>
<tr>
<th>Success Outcome</th>
<th>Key Performance Indicators</th>
<th>Target</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers at the centre of everything we do</td>
<td>Graduate students’ overall satisfaction</td>
<td>&gt;90%</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>Employers’ overall satisfaction</td>
<td>&gt;90%</td>
<td>91%</td>
</tr>
<tr>
<td></td>
<td>Employers’ satisfaction with flexibility</td>
<td>&gt;90%</td>
<td>94%</td>
</tr>
<tr>
<td></td>
<td>Students’ satisfaction with support</td>
<td>&gt;90%</td>
<td>95%</td>
</tr>
</tbody>
</table>

North Coast TAFE used the Australian Quality Training Framework (AQTF) National Quality Indicators to survey over 1,000 students and 300 employers about their experiences in 2012. The results clearly indicate that North Coast TAFE is achieving the outcomes in our Charter.

Learner survey responses

<table>
<thead>
<tr>
<th>Statement</th>
<th>% of learners who agreed with the statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, I am satisfied with the training</td>
<td>95%</td>
</tr>
<tr>
<td>I would recommend the training to others</td>
<td>96%</td>
</tr>
<tr>
<td>I would recommend the training organisation to others</td>
<td>97%</td>
</tr>
<tr>
<td>The training focused on relevant skills</td>
<td>96%</td>
</tr>
<tr>
<td>The training prepared me well for work</td>
<td>92%</td>
</tr>
<tr>
<td>The training had a good mix of theory and practice</td>
<td>92%</td>
</tr>
<tr>
<td>I developed the skills expected from this training</td>
<td>97%</td>
</tr>
</tbody>
</table>

(Source: North Coast TAFE 2012 AQTF Quality Indicators Student Engagement Survey)

Graduates’ satisfaction with our assessment processes improved from last year, for example:

- Provision of useful feedback on assessments: 96.7% (up on 91.3% in 2011)
- Assessments were based on realistic activities: 95.3% (up on 94.1%)
- The assessment was a fair test of skills and knowledge: 96.4% (up on 95.8% in 2011)

Additionally, the 2012 Student Outcomes Survey conducted by the National Centre for Vocational Education and Research targeted students who completed recognised vocational training in the previous year. Key results included:

- 89.9% of North Coast TAFE graduates were satisfied with the overall quality of their training
- 97% would recommend North Coast TAFE to others
- 86.7% were employed or in further study after training

The percentage of North Coast TAFE graduates ‘fully or partly achieving their main reason for doing the training’ was 85.5% - higher than the state average (83%) and higher than the national average for all providers (84.8%).
### Employer survey responses

<table>
<thead>
<tr>
<th>Statement</th>
<th>% of employers who agreed with the statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The training organisation was flexible enough to meet our needs</td>
<td>88%</td>
</tr>
<tr>
<td>The training organisation provided good support for workplace training and assessment</td>
<td>93%</td>
</tr>
<tr>
<td>Overall, we are satisfied with the training</td>
<td>91%</td>
</tr>
<tr>
<td>We would recommend the training organisation to others</td>
<td>97%</td>
</tr>
<tr>
<td>Trainers were effective in their teaching</td>
<td>95%</td>
</tr>
</tbody>
</table>

(Source: North Coast TAFE 2012 AQTF Quality Indicators Employer Satisfaction Survey)

### We are highly accessible

North Coast TAFE delivered accessible courses, resources, technology, services, staff and facilities in 2012.

Enrolments were up for the sixth consecutive year, and access to learning via online and distance also increased, with units delivered by distance rising from 11,745 in 2011 to 12,562 in 2012; electronic delivery was up from 5,344 in 2011 to 9,105 in 2012.

<table>
<thead>
<tr>
<th>Statement</th>
<th>% of learners who agreed with the statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training resources were available when I needed them</td>
<td>94%</td>
</tr>
</tbody>
</table>

(Source: North Coast TAFE 2012 AQTF Quality Indicators Student Engagement Survey)

In 2012, North Coast TAFE invested in a range of initiatives, projects and technologies to help improve accessibility for learners:

- Students had access to more support in paying fees, with options like payment plans and VET FEE-HELP being, increasingly, taken up. North Coast TAFE made VET FEE-HELP available to 1,012 students in 2012
- Technology projects included information kiosks, a videoconference replacement program, a telephony upgrade and digital information screens in each campus
- Wireless access to the network was implemented, enabling staff and students to use mobile devices like tablets and smart phones
- Consultation activities like the Disabilities Services breakfast video-conference linking Port Macquarie, Coffs Harbour, Grafton and Lismore TAFE campuses, led to disabilities services staff and employers further improving support of apprentices and trainees with a disability

A digital information screen in use in Kempsey

As shown in the table below, access for students with disabilities also increased in 2012. These students represented 13% of total enrolments.

<table>
<thead>
<tr>
<th>Course Enrolments</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability - Yes</td>
<td>4,002</td>
<td>4,434</td>
<td>5,041</td>
<td>5,500</td>
<td>5,754</td>
<td>6,088</td>
</tr>
<tr>
<td>Disability - No</td>
<td>26,337</td>
<td>31,310</td>
<td>36,589</td>
<td>39,974</td>
<td>39,782</td>
<td>40,511</td>
</tr>
<tr>
<td>Not Stated</td>
<td>7,262</td>
<td>3,106</td>
<td>1,580</td>
<td>307</td>
<td>108</td>
<td>111</td>
</tr>
<tr>
<td>Total Enrolments</td>
<td>37,601</td>
<td>38,850</td>
<td>43,210</td>
<td>45,781</td>
<td>45,644</td>
<td>46,710</td>
</tr>
<tr>
<td>% of Enrolments with a Disability</td>
<td>10.6%</td>
<td>11.4%</td>
<td>11.7%</td>
<td>12.0%</td>
<td>12.6%</td>
<td>13.0%</td>
</tr>
</tbody>
</table>
Professional women access work based recognition and gain qualifications

A group of professional Aboriginal women in key community positions were able to gain the Diploma of Management in 2012 thanks to customised work based recognition and learning. The group, which included community services managers, clinical managers, project officers and executive officers from across the Mid North Coast region received recognition for work they were already doing. This meant they supplemented their skills with a formal qualification and could access more opportunities to progress in their careers and compete for higher positions.

Participant Cindy O’Brien said that most of her previous training had been in-house and that completing the Diploma provided her with a formal qualification and “a great opportunity to network and collaborate with other professional Aboriginal women.”

R to L: North Coast TAFE teacher Lyn Lelean worked with Aboriginal women like Marcia Hillery to help them gain the Diploma of Management

Mobility aide improves access around campus

Access to facilities at the Taree Campus, such as the library and cafeteria, became a lot easier for Disability Support Work student Mikaela Worth thanks to a new mobility scooter provided by TAFE.

Taree TAFE Leader of Campus Services David Rogers said staff work hard to ensure all students have equitable access to the campus. “We provide individual learner support, counselling, a range of ground-breaking new technologies, ramps, lifts, disabled parking bays and access to power outlets so that students can charge their mobility scooters.”

Ms Worth is one of three students using a scooter to overcome mobility restrictions at Taree TAFE. She is keen to continue her studies and work as a Disability Advocate, helping others with disabilities to get the best deal in life. “It’s about gaining more independence and not having to rely on other people.”

Mikaela Worth with her new mobility scooter at Taree Campus

We meet industry’s needs

In 2012, North Coast TAFE continued to meet the specific needs of industry. Our staff met regularly with employers and industry groups to develop customised training and delivery models.

The 2012 AQTF Quality Indicator Employer Satisfaction Survey results show how those customers felt about those services:

Employer survey responses

<table>
<thead>
<tr>
<th>Statement</th>
<th>% of employers who agreed with the statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The training organisation developed customised programs</td>
<td>88%</td>
</tr>
<tr>
<td>We would recommend the training to others</td>
<td>92%</td>
</tr>
<tr>
<td>The training was an effective investment</td>
<td>94%</td>
</tr>
<tr>
<td>Trainers were able to relate material to the workplace</td>
<td>92%</td>
</tr>
</tbody>
</table>

(Source: North Coast TAFE 2012 AQTF Quality Indicators Employer Satisfaction Survey)
North Coast TAFE assists industry partners to secure funding

North Coast TAFE has played an important role in assisting two industry partner organisations to gain valuable funding through the National Workforce Development Fund (NWDF).

The Institute assisted a Forests Taskforce comprising local employers and NSW industry experts to develop a successful funding submission to ForestWorks Industry Skills Council under the NWDF. As a result, training in a combination of full qualifications and skill sets from various training packages was delivered at Hayden’s Timbers and Australian Solar Timbers.

North Coast TAFE also brought together Tweed tourism operators, hospitality services and Northern Rivers Tourism to identify skills gaps and current skills that can be recognised. The Institute assisted in writing the successful submission to Service Skills Australia Industry Skills Council, and the association and accommodation service providers nominated staff to enrol in Certificate III in Tourism.

More students design how their learning happens

North Coast TAFE continues to ensure that customers are at the centre of everything we do by engaging with existing and prospective students, listening to their needs and adapting or developing new approaches to meet those needs.

Promising library career thanks to online study

Young Sydney mum, Tynelle Spinner, was looking for a career change when she enrolled in the Certificate III in Library Services, available through online study. With very young children, aged 11 months and three at the time, Ms Spinner reduced her paid work to two days a week to commence her studies.

Studying before her children woke in the morning and during their nap times paid off. She achieved the Certificate III online course in just 10 months and went on to enrol in an Australia Library and Information Association accredited Diploma in Library Services.

Ms Spinner said studying online taught her many new and unexpected computer and presentation skills. Following a work placement, Ms Spinner was offered a casual position at Kogarah Municipal Council’s Library and has since gained extra casual work at Sutherland Library.

Tynelle Spinner is happy in her new career thanks to online study

Online support developed regional energy company’s work force

Essential Energy’s ‘POWERing through Apprenticeships’ project trialled online learning opportunities with North Coast TAFE in 2012 to support its employees in the completion of their training and to overcome the geographical isolation faced by its apprentices. The model provided apprentices with the flexibility to access online support for their studies at home as well as at the depot using smart boards, mobile phones, iPads, online learning resources and web conferencing.

Essential Energy’s General Manager Learning and Development, Martin Minogue, said that another advantage of the flexible technology was that it used gadgets and equipment with which most apprentices were familiar.

“Team this with support and practice activities that can be accessed anywhere, anytime and you have a model that can accommodate everyone,” said Mr Minogue.

Electrical apprentices can study online thanks to a new partnership with Essential Energy
Growth in flexible teaching and personalised support

North Coast TAFE has continued to grow its flexible course delivery options, with significant increases in unit enrolments via distance education, electronic delivery, blended delivery (a combination of several delivery modes), on-the-job distance and self-paced class based learning.

North Coast TAFE: % of module enrolments by delivery mode

<table>
<thead>
<tr>
<th>Statement</th>
<th>% of learners who agreed with the statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The training was flexible enough to meet my needs</td>
<td>95%</td>
</tr>
<tr>
<td>The training organisation had a range of services to support learners</td>
<td>95%</td>
</tr>
</tbody>
</table>

(Source: North Coast TAFE 2012 AQTF Quality Indicator Student Engagement Survey)

Open Colleges alliance strengthens flexible online education

In 2012, North Coast TAFE formed a strategic alliance with Open Colleges, a high profile and successful national provider of full-fee online learning services, in order to strengthen the Institute’s competitive position, financial sustainability and reputation.

In the face of rapidly changing technologies and customer expectations – and with the Australian online education industry growing rapidly – this new alliance aimed to open up significant national market growth and revenue opportunities for North Coast TAFE.

The arrangement also aimed to promote the North Coast TAFE brand nationally and enable the organisation to learn from Open Colleges’ capabilities in digital marketing and online customer service and delivery.

Yourtutor and student assistants provide remote, personalised support

North Coast TAFE invested in an online learner support service in 2012 called yourtutor which provided students with access to personal one-to-one help when they needed it, regardless of where they lived and what they were studying.

Support via yourtutor was provided by a range of tutors with post-graduate qualifications and focused on foundation skills and tutoring in research, report and essay structure, English, Maths and Science.

North Coast TAFE also recruited four new student assistants to help support online, distance and flexible delivery students by personally checking in on how they were going and working closely with teaching sections to develop personalised solutions.

The introduction of Yourtutor service is just one of the ways North Coast TAFE provided support to students in 2012.
Sally gained her Diploma in Children’s Services at TAFE, took on further university studies at the University of New England, then became a Registered Family Daycare Educator and opened Five Star Family Daycare Centre in Gloucester where she cares for five pre-schoolers a day at home.

Sally Randall, Gloucester
Jobs, career opportunities, skills and qualifications for learners

North Coast TAFE continued to work with students, employers and education partners to increase the number of students who get jobs, further their careers or move on to further study after training. This outcome is an important contribution to prosperity and sustainability in North Coast communities.

<table>
<thead>
<tr>
<th>Success Outcome</th>
<th>Key Performance Indicators</th>
<th>Target 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jobs, career opportunities, skills and qualifications for learners</td>
<td>Increased % of graduates employed or in further study after training</td>
<td>&gt;80.3%</td>
</tr>
<tr>
<td></td>
<td>Increased number of qualification and skill set completions</td>
<td>22,000</td>
</tr>
<tr>
<td></td>
<td>Increased number of qualification and skill set completions at higher level</td>
<td>7,000</td>
</tr>
<tr>
<td></td>
<td>Employers’ satisfaction with employee work readiness</td>
<td>&gt;90%</td>
</tr>
<tr>
<td></td>
<td>Increased higher level completions for Aboriginal participants</td>
<td>&gt;255</td>
</tr>
</tbody>
</table>

Our students get jobs or further their careers

Among full-time employed North Coast TAFE graduates in 2012, 75% reported receiving at least one job-related benefit after training, and 15% reported that they were employed at a higher skill level.

39% of graduates went on to further study after they graduated, which was 3.2% higher than the national results for all VET providers.

For those unemployed before they studied with North Coast TAFE, 43.1% gained work, an increase of 5.4% from 2011 and the best result across NSW in 2012.

Student work experience placements lead to employment

All the hard work in 2012 paid off for Deb Ward and Vance Moss who are now employed by Child and Adolescent Specialist Programs and Accommodation (CASPA) as Youth Workers after completing their Certificate II Skills for Work and Training, Community Services at Casino TAFE Campus.

Ms Ward and Mr Moss did their work experience at CASPA as part of their studies. Ms Ward said the work experience was a good way to get your foot in the door to start a new career path. Mr Moss said studying at TAFE helped him work out what area of community services he wanted to specialise in.

Michelle Teece, Operations Manager from CASPA, said the work placement partnership with North Coast TAFE has been very successful. “The skills learnt at TAFE are a really good foundation to start a career in Community Services and complement the work experience placements so the student can get some practical experience.”

Vance Moss and Deb Ward
Childcare business a dream come true

At 25 years of age, Sally Randall realised one of her key dreams - to own a childcare centre in her hometown of Gloucester. Ms Randall credited her success as a young professional business owner to the great start she got in childcare at Taree TAFE.

As a TVET student she studied a TAFE childcare course while in Year 11 and 12, and took advantage of the ongoing pathway opportunities that could lead all the way to university. By the age of 22, Sally gained her Diploma in Children’s Services at TAFE. Then, with the encouragement of her teachers, Sally took on further university studies at the University of New England, gaining significant credit for her previous TAFE study.

Ms Randall became a Registered Family Daycare Educator and opened Five Star Family Daycare Centre in Gloucester where she cares for five pre-schoolers a day in her own specially fitted out centre at home. Ms Randall said that childcare is a very professional business. “Education starts from the time a child begins to explore the world, interact with others, make friends and ask questions. It’s a very holistic thing.”

TAFE inspires top teacher through training

After taking time off study to raise a baby, the prospect of returning to university or the workforce was daunting for Linda Best so she enrolled in a course at Port Macquarie TAFE aimed at helping women transition back into employment or further study.

“The Career Education and Employment for Women course opened my eyes to the potential of education and seeing my fellow students’ achievements was inspirational,” said Ms Best who then enrolled in a half year multimedia course at North Coast TAFE to expand her technology skills while waiting for her university teaching degree to begin.

After completing her studies and working as a teacher in Lightning Ridge, Ms Best was offered the position of Head Teacher of English at Westport High, where she had been a student years earlier.

Taree TAFE launches the career of aspiring plumbers

Responding to industry needs, Taree TAFE’s VET for Schools Co-ordinator, Alicia Franklin, worked with school and industry staff to sign up three plumbing school-based apprentices – from St Clare’s, Wingham and Wauchope High Schools.

Dylan Sambrook, TAFE Plumbing Co-ordinator from Coffs Harbour TAFE Campus, said industry conditions were right for the new educational initiative. “The plumbing industry in the Taree and Great Lakes area is sustainable, with plumbing often an important part of the whole construction and green-energy industry, particularly on bigger commercial and civil projects.”

Sixteen-year-old Michael Ryan from Failford, whose father is a contractor with Mid Coast Water, was one of the 10 students to benefit from the new plumbing training available at Taree TAFE.

Mr Ryan obtained his OH&S white card and had been out working on jobs since he was 14. He has recently commenced an apprenticeship with Rob Fitzallen. Mr Ryan combined work, school and TAFE study and said, “One day I’d like to own my own business in the construction industry.”
More students complete higher level skill sets and tertiary qualifications

North Coast TAFE met both state and national targets to grow higher level skills and qualifications. The number of course completions for Certificate III, Certificate IV and Diplomas increased in 2012.

North Coast TAFE completions Certificate III and above 2008 to 2012

<table>
<thead>
<tr>
<th>Award Level</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma</td>
<td>422</td>
<td>470</td>
<td>663</td>
<td>858</td>
<td>1,017</td>
</tr>
<tr>
<td>Certificate IV</td>
<td>1,058</td>
<td>1,635</td>
<td>1,858</td>
<td>1,837</td>
<td>2,018</td>
</tr>
<tr>
<td>Certificate III</td>
<td>2,979</td>
<td>3,145</td>
<td>3,512</td>
<td>3,336</td>
<td>3,675</td>
</tr>
<tr>
<td>Total Certificate III and above</td>
<td>4,459</td>
<td>5,250</td>
<td>6,033</td>
<td>6,031</td>
<td>6,710</td>
</tr>
</tbody>
</table>

CSU and TAFE partnership provides tertiary education pathways

North Coast TAFE and Charles Sturt University (CSU) signed a Heads of Agreement in Port Macquarie in November, 2012, to formalise the existing relationship between the organisations.

CSU Deputy Vice-Chancellor (Academic), Professor Garry Marchant, said both organisations share a commitment to improving participation and success of students in higher learning and supporting the skills needs of the region. “Our collaboration with North Coast TAFE to build effective pathways to higher education for residents on the Mid North Coast provides real opportunities for the region to prosper.”

Institute Director for North Coast TAFE, Ms Elizabeth McGregor, said the signing of the agreement was another important milestone in increasing higher education options and access for the Mid North Coast communities. “We at North Coast TAFE believe that educational partnerships and collaboration like this are essential in delivering prosperity and sustainability to the region.”

Case Study
**Agreement with Southern Cross University leads to local student support**

A Memorandum of Understanding between North Coast TAFE and Southern Cross University in 2012 opened up new opportunities for North Coast students to gain entry to university, with support services for students being provided through their local TAFE campus.

SCU College, which is wholly owned by Southern Cross University, has been established to encourage greater participation in higher education from Coffs Harbour to the Gold Coast by providing additional pathways into university.

SCU Vice Chancellor Professor Peter Lee said the University was looking forward to working with North Coast TAFE in delivering Associate Degrees in business and health.

“SCU College will provide access to higher education for a cohort of students who may have the ability but not have had the level of preparedness to access university.”

North Coast TAFE Institute Director Ms Elizabeth McGregor welcomed the agreement.

“As the region’s largest education provider, North Coast TAFE is pleased that the new SCU College has chosen to partner with us to extend university pathways to communities and groups of students who have previously not had access.”

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**Coffs student steps up to further study**

For North Coast TAFE student Dan Stewart, the computing and multimedia courses he undertook in the preceding years began to pay off as his career took shape in 2012.

“Doing the TVET Multimedia course at TAFE while completing my HSC gave me the opportunity to fine tune what I wanted to do,” said Mr Stewart, who went on to complete the Certificate IV in IT (Multimedia) in 2012 and was awarded a scholarship from a major electronics company through a Coffs Council film competition.

“The scholarship has given me the opportunity to further my photography skills with a Diploma of Photo Imaging and a Bachelor of Photography at Griffith Uni. My vision is to build my current wedding, portrait and landscape photography into a fully-fledged photography business and my studies so far have really helped toward that goal.”

*Dan Stewart is focused on a bright future in photography*
More disadvantaged learners complete programs and gain work

In 2012, the number of students with a disability enrolled at North Coast TAFE grew from 5,754 to 6,088, representing an increase from 12.6% of total enrolments in 2011 to 13% in 2012.

North Coast TAFE – % of enrolments with a disability

Supported study provides bright future

Students Marianne Zomer and Todd Revis gained several TAFE qualifications between them with the support of Grafton TAFE’s Disabilities Services unit. Ms Zomer, who has dyslexia, studied her Certificate II in Business, while Mr Revis, who has Asperger’s Syndrome, studied his Diploma of Information Technology.

Ms Zomer enrolled in a flexible delivery class at Grafton TAFE after completing her Certificate III in Child Services at TAFE New England’s Armidale and Glen Innes campuses. She said studying at TAFE increased her confidence and taught her a range of office skills. “I hope that hearing my story, other people with disabilities will feel that they too can achieve, just as I have.”

Mr Revis studied his Certificate IV in Information Technology at Grafton TAFE during 2007 and began his Diploma online through Coffs Harbour Education Campus in 2010. Mr Revis acknowledged his teachers, staff at Grafton Campus and his online tutors for all of the help, friendliness and support they provided over the years.

Online Diploma IT Student Todd Revis building a computer with his IT skills
Aboriginal course completions AQF Certificate level 1 and above

There was continued growth in enrolments and completions by Aboriginal learners in 2012, particularly in Diploma and higher level courses, as well as AQF Certificate IV, AQF Certificate III and AQF Certificate II.

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**English Course at Kingscliff TAFE boosted job-seeker confidence**

Kingscliff TAFE Campus offered an Adult Migrant English Program in 2012 to newly arrived migrants, refugees and humanitarian entrants.

Students studied English at beginner to intermediate levels and learned speaking, listening, reading and writing skills for everyday living, work and further study. They also learned about Australian society, culture and customs.

Chris Evans, Teacher of Education and Employment at Kingscliff Campus, said that students who attend English classes gain confidence and can participate more fully in the community and become involved in their children’s schooling. “This course assisted students to gain employment and make new friends. Many students went on to enrol in other courses at TAFE and university.”

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*Kingscliff English language students Tran, Florence and Tasuku*
**Skillmax helped Arsella achieve her goals**

Kingscliff TAFE student Arsella Weatherall arrived in Australia from the Philippines in 2009, started a Certificate III in English in 2010 and went on to complete a Skillmax course in 2011.

The Skillmax course, for skilled migrants seeking employment in their chosen profession, included English language support, strategies to identify employment opportunities, preparation for job interviews, career management skills and developing a greater awareness of workplace culture and trends in the Australian labour market.

“Skillmax gave me the confidence to get back into the workforce and also gave me the ambition and skills to tackle further study to realise my ultimate goals. The teachers have also helped me with not just English but understanding Australian customs and culture,” Ms Weatherall said.

*Arsella with teacher Kristie at Kingscliff Campus*

---

**New technology breaking down barriers**

New technology and the dedication of support staff made a world of difference for Taree TAFE student Nic Emerton who had a kidney transplant nine years ago and found that his medication seriously affects his memory.

Mr Emerton found it difficult to remember the long botanical names used in landscaping, however the use of an Apple iPad helped him succeed in his Certificate III in Horticulture.

Support teacher Lyn Connors made it her mission to find technology to break down barriers and said the Apple iPad was a real boon for students with disabilities. “Nic can look up plant files, take photos of areas that need landscaping and trial a selection of plants and trees that work, discussing them with clients.”

“It’s a huge boost to students’ workplace confidence. With these new tablet-style computers, they can do everything with the tap of a finger. It takes the stress away and lets students relax in their learning.”

*Nic Emerton checks out plant applications on his iPad with TAFE support teacher Lyn Connors*

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**Collaboration with Centacare provides students with support and skills**

North Coast TAFE collaborated with Port Macquarie’s Centacare and Multitask Human Resources in a mentoring program for disadvantaged community members.

With funding from the NSW Government in partnership with the Commonwealth Government under the Strategic Skills Program, participants enrolled in Commercial Cookery units that were specifically designed to provide industry skills in a work environment tailored for students with support needs.

Belinda Hadfield, Support Worker from the Transition to Work Program at Centacare, said the units provided valuable first-hand experience. “Some of the students have received work placement already and the program supported their employers with extra mentoring and guidance.”

*North Coast TAFE student Gavin Spencer with Kevin Stringer from Multitask Human Resources at a work placement*
Leightons Contractors Pty Ltd is a significant employer in the region because of its large civil infrastructure projects such as the Pacific Highway upgrade. Its workplace and on-the-job requirements were met through customisation of the Certificate III in Civil Construction by North Coast TAFE.

“I found them very knowledgeable about what they do…very flexible…we had a range of delivery styles.”

Kaye Adams, People and Capability Manager, Kempsey Bypass Alliance
Workforce development and business improvement for employers

North Coast TAFE collaborated with many organisations and enterprises to identify and put in place cost effective, sustainable workforce solutions to help improve performance for business customers in 2012.

<table>
<thead>
<tr>
<th>Success Outcome</th>
<th>Key Performance Indicators</th>
<th>Target 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workforce development and business improvement for employers</td>
<td>Employers’ satisfaction with customised services</td>
<td>&gt;80%</td>
</tr>
<tr>
<td></td>
<td>On the job delivery</td>
<td>&gt;10%</td>
</tr>
<tr>
<td></td>
<td>Share of region’s traineeship market</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>Share of region’s apprenticeship market</td>
<td>81%</td>
</tr>
<tr>
<td></td>
<td>Customised training for workforce development</td>
<td>&gt;3,550</td>
</tr>
</tbody>
</table>

More partnerships and relationships that deliver mutual benefit

In 2012, North Coast TAFE built on many existing relationships with organisations, and also entered into a number of additional partnerships working to benefit industries, businesses and TAFE students.

One example was the partnership developed with the Wauchope Chamber of Commerce to develop a course, “Introduction to Governance.” This one-day program for members of boards across the Hastings region covers the process of contributing to board governance and being an effective board member.

Another example is the successful, growing relationship with the Holiday Coast Credit Union (HCCU). Since signing a Memorandum of Understanding in 2011, HCCU has been working with North Coast TAFE to develop learning resources from their existing policies and procedures, design a number of customised short courses and train and assess Certificate III in Financial Services trainees.

TAFE trainees assured jobs in aged care

A partnership between industry, training and employment resulted in the guarantee of 19 new Aged Care traineeships across the Hastings and Macleay Valleys.

Due to high levels of interest, applicants were invited to attend “speed” interviews with successful candidates completing a four-week prevocational ‘prep’ program. Students gained on-the-job experience as well as theoretical and practical training, with TAFE assessors delivering training at five Aged Care facilities across the Port Macquarie and Kempsey region. Successful candidates were identified and offered paid traineeship positions to begin their career.

North Coast TAFE Head Teacher Aged Care and Nursing, Ms Sharen Marshall, said the students had all shown great commitment. “Thanks to this excellent collaboration we have been able to jointly create some outstanding employment opportunities for young achievers in our area.”

Aged Care trainees ready to embark on their careers
Partnership with Dongying College China

North Coast TAFE signed a Memorandum of Understanding (MOU) with Dongying Vocational College in October 2012 which committed both parties to exploring and promoting areas of mutual interest in vocational education and training.

Like North Coast TAFE, Dongying College is a large regional provider focusing on improving the skills and opportunities for regionally located students. The MOU encompasses a range of collaborations in the areas of teacher training, student exchange and sharing of vocational education best practice.

Dongying Vocational College is located in Shandong province, the biggest industrial producer and one of the top manufacturing provinces in China. The college hosts 14,000 full time students, 4,200 distance students and nearly 800 staff. It offers 56 majors including petrochemical production technology, machinery manufacturing and automation and logistics management.

Gillian Gray, Manager International Programs at North Coast TAFE, said the release of the report ‘Australia in the Asian Century’ highlighted the importance of our connectivity with Asia, in particular China. “This partnership is an example of how North Coast TAFE values international educational partnerships.”
New health campus a game changer for regional higher education

North Coast TAFE, along with consortium partners the University of New South Wales and the University of Newcastle, welcomed the Federal Government’s decision in 2012 to invest $20 million for a new joint health and medical education campus in Port Macquarie – the first of its kind in Australia – which will provide tertiary education to more than 600 students.

North Coast TAFE Institute Director, Elizabeth McGregor, said that the completion of the campus in 2014 would dramatically expand tertiary education opportunities for young people in the region and provide social, economic and health benefits for the entire community.

“This facility will allow us to introduce a range of new higher level TAFE programs to train Allied Health, Dental, Pathology and Medical Practice Assistants to complement the degree programs and underpin the TAFE-to-university pathways that are a key feature of our joint work with universities,” said Ms McGregor.

Consortium partners and community celebrate the announcement of the building of the new health and medical education campus in Port Macquarie (Image courtesy of Port News)
Growth in customised work based solutions

North Coast TAFE continues to form successful relationships with regional businesses and industry to develop customised work-based solutions that meet business requirements.

North Coast TAFE AQTF Employer survey results

The graph below shows the trends in North Coast TAFE’s employer survey results. Responding to employers changing training needs and delivering service of a high standard continues to be a driving force at North Coast TAFE with 92% of employers confirming that the training was effectively integrated into their organisation.

North Coast TAFE Trainee Enrolments 2008 to 2012

North Coast TAFE had success in 2012 in growing the School-based Trainee/Apprenticeship market and grew its overall share of the traineeship market from 26.12% in 2011 to 30.54% in 2012.

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing Workers Trainees (EWT)</td>
<td>821</td>
<td>1,007</td>
<td>2,500</td>
<td>2,064</td>
<td>1,553</td>
</tr>
<tr>
<td>New Entrant Trainees (NET)</td>
<td>1,469</td>
<td>2,052</td>
<td>2,062</td>
<td>2,077</td>
<td>2,012</td>
</tr>
<tr>
<td>School Based Trainees</td>
<td>142</td>
<td>164</td>
<td>216</td>
<td>222</td>
<td>243</td>
</tr>
<tr>
<td>Total Trainees</td>
<td>2,432</td>
<td>3,223</td>
<td>4,778</td>
<td>4,363</td>
<td>3,808</td>
</tr>
</tbody>
</table>

North Coast TAFE developed a one day customised program in Customer Service for Mareeba Aged Care at Maclean, which was such a success that the centre planned for every staff member to participate in the program. Another successful partnership was entered into with Bananacoast Credit Union, with North Coast TAFE delivering customised management programs for team leaders and department heads.
Customised solution for Pharmacy Choice

North Coast TAFE joined forces with Symbion’s Pharmacy Choice to provide their 500+ Gold and Silver members around Australia with customised, flexible training courses online.

Linda Johnston, Community Pharmacy Teacher at North Coast TAFE, said the training courses were especially designed to help Pharmacy Choice members progress their business through a variety of training options to suit their individual needs. “Some of the online learning allows learning to take place anytime and anywhere.”

The program uses a range of new technologies to assist pharmacies in extending their staff members’ knowledge with the goal of enhancing customer satisfaction and increasing front of store sales.

Richard Manthey, National Development and Operations Manager for Pharmacy Choice, said members were able to take part in interactive and ‘face-to-face’ online learning activities, without having to leave the pharmacy. “Obviously, this also reduces the amount of time that staff are away from the business.”

Symbion’s Pharmacy Choice selected North Coast TAFE to provide flexible online training

Accredited training program designed for Harley-Davidson Australia apprentices

North Coast TAFE continued to work with Harley-Davidson Australia (HDA) in 2012 to provide an accredited training program for its apprentices. The program fully recognises the in-house training provided by the Harley-Davidson team and fills the gaps between HDA’s training and the complete Certificate III level qualification.

Apprentices from a number of dealerships in NSW and QLD were flown by Harley-Davidson Australia to its national office and training workshop in Lane Cove, Sydney to attend one of six blocks of training in 2012.

North Coast TAFE’s flexibility and willingness to recognise the quality of the in-house training effectively reduced the total cost of training and time off the job by 50%. This success is expected to generate increasing demand from other dealerships, which employ up to 80 apprentices around Australia at any one time.

North Coast TAFE’s Michael Brenton with Harley-Davidson Australia’s Managing Director Peter Nochar and Sales Director Derek Stringfellow

TAFE helps to stop quad bike fatalities

In late 2012, North Coast TAFE joined the effort to reduce Australia’s mounting quad-bike fatality and injury toll with the launch of a mobile quad-bike training unit in 2012, which trained farmers and rural businesses in the safe use of quad-bikes. In September, Laurie Gallagher, teacher in charge of quad-bike training at Taree TAFE, put four young women doing TAFE rural traineeships through their paces on quad-bikes, teaching and assessing their skill capabilities in a day-long session.

Lisa Davis, who was enrolled in Certificate III in Agriculture and rode a quad-bike every day as part of her dairy farming traineeship, felt the course made her a much safer rider. Two TAFE trainees from Silverthorn Stock Horses, near Gloucester, Brittany Hetherington and Ashley Whiting had been riding and working with horses since they were young. Both trainees said that they felt more confident on the quad-bikes once they had completed the North Coast TAFE training.

Teacher Laurie Gallagher instructing a student on the safe use of a quad-bike
Growth in market share of career builders, career switchers and workforce re-entrants

The number of full-time, part-time and unpaid workers seeking training with North Coast TAFE increased in 2012, with market share of the North Coast region’s apprentices, existing workers, and new entrant trainees increasing from 36.0% in 2011 to 41.1% in 2012.

North Coast TAFE Market Share of North Coast Trainees and Apprentices

New career sparked by electro summer school

After a successful job as an energy assessment adviser with the State Government, 34-year-old Brent Milligan from Old Bar decided he wanted formal trade qualifications to expand his electrical career. He completed a six week fast-track summer school at Port Macquarie TAFE in electrotechnology.

During the three-day-a-week course Mr Milligan learnt all the basic electrotechnology skills and, by the end of the course, had secured himself an electrical apprenticeship at Taree’s Mackies Electrical, one of the region’s leading multi-faceted electrical contractors.

The TAFE summer school was equivalent to the first six months of the apprenticeship in terms of theory, so Mr Milligan was able to fast-track his apprenticeship.

Brent Milligan switched from energy assessment to electrotechnology
Coffs student reignites her passion in event management

Winner of the Tourism and Hospitality Faculty Award, Kristy Pursch, enrolled in the Diploma of Event Management at the Coffs Harbour TAFE Campus in 2012 after partially completing a Social Science Degree though Southern Cross University.

Following a volunteer role with the Wintersun Nostalgia Festival, Ms Pursch found she was naturally drawn to events and soon applied to TAFE. Ms Pursch said the personal and career gains achieved from participating and completing the TAFE studies were significant.

“I value education and had really enjoyed the units I successfully completed at SCU. They held me in good stead to take my training to TAFE, where I was able to apply myself completely to the tasks at hand with renewed vigour because I enjoyed what I was doing in an environment conducive to hands-on-learning,” Ms Pursch said.

“I gained my very first job 30 minutes after completing my Diploma, and recently when I completed my contract I was again 30 minutes out of a job before the next contract came through!”

Kristy Pursch switched from social science at university to event management at TAFE

Tertiary Preparation Certificate helping career builders and switchers

Joseph Wynands and Warren Sullivan both addressed totally different career needs by completing their Tertiary Preparation Certificate (TPC) at North Coast TAFE in 2012.

Mr Wynands decided the TPC was right for him when he returned to Australia, having completed most of his schooling in New Zealand and finding that his HSC results wouldn’t gain him entry to university in Australia. “The TPC will give me the entry I need to pursue a Civil Engineering degree.”

After beginning his working career in the automotive trade, 47 year old Warren Sullivan made a career change into sport and remedial massage and is now advancing his health related career through a nursing degree. “I’d encourage any mature aged students to go to higher studies via the TPC.”

TPC coordinator Susan Mifsud said universities look favourably on the TPC. “We have a broad range of people who do the class, from 19 year olds who didn’t sit the HSC through to older mothers.”

Tertiary Preparation students Joseph Wynands and Warren Sullivan catch up between classes at Coffs Harbour Education Campus
North Coast TAFE partnered with the Balund-a Second Chance Correctional Facility at Tabulam to deliver a 6 month training program, Certificate II in Skills for Work and Training, for the residents. The participants studying Hospitality as part of the program prepared a special luncheon for a Balund-a cultural event.

“The program had very positive outcomes with students beginning to come to TAFE to continue their studies after completing the program at Balund-a.”

Janine Laki, Teacher, Casino Campus
Socio-economic and cultural capacity for our communities

In 2012, North Coast TAFE continued to build on its strong and successful relationships with communities, local councils, chambers of commerce and industry. This has resulted in sustained improvements in workforce participation rates in many sectors of the community and greater engagement in vocational education by working age learners and Aboriginal learners.

<table>
<thead>
<tr>
<th>Success Outcome</th>
<th>Key Performance Indicators</th>
<th>Target</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Socio-economic and cultural capacity for communities</td>
<td>Enrolments</td>
<td>&gt;45,644</td>
<td>46,710</td>
</tr>
<tr>
<td></td>
<td>Improvement in region’s workforce participation rate</td>
<td>&gt;55.2%</td>
<td>55.2%</td>
</tr>
<tr>
<td></td>
<td>Working age learners participating in TAFE</td>
<td>10%</td>
<td>8.91%</td>
</tr>
<tr>
<td></td>
<td>Working age learners participating in TAFE Certificate III and above</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td>Working age Aboriginal learners participating in TAFE Certificate III and above</td>
<td>10%</td>
<td>9.01%</td>
</tr>
<tr>
<td></td>
<td>Student numbers engaged in green skills training</td>
<td>10%</td>
<td>16%</td>
</tr>
</tbody>
</table>

We help lift the region’s workforce participation rates

North Coast TAFE, with funding from the Department of Education, Employment and Workplace Relations, established an Employer Broker mechanism in 2012 called Industry Mid North Coast Inc (IMNC).

Representing a collaboration of industry from Coffs Harbour to Great Lakes, IMNC helped bridge gaps, coordinate information and build strong relationships, delivering the following outcomes in the 2012 calendar year:

- Trained over 850 existing workers, with around 30 different skill sets and qualifications involved
- Filled over 80 positions
- Started over 30 apprentices in full apprenticeships
- Started over 100 participants in preparatory programs

Boat building provides positive pathway to work

Ten students, who were specially selected by Great Lakes College to get a feel for hands-on careers, launched their own hand-built canoes and paddle boards thanks to the ‘Positive Pathways to Work’ course at North Coast TAFE’s Great Lakes Campus.

The course encouraged students to explore careers while still at high school and combined maths, English and communication skills to get the job done.

Zac Vanarey was one of the students delighted at how his paddle board shaped up. Mr Vanarey is keen to get plenty of hands-on practical skills before he leaves school and would like to become a mechanic in the Army. He completed an introduction to the mechanical trades at Great Lakes TAFE, while continuing at school.

*One of the ten students, Lewis McDonald, working on his canoe*
We contribute to the social, cultural and economic development of the region

North Coast TAFE worked with local business, government and communities in 2012 to help build community capacity and promote cultural understanding. Below are some of the activities which have been undertaken to contribute to this region.

Kingscliff

Harmony Day, where all Australians celebrate their cultural diversity, was celebrated at Kingscliff TAFE Campus with a morning tea and fundraising event for the entire campus in March. Because Harmony Day coincided with World Down Syndrome Day in 2012, the hospitality team at Kingscliff saw this as the perfect opportunity to raise some funds for a great cause. The Certificate II Kitchen Operations students baked cakes to complement the cappuccinos and milk shakes were prepared and served by the Certificate III Multi Skill students.

Wollongbar

A $1.6 million upgrade of North Coast TAFE’s Wollongbar Campus was officially opened by the Honourable Don Page MP, Member for Lismore in August 2012. The Stage 4 major works program included significant extensions to the workshop where apprentices learn specific, practical plumbing skills. The upgrade also delivered infrastructure improvements, including a new air conditioning plant and fire safety system. Campus Manager, Peter Mehan, said the efficiencies and ecological sustainability achieved by the improvements demonstrated excellent stewardship of state resources. “The Richmond Valley region features one of the highest growth rates in NSW and it’s important the community has access to modern, safe and high quality training facilities like Wollongbar Campus.”

Lismore

As part of a partnership between Lismore TAFE Campus and the Lismore Community Garden, students completing Certificate II in Skills for Work and Training, Green Skills and Construction were involved in building concrete pathways throughout the gardens to enable easy access and reduce maintenance. Student Adam Guise is passionate about permaculture, organic agriculture and greening Lismore. “I love the idea of the community gardens because it brings people together to work on projects that benefit the community.”

Case Study

Elizabeth McGregor, Institute Director, North Coast TAFE, and the Honourable Don Page MP celebrate the opening

Student Adam Guise working on the community garden path
Casino

Casino TAFE Campus helped connect Aboriginal students with their family history, community and culture through the Goorie Research and Storytelling Project. The course enabled students to research family genealogy, community or cultural stories and then create a story using images, sound and written text in a relaxed, supportive, flexible environment. The students gained skills in research, computing, writing and teamwork, which gave them the opportunity to further their education in areas such as information technology, multimedia or business administration.

The 2012 Goorie Research and Storytelling Project students

Macksville

North Coast TAFE’s Macksville Campus unveiled a Cultural Signage project on Harmony Day 2012 - a set of front entrance doors for the campus, with each door featuring Gumbaynggirr designs depicting different themes and dreamtime stories. Renowned artist Richard Campbell was engaged in an Artist in Residence program and he worked with a group of interested community members to create and paint the door designs. Macksville Campus Manager, Phyllis Mann, said the project embodied reconciliation in action.

Macksville Campus Manager Phyllis Mann with Artist in Residence project students Lee Franklin and John McIntosh

Port Macquarie

Students, parents, friends and teachers from local small primary schools visited Port Macquarie Campus for a fun day aimed at creating positive memories of a tertiary education experience.

As part of the LEAPS Program (Lifting Educational Aspirations for Parents and Students), Years 5 and 6 from Huntingdon, Herons Creek, Rollands Plains and Comboyne Primary Schools took part in computer animation, checking blood pressure and bandaging techniques and discovered how to access career, study and finance options through North Coast TAFE, Charles Sturt University and Hastings Education Fund.

Raylene Blackwell, who attended with her son Billey Blackwell-Kerslake from Rollands Plains said, “I don't think we realise how lucky we are to have access to such fantastic study and career options in our town.”

Billey Blackwell-Kerslake practices his bandaging skills on Mum, Raylene Blackwell, at the LEAPS day while baby brother, Brock looks on

Taree

Taree TAFE Campus celebrated its 50th anniversary in 2012 and witnessed a world first in December – the launch of the Gathang language web portal on the international FirstVoices website. The Gathang portal included a dictionary archive, images and audio, allowing learners to go online and listen to and practise the language which covers a large part of coastal NSW from Port Stephens to Port Macquarie. This reflects North Coast TAFE’s wider commitment to partner with Aboriginal communities in building individual capabilities, community sustainability, and improved vocational and employment outcomes.

Birpai Elder Auntie Wilma Morcome and language coordinator Jeremy Saunders launch the Gathang language web portal
We partner with Aboriginal communities to build capacity

In 2012, North Coast TAFE partnered with many Aboriginal communities to help them build their capacity to achieve better cultural, educational and workforce participation outcomes.

IPROWD students graduate

Eight Aboriginal men and women graduated from the Indigenous Police Recruiting Our Way Delivery (IPROWD) program at North Coast TAFE’s Casino Campus in September 2012.

They gained a national Certificate III qualification through the program, which was developed by a state-wide partnership between TAFE NSW, the NSW Police Force and Charles Sturt University. The qualification provided them academic entry to Charles Sturt University and enabled them to progress applications to join the NSW Police Force.

Elizabeth McGregor, North Coast TAFE Institute Director, said IPROWD was an excellent example of the value partnerships like this can bring to communities on the North Coast.

Deputy Police Commissioner, Catherine Burn, said, “As an organisation, the NSW Police Force aims to reflect the community we represent and the IPROWD program is a way to assist potential Indigenous recruits reach their goal of joining the Force.”

Collaboration culminated in culturally important Yaygirr Dictionary

Maclean TAFE celebrated the launch of the Yaygirr Dictionary in August 2012, following nine years of collaborative effort between the Maclean Elders Class, Aboriginal Teacher and mentor David Prosser and Muurrbay Language and Cultural Centre.

TAFE teacher and local Yaegl man, David Prosser, who has been involved in the project since it began said, “Language is our soul.”

The Dictionary preserved 100 words from the Yaegl language, and holds significant importance and meaning to members of the local Aboriginal community, many of whom received a free copy for their families.

North Coast TAFE marked the occasion with the launch of its North Coast TAFE Aboriginal Language Strategy. The Director of TAFE Services for Community Development and Aboriginal Engagement, Ms Heather McGregor, said “Goori languages hold many values important to Aboriginal communities including local cultural traditions and beliefs that may have been lost.”

Launch of the Yaygirr Dictionary
Communities come together for Deadly Days and Deadly Nights at Wauchope and Ballina

Thanks to ongoing funding from the Department of Education, Employment and Workplace Relations through the Community Festivals for Education Engagement Program, North Coast TAFE was able to stage its Deadly Days Festivals for a fifth consecutive year in 2012.

Aboriginal entertainer Casey Donovan headlined a host of attractions during the Festivals on Birpai land at Wauchope Showground and on Bundjalung land at Ballina TAFE Campus in September 2012.

Casey, the youngest ever winner of Australian Idol and winner of an ARIA Award and three Deadly Awards, shared the spotlight with Troy Cassar-Daley, comedian Sean Choolburra and Indigenous Hip-Hop Projects (supported through the Aboriginal Health and Medical Research Council). Joining them was performance group Justice Crew (winner of Australia’s Got Talent in 2010), Indigenous singing duo Microwave Jenny, comedian Kevin Kropinyeri and actress Lillian Crombie.

“The Deadly Days Festival celebrates culture, education and careers,” said the Director, TAFE Services for Community Development and Aboriginal Engagement, Heather McGregor. “It provides the perfect environment for Aboriginal families and communities, schools, local employers and service providers to explore the great life opportunities available to young Aboriginal people on the North Coast.”

North Coast TAFE’s Deadly Days Festival at Wauchope Showground

Young Aboriginal students design health campaign

Collaboration between North Coast TAFE’s Great Lakes Campus, Hunter New England Health District and four young Aboriginal students led to the launch of prominent new posters and promotional material for a local oral health awareness campaign directed at Aboriginal youth.

The brief to the students challenged them to design culturally appropriate visual messages that would influence youth to consider how activities like smoking, consuming sugary food and drink and not brushing their teeth would negatively affect their oral health.

Lisa Fitzgerald, Oral Health Promotions Coordinator for the Hunter New England Health Local Health District, was delighted with the designs. Four designs were chosen for use on promotional items like posters, T-shirts and wristbands.

One design was selected for state-wide use. The design was developed by Kirrilli Roberts, who is studying graphic design at Great Lakes TAFE, from an original concept drawn by Year 9 student Coen Simon from Great Lakes College during a TAFE ‘taster’ course for high school students.

Kirrilli Roberts’ design developed from Coen Simon’s concept has gone state-wide
Land Council works with Tour Guiding students to develop cultural tourism

Students studying Certificate III in Tour Guiding worked in conjunction with the Ngulingah Aboriginal Land Council to develop their Nimbin Rocks Cultural Tourism project. The project was started by the Land Council to ensure preservation of the Nimbin Rocks site and bring the community together.

A launch of the project to Aboriginal Elders, Tourism Industry representatives and invited guests at Nimbin Rocks included student presentations on Indigenous cultural storytelling, flora and fauna, Indigenous artefacts, spears and boomerangs, bush tucker and crafts. The students also prepared and served a lunch featuring traditional foods such as kangaroo, emu and barramundi.

Aunty Vivien Laurie said, “This is a very important project for the young people to learn about the area, our culture, the people and especially the Rocks; they need to take the reins and keep the stories to tell others and show the world.”

Students and teachers at Nimbin Rocks

We collaborate and educate for ecological sustainability

In 2012, North Coast TAFE continued to promote and support education for a sustainable future. Apart from embedding sustainability practices as much as possible in its course offerings, North Coast TAFE also offered higher level qualifications, such as the Diploma of Sustainability, which specifically equip graduates with skills to support behavioural change and robust sustainable outcomes.

North Coast TAFE’s commitment to building capability in sustainability in the region was demonstrated by the continued growth in the percentage of students at North Coast TAFE enrolled in ‘green skills’ units, up from 11.9% in 2011 to 16% in 2012.

North Coast TAFE – % of students enrolled in at least one green skills unit

Living Smart across the region

North Coast TAFE collaborated with Kempsey Shire Council, National Parks & Wildlife Service and Macleay Educational Community of Schools to adapt and contextualise resources and programs developed by LivingSmart.org for local delivery.

The program was delivered to 26 educators along the North Coast of NSW with five Living Smart courses delivered within the Macleay Valley to over 120 participants, who learnt about saving power and water, growing their own food, healthy lifestyles and other sustainable practices. This resulted in ongoing community sustainability events and project development, and there are plans to expand the Living Smart model to other communities across the region.

Participants in the Macleay Valley Living Smart program
North Coast TAFE top in Australia for sustainability education

In 2012, North Coast TAFE won the Australian Training Award in the Skills for Sustainability – Educational Institution category. The Award was announced and presented at the Awards dinner in Melbourne by Senator Chris Evans, who was the Federal Minister for Tertiary Education, Skills, Science and Research at the time.

Senator Evans said the prestigious annual awards recognise the best and brightest in Australia’s vocational education and training sector. “The winners are a benchmark for skills excellence and great role models for the nation.”

The award recognised North Coast TAFE’s engagement in sustainability-based partnerships with many regional organisations: Regional Development Australia-Northern Rivers and Mid North Coast; all 15 local councils; Southern Cross University; NSW Department of Trade and Investment; NSW Catchment Management Authority (Hunter-Central Rivers and Northern Rivers); NSW Business Chamber; local chambers of commerce and business enterprise centres; and many individual enterprises and community organisations.

Proud North Coast TAFE recipients of the Award in the Skills for Sustainability – Educational Institution: Director of TAFE Services Geoff Baldry and Faculty Ecological Sustainability Project Officer Alicia Bales

Sustainability champions program partnership

North Coast TAFE partnered with Swinburne University and Tropical North Queensland Institute of TAFE in the 2012 Sustainability Champions Program.

This program, funded by the Department of Industry Innovation, Science, Research and Tertiary Education, helped deliver the Vocational Graduate Certificate in Education and Training for Sustainability to 80 VET practitioners across Australia.

North Coast TAFE’s Faculty Ecological Sustainability Project Officer, Alicia Bales, said the qualification was the first to focus on education for sustainability in which the knowledge and skills are integrated into a people and change framework.

A national scholarship program designed to encourage greater levels of education in sustainability was also announced. The fully funded scholarships will help teachers, trainers, assessor and managers in the vocational education and training sector learn how to embed education for sustainability in their teaching and learning.

The NSW/ACT 2012 Sustainability Champions cohort outside Michael Mobbs’ Sustainable House in Chippendale

New skills help manage feral Myna birds

School students studying metals and engineering at Taree TAFE Campus in 2012 were busy working for the protection of native birds and mammals, building traps to capture Indian Myna birds which are considered a feral species in Australia.

Eleven students from Wingham, Taree and Chatham High Schools, led by experienced tradesman and TAFE teacher Kevin Wills, learnt new skills so they could help in managing numbers of Myna birds.

The project was supported by Greater Taree City Council’s Youth Development Officer, Bree Dennis, who was able to provide funding for the cage materials. The Hallidays Point Landcare Group will take the finished cages and lend them to householders who want to restore the wildlife balance in their garden or on their property.

Metals and engineering TVET students learning to make cages to capture feral Myna birds
An aerial view of the Coffs Harbour Education Campus, located between Coffs Harbour and Sawtell, which is an innovative learning environment incorporating a Senior High School, TAFE and Southern Cross University on the one site.
Responsible stewardship of our resources

North Coast TAFE is a large and complex organisation with a wide range of resources – people, revenue, assets and infrastructure – that need to be maintained and managed responsibly to ensure positive and sustainable outcomes. Key results for 2012 reflected continued responsible stewardship.

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<thead>
<tr>
<th>Success Outcome</th>
<th>Key Performance Indicators</th>
<th>Target</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible stewardship of our resources</td>
<td>Growth in non-core funds</td>
<td>$35,000,000</td>
<td>$36,952,000</td>
</tr>
<tr>
<td></td>
<td>Reduced energy consumption</td>
<td>200 MJ/m2</td>
<td>192 MJ/m2</td>
</tr>
<tr>
<td></td>
<td>Total participation in staff learning and development</td>
<td>&gt;6,000</td>
<td>5,814</td>
</tr>
<tr>
<td></td>
<td>Costs of workers’ compensation claims</td>
<td>&lt;$200,000</td>
<td>$169,708</td>
</tr>
<tr>
<td></td>
<td>Student satisfaction with teacher currency</td>
<td>&gt;90%</td>
<td>97.17%</td>
</tr>
<tr>
<td></td>
<td>Employer satisfaction with teachers’ knowledge and experience of the industry</td>
<td>&gt;90%</td>
<td>92.5%</td>
</tr>
</tbody>
</table>

We are financially viable

In addition to its annual recurrent State Government grant, North Coast TAFE generated significant revenue from successful bids for contestable government funding as well as its commercial and international business activities.

The table below shows external revenue increased in 2012 by nearly 30%, with an increased surplus of 10.54% (up on 9.4% in 2011). The ongoing surplus contributed to significant re-investment into improving and innovating North Coast TAFE’s services and providing additional student places. As well as subsidising core delivery and enabling infrastructure improvements, the reinvestment helped deliver enhanced learning support for Aboriginal and non-Aboriginal students and further staff development.

<table>
<thead>
<tr>
<th>Business Type</th>
<th>Total revenue</th>
<th>Total expenditure</th>
<th>Margin</th>
<th>Margin %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial business</td>
<td>Total revenue</td>
<td>$6,742,085</td>
<td>$5,256,930</td>
<td>$1,485,155</td>
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<tr>
<td>International business</td>
<td>Total revenue</td>
<td>$1,111,885</td>
<td>$1,029,946</td>
<td>$81,939</td>
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<tr>
<td>Contestable business</td>
<td>Total revenue</td>
<td>$18,060,023</td>
<td>$16,894,926</td>
<td>$1,165,097</td>
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<tr>
<td>Total margin</td>
<td>$25,913,993</td>
<td>$23,181,802</td>
<td>$2,732,191</td>
<td>10.54%</td>
</tr>
<tr>
<td>Margin applied as follows:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business reinvestment/infrastructure improvement</td>
<td>$1,775,317</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Delivery subsidy</td>
<td>$956,874</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reinvestment in core delivery</td>
<td>$2,732,191</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total business external revenue</td>
<td>$25,913,993</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue TAFE Student Administration Fees</td>
<td>$3,860,372</td>
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<tr>
<td>TVET + other income</td>
<td>$11,059,492</td>
<td></td>
<td></td>
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<tr>
<td>Total Institute revenue</td>
<td>$40,833,857</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Total Institute expenditure</td>
<td>$137,339,242</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Revenue contribution to total funding %</td>
<td>29.73%</td>
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</tr>
</tbody>
</table>
North Coast TAFE recorded an increase in enrolments in 2012, achieving a record 46,710 enrolments. Overall Annual Student Hours (ASH) remained steady at 5,970,263, which was above the 2012 target of 5,835,846.
Our resources drive inclusion and equity

Sustainable stewardship of our resources in 2012 included a focus on providing support for the diverse range of learners, communities and businesses we serve, to enable them to access the services and outcomes they need.

Students get membership and access to business mentors

North Coast TAFE was formally recognised as a foundation sponsor of the business start-up and mentoring entity Edmund Barton Centre which commenced offering its services in 2009 to help sustain and grow small businesses across the region.

Client Manager of the Coffs Harbour Edmund Barton Centre Rod Leane said, “This foundation sponsorship from North Coast TAFE provides us with valuable financial and in-kind support.”

As part of the 2012 sponsorship, eligible North Coast TAFE students were offered free membership and one month’s free access to the Centre’s mentorship program. Clients of the Edmund Barton Centre could also access a customised professional development program in business literacy from North Coast TAFE.

Gathang language welcomes visitors to Great Lakes TAFE

Directional and building signage at the Great Lakes Campus received a major upgrade in 2012 with input from students studying Gathang, the traditional language of the local Indigenous people.

Each major sign features a welcome and explanation in the Gathang language, recognising the important role Aboriginal people have on the campus and in the local community.

“Late last year, Elders studying the Certificate I in Aboriginal Language course were asked to come up with a different acknowledgement for each sign in the TAFE campus, at Tuncurry, and for the adjoining school premises;” said Campus Manager, Neil Hopkins.

Learning agreements between staff build Aboriginal Cultural Capability

North Coast TAFE conducted an Aboriginal Cultural Capability Development Program for staff across the organisation. Thirteen Aboriginal staff paired up with non-Aboriginal staff in roles such as Head Teacher, Counsellor, Disabilities Consultant, VET for Schools Coordinator, Campus Manager, Campus Coordinator, and Librarian. These staff worked in pairs through a negotiated ‘Two Way Learning Agreement’ designed to build a better understanding of their partner’s role in North Coast TAFE.

A workshop held in October drew the learning and ideas together, followed by a roundtable discussion with Institute Executive in November to share and explore participants’ thinking about North Coast TAFE’s future approach to building Aboriginal Cultural Capability.
We practise ecological sustainability

In 2012, North Coast TAFE implemented a number of initiatives that aimed to achieve operational savings in energy and water use and overall sustainability outcomes.

Energy consumption per m² and per EFTS

Monitoring and managing water consumption

Thanks to the installation in 2012 of smart monitoring systems, North Coast TAFE campuses now monitor and manage water consumption in real-time.

Through a web-based interface, staff pro-actively manage water wastage, leaks and maintenance needs by viewing detailed records of water use. The flow patterns can be monitored to identify leaking toilets, high and low water use periods, as well as the impact of water conservation initiatives.

SMS alerts warn campus staff of higher than normal use, which means large, otherwise undetectable water leaks can be identified and managed immediately.

Environmental internship recommends resource recovery initiatives

North Coast TAFE’s most northern campuses have received support for improved resource recovery and waste management through Southern Cross University’s Environmental Management Internship Program.

Ryan Gilbert, an Environmental Management intern, spent eight weeks working with staff from North Coast campuses to research existing waste services. Mr Gilbert also conducted a survey of student and staff attitudes towards recycling and provided one-on-one support and made recommendations to campus managers for improved recovery of resources on each campus.

Green Team audit sustainable practices at Grafton TAFE

In 2012, a group of ‘sustainability warriors’ from Grafton TAFE conducted audits on sustainable practices and participated in small on-campus green projects.

Grafton TAFE teacher Sharon Lehman said, “We were exploring ways that both North Coast TAFE and individual classes can help the environment and save money; things like energy saving light bulbs, insulation, rain water tanks, air conditioning, vegetable gardens and so on.”

Students Dan McLennan and Mitch Baker conducting a sustainability audit with their teacher Sharon Lehman
We are capable, current and healthy

In 2012, North Coast TAFE funded a comprehensive Health and Wellbeing project for all staff. The project included a survey, resources, workshops and activities to encourage staff to engage in healthy activities.

Lismore TAFE Wellbeing Expo for Mental Health Month

Lismore TAFE held a Wellbeing Expo for students and staff in October 2012, as part of Mental Health Month.

With the theme, ‘Celebrate, Connect, Grow’, the Expo provided the opportunity for staff and students to participate in free activities and workshops such as massage, tai chi, laughter yoga, zumba, introduction to sign language, rhythm and dance, painting and drumming. There was live music, a healthy lunch and a wellbeing clinic.

Students Kerry Pellatt and Kayla Sutton add some touches to the collaborative artwork

2012 North Coast TAFE Staff Achievement Awards

Top row, L to R:
Director’s Award of Excellence and Passion for Learning and Innovation – Debbie Kennington, Head Teacher, Business Services – Port Macquarie/Wauchope/Taree Campuses
Access, Inclusion and Choice – Janelle Geraghty, Senior Counsellor – Coffs Harbour Education Campus
Great People, Great Business – Julie-Ann Willis, Teacher in Charge, Hairdressing and Beauty – Coffs Harbour Education Campus
Collaboration for Customers – Joanna Jackson, Head Teacher, Children’s Services – Kingscliff Campus
Ethical and Sustainable Quality – Dave Forrest, Teacher, Biological Farming – Wollongbar Campus

Bottom image:
Partnering for the Benefit of the Region – The Business Capability Team – Institute-wide
Director of TAFE Services Geoff Baldry and Faculty Ecological Sustainability Project Officer Alicia Bales were presented with the 2012 Australian Training Award in the Skills for Sustainability – Educational Institution category by Senator Chris Evans in Melbourne.

“The winners are a benchmark for skills excellence and great role models for the nation.”

*Senator Evans*
Staff recognition

North Coast TAFE received numerous accolades during 2012, demonstrating the hard work, dedication and commitment of many staff members and TAFE's value to the communities in which we operate.

North Coast TAFE won the Australian Training Award in Skills for Sustainability (Educational Institutions) and a Bronze Award in the NSW Tourism Awards for Excellence and Outstanding Achievement in Education and Training.

Kingscliff TAFE staff member honoured by Director-General

The Director-General of the NSW Department of Education and Communities, Dr Michele Bruniges AM, congratulated Kingscliff Campus Services Officer Eric White for his 2012 Award for Excellent Service to Public Education. Mr White was one of 30 recipients from both the school and TAFE sector across NSW.

The Awards were presented in Sydney in December to individuals whose efforts have led to improvement to the teaching and learning environment at their school, Institute, regional or state office and/or to student learning outcomes.

“Eric is an outstanding example of the dedication of staff who work in and with schools and TAFE colleges in this state. It is often the case that those who best exemplify excellence in commitment and practice are the least likely to make their work known, so it is doubly important that we take the opportunity to recognise their contribution publicly,” Dr Bruniges said.

The Campus Manager for Kingscliff Campus in 2012, Ms Fran O’Hara, said that Mr White showed genuine care and concern for the campus and those who use it - be they staff, students, contractors or visitors.

Eric White, recipient of the Award for Excellent Service to Public Education

Staff recognised for leadership in state-wide awards

Two North Coast TAFE staff members received accolades in 2012 for the quality of their leadership.

The Business Capability Consultant based at Taree, Ann Edmonds, received a TAFE NSW Managers Association Leadership Award in 2012 for her national leadership and management skills, for effectiveness in improving business performance and her exemplary customer service.

Head Teacher for Business Administration in Taree, Port Macquarie and Wauchope, Debbie Kennington, received the 2012 NSW Premier’s Quality Teaching Award in recognition of her sustained leadership and flexibility in meeting the changing needs of learners and employers.

“Ann has a wonderful energy that not only extends to her local and national commercial client base, but also to all of her colleagues across North Coast TAFE,” said Leader of Campus Services at Taree, David Rogers.

“Debbie has great people skills and a wonderful empathetic approach, which have allowed her to develop strong industry relationships and a variety of workforce solutions to regional, state and national companies over the past seven years,” added Mr Rogers.

“By constantly updating her practice, she has provided learners with really engaging experiences and also partnered with universities to develop higher education pathways for regional students.”

Ms Edmonds had been behind several major initiatives of the Manning Valley Business Chamber, including a partnership for retail tourism development made possible by the National Workforce Development Fund. She also sat on the Manning Valley Business Awards Committee. Both projects were aimed at improving the responsiveness and competitiveness of local business. Nationally, she managed a consortium for VET Australia in 2012, which teamed North Coast TAFE up with Holmesglen Institute in Victoria.

L to R: Debbie Kennington and Ann Edmonds with their award certificates
“I believe the harder I work to achieve good results the brighter my prospects will be upon completion of my apprenticeship therefore providing my family and I with a secure and financial future.”

Jamie Bradley, Joint North Coast TAFE Student of the Year 2012
Student achievements and awards in 2012

In 2012 North Coast TAFE students continued to strive for excellence with several rewarded for their efforts with recognition in national, state, regional and North Coast TAFE institute awards.

National achievements and awards

North Coast WorldSkills competitors bring home the medals

North Coast TAFE students brought home one gold and two silver medals from the Ultimate Skills Challenge for the 2012 Worldskills Australia National competition.

Maddison Sheehan, a young school-based apprentice attending both Newman College and the Port Macquarie Campus of North Coast TAFE, excelled in the VET in Schools category of electrotechnology and won a gold medal.

Coffs Harbour TAFE student, Joshua Cemal, a plumbing apprentice from Kundabung and employed by local Camden Haven plumber, Garry Byrne, won a silver medal in the plumbing category.

Wollongbar TAFE student, Tom Hornemann, a welding apprentice from Lismore employed by McKeeco General Engineering Pty Ltd won the other silver medal.

Approximately 500 competitors representing 50 skill areas from 30 regions Australia-wide took part in the National Worldskills Competition.

North Coast TAFE Institute Director Ms Elizabeth McGregor said, “These students competed against the best from across the country, so to win a medal at this level is an amazing achievement.”

Plumbing apprentice and silver medal winner Joshua Cemal

Kingscliff TAFE student takes out top design award

The Fashion Less Waste design competition was held at the Australian Museum in July 2012 with Kingscliff design student Joe Mashett taking the top award.

The competition promoted a more sustainable fashion industry with entrants encouraged to use materials that are not curb-side recyclable, or that are notorious for harming animals as litter. The 2012 competition was held in connection with the ‘Deep Oceans’ exhibition.

Mr Mashett said that his tapered gown creation made a statement about the destruction of the sea bed through telecommunications. The design was inspired by the marine snails known as nudibranchs and deep sea acorn worms and constructed from over 70 remote controls that were disassembled into their plastic, rubber and circuit board components. It was accessorised with jewellery made from circuit boards and a satellite headdress.

Joe Mashett and his daughter Olive wearing his winning entry
State achievements and awards

Lismore student wins Gili Award

In August 2012, Lismore TAFE student Madison Smith-Garbutt won a TAFE NSW Aboriginal Education Gili Award, which celebrates and recognises the achievements of Aboriginal TAFE NSW students and staff that have contributed to their communities through training and education. Gili (pronounced Kili) is an Eora (Sydney) word meaning “to shine”.

Ms Smith-Garbutt, who completed a school-based traineeship Certificate II in Community Pharmacy with Blooms Chemist in Lismore, received the Gili Award for TAFE-delivered Vocational Education and Training. Madison is now studying Certificate III in Community Pharmacy and hopes to study at university and one day own her own business.

Ms Smith-Garbutt’s training was part of the Northern Rivers Career Link Pharmacy Program which was developed to provide young Aboriginal people with sustainable local employment and the opportunity to obtain TAFE training and education while still at school. The Career Link program was a joint initiative between North Coast TAFE, Connect, North Coast NSW Department of Education and Communities and Northern Rivers University Centre for Rural Health.

Cassie wins Minister’s Achievement Award

Wollongbar TAFE student Cassandra Leckie has received a 2012 Minister’s Student Achiever Award, presented to her at Parliament House in Sydney. Ms Leckie was studying Certificate II in Tourism and Events at Wollongbar TAFE as part of her Year 12 studies at St John’s College, Woodlawn.

The awards were presented to outstanding young students for their consistent academic achievement, and for demonstrating the capabilities and personal qualities that would make a significant contribution to the tourism and hospitality industry in NSW.

The Minister’s Student Achiever Awards acknowledge the importance of professional training to the tourism industry and encourage talented students to progress with a career in tourism.

Coffs Harbour student tops state in Hairdressing

Heather Ngwenya completed her Certificate III in Hairdressing at Coffs Harbour Education Campus in 2011 and was awarded the TAFE NSW State medal for achieving the highest mark in the State for her course.
Regional achievements and awards

North Coast TAFE recognised at regional-level NSW Training Awards

At the NSW North Coast Regional Training Awards in June 2012, eight North Coast TAFE students won major awards and several other students and a staff member, along with employers and partner organisations who work with North Coast TAFE, were recognised as finalists.

Kempsey TAFE student Joanne Astorini added yet another award to her collection after receiving her Achievement Award at the ceremony.

Ms Astorini’s success came just a few weeks after being named North Coast TAFE’s overall Student of the Year (joint winner with Jamie Bradley) and Student of the Year in the Business Faculty.

In 2011 Ms Astorini completed several courses at Kempsey TAFE including a Certificate II and III in Business Administration and a Certificate IV in Training and Assessment.

Ms Astorini said, “When I started my studies at Kempsey TAFE I didn’t know how I’d go but everyone there was so flexible in helping me develop my learning plan. Now I am working more effectively and efficiently than ever before, in a job I love and being paid what I am worth. It just goes to show you are never too old to learn!”

North Coast TAFE Institute Director, Elizabeth McGregor, congratulates Joanne Astorini on her achievement award at the North Coast Region NSW State Training Awards ceremony

Other Regional Training Award winners from North Coast TAFE were:

<table>
<thead>
<tr>
<th>Award</th>
<th>Winner</th>
<th>Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aboriginal &amp; Torres Strait Islander Student of the Year</td>
<td>Matthew Beetson</td>
<td>Trenayr Campus</td>
</tr>
<tr>
<td>Apprentice of the Year</td>
<td>Andrew Penson</td>
<td>Port Macquarie Campus</td>
</tr>
<tr>
<td>Norm Beaton Memorial Award for Automotive Mechanical</td>
<td>Joel Crawford</td>
<td>Coffs Harbour Education Campus</td>
</tr>
<tr>
<td>School Based Apprentice/Trainee of the Year</td>
<td>Ryan Ford</td>
<td>Port Macquarie Campus</td>
</tr>
<tr>
<td>Trainee of the Year</td>
<td>Carmel Simpson</td>
<td>Coffs Harbour Campus (online)</td>
</tr>
<tr>
<td>VET in Schools Student of the Year</td>
<td>Nicholas Pigot</td>
<td>Coffs Harbour Education Campus</td>
</tr>
<tr>
<td>Vocational Student of the Year</td>
<td>Megan Edwards</td>
<td>Port Macquarie Campus</td>
</tr>
</tbody>
</table>
## North Coast TAFE Institute Student Achievement Awards

### Major Awards

<table>
<thead>
<tr>
<th>Award</th>
<th>Winner</th>
<th>Courses/Certificates</th>
<th>Campus/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student of the Year (Joint Winners)</td>
<td>Joanne Astorini</td>
<td>Certificate II in Business, Certificate III in Business Administration, Certificate IV in Training and Assessment</td>
<td>Kempsey Campus</td>
</tr>
<tr>
<td></td>
<td>Jamie Bradley</td>
<td>Automotive Electrical Technology</td>
<td>Wollongbar and Grafton Campuses</td>
</tr>
<tr>
<td>Aboriginal and Torres Strait Island Student of the Year</td>
<td>Kristy Naden</td>
<td>Diploma of Children’s Services</td>
<td>Coffs Harbour Campus</td>
</tr>
<tr>
<td>Trainee of the Year</td>
<td>Kate Hofman</td>
<td>Certificate IV in Museum Practice</td>
<td>Coffs Harbour Campus (online)</td>
</tr>
<tr>
<td>Apprentice of the Year</td>
<td>Terri Jorgensen</td>
<td>Certificate III in Hospitality (Commercial Cookery)</td>
<td>Kingscliff Campus</td>
</tr>
<tr>
<td>TVET Student of the Year</td>
<td>Nicholas Pigot</td>
<td>Statement of Attainment in Automotive Studies</td>
<td>Coffs Harbour Campus</td>
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<tr>
<td>TVET Trainee/Apprentice of the Year</td>
<td>Aleena Shilling</td>
<td>Certificate III in Aged Care</td>
<td>Coffs Harbour Campus</td>
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</table>

### Faculty Awards

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Award</th>
<th>Winner</th>
<th>Courses/Certificates</th>
<th>Campus/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creative Industries (Joint Winners)</td>
<td>Betty Zhang</td>
<td>Diploma of Graphic Design Graduate</td>
<td>Kingscliff Campus</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kate Hofman</td>
<td>Certificate IV in Museum Practice</td>
<td>Coffs Harbour Campus (online)</td>
<td></td>
</tr>
<tr>
<td>Business Services</td>
<td>Joanne Astorini</td>
<td>Business student</td>
<td>Kempsey Campus</td>
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<tr>
<td>Community Services and Health</td>
<td>Megan Edwards</td>
<td>Certificate IV in Community Services Work</td>
<td>Port Macquarie Campus</td>
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<tr>
<td>Information Technology</td>
<td>Maria Vermeend</td>
<td>Certificate IV in Information Technology (Multimedia)</td>
<td>Coffs Harbour Education Campus</td>
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<tr>
<td>Manufacturing and Engineering</td>
<td>Andrew Penson</td>
<td>Certificate III in Electrotechnology Electrician, Certificate IV in Industrial Electronics and Control</td>
<td>Port Macquarie Campus</td>
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<tr>
<td>Primary Industries</td>
<td>Matthew Nimbs</td>
<td>Diploma of Conservation and Land Management</td>
<td>Trenayr Campus</td>
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<tr>
<td>Tourism and Hospitality</td>
<td>Terri Jorgensen</td>
<td>Certificate III in Hospitality (Commercial Cookery)</td>
<td>Kingscliff Campus</td>
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<tr>
<td>Education and Employment</td>
<td>Louise Tobler</td>
<td>Certificate III in Skills in Work and Training, Certificate II in Retail</td>
<td>Port Macquarie Campus</td>
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