



Presentation to:

- AFAC Learning & Development Group
- NEMTOC Brisbane 2010

STATE TRAINING SECTION



2010 - 2013

# Learning & Development Strategy

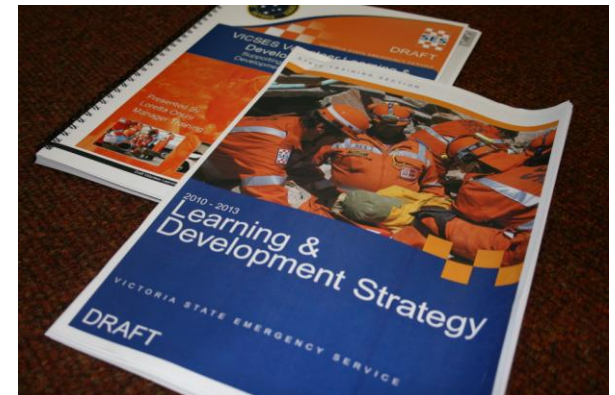
VICTORIA STATE EMERGENCY SERVICE

March 2010

# Background



- Volunteer Consultation workshops conducted at each Region in 2009
- Posted on the extranet for feedback
- Consultation workshop with Regional Training Officers and State Training Officers
- Presentation to the Management Group Meeting
- Meetings with the CEO
- TASKFORCE



# What does the Strategy do?



- The Strategy targets and develops the Learning and Development skill base and workforce in VICSES
- Seeks to provide the resources to meet the demand for Learning and Development now and in the future



# Strategy identifies ....



- Key Drivers – external and internal
- Challenges
- Key Drivers of Satisfaction
- Outcome statements for:
  - Resources
  - Communications
  - Systems
  - Cohesion
  - Recognition



# Benefits of the Strategy



- Builds in-house Learning & Development leadership and stays open to using outside expertise
- Recognises and enhances the role of local Learning & Development champions
- Enhances the role of training staff
- Offers 'supervision' at all levels – i.e. State, Region, Unit
- The model has been successfully used but needs to be better resourced with:
  - People
  - Equipment
  - Systems



# Strategy Description



Expanding existing Learning and Development initiatives and resources.

This strategy seeks to build capability to:

Train

Coach

Mentor

Supervise

& Quality assure

at all levels in VICSES:

Unit

Region

State



for

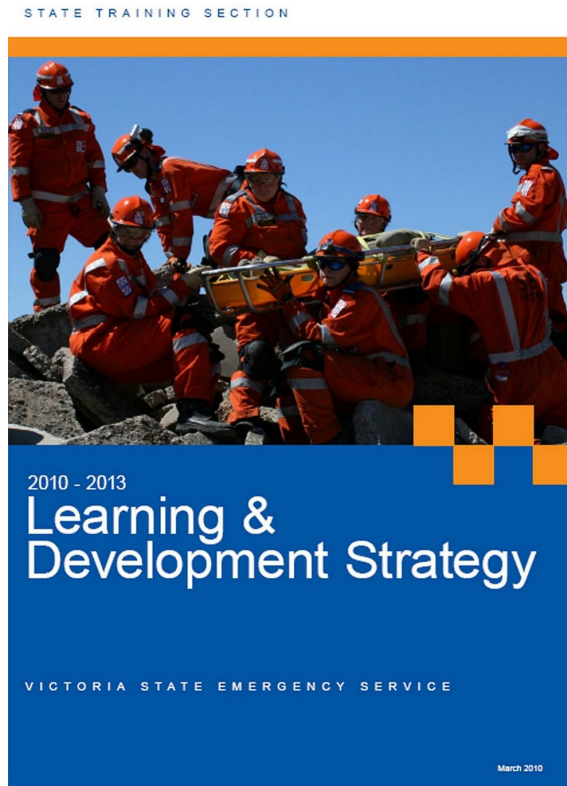
## Delivering

- Skills for new members
- New skills for existing members
- Skill updates for members
- Enhanced/advanced skills for experienced members

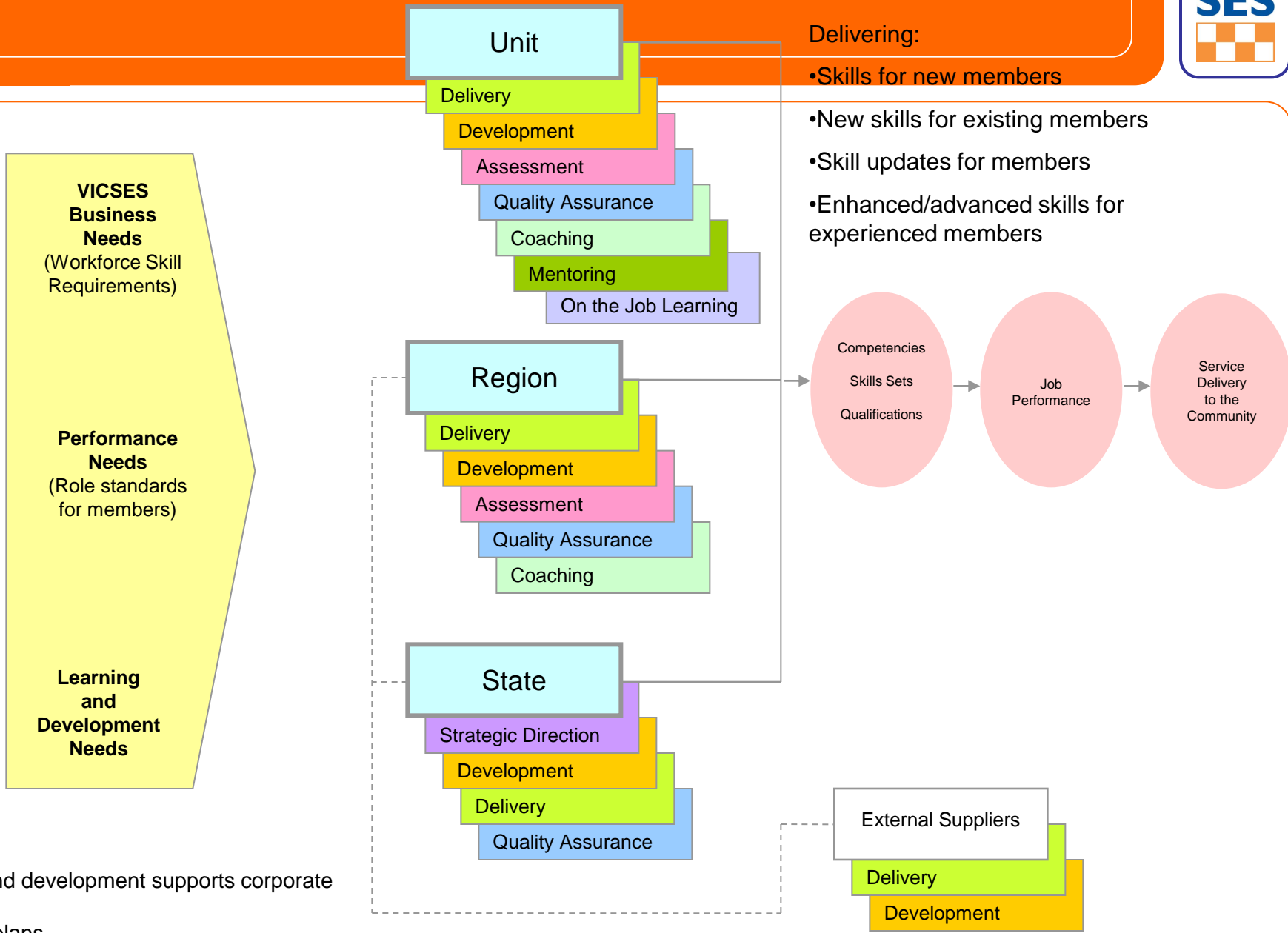
Conducting Assessment

The Quality Assurance process

Go to



# The future looks like.....



Learning and development supports corporate goals  
Integrated plans

Achieve this by :

- Seeking additional funds through an ERC bid – business case to be developed
- and
- A change of focus at Unit, Regional and State level

# Constraints & Risks



- Relies on successful bids for more funds
- Relies on recruiting and retaining skilled staff
- Will be competing with other large scale initiatives and strategies in VICSES

# THIS YEAR



- Development of a business case
- Review the delivery model components within existing resources



END



Additional slides below are notes:

# Business case will work on Expanding Resources at all levels

	<b>People/ workforce supporting others to learn</b> 	<b>Roles</b> (Workplace planning to be done to Determine Numbers required)	<b>Qualifications</b>	<b>Deliver on the job learning and assessment</b>	<b>Deliver formal learning and assessment</b>	<b>Development of course and resources</b>
UNIT		<ul style="list-style-type: none"> <li>•Unit Trainer/s</li> <li>•Unit Assessor/s</li> <li>•Coaches</li> <li>•Mentors</li> <li>•Unit Training Officer/s</li> </ul>	<ul style="list-style-type: none"> <li>•At least one (1) member qualified in Certificate IV in Training &amp; Assessment</li> <li>•Unit Trainers</li> <li>•Unit Assessors</li> </ul>	<ul style="list-style-type: none"> <li>•On the job learning</li> <li>•Coaching by peers</li> <li>•Supervision</li> <li>•Mentoring</li> </ul>	<ul style="list-style-type: none"> <li>•One on One training/assessment</li> <li>•Group training/assessment</li> </ul>	<ul style="list-style-type: none"> <li>•Act as subject matter expert for curriculum projects and 'pilots'</li> </ul>

# Expanding resources at all levels .....

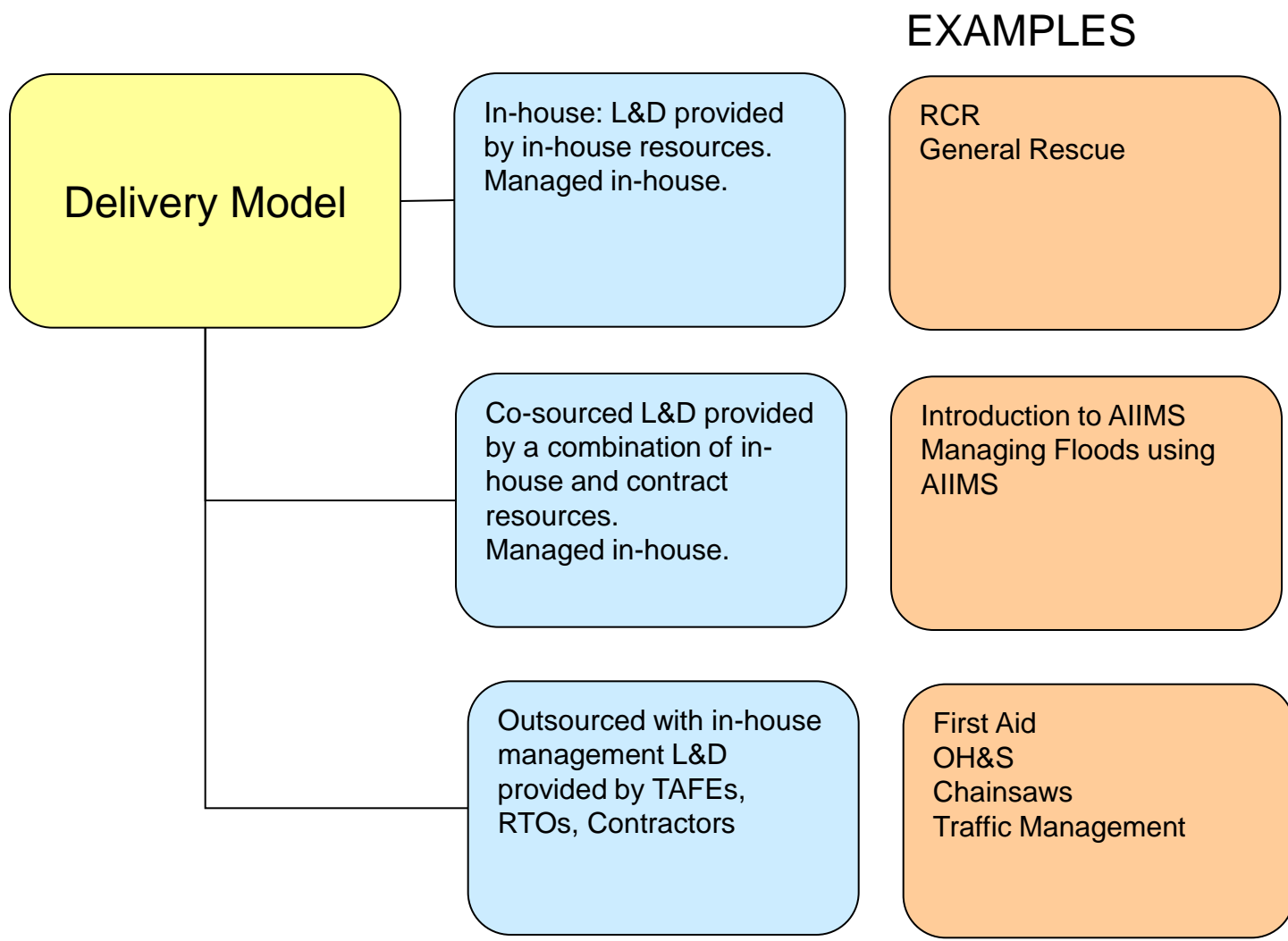
	People/ workforce supporting others to learn	Roles (Workplace planning to be done to Determine Numbers required)	Qualifications	Deliver on the job learning and assessment	Deliver formal learning and assessment	Development of course and resources
<b>R E G I O N</b>		<ul style="list-style-type: none"> <li>•Regional Staff Officers who –</li> <li>•Train</li> <li>•Assess (including RPL)</li> <li>•Audit</li> <li>•Coach</li> <li>•Supervise</li> <li>•Act as SMEs for competencies</li> <li>•Training Administrators who –</li> <li>•administer records, enrolments, facilities, equipment, finances and reports</li> </ul>	<ul style="list-style-type: none"> <li>•Certificate IV in Training and Assessment</li> <li>•Certificate IV in Frontline Management</li> <li>•Relevant qualifications in the subject specialization</li> <li>•Relevant project management qualification</li> </ul>	<ul style="list-style-type: none"> <li>•Site visits – ‘roaming and coaching’</li> <li>•Auditing</li> </ul>	<ul style="list-style-type: none"> <li>•Group training</li> <li>•Group assessment</li> <li>•Skill &amp; knowledge workshops on ‘hot topic’ themes</li> <li>•Forums &amp; workshops</li> <li>•Trainer forums</li> <li>•Assessor moderation forums (i.e. regional ‘knowledge networks’)</li> <li>•Scenarios and challenges</li> </ul>	<ul style="list-style-type: none"> <li>•Contribute to new curriculum projects and pilots</li> <li>•Act as experts for selected competencies and contribute/lead reviews of training resources</li> </ul>

# Expanding resources at all levels

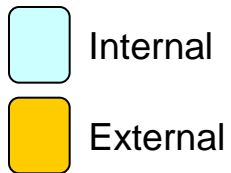
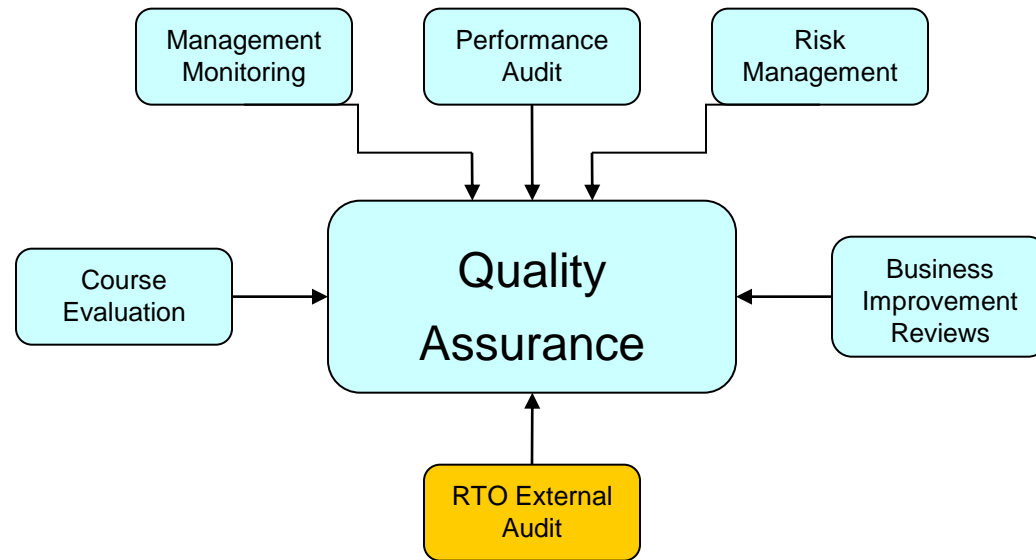
	People/ workforce supporting others to learn	Roles (Workplace planning to be done to Determine Numbers required)	Qualifications	Deliver on the job learning and assessment	Deliver formal learning and assessment	Development of course and resources
<b>S T A T E</b>		<ul style="list-style-type: none"> <li>• Staff for:</li> <li>• Resource development</li> <li>• RTO policy and compliance</li> <li>• Review performance</li> <li>• Strategic planning</li> <li>• Contract management</li> <li>• State delivered L&amp;D (e.g. AIIMS)</li> <li>• Records management</li> <li>• Reporting</li> <li>• Opportunity analysis and Business case development</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate IV in Training and Assessment</li> <li>• Certificate IV in Frontline Management or higher</li> <li>• Project management qualification</li> <li>• Tertiary qualification in VET or other relevant field</li> </ul>		<ul style="list-style-type: none"> <li>• Unit assessor courses</li> <li>• Unit trainer courses</li> <li>• Cert IV TAA courses</li> <li>• Coaching development</li> <li>• Mentoring development</li> <li>• ERAS 'skills gap' courses</li> <li>• Unit training management &amp; supervision professional development</li> <li>• Training staff professional development forums after non-operational courses</li> </ul>	<ul style="list-style-type: none"> <li>• Lead reviews of training resources</li> <li>• Lead development of new curriculum projects and pilots</li> <li>• Contribute to national resource initiatives</li> <li>• Lead continuous improvement contributions to national PSTP</li> </ul>



# Refocusing the delivery model



# Assurance and Review Framework



# Measuring Success



- Success criteria needs to be linked to VICSES 2009-2012 Strategic Plan, and
- Key Drivers of Satisfaction

Leading to...

