OUR BUSINESS

Our role is to provide workforce development and vocational skills.

Our customers are individuals seeking to improve their vocational prospects and enterprises that wish to improve productivity through workforce development.

DISTINCTIVE CAPABILITIES

We have a distinctive capability in providing personalised learning experiences for individuals and customised solutions for enterprises. NSI has a strong business and commercial culture and partners with enterprises to grow their performance. We are a leading provider of integrated degree pathways through vocational and higher education, producing work-ready graduates.

Our Institute has specialised capabilities within the areas of digital media, network engineering, community health, financial planning services, urban horticulture, conservation, culinary arts and hospitality.

We have a leading capability to manage significant state, national and international workforce development projects. We have expertise and success in providing onshore and offshore globally recognised educational outcomes for international students.

NSI has a deep commitment to excellence in the area of environmental sustainability which has been widely recognised through several state and national awards.

OUR FOCUS FOR NOW AND THE FUTURE

We will:

- focus on areas of high opportunity in which we have distinctive and emerging capability
- increase emphasis on customised enterprise solutions to enhance productivity
- grow eEnabled personalised learning
- attract, develop and retain staff with cutting-edge skills and high engagement
- be nimble and responsive through innovative product development and services
- expand the leadership capability across the whole Institute.
<table>
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<tr>
<th>KEY FOCUS AREAS</th>
<th>CRITICAL SUCCESS FACTORS</th>
<th>KEY SUCCESS MEASURES</th>
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<tbody>
<tr>
<td>Individual and enterprise customers</td>
<td>• Flexible pathways to produce work ready graduates&lt;br&gt;• Relevant and effective eEnabled learning services&lt;br&gt;• Higher education provision&lt;br&gt;• Support for varied learning requirements&lt;br&gt;• High impact customised enterprise solutions&lt;br&gt;• Strong customer relationship management</td>
<td>• Completion rates&lt;br&gt;• Customer satisfaction&lt;br&gt;• Enterprise satisfaction&lt;br&gt;• Government targets&lt;br&gt;• Level of RPL&lt;br&gt;• Degree pathways&lt;br&gt;• eLearning completions&lt;br&gt;• Collaborative partnerships&lt;br&gt;• Sales conversion rate</td>
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<td>Our people</td>
<td>• Engaged, competent and committed to customer service&lt;br&gt;• Ability to negotiate, develop and deliver workplace training and assessment&lt;br&gt;• Effective leadership and talent management&lt;br&gt;• Effective communication</td>
<td>• Customer satisfaction with staff service&lt;br&gt;• Staff engagement in whole of business&lt;br&gt;• Staff capability&lt;br&gt;• Job satisfaction&lt;br&gt;• Leadership effectiveness</td>
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<td>Organisational sustainability</td>
<td>• Business performance through innovation&lt;br&gt;• Investment in distinctive capabilities&lt;br&gt;• Organisational knowledge application</td>
<td>• Focussed innovation portfolio&lt;br&gt;• Level of innovation leading to improved business performance&lt;br&gt;• Level of investment in distinctive capabilities&lt;br&gt;• Robust corporate governance framework&lt;br&gt;• Process for knowledge capture and dissemination</td>
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<td>Operational performance</td>
<td>• Optimal human and physical resource utilisation&lt;br&gt;• Process improvement&lt;br&gt;• Competitive net cost of service&lt;br&gt;• Growth in net revenue&lt;br&gt;• Effective ICT systems&lt;br&gt;• Effective information and management systems&lt;br&gt;• Adherence to our environmental management system</td>
<td>• Unit cost&lt;br&gt;• Net revenue&lt;br&gt;• Customer satisfaction with delivery and systems&lt;br&gt;• ICT systems reliability&lt;br&gt;• Information and management systems usability&lt;br&gt;• Continued environmental management certification</td>
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Strategies and success measures will be developed by teams in their annual business action plans.
TAFE NSW – Northern Sydney Institute

PROFILE

TAFE NSW – Northern Sydney Institute (NSI) is one of Australia’s largest vocational training providers. With seven colleges located across northern metropolitan Sydney, NSI has a reputation for excellence both nationally and overseas and plays a vital role in the ongoing development of vocational education and training in the Asia Pacific region.

At the forefront of the Australian educational environment, NSI delivers over 600 courses to 52,000 local and international students every year, providing career pathways for job seekers, school leavers and career builders.

NSI delivers courses in the areas of business, commerce, ICT, media, arts, electrotechnology, tourism, hospitality, environment, horticulture, access, general education, international business, engineering, transport, construction, community services and health.

In addition, NSI offers a range of apprenticeships and traineeships and learning options for students still at school. Year 10, 11 and 12 students are able to enrol in a TAFE delivered vocational education and training (TVET) course and gain qualifications as part of their HSC.

NSI recognises the growing diversity of today’s complex marketplace and is continually developing new partnerships with business enterprises, helping employers to train their workforce and enhance their competitive advantage and performance.

Industry partnerships include those with Apple, Cisco Systems Inc, Red Hat, Le Cordon Bleu, Wine and Spirit Education Trust (WSET®) and the NSW Department of Environment, Climate Change and Water (DECCW).

NSI also has a range of mutually beneficial relationships with schools, other registered training organisations and universities. Various courses offered by NSI are part of agreed articulation pathways with Australian universities including the Australian Catholic University, Macquarie University and Charles Sturt University.