



Building Skills >> Securing the Future

Innovative partnership solutions

A Victorian
Government
initiative



Minister's Message



We're changing Victoria's skills system to make it more responsive in delivering the workforces we will need for the future through, *Securing Jobs for Your Future – Skills for Victoria*, the Victorian Government's skills reform package.

It provides \$316 million to create 172,000 new training places, upgrade TAFE facilities, and deliver more flexibility to suit students, employers and training providers.

It is about creating a training system that lets employers take the lead in sourcing the training solutions they need. And about a TAFE sector that develops and delivers forward thinking training solutions for industry sectors and enterprises.

Through *Building Skills>>Securing the Future* you can discover how employers and TAFEs are forming innovative partnerships that provide individual and collective advantages for all stakeholders.

You can see the results in a vast range of sectors, from community services to health to competitive manufacturing and furniture design.

Such as City West Water's Technical Officer Development Program, in collaboration with Victoria University, that prepares new recruits for their role in the organisation.

Or the Nursing Skills Centre of Excellence at Box Hill Institute of TAFE, which is setting new standards of national training in health care, and St Vincent's Hospital and Central Gippsland Institute of TAFE which are delivering innovative training in the mental health and drug and alcohol fields.

The case studies in *Building Skills* demonstrate how these TAFE-industry partnerships are delivering new skills, more jobs and a better quality of life for Victoria.

With these partnerships everyone wins. Industry and TAFE institutes combine resources, experience, knowledge and skills, to reach more Victorian workers. The advantages don't stop with the partners; they're collective, benefiting entire sectors and regions.

I encourage you to explore the range of other collaborative case studies, which provide further examples of TAFE - industry partnerships, on the Skills Victoria website www.skills.vic.gov.au

A handwritten signature in black ink that reads "Jacinta Allan". The signature is written in a cursive style with a large, looping initial 'J'.

Jacinta Allan, MP
MINISTER FOR SKILLS AND WORKFORCE PARTICIPATION

24/7 online induction training

Central Gippsland Institute of TAFE and Silcar

A custom-designed, interactive online program developed by Central Gippsland Institute (GippsTAFE) has enabled energy asset management company Silcar to provide comprehensive induction training in just 30 minutes for its largely casual workforce.

The induction program can be taken at any time in any location, and ensures all employees receive identical and accurate information on critical workplace issues such as occupational health and safety and workplace culture, according to Malcolm Jolly, Silcar Program Manager at GippsTAFE.

“If a power generator has a shutdown or outage, Silcar might quickly need 300 casual or contract workers. Silcar has a very strong commitment to safety in operations, and this induction training can be completed in 20 to 30 minutes by staff who might be required on night shift that evening.”

Administered by Silcar’s employment agency WorkWays, the induction program prints out a certificate once a test has been satisfactorily completed. The certificate is valid for two years, facilitating re-employment for casual workers.

The training is the result of a long-standing alliance between Silcar and GippsTAFE, and is one of a number of programs developed through the Specialist Energy Training Network of TAFE providers, of which GippsTAFE is lead agent.

Owen Downie, Silcar’s General Manager (Power), says the Network has assisted the energy industry get up-to-date, industry-specific training. “Through GippsTAFE and its role in the Specialist Energy Training Network, we can virtually tap into the expertise of the Victorian TAFE system,” he says.

“For a business like Silcar, it is vital that we provide employees with the highest quality training,” Mr Downie said. “A highly trained workforce will enable us to provide the best possible service to the electricity generators we serve, both in the Latrobe Valley and throughout Australia.”

“Another important factor of the alliance with GippsTAFE is that the partnership provides new opportunities for our employees to develop as people and take on new challenges – both in the workplace and the wider community.”

GippsTAFE’s other workforce development and retention strategies for the energy sector include ‘Life Skills’, a program for apprentices, and the Power Enterprise Graduates of Gippsland program, a professional and personal development program for newly employed university graduates.

“Through GippsTAFE and its role in the Specialist Energy Training Network, we can virtually tap into the expertise of the Victorian TAFE system.”



The Silcar – GippsTAFE partnership is an initiative of the Victorian Government funded Specialist Energy Training Network, a consortium of TAFE institutes including Chisholm, Holmesglen, Northern Melbourne and Box Hill Institutes of TAFE and Swinburne and RMIT Universities.

GippsTAFE CEO, Dr Peter Whitley, says the Network reflects the increased focus TAFE institutes have on meeting the demands of industry and corporate clients. “It is so important that as a training provider, GippsTAFE works with industry to ensure that training is specifically tailored to meet their needs,” he says.

Bringing design, manufacturing and retail together

Holmesglen Institute of TAFE and the Furnishing Industry Design and Innovation Centre

A greater focus on furniture design, new technology and industry collaboration is enabling Holmesglen Institute's Furnishing Industry Design and Innovation Centre (FIDIC) to offer new research, design and prototype manufacturing services to the Australian furniture industry.

FIDIC recently completed its fourth industry collaboration project, working closely with Pataki Design, Silverlynx Furniture and Bev Marks retail outlets in the design, manufacture and retailing of a bedroom suite through Bev Marks stores.

Holmesglen Institute was keen to show the manufacturing and retail sectors that the Institute could participate in real-world design and manufacturing while building relationships to develop a better understanding of how each stakeholder works.

"The opportunity to encourage designers and work more closely with a manufacturer was a chance to further our industry in a great way. This manufacturing model has real opportunity written all over it."

*Gerald Meade,
General Manager, Bev Marks*

According to Simon Bowler of Silverlynx, the project "was a great opportunity to work more closely in partnership. The most noticeable thing for us was to have the designer and retailer working through the development of a design step by step".

Designer Michelle Pataki agreed. "I have been designing for a while, but this project has given me the opportunity to actually see my ideas come to fruition in a real working environment.

"Working with Silverlynx and Holmesglen made me realise that you need to compromise, but at the same time be able to explain the reasons for certain things to be the way you want them."

All parties certainly gained a far better understanding of each others needs and roles, and the project tested FIDIC's own capabilities, says Philip Ashley, FIDIC's Teaching Centre Manager.

"Traditionally, designers and the furniture industry have not worked closely together. The industry also saw TAFEs as a separate entity, so these projects have provided an opportunity to link us more closely," he says.

With an increasing emphasis on design in its certificate courses, the employment of more staff with design skills and the upgrading of its workshop, FIDIC will now use platforms such as the national Furnitex trade fair to promote its services to the industry.

"We can assist with furniture design, manufacturing of prototypes, production problem-solving and research," Mr Ashley says. "We can also provide training on CNC (computer numerical equipment) for industry people unfamiliar with this."

CNC enables furniture makers to gain much greater efficiencies in labour-intensive processes such as cutting, moulding, edge slotting, grooving and sanding, all of which can be accomplished by this technology. Costing about \$450,000 per machine, CNC was used by a Holmesglen student who won second prize in the latest Furnitex competition.

FIDIC has been increasing its emphasis on design since 2006, when it replaced a pre-apprenticeship program with Certificate II in Applied Design (Furniture). It also introduced a design elective into its Certificate III furniture-making courses and this year introduced Certificate IV in Furniture Technology.



Best Practice Technical Officer Development Program

Victoria University and City West Water

A best practice Technical Officer Development Program developed by City West Water and Victoria University may be adopted by other Victorian water authorities as this industry seeks new strategies to deal with skill shortages, succession planning and career development pathways.

The accelerated cadetship will employ 60 people over the next five years, according to Anthony Allen, City West Water's Manager People Strategy and Development. A new training coordinator is managing the program, which had its first intake of 13 cadets in February 2009.

Mr Allen says City West Water's strategic workplace planning identified technical officers as a critical workforce segment which lacked structured succession planning and development pathways that would attract new employees. Technical officers are the third largest of the organisation's job families, and comprise 25 per cent of business-critical roles.

In the first two years of the program, cadet employees complete Certificate III in Business customised for the water industry, the Diploma of Engineering Technology and trade subjects at Victoria University, undertake a range of in-house training and rotate through at least two core business areas. The final three years involve further job rotation and intensive work experience.

"Section managers from technical and engineering areas are in-house mentors, and are undertaking Certificate IV in Workplace Assessment and Training at Victoria University," Mr Allen says.

The training program has major implications for upskilling Victoria's water industry, as Mr Allen reports "a lot of interest" in the program from urban, regional and rural water bodies.

For Clint Grierson, City West Water cadet "Applying for and then accepting this position is one of the best things I've done It allows me to study and work, while setting me up with a secure, interesting and well paid career. I'm really enjoying it."

Centre for Sustainable Water Management tackles skills shortages

Chisholm Institute of TAFE and South East Water

The creation of a Centre for Sustainable Water Management (CSWM) at Chisholm Institute in Cranbourne has united key players including water authorities, civil construction contractors and educators behind a training strategy which addresses an aging workforce and skill shortages.

Opened in January 2009, the CSWM is initially providing customised short training programs to develop construction skills such as pipe laying, trenching, manholes, basic work safety and compliance – many of these skills will also be in demand in the construction phase of the Wonthaggi desalination plant and Chisholm's responsiveness to a new regional skills demand will help improve employment opportunities associated with the Wonthaggi project.

The Institute expects to train over 500 industry staff annually in water infrastructure skills and has drawn on their partnership with South East Water to develop targeted, industry-specific courses and workplace assessment processes that are delivered flexibly and accelerate the completion of training. Training is provided flexibly through a combination of training at industry sites and Chisholm specialist training facilities. The water infrastructure skills program is strongly supported by Yarra Valley Water, City West Water, South East Water and Melbourne Water and their construction contractors, who recognise that skills development is essential for maintaining high quality water infrastructure and ensuring regulatory compliance.

"South East Water is excited to be working in partnership with Chisholm Institute on this initiative to develop an industry based training course for the construction of water, sewer and recycled water assets. This will ensure that assets are constructed to a high standard in a safe and environmentally sensitive manner", says Terry Dagleish, Manager Property Development, South East Water.

Nursing Skills Centre of Excellence sets new benchmark

Box Hill Institute of TAFE and the Nursing Skills Centre of Excellence

A new benchmark in clinical skills training has been set by the Nursing Skills Centre of Excellence (NSCE) at Box Hill Institute, following the introduction of highly realistic patient simulators which can be programmed for a variety of medical and emergency scenarios.

While simulator training does not replace actual clinical placement, it better prepares students for medical emergencies and supports their future training needs, according to Kerry Kirk, Centre Manager of Health and Community Services at Box Hill Institute.



The NSCE offers new opportunities for individually tailored education solutions, collaborative education opportunities and commercial partnerships. The Centre is working closely with public and private sector partners to design and deliver customised training to meet specific needs.

The eight adult and infant simulators have a high degree of functionality, and can mimic a large number of vital signs from respiratory failure and cardiac arrest to pupil dilation and perspiration. They can also be programmed for procedures such as intravenous treatment.

“Simulation provides students with a whole variety of situations they may not experience during standard placements. It’s completely safe and the training can be repeated, so students can address their mistakes, develop their confidence and gain much greater expertise,” Ms Kirk says.

With this latest innovative advance in patient simulation technology the NSCE will enable Box Hill Institute to train new nurses as well as retrain nurses returning to the workforce. The use of mannequins also assists in overcoming a major current shortage of placements for required clinical experience.

The vision and concept for the NSCE, a simulation and clinical skills centre designed to provide best practice learning and research opportunities, was developed by an industry partnership comprising Box Hill Institute, the Epworth Group, Eastern Health and Deakin University. Through this collaborative partnership, each organisation has been able to create benefits for their students, employees and teaching staff.

The Institute works closely with the university sector and has an agreement with Deakin University to enable students to articulate from TAFE training to enter tertiary degree courses at the end of their first year of training. Both the Epworth Group and Eastern Health are able to access the training facilities in the simulation centre, and simulation programs available for their own staff. The Epworth Group also supports Box Hill Institute’s students through an annual scholarship program available to Division 2, nursing students.

The partners work closely to support student clinical placements and to maximize access to job opportunities for Box Hill graduates within the health organisations.

The NSCE will have far-reaching impacts on medical training in Victoria, as the simulators can be used to enhance specific skill sets of qualified nurses, and in anaesthesia, paediatrics and midwifery. The Institute is currently developing a Vocational Graduate Certificate in Simulation Education as well as planning for mobile training to be delivered to rural and remote areas.

New standards in mental health, drug and alcohol training

Central Gippsland Institute of TAFE and St Vincent's Hospital

A ground-breaking online program developed by GippsTAFE and St Vincent's Hospital will set new standards of national training in the mental health and drug and alcohol field, and may be adapted for workers in similar sectors.

The program equips participants with "dual diagnosis" capabilities in mental health and drug and alcohol, enabling them to give better, more rounded solutions to their clients.



The training is nationally accredited and has five units oriented towards the assessment and needs of drug and alcohol and mental health clients, with one dual diagnosis unit where students from both fields learn from each other.

The program, which exemplifies best practice in collaborative and interactive online delivery, has been sought by educators in and around Australia. Some 150 students are currently enrolled, with 250 on a waiting list

"There is no doubt that our partnership with GippsTAFE has significantly enhanced the ability of the industry to more effectively implement behavioural change in the workplace", says Greg Logan, Manager State Wide Dual Diagnosis Education and Training Unit at St Vincents. "This has led to improved services being provided to the community. GippsTAFE has been able to assist us to develop a training program which meets our needs in terms of content and a highly flexible manner which has reduced the time demands on workers without compromising the quality of the training."

Triple certificate traineeship program a winner for health

East Gippsland Institute of TAFE and Gippsland Lakes Community Health Service

An award-winning customised program developed by East Gippsland Institute is delivering a triple Certificate III traineeship program to health care workers employed by Gippsland Lakes Community Health Service (GLCH).

East Gippsland has a high proportion of older people, so there is a growing demand for highly skilled staff, according to Leah McFadzean, Executive Manager Aged Care Services with GLCH.

"We engaged with seven stakeholder groups, including local training, apprenticeship and job network agencies, and this partnership approach supports emerging client need by aligning course content with on the job experience and client demand," Ms McFadzean says.

"It also ensures that service delivery, community and individual staff needs are met, and a learning culture is embedded in the organisation."

About 60 participants have now gained Certificate III in Home and Community Care, with additional units from Certificate III in Disability and in Aged Care, according to Anne Eager, Learning Manager, Aged Care Studies at East Gippsland TAFE.

"Disability and aged care are very closely related, so this training delivers much more professional workers with a far greater knowledge base."

The program won a 2008 Victorian Community Services and Health Industry Training Award in the 'Employer Achievement in Creating a Learning Culture' category.



e-learning initiatives boost apprentice retention and completion

Chisholm Institute of TAFE and the Building Industry

Higher enrolments and retention rates, greater student engagement and fast tracking of some completions are key outcomes of best practice e-learning programs implemented by Chisholm Institute's Building and Furniture Department.

The department has more than 40 staff who deliver programs to around 1500 students, including VET in schools, Certificates II to IV in Building and Construction, and Diplomas and Advanced Diplomas in various building disciplines.

Head of Department, Rodger Carroll, says the use of e-learning began in 2004 when group mobile phone deliveries were used as a social integration tool for VET in schools.

The institute is now progressively introducing mobile technologies using mobile phones, computers and 'moblogs' (mobile blogs of working life) to deliver learning, enable students to build e-portfolios including photographs and videos of their work, to gather evidence for Recognition of Prior Learning and to enable employers to submit onsite assessment video footage via mobile phones.

Student use of moblogs for social and learning networks is very high. When surveyed about the shift to e-learning, "86 per cent were thrilled about using this technology in teaching," Mr Carroll says. "It is also working very well with employers who sometimes had problems submitting written third party evidence, but who can submit a narrated video."

Chisholm has taken the standard eight blocks of attendance to four blocks, with the other four completed in the workplace, online and through a combination of assessment methods. Teachers are available one day per week including evenings.

Chisholm's VET in Schools program has now leapt from four or five groups of 14 students in 2004 to 19 groups in 2009, and pre-apprenticeships are also growing. Retention rates are very high, with four year apprenticeships completed by some students in three years and others ready for sign-off in as little as 18 months.

"Mobile technology enables students to learn faster," Mr Carroll says. "They are very aware of what they need to know, and are highly receptive to learning new things. For example, if they were doing a pitched roof with their employer, they can use their phone to access a learning object that tells them how to do it."

New technologies have also allowed much greater flexibility and customised learning, with students able to start apprenticeships at any time, complete an online assessment for RPL such as maths in as little as one hour, and revisit learning they may be struggling with.

Key findings of e-learning research undertaken by the Australian Flexible Learning Framework included:

- *employers want more work-based training, with less time spent in off-the-job training and shorter completion times for apprenticeships.*
- *e-learning capability is a key factor in an organisation's ability to innovatively support national training initiatives.*
- *training organisations are making clever use of e-learning technologies to cover various aspect of underpinning knowledge in apprenticeships.*
- *social networking tools will be central in providing greater support for learners as they complete more of their training away from direct support from teachers and fellow learners.*



Lean business training delivers bottom line gains

TexSkill and competitive manufacturing companies

Productivity improvements and reductions in inventory, lead-time, safety incidents and absenteeism are among the major benefits reported by Victorian companies who have undergone 'lean' training with TexSkill in the last few years.

TexSkill, a not-for-profit provider of accredited vocational education and training programs, has partnered with the Institute for Lean Systems (ILS) in Australia in response to identified industry demand. The combined strengths of the two organisations provide industry with solutions through education, training, coaching, and consulting, all based on the lean system model.

TexSkill, supported by ILS, developed the innovative Vocational Graduate Certificate of Competitive Enterprise as part of its Lean Operational Excellence Program, and says lean processes are becoming an "absolute necessity" for many companies to maintain competitiveness.

TexSkill has so far introduced lean principles to more than 20 companies and delivered training to staff in 95 per cent of them.

The program is delivered flexibly to suit work demands and includes project based work undertaken in the workplace. Senior managers are able to engage in action learning whilst beginning to implement lean principles within their business.

"The more aggressive companies are sending three to five people at a time, gaining more internal skill sets, upskilling at a higher rate and moving forward at a faster pace," according to Daniel Anderson, Lean Training Coordinator at TexSkill.

Productivity gains and bottom line improvements include:

- a commercial manufacturer gained productivity improvements of 34 per cent and a financial turnaround of \$515,000.
- a textile manufacturer saved \$1.3 million through inventory reduction of 25 per cent. It also achieved reductions of 22 per cent in batch size, \$250,000 in labour costs and \$35,000 in equipment costs. Manufacturing lead time dropped from 46 to 26 days, safety incidents decreased by 30 per cent and absenteeism by 10 per cent.
- another textile manufacturer reduced assembly lead time by 96 per cent.



Burra Sheetmetal goes 'lean' for 15 per cent productivity increase

Advanced Technology Training Capability Alliance and Burra Sheetmetal

When Korumburra-based Burra Sheet Metal faced the considerable disruption of moving to new premises, it decided this was the best possible time to introduce lean manufacturing to its 15 staff.

The decision proved to be the right one, as productivity increased by 10 to 15 per cent in less than three months, making overtime almost unnecessary, says Simon Lane, Project Officer at Swinburne University's Centre for New Manufacturing.

"If a company is moving to a new location, there's no better opportunity to implement new ideas," Mr Lane says. "Everyone works to the same goal, and there's a tangible deadline. But if there's no end point, things can simply drift on." Burra Sheet Metal's decision to go 'lean' was heavily influenced by cost pressures and lead-time to delivery that were making it increasingly difficult to remain competitive.

"Relocation gave us the opportunity to sort out problems which we'd had for years, and didn't want to reproduce in the new factory," Director, Fred Clark says.

"Our target KPI of 12 days lead time has been reduced to five days, and inventory stock has reduced. Our margins have also improved." All management and shop floor staff in this closely-knit Gippsland company participated in training, which involved five units from the Competitive Manufacturing Training Package.

ATTCA, the Advanced Technology Training Capability Alliance, is a network of TAFE institutes which delivers customised 'lean' training to Victoria's manufacturing industries. A 'whole of business strategy' is taken, with the Vocational Graduate Certificate in Competitive Enterprise delivered to senior management who will implement lean strategies, with Certificate III and IV in Competitive Manufacturing delivered to operational and middle-level staff.

ATTCA members are: Box Hill, Central Gippsland, Chisholm, Goulburn Ovens, Gordon, Kangan Batman, South West and Wodonga Institutes of TAFE and RMIT and Victoria University. Swinburne University of Technology is the convener of ATTCA.



100 big ideas boost productivity

Swinburne University of Technology and Kennedy Trailers

Kennedy Trailers, an equipment design and manufacturing company which makes large trailers used by logging trucks, immersed its staff in lean manufacturing when the company reviewed all operations as part of its move to larger premises in Bairnesdale.

After training was delivered by Swinburne University's Centre for New Manufacturing, more than 100 improvement ideas were generated by employees. Half of these have so far been implemented, according to Garry Kennedy, Managing Director, Kennedy Trailers.

"In February 2009 we achieved a record output of nine trailers. Our previous best output was eight trailers in a month," Mr Kennedy says. "This equated to a 12.5 per cent production increase, achieved with 20 per cent fewer employees in a short month with no overtime required."

Lean improvements included:

- stock racks simplified and clearly labelled with re-order points and stocks of material reduced;
- laser-cutting of steel components to improve quality, reduce handling and stock storage needs;
- tools mounted on mobile boards so they can be moved to trailers; and
- color-coding to define work stations, benches and equipment, with all paperwork and drawings for each trailer individually color-coded.

Victorian TAFE Institutes Contact Details

Bendigo Regional Institute of TAFE

PO Box 170
Bendigo VIC 3552
Phone: (03) 5434 1555
Fax: (03) 5434 1569
Web: <http://www.britafe.vic.edu.au>

Box Hill Institute of TAFE

Private Bag 2014
Box Hill VIC 3128
Phone: (03) 9286 9222
Fax: (03) 9286 9438
Website: <http://www.bhtafe.edu.au>

Central Gippsland Institute of TAFE

PO Box 3279, Gippsland Mail Centre
Morwell VIC 3841
Phone: (03) 5120 4500
Fax: (03) 5133 6182
Website: <http://www.gippstafe.vic.edu.au>

Chisholm Institute of TAFE

PO Box 684
Dandenong VIC 3175
Phone: (03) 9212 5000
Fax: (03) 9212 5499
Website: <http://www.chisholm.vic.edu.au>

East Gippsland Institute of TAFE

PO Box 886
Bairnsdale VIC 3875
Phone: (03) 5152 0700
Fax: (03) 5152 6317
Website: <http://www.egtafe.vic.edu.au>

Gordon Institute of TAFE

Private Bag 1, Mail Centre
Geelong VIC 3221
Phone: (03) 5225 0500
Fax: (03) 5225 0505
Website: <http://www.gordontafe.edu.au>

Goulburn Ovens Institute of TAFE

Fryers Street
Shepparton VIC 3630
Phone: 1300 468 233
Fax: (03) 5833 2551
Website: <http://www.gotafe.vic.edu.au>

Holmesglen Institute of TAFE

PO Box 42
Holmesglen VIC 3148
Phone: (03) 9564 1555
Fax: (03) 9564 1606
Website: <http://www.holmesglen.vic.edu.au>

Kangan Batman Institute of TAFE

Private Bag 299
Somerton VIC 3062
Phone: (03) 9279 2222
Fax: (03) 9309 5163
Website: <http://www.kangan.edu.au>

Northern Melbourne Institute of TAFE

St Georges Road
Preston VIC 3072
Phone: (03) 9269 1200
Fax: (03) 9269 1203
Website: <http://www.nmit.vic.edu.au>

RMIT University (TAFE Division)

GPO Box 2476V
Melbourne VIC 3001
Phone: (03) 9925 2000
Fax: (03) 9925 3185
Website: <http://www.rmit.edu.au>

South West Institute of TAFE

PO Box 674
Warrnambool VIC 3280
Phone: (03) 5564 8911
Fax: (03) 5564 8982
Website: <http://www.swtafe.vic.edu.au>

Sunraysia Institute of TAFE

PO Box 1904
Mildura VIC 3502
Phone: (03) 5022 3666
Fax: (03) 5022 3600
Website: <http://www.sunitafe.edu.au>

Swinburne University of Technology (TAFE Division)

PO Box 241
Hawthorn VIC 3122
Phone: (03) 9214 8000
Fax: (03) 9819 3579
Website: <http://www.tafe.swinburne.edu.au>

University of Ballarat (TAFE Division)

SMB Campus
PO Box 668
Ballarat VIC 3353
Phone: (03) 5327 8000
Fax: (03) 5327 8001
Website: <http://www.ballarat.edu.au>

Victoria University (TAFE Division)

Footscray Campus
PO Box 14428
Melbourne City VIC 8001
Phone: (03) 9688 4000
Fax: (03) 9689 4069
Website: <http://www.vu.edu.au/tafe.asp>

William Angliss Institute of TAFE

GPO Box 4052
Melbourne VIC 3001
Phone: (03) 9606 2111
Fax: (03) 9670 1330
Website: <http://www.angliss.vic.edu.au>

Wodonga Institute of TAFE

87 McKoy Street
Wodonga VIC 3690
Phone: (02) 6055 6600
Fax: (02) 6055 6611
Website: <http://www.wodonga.tafe.edu.au>



Skills Victoria
Department of Innovation, Industry and Regional Development
For more information visit www.skills.vic.gov.au