

## RESPONSE 37

Discussion Report Skilling Australia  
Wed 30/04/2008 12:26 PM

We are sending this email to express feedback re the cessation of the delivery of Certificate II in Business for under skilled people as part of the new productivity places program.

The training centre is a small not for profit RTO located within the metropolitan area of WA. The centre has an excellent reputation throughout the area for delivering quality training which is always responsive to industry. A majority of our clients are long term unemployed or have not been actively involved in the community, therefore have low confidence and self esteem. Our training programs help these clients improve in these areas and see the benefits of participating in lifelong learning.

We are aware that our local TAFE's dominate the training market, however these programs are not suitable to all students as many are unable to cope within large class environments if they are lacking some of the life skills as mentioned in the above paragraph. The advantage of being a smaller training provider allows us to concentrate on the quality of training provided, give more personal guidance to clients who require extra encouragement or tuition. Training outcomes always take priority over reaching enrolment targets.

Our training centre (Cockburn Vocational Centre - ID 3207) delivered the above qualification as part of the recently expired Work Skills Vouchers with a good success rate. Since it was announced that Certificate II in Business wasn't going to be considered as a priority skills shortage area under the new program we have received numerous enquiries from job seekers wanting to gain skills in this area. The feedback is generally focussed on that there is plenty of work available, however employees express they are under skilled to be able to carry out the tasks to industry standard levels. Similarly we receive feedback from employers who have taken people on, however they quite often don't have the skill level in certain areas to match the requirements of the job.

Our Certificate II in Business course has proven to be successful with several clients going straight into employment, others have been able to consolidate their new skills by participating in work experience. Some of the clients who have entered into employment were as a result of stakeholders/business owners approaching the training centre seeking suitable employees.

The Work Skills voucher program worked well with our clients as the delivery style allowed people to attend their training part time whilst working part time which enabled them to put their newly acquired skills in practise in the workplace. We believe that under the new program this style of training would still meet the needs of both parties. We also feel that by continuing to offer Certificate II in Business as part of the Skilling Australia program will enable us to help increase the skill levels for those in the community wishing to do well in their employment.

We look forward to your comments.

Regards

*Administration Manager  
Cockburn Vocational Centre*