Welcome to the Riverina Institute Industry and Community Report for 2013

Riverina Institute is the largest provider of vocational education and training in the Riverina-Murray region. We are a ‘big ticket’ organisation in our region, covering 154,000 square kilometres, 19 campuses with more than 1,200 staff and around 28,000 students. We offer specialist programs in areas as diverse as water operations and aged care, permaculture and children’s services. Our focus is to build the skills, qualifications and employability of people in our region and beyond. We offer a broad range of quality programs including 27 specialist trades and around 400 programs in total. We are agile and responsive, but also reliable and responsible.

Each year, as I review the contents of this report, it gives me a chance to stop and reflect on the value that Riverina Institute provides and to acknowledge and celebrate our achievements. 2013 has been a year of significant change for our Institute. We have embarked on a series of major reviews and reforms that have had an impact on every single part of our Institute. These reforms have been framed with a single focus: to be the best we can, providing quality education and training to the region and beyond.

Our values – Integrity, Innovation, Courage, Passion and most importantly, Customer First – are at the core of what drives us. They shape our desire to provide our industries and communities with the high quality skills and training that they need and deserve.

As a public provider of vocational education and training we walk a fine line between the need to have a commercial focus and the need to meet community expectations for service delivery. Remaining true to our values helps us to maintain that balance. We need to be flexible to adapt to changes in the economy within a regional context. Riverina Institute provides a significant contribution to the economy of the region and we have a long and proud tradition as the region’s largest training provider.

Early in the year we received a very positive evaluation from the Australian Skills Quality Authority (ASQA), gaining reaccreditation for our RTO status for a period of five years. I feel strongly that this reflects the quality of our Institute and the excellent work of our staff.

The future looks to be one of ongoing change and continuing challenge. I am confident that we have done the ground work to prepare us for a year where major systems reform and the changing VET market will reward those organisations who can seize the opportunities that arise. Riverina Institute is such an organisation.

Kerry Penton
Institute Director
TAFE NSW Riverina Institute

The Institute Advisory Council advises on industry and community training needs to ensure Riverina Institute’s customers are the highest priority in the planning and delivery of courses and services. The Institute Council members represent a wide cross-section of the community and assist in building relationships and promoting Riverina Institute across the region.

CHAIR
Dennis Toohey
Grad Dip Agr, Dip Agr
Agri-business Consultant, Dennis E Toohey and Associates, Albury

DEPUTY CHAIR
Gordon Ball
MAICD
Board Member, Catchment Management Authority (Murray), Deniliquin

Garry Marchant
BA Bus Admin, MArts (University of Michigan), B Commerce (UNSW)
Deputy Vice-Chancellor (Academia), Charles Sturt University

Julie Briggs
LLM (ANU), BLaw (Hons) (UNE), MBA IntBus (CSU), BBusAdmin (RCAE)
Director, Julie Briggs Management Services
Executive Officer, Riverina Eastern Regional Organisation of Councils, Wagga Wagga

Professor Garry Marchant
Lt-Col David Phillips
Chair, Institute of Electrical and Mechanical Engineers Bandiana, Albury

Stuart McGrath-Kerr
BEc (Tas), Assoc Dip Wine Mktg (Roseworthy College)
Secretary, Riverina Winemakers Association and Consultant, McGrath-Kerr Business Consultants Pty Ltd, Griffith

Deseleen Morgan
Riverina Aboriginal Education Consultative Group Member, Leeton
Our approach

Our Vision is to inspire regional prosperity, and in partnership, grow nationally. Our purpose is to build the skills, qualifications and employability of people in regional Australia.

Our staff embody the values of customer first, integrity, innovation, courage and passion. We have a strong and proud connection to the industries and communities of our region. We seek to build on our substantial regional presence by growing nationally, returning the benefits to our region.

Our service

In 2013 we offered around 400 programs to more than 28,000 students of which 1 in 5 were outside the Riverina-Murray region. In line with our values, we put our customers first and we believe that the success of our students is a measure of our own success. In 2013 three of our students represented Australia at the WorldSkills international competition in Leipzig, Germany while nine were awarded gold medals at the regional competition.

Our resources

We have more than 1,200 staff across 19 campus sites, delivering services to the entire region, across NSW, Australia and internationally.

We invest significantly in the development of staff capability across every level, including leadership training, commercial acumen, teaching and learning practice and industry currency for teachers.

We optimise the value of our physical assets and IT infrastructure to our students with state of the art technology and continuous review of physical assets.

Our partnerships

Riverina Institute is integral to the industries and communities of the Riverina-Murray region. We will continue to build strong and lasting partnerships with organisations in the region and beyond to deliver outstanding training and service.

Our partnerships form a key part of how we meet the needs of our students. Our partners work with us to provide outstanding learning experiences for their employees and for their communities. We value our partnerships, and they enhance the skills of our students, support access to higher education and provide greater training options, recognition pathways and work experience.

Our partnerships and partners include:
- Airservices
- Australian Water Association (AWA)
- The GEO Group
- Forests NSW
- The Land Group
- Wagga Wagga City Council
- Riverina Aviation College
- Dubai National Air Travel Agency
- Sureway
- NSW Rural Fire Service
- Sunrice
- Adult Migrant English Program (AMEP)
- Aged Care Workforce in VET (ACWVET)
- Ageing Disabilities and Homecare (ADHC)
- Wagga Family Day Care
- Murrumbidgee Local Health District
- Southern Local Health District
- Narrandera Shire Council
- Carter Holt Harvey
- NSW Police Force
- Corrective Services NSW
- Skills for Employment and Education (SEE)
- Graincorp

Our values

What do we believe in? What guides our conduct?

CUSTOMER FIRST
We place customers at the forefront of our decisions and actions

INTEGRITY
We act professionally with consistency and openness

INNOVATION
We always search for ways to improve and be the best

COURAGE
We make hard decisions and take calculated risks

PASSION
We are driven by a strong desire to make a difference

In 2013 there were...
- 1,200 staff including 800 teachers
- 28,000 students
- 4,500,000 annual student hours
- 2,400 Aboriginal and Torres Strait Islander students, making up 8.2% of total enrolments
- Around 400 programs
- 16% of students who gained their qualifications in the workplace
- 11% of students who studied by distance or online
- 7.5% of students from outside of NSW
- Graduate satisfaction is 88%
- 89% of graduates employed or in further study
- 2,341 apprentices across 28 specialist trades
Our 2013 business plan
The 2013 Business Plan focused on three key areas of strategic development:
1. Continuing our learning from the ASQA audit and developing student outcomes through best practice in assessment; something we need to drive across every department to ensure assessment validation and moderation.
2. Ensuring we are best positioned to respond to the Smart and Skilled funding model due to commence in January 2015 and that we continue to prosper in the new contestable environment.
3. Investing in our staff and developing a positive and strategic approach to innovation across the organisation, because we know the best ideas come from our staff. This enabler is also focused on celebrating and rewarding the contribution and success our staff bring to our Institute.

Inspire regional prosperity...
We service our local communities and businesses by providing nationally recognised vocational education and training services, including apprenticeships and traineeships in the following industry sectors:
- Automotive and Transport
- Business and Administration
- Building and Construction
- Electrotechnology, Engineering and Manufacturing
- Hair and Beauty
- Health and Community Services
- Hospitality and Cookery
- Information Technology
- Literacy and Numeracy
- Mining and Primary Industries
- Natural Resources and Environmental Sustainability
- Rural and Animal Studies

...and in partnership, grow nationally...

OUR PEOPLE
We have highly trained and experienced teachers recognised as experts in their field and support staff who provide a seamless service to our customers. Through the expertise of our staff, we contribute to the development of the region, we help industries to develop their workforce and we add vibrancy to local communities.

In 2013 our Workforce and Community Development team worked with businesses across the entire region and nationally, to access funding opportunities and develop tailored training solutions to support their growth.

OUR MARKET
Through our training, we provide greater economic independence to people in regional communities, so they can provide better lives for their families. We enable individuals to gain and retain employment, achieve a promotion, enjoy a career change and adapt to the constantly changing workplace of the 21st Century.

We provide services to our region through a range of delivery strategies including online, in the workplace and on campus. Our network of campuses is framed by the Victorian border in the south, the Snowy Mountains in the east and the South Australian border in the west. It encompasses the major regional centres of Albury, Wagga Wagga and Griffith and a large number of regional towns including Leeton, Narrandera, Deniliquen, Finley, West Wyalong, Temora, Tumut, Cooma, Lake Cargelligo, Junee, Hay, with Coomealla Campus near Wentworth in the far west. We also have specialist centres at North Wagga and Thungonia.

We deliver training in NSW, ACT, Northern Territory, Western Australia, Victoria and Tasmania.

...building the skills, qualifications and employability of people in regional Australia...
We have a strategy for growth. Our aim is to contribute to regional prosperity by continuing to extend our services beyond the Riverina-Murray region. We are agile and responsive and this has meant that our innovative approaches in training and assessment are in demand.

Our training is increasingly being delivered in a range of ways to best meet the diverse requirements of our customers. Face-to-face delivery is still the backbone of our service delivery, but we also have strong demand for online and distance learning to support learners who choose to study in their own time at their own place. We also deliver around one-fifth of our training in the student’s workplace.

The quality of our training is paramount and our graduates can be confident that their qualification comes from a first class training organisation. Our real strength comes from the bonds we forge with our students, our industries and our communities.

Of the total courses completed in 2013...
- 30% of students completed AQF Certificate III and above
- 14% of students completed AQF Certificate IV and above
- 4% of students completed AQF Diploma and above
- 42% of students aged between 15 and 24 completed Certificate II and above
- 82% of unit/module completion rate for all students
- 29% of Aboriginal completing students were aged between 15-24 and completed Certificate II and above
- 68% unit/module completion rate for Aboriginal students
- A 34% completion to enrolment ratio for Certificate III and above and a unit completion rate of 80%
Our partners are critical to our success. They provide a reference point for us, giving us advice and feedback on our performance, ensuring that we are responsive and working to meet their specific needs. We tailor our training to maximise value for employers and students. This builds productivity and prosperity in the region.

Riverina Institute builds the skills, qualifications and employability of people in regional Australia. We are able to adapt to the precise requirements of our industry partners to support them as they grow and to enhance the outcomes for their workforce.

We work actively with businesses to access funding to support their workforce training and development needs. Our expert team of Workforce and Community Development Managers, working closely with our delivery arm, develop training solutions that not only attract funding, but also add significantly to business success.

Our partners also provide us with the connections we need to ensure that we are relevant, current and at the leading edge of technology. They support us to provide excellent learning experiences for our students.

In 2013 our partnerships formed a primary focus of our business activity – building new ones and strengthening the ties that we already have. The partnerships that we are building outside our region are particularly important because they allow us to bring income into the local community and support our local operations.

Key projects

WATER OPERATIONS

Water operations is one of our signature programs and we are working with a number of partners to expand our programs. In Western Australia we are working with the Monadelphous Group to train more than 30 employees in Certificate III and IV in Water Operations.

We are also partnering with TasWater to deliver programs in Tasmania.

NORTHERN TERRITORY

Riverina Institute is developing a strong presence in the Northern Territory. In 2013 we were granted Approved Provider status under the Territory’s enhanced approval process and we are pursuing a broad strategy to expand delivery in the Northern Territory, looking at a range of program opportunities.

We are currently working with a contract provider with a view to providing training in civil plant operations to 53 Indigenous participants associated with oil and gas infrastructure development of the Inpex Ichthys project.

MINING

We have established an auspicious arrangement with training provider Mine Resilience to deliver more than 50 New Entrant Traineeships with LCR Mining Group/Boggabri Coal. This program commenced in October.

We also worked in partnership with major international mining company Barrick Mining to provide a range of programs for employees at West Wyalong. Programs include:

- Fifteen Existing Worker Trainees in Certificate III in Resource Processing. This was managed by Barrick delivering the training in conjunction with our staff.
- Twelve employees completed Certificate IV in Training and Assessment through workshop delivery at West Wyalong.

RAILWAYS

Joining forces with the Centre for Excellence in Rail Training (CERT), Riverina Institute was successful in bidding for a major contract with Australian Rail Track Corporation to deliver a range of electronics and telecommunications qualifications to staff nation-wide.

We delivered training to Certificate III apprentices in 2013 and will commence the Certificate IV in Rail Signalling in Semester 1, 2014. This is an exciting qualification for the Institute to move into, with huge potential for national delivery to the broader rail industry.

SEED BANK

In conjunction with Greening Australia, the nursery at the Primary Industries Centre will become a seed bank for Greening Australia. We are also investigating opportunities to partner further with Greening Australia in new Federal Government proposed programs including Green Army and 20 Million Trees.

PEST MANAGEMENT

The Diploma of Pest Management is an online program previously offered by the University of Canberra. The University has agreed to transfer the course to Riverina Institute (including all resources and mentoring for Institute staff). There are a range of new Pest Management qualifications in the AHC10 Training Package ready to be released in 2014, which will provide opportunities for growth.
THE GEO GROUP
GEO, operator of the Junee Correctional Centre, provided very positive feedback on the Institute’s performance as the provider of education and training at the Junee Correctional Centre. GEO identified that Riverina Institute provided significant contributions to the overall success of the GEO Group in meeting and exceeding their targets. Our client focus and commitment to providing high quality services has provided relevant, desirable and purposeful activities ensuring the development of meaningful skills for inmates.

The shared story of GEO and Riverina Institute sets new standards in providing opportunities to undertake sustainable and life changing rehabilitation. We are currently negotiating a contract extension with GEO.

INTERNATIONAL PARTNERSHIP
We successfully delivered the Certificate IV in Training and Assessment to the Dubai National Air Travel Agency (dnata). This work grew out of our work with Airservices due to our speedy response and our ability to customise the program for them. The program involved 3 one-week intensive training sessions, delivered in Dubai. All participants have now successfully completed the program and hold a TAFE NSW qualification issued by Riverina Institute. dnata has asked us to deliver further training in 2014.

DIPLOMA OF MANAGEMENT – HEALTH CARE FOCUS
Riverina Institute offers a unique and nationally recognised Diploma of Management adapted to the needs of professionals in the field of health care, including graduates in health care disciplines seeking management knowledge and skills to further their personal development and careers.

In this unique health care focused Diploma of Management, participants learn and apply contemporary management approaches to their health care places of work, and in better understanding themselves.

Feedback from participants in the program has been extremely positive. We are currently exploring how to leverage this highly successful product and have it applied to other health regions in NSW and further afield.

EMERGENCY MANAGEMENT
We have a significant partnership with the NSW Rural Fire Service (RFS) and we are working together to develop opportunities for training in emergency management across NSW. We are identifying areas of common interest, forming a strong bond for future collaboration.

In partnership with RFS we delivered training to Transport for NSW (TNSW) in Sydney in Incident Control Systems (AIMS). This is a highly specialised training program that aligns specifically with Emergency Management, one of our signature program areas.

SUREWAY
In 2013 we commenced a strong and ongoing partnerships with Job Service Agency Sureway to develop a range of programs for job seekers across all of the Institute’s business lines in multiple campuses. We initially piloted two Hospitality-based programs at Albury and Wagga Wagga Campuses which have led to a number of employment outcomes for program participants. We anticipate that this partnership with job seeker agencies will be a significant opportunity for the Institute in 2014 and beyond.
We pride ourselves on our deep connections to regional communities...

Our graduates receive the skills and knowledge they need to pursue their chosen careers. Employers are confident when they hire our graduates that they are skilled and work-ready.

Our relationships with local councils, Aboriginal groups, community agencies and volunteer organisations provide the basis for our capacity to respond to community needs.

By working in and with regional communities we are able to provide quality learning experiences that are closely aligned with the specific requirements of those communities. We form close relationships with councils, community groups and local enterprises to better understand how we can build robust and vibrant communities.

We have a strong profile in language and literacy training and are the main provider of English language training in the region. We support the geographically isolated or those suffering disadvantage including people with a disability, from a non-English speaking background, Aboriginal people and the unemployed.

**Key projects**

**SUSTAINABLE DEVELOPMENT**
We are working with Murray Industry and Community Education and Employment Partnership (MICEEP), Murray Catchment Management Authority, Murray Darling Association, Wirarrinna Education Centre, Charles Sturt University, Albury City Council and Wagga Wagga City Council on Education for Sustainable Development. We have agreed to work collaboratively to promote sustainable development to students (school, VET, university), parents and communities from Khancoban to Wentworth.

**DENILIQUIN COMMUNITY DEVELOPMENT**
Students from the Diploma of Community Services at Deniliquin Campus conducted a Community Development Project. The project, proposed by the Deniliquin and District Committee, aimed to raise awareness and access for people living with a disability by reviewing the level of community awareness and access to services, businesses, footpaths and recreational areas. A documentary of the project was screened in the Multi Arts Centre in Deniliquin in November to celebrate International Day of People with a Disability. This project was the first in an ongoing partnership between Riverina Institute and the Deniliquin and District Committee.

**ABORIGINAL CHILD YOUTH AND FAMILY STRATEGY**
This is a collaborative Aboriginal community project being conducted over a three year period. Project initiatives involve working with families, carers and educators of Aboriginal children 0-5 years, across local government areas, to deliver early childhood training and pathways to qualifications and link families to early childhood services. Initiatives have already been delivered at a number of locations within the Institute including the Junee Correctional Centre.

**ABORIGINAL AND TORRES STRAIT ISLANDER PRIMARY HEALTH CARE**
In June 2013 we delivered a Certificate IV in Aboriginal and Torres Strait Islander Primary Health Care. All fifteen students enrolled in the course completed it and all were employed full-time in industry - thirteen at Griffith and two at Murrin Bridge. This high level of success was attributed to the very strong three way partnership which was created between the students, their employers and Riverina Institute.

The students had the opportunity to study industry specialist units to support their work in the sector. They gained further support for their study from their employers who gave each student one full day per week of paid leave to attend the course.

**FAMILY DAY CARE**
Rasco Family Day Care Scheme employs migrant educators across NSW and Victoria and asked Riverina Institute to assist them with their developing workforce needs within Wagga Wagga and Albury. We successfully sourced funding to support migrant educators to undertake the Certificate III in Early Childhood Education and Care. Additional literacy and numeracy support was offered to a number of these participants where significant language barriers exist and this was contextualised through the co-delivery of Certificate I in Spoken and Written English.

**AGED CARE**
In partnership with La Trobe University, Riverina Institute won a major research grant for a project entitled “Enabling the Community Care Workforce in Rural Areas to Address the Needs of Those Aging in Place”. Staff are collaborating to investigate the current and future needs of the rural aged care workforce. The outcomes of the project will inform future vocational training in this field and will be enormously valuable in future planning and workforce development.

It will make a critical contribution to the body of knowledge of effective training models and mix of skill sets appropriate for the future community care workforce in rural Australia.
FAMILY AND COMMUNITY SERVICES (FACS) PARTNERSHIP

In 2013 we continued to work with Family and Community Services to develop a more collaborative and meaningful connection to strengthen the exchange of ideas between our two organisations. Short term staff placements in the partner organisations build a greater awareness of the context in which trainers and case workers operate, and develop greater industry awareness. The commitment from both organisations to improve FACS client outcomes and maintain quality service delivery underpins the partnership.

BHUTANESE EMPLOYMENT ADVOCATE PROGRAM

This program focuses on the need to build a stronger understanding of the work, language and culture in Australia for English language students, especially the Bhutanese community.

Local industry contacts in the accommodation, manufacturing and recycling industries agreed to supply suitable work placement opportunities for students, hosting two students, paired to maximise their English language development. This mentoring approach provides significant benefits to the students and the host workplaces.

The program gradually increases the number of days at work and decreases the direct classroom participation. Classes are customised around the specific needs of these students to support them in their engagement with the workplace culture and language. The program has been hailed for its innovation and success.

REGIONAL DEVELOPMENT

We worked collaboratively with Regional Development Australia (Riverina), Riverina Regional Tourism, NSW Trade and Investment and The Graham Centre to deliver a “Riverina Grown” Food Futures Forum in July. The forum was a key element of the Taste of the Riverina Festival and explored cross sector collaboration and value chain development linking agrifood, wine, food service, retail and the visitor economy. Our Commercial Cookery students worked with their teachers to research, purchase, prepare and present the major Regional Food Dinner as part of the festival.

RIVERINA INSTITUTE ABORIGINAL YARN UP CONSULTATIVE GROUP

The Riverina Institute Aboriginal Consultative Yarn Up Group was established and held its first meeting in September.

The role of the Yarn Up Group is to provide strategic direction and guidance to ensure genuine outcomes are met to address Aboriginal disadvantage whilst acknowledging the unique contributions of Aboriginal people as the traditional custodians of this land.

Membership of the group includes the Institute Director, our Manager of Aboriginal Education and Training and Aboriginal representatives from community Elders, Charles Sturt University, NSW Police and the Department of Education and Communities.

Our relationships with our educational partners provide pathways for our students from school to TAFE, from TAFE to university and from university to TAFE enabling learners to more easily achieve their goals...

Our relationships with schools and universities continued to be a focus of our business in 2013. Our links to regional schools enable students to undertake vocational training as part of a school based apprenticeship or traineeship, or as part of a TAFE delivered program which counts towards the Higher School Certificate.

Our credit and articulation arrangements with universities and our highly successful Integrated Diploma-Degree programs provide more options and access to higher level study than ever before.

Key projects

SCHOOL ENGAGEMENT

We are actively pursuing a strategy for school engagement. We aim to move our relationship with the school sector beyond providing TVET programs to a genuine multi-faceted engagement. We want to be an effective partner with the school sector, especially in relation to secondary school engagement and retention issues by developing innovative products and services to better meet the requirements of school students.

HIGHER EDUCATION

The higher education sector is another key partner for the Institute. We have reviewed all of our existing TAFE to university articulation pathways and formal agreements with universities and identified higher education priorities. Relationships are being strengthened and/or developed with identified key partners – La Trobe University, Charles Sturt University and Canberra University. We have also
developed a partnership with Deakin University, which has significant expertise in distance education.

Strategies for building Institute higher education capability and scholarships were incorporated into the Institute’s workforce capability plan and work commenced on developing a Riverina Institute degree program.

We are also exploring with our university partners, ways in which we can collaborate on student mobility programs, regional study tours, joint marketing of international activities and seamless pathway offerings, diploma through to degree, for both international and local students.

TVET

TAFE-delivered vocational education and training (TVET) courses allow school students to gain TAFE qualifications while at school. The TVET program is a flagship program for the Institute. It continues to be very popular with school students and allows them to study programs not offered by their schools. In 2013 the Institute delivered 170 programs across the region to almost 1,400 students.

TASTE OF TAFE

We delivered a series of taster programs at a number of campuses in 2013. These provided an opportunity for students in Years 9 to 11 to experience vocational training opportunities in specialised facilities. Sixty-seven different programs were delivered with around 650 students taking part. Programs included barista training, spatial information systems, construction, filmmaking, automotive, digital imaging, child studies and many more.

SPORT AND RECREATION

Our Sport and Recreation Department worked with a number of disengaged Year 9 and 10 students from two Wagga Wagga high schools. The students completed competencies from the Certificate II in Sport and Recreation, which required them to work together as a team to organise and run a Touch Football gala day for some local primary schools. The program was a huge success with the students thriving in the adult learning environment and enthusiastically accepting their considerable allocated responsibilities.

LINKS TO LEARNING

In partnership with Narrandera Shire Council and Narrandera High School, a Links to Learning program took place through Narrandera Campus. This program focused on youth engagement and participation in community projects to ensure they remain in education in their community.

SKILLS FOR WORK AND TRAINING

Coomealla Campus worked very closely with Coomealla High School where disengaged school students attended TAFE for 2 days per week. They enrolled in Certificate III in Skills for Work and Training and chose an elective strand from Hospitality or Automotive. The program led to a major transition in the behaviour and self-esteem of the young people involved. The course offered students the opportunity to build their literacy and numeracy skills, employability skills and engage in units from a trade area.

Tahnee Jamieson

Riverina Institute student Tahnee Jamieson was recognised as the Vocational Student of the Year at the 2013 NSW Training Awards.

Tahnee was one of three finalists from Riverina Institute, having previously taken out the 2013 Vocational Student of the Year Award for the Riverina Region.

This wonderful achievement reflects Tahnee’s efforts and the efforts of all involved. Tahnee is an exceptional student, talented, caring and professional. We are proud of her achievements and excited about her success. Tahnee represented Riverina Institute as a finalist at the Australian Training Awards in Perth.

Steven Warton, an Electrical Trades student from Young Campus was a finalist for Apprentice of the Year and Tiarna Robertson, a Business Administration student from West Wyalong was a finalist for Trainee of the Year.

Our Skillaroos

Three of our students, Alex de Koeyer, Kurt Bolte-Maier and Rowan Diggins competed at the 42nd WorldSkills International Competition held in Leipzig, Germany in July as part of the 2013 Team Australia Skillaroos.

Alex De Koeyer

Certificate III in Plumbing, Albury Campus

Represented Australia in the Plumbing Category. Alex was the winner of a Medallion of Excellence in his competition.

Kurt Bolte-Maier

Certificate III in Engineering, (Fabrication), Leeton Campus

Represented Australia in the Construction Metal Work category.

Rowan Diggins

Certificate III in Electrotechnology Electrician, Wagga Wagga Campus

Represented Australia in the Manufacturing Team Challenge.

Student awards

Lisa Beach

Diploma of Conservation and Land Management, National Environment Centre TAFE NSW State Medal

Luisa Mulholland

Diploma of Beauty Therapy, Wagga Wagga Campus TAFE NSW State Medal

Richard Bell

Diploma of Spatial Information Services, National Environment Centre TAFE NSW State Medal

Chad Muller

Certificate III in Automotive Mechanical Technology, Deniliquin Campus Statewide donor prize – Institute of Automotive Mechanical Engineers

Steven Warton

Certificate III in Automotive Mechanical Technology, Young Campus NSW Training Awards Riverina Region Apprentice of the Year and Statewide donor prize – National Electrical and Communications Association

Dylan Bell

Certificate III in Automotive Mechanical Technology (Heavy Vehicle), Wagga Wagga Campus Statewide donor prize – Society of Automotive Engineers Australasia
Wayne is driven to do the best job he can, focusing on the journey rather than the outcome. Wayne acknowledged the role of his team in achieving the award.

Wayne was previously awarded the VET Trainer/Teacher of the Year Award at the 2013 NSW Training Awards (Riverina Region). He also won the Outstanding Staff Excellence Award at the 2012 TAFE NSW Riverina Institute Staff Excellence Awards.

Riverina Institute Recognising and Rewarding Excellence (RARE) Awards

In 2013 Riverina Institute introduced the RARE Awards, which focus on recognising and rewarding behaviour and actions that are consistent with the Institute’s values of Customer First, Integrity, Innovation, Courage and Passion, as well as showcasing and sharing staff innovation and excellence.

Thirty four staff from across the Riverina were presented with awards, either as individuals or part of a team.

The highest award of the day, the 2013 Recognising and Rewarding Exceptional Service and Talent (RAREST) Award went to the Institute’s Values Team.

AWARD CATEGORY: APPROACH TO OUR CUSTOMERS

Craig Poulson
Manager Education and Training, Automotive and Engineering.

The RARE Junee Delivery Team
Mark Apps, Ricky Wtybro, Ken Lander, Jonathan Stratford, Ian Kemp, Richard Clark, Debrah Crowden, Kelvin Turner, Bernadette Carroll, Larn McNally, Adrian Podmore, Robert Hawkins, Andrew Werder, Kristy Johnson

AWARD CATEGORY: SERVICE TO OUR CUSTOMERS

Bev Fischer
Manager Governance, Quality and Risk

Carla Jenkins
Executive Support Officer, Customer and Administration Services

Andrew Totman
Head of Department, Art and Design

AWARD CATEGORY: RESOURCES FOR OUR CUSTOMERS

Matt Bennett
Manager Assets and Infrastructure Planning

Paul Creasy
Server Support Officer, Information Technology Services

The Values Team
Leanne McGrath, Patricia Milo, Steve Forbes-Taber, Margaret Sutherland, Carla Jenkins

AWARD CATEGORY: RECOGNISING EXCEPTIONAL SERVICE AND TALENT AWARD

Patricia Milo
Teacher, Vocational Access, Wagga Wagga Campus

Steve Forbes-Taber
Teacher, Shopfitting and Detailed Joinery, Wagga Wagga Campus

Margaret Sutherland
Business Support Officer, Finance and Business Services, Wagga Wagga Campus

Carla Jenkins
Executive Support Officer, Customer and Administration Services, Griffith Campus
Our staff put our customers first. They have integrity built into their DNA. They innovate, show courage and passion. Our professional, motivated staff are completely committed to the success of the Institute...

Our students are the beneficiaries of these values. They are able to access the very best teachers in state-of-the-art facilities with the very latest in industry standard equipment and technology. They are supported by a dedicated administration team who go the extra mile to provide an excellent experience at Riverina Institute from their first interaction with us to their graduation.

We are one of the largest employers in the region, contributing the regional economy through the staff who are part of the community in which they live and work. Our staff are recognised for their talent and experience and help to build the region in numerous ways.

Our facilities are world-class and we continue to invest in them to make them better and more relevant to the training that we provide.

Capability development
We invested $569,028 in the provision of capability development for our staff. Major activities included:

Leadership development
A comprehensive leadership and capability development program was delivered to our Senior Leadership Team, our broader Institute Management Team and frontline managers and team leaders.

eLearning Summer Camp
a series of weekly webinars and activities, which focused on how to plan, design and deliver an engaging eLearning session for students.

Teaching qualifications
support for teachers to upgrade their teaching qualifications to the new Certificate IV in Training and Assessment.

Living the values
workshops delivered to around 620 staff provided an opportunity to learn more about our repositioning and the challenges we face in the future.

Business acumen
a program in building the business acumen skills of our staff.

Think, Create, Deliver
an innovative program aimed to support staff to undertake project work to produce high quality training products from the ground up.

Mental Health and Wellbeing in the Workplace
a program to increase staff awareness on mental health and wellbeing in the workplace, and how to respond appropriately.

VET DRIVER | ACTIVITIES | ATTENDEES | EXPENDITURE TOTAL
--- | --- | --- | ---
Corporate and Systems/ Computer Training | 15 | 77 | $5,489
Equity Issues | 20 | 23 | $1,747
Industry and Technical Update | 134 | 256 | $69,826
Initial Teacher Training | 3 | 2 | $2,843
Legislative/Mandated Requirements and WHS | 77 | 264 | $28,799
Management and Leadership | 22 | 102 | $12,634
Organisation and Business Development | 118 | 781 | $114,353
Teaching, Learning and Assessment | 67 | 214 | $41,023
Organisation Values, Leadership and Change | 730 | 730 | $272,314
TOTALS | 453 | 1713 | $569,028

Information technology
We continued to invest strongly in information technology within the Institute. In 2013 we created a service desk team to provide first class IT support to our staff. This initiative grew out of the repositioning review of our Information Technology Services and was the number one request from our staff. The service desk support has not only proven very popular with staff and has also improved productivity through greater responsiveness to IT support issues.

We have also continued our strong commitment to providing our students and staff with the latest technology including regular upgrade to computer hardware and software, Wi-Fi at every campus and support for students and staff to bring their own devices.
Capital development

YOUNG CAMPUS MAJOR UPGRADE

Young Campus will be upgraded to provide industry standard training facilities to deliver Health and Aged Care, Children’s Services, Electrotechnology, Hairdressing and Beauty Therapy, and Engineering (Metal Fabrication and Welding) to meet critical skills shortages, particularly in the health and community services sectors. At approximately $10M, this will be our largest building project to date and comes as a result of planning over almost ten years.

The new facilities will position Riverina Institute to respond to the current and increasing education and training demands in the Young region and surrounds. It will also enable Riverina Institute to provide quality pathways from school, through vocational education and training to employment and higher education and reduce the travel for local residents (up to 350km per trip) to access training. They will also address long term and critical infrastructure issues and minimise workplace health and safety concerns while improving the environmental impact of the Campus with new sustainable energy and resource infrastructure.

CONNECTED LEARNING COMMON ALBURY CAMPUS

The Connected Learning Common integrates Information and Communication Technology (ICT) with quality teaching and learning practices and a modern library at Albury Campus. The contemporary facilities build on Albury’s reputation as a regional training centre, with the provision of campus based, learner centred delivery, off-campus and online delivery, and blended learning, particularly for higher level vocational education and training qualifications.

The works involved reconfiguring and refurbishing the existing library facilities and extending the learner centred spaces to meet the special needs of students, including flexible delivery and green skills.

Minor works

A number of additional building and maintenance projects were undertaken during 2013. These include:

Wagga Wagga Campus Hair and Beauty refurbishment

Industry standard facilities to expand our capacity to deliver training in hair, beauty and spa treatments.

Albury Campus Aged Care Laboratory

A specialist aged care laboratory and additional learning spaces.

Lake Cargelligo Campus Trade Training Centre

Allows for shared delivery of trades training with the local school.

Primary Industries Centre

A new Commercial Delivery Unit is used extensively for commercial programs run at the Centre.

Environmental sustainability

SUSTAINABILITY ADVANTAGE PROGRAM

We continued participation in the Office of Environment and Heritage Sustainability Advantage Program through participation in a Carbon Management program. We are focused on measuring our carbon footprint and developing a plan to reduce it. This is a key part of our Environmental Sustainability Policy. The following projects are specifically aimed at achieving energy savings for the Institute:

<table>
<thead>
<tr>
<th>PROJECTS</th>
<th>OUTCOMES TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Griffith Campus: Street light and downlighting upgrade</td>
<td>Replacement of 55 street lights with energy efficient LED fittings, and 35 downlights installed in the hallway section of B Block to highly efficient LED fittings</td>
</tr>
<tr>
<td>Wagga Wagga Campus: LED Panel Light Program</td>
<td>Replacement of existing fluoro lights in K Block, with 153 LED lights to improve the energy efficiency of the building and overall campus</td>
</tr>
<tr>
<td>Albury Aged Care Department</td>
<td>Installation of 42 LED flat panel lights that require half the wattage to operate compared to the previous lights</td>
</tr>
<tr>
<td>Wagga Wagga K Block</td>
<td>Installation of 64kW Multi-Gen System to reduce energy costs</td>
</tr>
<tr>
<td>Albury Learning Common Building</td>
<td>Installation of 30kW Multi-Gen System to reduce energy costs</td>
</tr>
</tbody>
</table>
WAGGA WAGGA CAMPUS RESOURCE EFFICIENCY PROJECT

We achieved great energy efficiencies at K Block Wagga Wagga Campus by installing LED lights in the ground floor Canteen as well as in the Library. A Multi-Gen device was installed in K Block to provide heating and cooling for the area and also to generate electrical power using a cheaper gas driven turbine.

Construction of an additional electrical connection to E Block now means that power generated can be used to run stand-by systems across most of the Campus. Benefits include:

- Water storage, as a by-product of the Multi-Gen, water will be stored in 3 tanks up to a capacity of 5000L that will be used to irrigate the adjacent grounds of Block K
- Reduced carbon emissions through the generation of electricity via natural gas (cleaner form of energy production)
- Reduced electricity costs when compared to electricity purchased off the mains grid supply
- Use of the heat generated off the Multi-Gen that is used in the air conditioning system of the library (reduces energy costs)
- Significant power savings are already being recorded since the device became fully operational in the middle of the year (see chart below).
<table>
<thead>
<tr>
<th>Campus</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albury Campus</td>
<td>Poole Street Albury NSW 2640</td>
<td>02 6058 2800</td>
<td>02 6021 5816</td>
</tr>
<tr>
<td>Coomealla Campus</td>
<td>Silver City Highway Dareton NSW 2717</td>
<td>03 5019 8700</td>
<td>03 5027 4812</td>
</tr>
<tr>
<td>Cootamundra Campus</td>
<td>Mackay Street Cootamundra NSW 2590</td>
<td>02 6940 1000</td>
<td>02 6942 3265</td>
</tr>
<tr>
<td>Corowa Campus</td>
<td>Cnr Murray and Reisling Streets Corowa NSW 2646</td>
<td>02 6033 7400</td>
<td>02 6033 2955</td>
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<tr>
<td>Deniliquin Campus</td>
<td>Cnr Macauley and Poictiers Streets Deniliquin NSW 2710</td>
<td>03 5882 2000</td>
<td>03 5881 1975</td>
</tr>
<tr>
<td>Finley Campus</td>
<td>Denison Street Finley NSW 2713</td>
<td>03 5883 9700</td>
<td>03 5883 1938</td>
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<tr>
<td>Griffith Campus</td>
<td>Neville Place Griffith NSW 2680</td>
<td>02 6962 0444</td>
<td>02 6962 0408</td>
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<tr>
<td>Lake Cargelligo Campus</td>
<td>Yelkin Street Lake Cargelligo NSW 2672</td>
<td>02 6898 0100</td>
<td>02 6898 1238</td>
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<tr>
<td>Leeton Campus</td>
<td>Palm Avenue Leeton NSW 2705</td>
<td>02 6953 9600</td>
<td>02 6953 4552</td>
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<tr>
<td>Narrandera Campus</td>
<td>Elwin Street Narrandera NSW 2700</td>
<td>02 6959 5400</td>
<td>02 6959 2850</td>
</tr>
<tr>
<td>National Environment Centre</td>
<td>Ettamogah Road Tharagoo SA 2641</td>
<td>02 6043 6700</td>
<td>02 6043 6721</td>
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<tr>
<td>Primary Industries Centre</td>
<td>Coolamon Road North Wagga NSW 2650</td>
<td>02 6939 5000</td>
<td>02 6921 1416</td>
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<tr>
<td>RI@Hay</td>
<td>Lachlan Street Hay NSW 2711</td>
<td>02 6990 1200</td>
<td>02 6993 1330</td>
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<tr>
<td>Temora Campus</td>
<td>160 – 180 Kitchener Road Temora NSW 2666</td>
<td>02 6977 3700</td>
<td>02 6977 2057</td>
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<tr>
<td>Tumut Campus</td>
<td>Cnr Capper and Howick Streets Tumut NSW 2720</td>
<td>02 6981 4800</td>
<td>02 6947 3177</td>
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<tr>
<td>Wagga Wagga Campus</td>
<td>Cnr Macleay and Coleman Streets Wagga Wagga NSW 2650</td>
<td>02 6938 1300</td>
<td>02 6938 1327</td>
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<tr>
<td>West Wyalong Campus</td>
<td>Wootten Street West Wyalong NSW 2671</td>
<td>02 6979 0800</td>
<td>02 6972 3489</td>
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<tr>
<td>Young Campus</td>
<td>Caple Street Young NSW 2594</td>
<td>02 6382 8500</td>
<td>02 6382 3760</td>
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