



2009 NEWSLETTER



PERTH

GROUP TRAINING

Apprentices Excel in "World Skills" Competition

9 Skill Hire apprentices competed in the bi-annual "World Skills" state competition. The result was 2 x 1st place winners, 1 x 2nd place and a gold medal in the team event. We congratulate all of the apprentices for their selection in this prestigious competition. State winners escalate to the nationals being held in Sydney and national winners go through to the international competition in Canada 2012. What a wonderful opportunity and we wish our WA winners every success!



Alan Gough won 1st place in the bricklaying speed test

LABOUR HIRE

Perth office has been focussed on adding to our range of industries for labour hire, which now includes transport & logistics and administration & hospitality. In entering the hospitality and facilities management market, Skill Hire elected to work with the former Executive Director of the Restaurant and Caterers Industry Association of WA, Terry Bright. Terry's expertise has been invaluable and helped position Skill Hire to deliver a market-leading recruitment service to the facilities management sector which scopes chefs, domestics, trades and administration.

NEWS UPDATE

In 2009 we opened new offices in Broome and Carnarvon

REGIONAL TRAINING SERVICES

PERTH COLLEGE

Construction Industry Training Initiative

RTS has delivered a pilot pre-apprenticeship training program in bricklaying and carpentry this year, starting with 4 weeks intensive training at the College. Students then undertook an alternate program of one week's training at the College and one week on-site with Skill Hire's host employers. This gave hosts an insight into the students skills and potential employability. We're pleased to report that 21 of the 25 students have now been signed on by Skill Hire as a trainee or apprentice in the construction industry.



Carpentry students working on a scale roof



Youth Pathways participant on a high ropes course

"YOUTH PATHWAYS" PROGRAM

Youth Pathways has offices in Albany, Narrogin, Esperance, Kalgoorlie, Warburton, Kununurra and Broome but as field workers, we spend little time inside and never know what a day will bring. On any day you could find us doing such things as helping young people find accommodation, delivering self esteem programs in schools, doing art activities with 'at risk' youth, arranging a young person's re-entry into school after a period of absence or motivating someone to complete a confidence-building activity.

INDIGENOUS EMPLOYMENT PROGRAM

Skill Hire is proud of its efforts in employing 72 indigenous workers across the company. Our aim is to double this number in the next 12 months and we've committed both staff and resources to achieve this goal.

DEEWR appointed Skill Hire as a panel member of the Indigenous Employment Program (IEP) and we received funding to deliver a number of personal development programs for indigenous jobseekers throughout WA. IEP supports a broad range of activities that are responsive to the needs of employers, Indigenous Australians and their communities.

Skill Hire first delivered a course under the new program in the Mid West region, with great success. We have already committed to another 4 programs to be delivered in the first quarter of 2010, each with genuinely sustainable employment outcomes secured.

Albany	Skill Hire	291 York Street	(08) 9892 7444
Broome	RTS	8/Lot 642 Cable Beach Road	0423 375 180
Bunbury	Skill Hire & RTS	U1/64 Wittenoom Street	(08) 9722 4222
Carnarvon	Skill Hire	U5, Carnarvon Boulevard	(08) 9941 7777
Esperance	Skill Hire & RTS	18A Andrews Street	(08) 9076 2000
Geraldton	Skill Hire & RTS	141 Marine Terrace	(08) 9921 0999
Kalgoorlie	Skill Hire & RTS	Suite 1/2, Anderson House, 35 Brookman Street	(08) 9026 4777
Perth	RTS	8 Downing Street, Carlisle	(08) 9470 4011
Perth	Skill Hire	U2/103 Campbell Street, Belmont	(08) 9477 1900

ALBANY

Albany office has expanded and now offers an additional service to clients, following Skill Hire's appointment as a Job Services Australia (JSA) provider. JSA expands and complements our existing services in permanent recruitment, labour hire, temporary staffing and group training for apprentices and trainees.

We congratulate a number of our local apprentices on their nomination for MBA Awards as pictured below at MBA's presentation night – well done to Todd, Luke, Mitchell and Ian.



KALGOORLIE

We are excited to announce the launch of three major initiatives in the Goldfields office.

Our toy drive for the new Ngaanyatjarra Lands playgroup is well under way with new and pre-loved goods appearing daily, transforming the office with pink dinosaurs and colourful blocks.

We also have two major horticulture projects in Cosmo Newberry and Kanpa, with full greenhouse facilities for growing vegies to feed the communities and fulfilling our work experience requirements as well.



Kalgoorlie office gets a splash of colour thanks to the toy drive

ESPERANCE

Esperance office is delighted with the success of its inaugural Certificate II Construction Course which ran this year. The project has had numerous benefits; not only does the community gain in getting a new Gazebo for Adventureland Park, but there has also been a very positive effect on the jobseekers who participated. Several are now looking to secure employment or an apprenticeship in the construction industry plus there is already demand for more courses. That's what we call a "win" all round!



Work on the gazebo at Adventureland Park, Esperance

BUNBURY

Your "One Stop Shop"

In October 2009, our two Bunbury offices co-located to become a "one stop shop" ready to assist you with all your local recruitment needs. With the addition of the Job Services Australia contract, we are now able to provide solutions to all your group training (apprenticeships & traineeships), labour hire and 'fee for service' requirements.

Skill Hire – Your First Choice in Recruitment.



Staff member Lynette literally "out on the road" servicing clients. We'll come to you anywhere, anytime!

OUR CODE OF PRACTICE

- Professionalism
- Provide services which are client focussed.
 - Provide reliable, efficient responses to all enquiries.
 - Provide an environment that fosters comfort and creativity.
 - Be accountable and responsible for our decisions and actions using moderation/verification procedures across all our scope/courses.
 - Ensure all staff have adequate and appropriate training and receive any ongoing support required to maintain our Registered Training Organisation status (RTO) under the Australian Quality Training Framework (AQTF).
 - Ensure all our clients receive and understand our student fees protection policy and our refund policies during the induction process.
 - Ensure all our clients receive and understand our appeals and grievance policy during the induction process.
 - Ensure all our clients receive and understand our Occupational Safety and Health Policy during the induction process and clearly understand our evacuation procedures.
 - Deal with competitors in a professional, ethical manner while still endeavouring to increase Skill Hire Pty Ltd and Regional Training Services' market share.

Responsiveness

- Respond to requests for information or advice in a timely and professional manner.
- Provide easy to understand, current and accurate information and advice on all issues related to our scope of delivery (courses); Recognition of Prior Learning (RPL) prior to enrolment.
- Follow up and maintain communication and consultation with our clients as required.
- Maintain our liaison with Industry using our current IT networks to monitor and update our training products and services.
- Involve Industry when applicable in the development of our training resources and assessment tools.
- Seek feedback from all our clients in receipt of training upon completion and react to this feedback when opportunities for improvement are identified.
- Ensure all our clients who complete their course successfully receive their certification and/or statements of attainment in a timely manner.

Courtesy

- Treat all clients with dignity, courtesy, confidentiality and efficiency.
- Show respect and understanding and be culturally sensitive.

Continuous Feedback

- Continually assess and evaluate our services using our RTO and National Standards for Group Training Organisations quality policies and procedures to ensure the maintenance of quality responsiveness to our clients identified needs and reflect the changes that may occur within the training packages as they occur.
- Seek our client's views as part of the annual RTO self-assessment and evaluation process required by the AQTF.
- Provide the Training and Accreditation Council (TAC) with an annual self assessment report against the 12 AQTF standards and identifying any continuous improvement actions.
- Provide the State Training Authority with an annual self assessment report against the 8 National Standards for Group Training Organisations identifying any continuous improvement actions.
- If Regional Training Services and Skill Hire Pty Ltd requires additions to our scope of training we will ensure the additions align with the current industry standards and inform the TAC for approval prior to enrolling clients.