

# Leadership, innovation & progress

Find out why we're one of Australia's  
leading providers of vocational training  
and tertiary education.



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# FACTS & FIGURES



EXPERIENCED:

**100+**

commercial organisations have benefited from our customised training solutions



FLEXIBLE STUDY:

**26%**

of our students balance work with study



OUTSTANDING:

**PROUD**

to be home to the prestigious Le Cordon Bleu Sydney Culinary Arts Institute, the largest Le Cordon Bleu School in the world.



EMPLOYABILITY:

**73%**

of students gain employment after studying with us



OUR TEAM:

**1,000+**

strong team of staff ready to help you achieve



INNOVATIVE:

**TEDx**

we are the only tertiary vocational institute in the Southern Hemisphere with a TEDx granted licence.



ENROLMENTS:

**49,000 +**

enrolled to study with us



STUDENT EXPERIENCE:

**90%**

of students were happy with their experience



SUSTAINABILITY:

**AWARDED**

Awarded the Gold Sustainability Advantage accreditation for sustainable practices



PARTNERING FOR EXCELLENCE:

**OPPORTUNITY**

abounds with Commercial relationships to expose students to key industry qualifications and accreditations.



INTERNATIONAL:

**6**

educational partners in China with **1300 students** offshore and **500 International students** in Australia



FOUNDATION EDUCATION:

**44%**

of Australia's working age population has literacy levels below the level needed to meet the demands of work and life in modern economies.

Australian Bureau of Statistics (2006) Adult Literacy and Life Skills Survey: Summary Results.



DO YOU WANT YOUR BUSINESS TO  
**GROW, LEAD, SUCCEED?**

YOU NEED TO **UNLOCK THE POTENTIAL**  
OF YOUR PEOPLE.

**THE NORTHERN SYDNEY INSTITUTE,**  
WHICH IS PART OF TAFE NSW, CAN HELP.

## **We inspire learning. We unlock potential.**

The Northern Sydney Institute, part of TAFE NSW, is one of Australia's leading providers of vocational training and tertiary education.

You can have a team of more than 1,000 people, who wake up each morning with a thirst to educate, train and inspire, working for you. We help businesses achieve success and our students unlock their potential. We provide memorable and life-affecting learning experiences

You have access to several campuses at Crows Nest, Hornsby, Meadowbank, Northern Beaches, Ryde, and St Leonards (our Learning and Innovation Campus).

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# INTRODUCTION

## Unlocking your business potential

Are you unsure what skills are needed to transform your business from good to great?

The Northern Sydney Institute will partner with you to grow performance, productivity and support a comprehensive range of strategies to ensure your business thrives in a competitive market environment.

And we know it's not a quick fix. We'll be here to guide, inform and deliver programs in partnership with you for now and in the future. Being part of the TAFE NSW network, we've been around for more than 100 years and when you need us we'll be here for you.

## So you want to be the best? You'll need to develop the best

Developing high performing employees remains at the heart of every high performing company.

They invest in their people's skills, knowledge and attributes. They equip and mentor. They develop and inspire their 'high potential' employees.

## How we help

We specialise in customised training, delivered by specialists in their fields, to suit the needs of your industry, organisation or even yourself. Through our consultative approach, we deliver flexible training programs whenever and wherever you want.

## And keep helping...

Things change. So we'll help you manage that change by preparing for new processes, technologies and trends. We share our expertise across diverse industries and workplaces and tailor it especially for you.

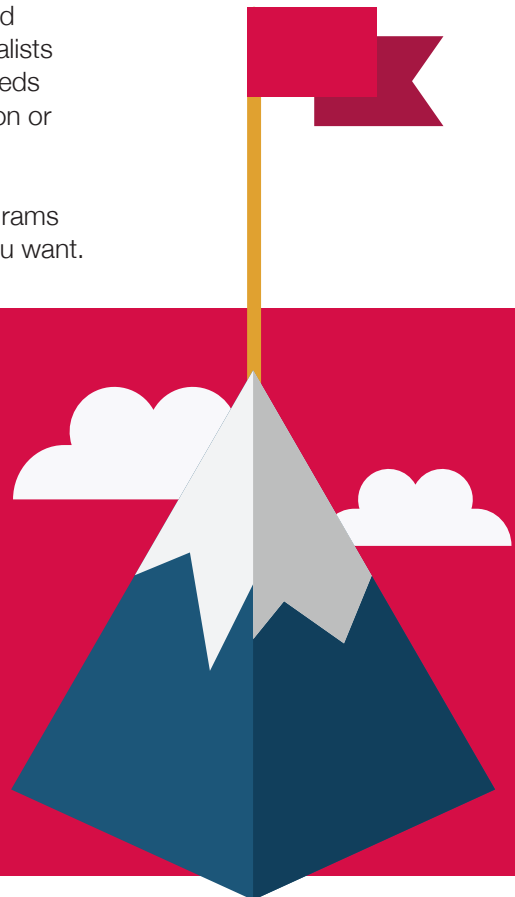
**But don't just take our word for it, read on for some great examples of transformation in action.**

## What makes a High Performance Organisation?

**They crowd the top 25 per cent of the high performing company lists. They achieve better results than their competitors, and keep doing it over a sustained period of time.<sup>1</sup>**

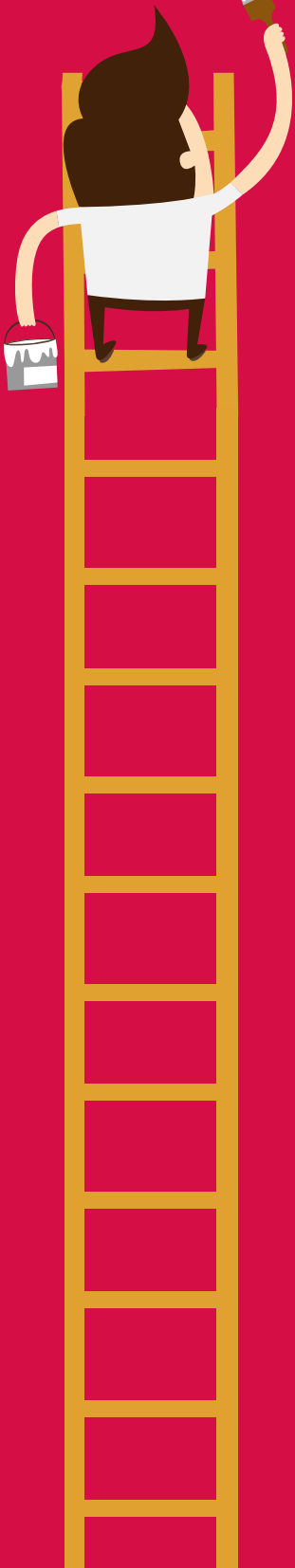
You'll recognise them by their streamlined and innovative practices that deliver quality products and services, outstanding customer value and sound financial performance.<sup>2</sup>

They prioritise their people. They create opportunities for their employees to perform to their full potential – working toward the same goals and vision as the company.<sup>3</sup>



<sup>1</sup> InsyncSurveys 2012   <sup>2</sup> Pickering 2008   <sup>3</sup> Gephart & Van Buren, 1996; Van Buren & Werner, 1996

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# WHO WE ARE

## Our team

We are an experienced team of education, business and performance experts who are passionate about creating an amazing learning experience for your people, and driving tangible business returns for your organisation.

Whether your organisation is large or small, our Business Capability Specialists will work with you to develop a program to address your organisation's specific training needs.

We partner with customers and clients across a diverse landscape of industries, enterprise and business sectors locally, across NSW, nationally and globally as well.

**Contact one of our experienced Business Capability Specialists today:**

Telephone: **131 674**

Email: **NSI.BusinessServices@[tafensw.edu.au](mailto:nsi.businessservices@tafensw.edu.au)**

## How does the Northern Sydney Institute fit into the TAFE NSW Network?

The NSW Technical and Further Education Commission (TAFE NSW) is a network of 10 metropolitan and regional Institutes, each of which is an independent registered training organisation accredited to deliver nationally recognised education and training. TAFE NSW is the largest provider of Vocational Education and Training in Australia, delivering training to over 500,000 participants annually. Its Scope of Registration offers over 1,200 courses.

TAFE NSW constantly strives to meet the needs of a diverse and geographically dispersed customer base, locally, nationally and globally. The capability and capacity of each Institute is unique and directly aligned to the communities, industries and enterprise requirements of the region within which they are situated.



# WHAT WE DO



## The Northern Sydney Institute can help you unlock the potential of your business

From short programs to customised training, consulting services to business partnerships – if you have an objective to develop your workforce, we can help you achieve it.

Our qualified, experienced team of **Business Capability Specialists** will consult with you to ensure our workforce capability solutions are directly aligned to your identified development needs.

## We can customise a training solution for you:

### DEFINE

We'll help identify your immediate and long-term workforce needs and provide advice on government training funds and incentive payments.

### DESIGN

We'll tailor customised training solutions to meet your unique business needs.

### DELIVER

We'll deliver programs flexibly, often onsite, aligned to the specific skills and competency requirements of your business.

### DRIVE RESULTS

We'll provide measurement and feedback to determine your workforce capability outcomes.

# WE'RE HERE TO HELP AT EVERY STAGE

**Our mission is to support your business to develop and grow its performance, productivity and capacity for innovation by partnering with you over time.**

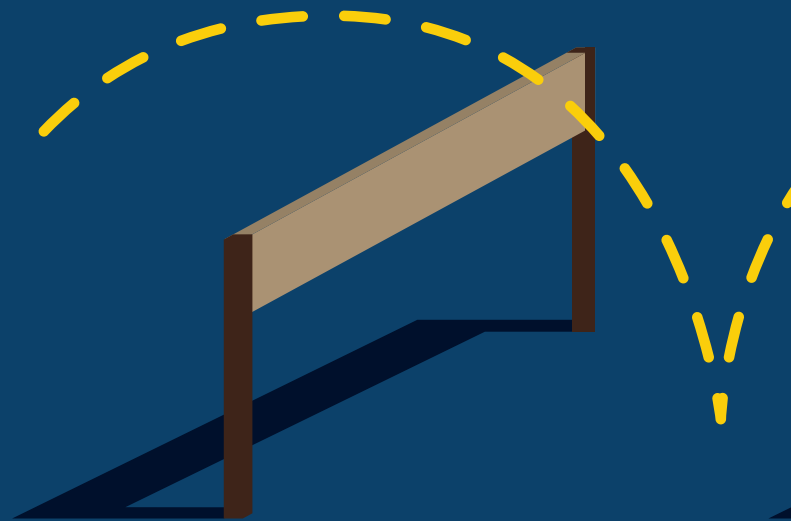
We help to develop 'adaptive capacity' in your workforce – preparing your workforce across all stages of transitions of their working life. From your intake of new recruits, developing new skills in those upgrading their careers, retraining existing employees, and retaining high potential employees.

**Your people's development needs usually fit into one of the following:**

## **RECRUIT:**

### **Preparing new recruits to enter the workforce**

- Our pre-vocational training programs can provide the core work and employability skills for your new recruits. We run programs such as pre-apprenticeship, trade readiness and pre-recruitment (skills for education and employment) programs
- We can help design employment programs for your on-boarding process and then retention strategies such as new entrant traineeships, apprenticeships and induction bundles for new workers.
- We offer the Tertiary Preparation Certificate (TPC), which is designed to help employees develop the skills necessary to gain entry to, and succeed in, tertiary study whether it is at University, TAFE or another tertiary institution.



## **UPGRADE:**

### **Helping your employees transition through their Career**

- We design training solutions for employees looking to upgrade their skills for a promotion or career change.
- We also provide operational programs to meet compliance objectives or career aspirational objectives including licensing; Work, Health & Safety, Information Technology Certificate Upgrades, all industry certificate programs from Certificate III level – Diploma levels)





### **RETRAIN:** **Developing skills, innovation, capability and recognition**

- We can deliver professional and technical programs to support enterprise change management, introduction of new technologies and continuous professional development programs.
- Our Critical Skills programs will support enterprise workforce capability development to enable sustainable business growth in rapidly changing markets and operational environments.

### **RETAIN:** **Engaging your leaders and your future leaders**

- Our Development programs offer coaching, mentoring and structured programs that are designed around a prescriber leadership capability framework (Diploma to Post-graduate level)
- We offer Post-Graduate course options through the Australian Graduate Management Consortium (AGMC), in partnership with Charles Sturt University. The AGMC aims to offer a university qualification with a practical approach, designed and developed to meet the needs of busy managers.

# DEFINE

## **DEFINE – Let us identify what you need through:**

- analysis and assessment of your employee training needs
- business workforce capability diagnostics
- guidance on apprenticeships and traineeships
- government training funds advice and assistance
- Vocational Education and Training Sector information and advice



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## What skills do we need to achieve our business objectives?

**Not sure? We can help. Our qualified and experienced Business Capability Specialists will partner with you to define the skills and competencies to help you go from good to great.**

We can facilitate competency needs and skills gap analysis across a section, department, team or your entire workforce.

## Access to government funding

**We can help you access cost effective training and development options from state and commonwealth funding initiatives and programs.**

We'll keep you informed of the latest financial and non-financial incentives and Government initiatives. We assist with complex applications and qualification processes. And we offer ongoing support, guidance and practical assistance with implementing, reporting and acquitting contestable funded programs and strategies.

## Case Study: Department of Education & Communities

### Qualified learning

"We wanted recognised accreditation for our people, not just standardised leadership training," said Michelle Morris, Professional Learning Coordinator for Department of Education & Communities (DEC).

That's why the Department of Education & Communities approached the Northern Sydney Institute to create a customised training solution for the School Administrative Support Staff (SASS) in Northern Sydney public schools.

"The Northern Sydney Institute's one-team approach has offered our team first class customer service and a recognised leadership program that provides our NSW administration managers the knowledge, skills and confidence that they can apply to their current role and their future career. We're really happy with the result, and are already planning new customised training programs to benefit our members."

### Defining the unique training needs

The Northern Sydney Institute's Business Capability team met with Michelle to identify the training needs in terms of skills and competencies, but also the aspects unique to the context of school administration officers and managers in Northern Sydney public schools.

Michelle needed training so school administration officers and managers could effectively provide leadership and guidance to others and take responsibility for the effective functioning and performance of their team and its work within their public schools.

"It was fantastic the way the program was tailored exclusively for us," said Michelle. "The location, the days and the option of partial or full course... we made all the choices. And we have the option to continually adjust the course content and assessments to stay relevant for our organisation."

The challenge was to provide training that engaged staff with different qualifications and technical skills and included flexible options to cater for the diverse geographical locations and demanding work commitments.

### Exceptional Managers in the making

The Growing Exceptional Managers program was specifically customised for DEC based on a Certificate IV accreditation in Frontline Management. All units of competency were designed to integrate the learning with workplace behaviour.

The program could be completed in its entirety or as individual units of competency that would benefit individuals or their school.

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Email: **NSI.BusinessServices@tafensw.edu.au**

# DESIGN



## What are the right training solutions for my business?

One size doesn't fit all. We know you don't just want an off-the-shelf solution – you want timely, relevant, cost-effective and performance enhancing programs that actually meet the needs of your business.

We can help. We'll custom build programs aligned and relevant to your specific workplace requirements and the environments within which your workforce operates.

## DESIGN Let us tailor a customised training solution:

- competency based training programs to suit your specific needs
- competency based training materials and resources
- consultancy services including auspice solutions – partnering with your educational team in an RTO setting
- flexible learning options including classroom, on-line and workplace facilitation
- workforce capability development programs and consultation

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## Growing Workforce Capability

### What does workforce capability development mean?

The sustainability and success of any enterprise is due largely to the capability of its workforce. The skills required by employees rarely remain static. Workers' skills need to be continually updated and developed to meet evolving demands.

### Leadership and management for productivity and innovation:

Your leadership's ability to develop and tap into the skills of your workforce is a strong influence on organisational and workplace innovation. Workplaces with effective leaders are generally more efficient and more innovative, and are rewarded with greater financial returns. *Are you investing in your leadership potential?*

### Maximising your workforce capability investment:

While skills development is important for productivity and innovation, the investment in skills is only realised when employee skills and capabilities are directed towards benefits for the workplace and the individual. Are the skills effectively used in the role? Are they developed on and off the job? Are they shared across the organisation along with new techniques? *Are you maximising the capability of your people? This is where we can help make the transition from training to maximising your investment.*

## Case Study: Only About Children

**Only About Children (Oac) is a premium childcare provider and places a high priority on quality education experiences for its employees through the Oac Academy Program. Their objective is to deliver exceptional care for the children and to inspire and encourage their employees to remain with the organisation.**

Chief Operating Officer Kathryn Hutchins says Oac's emphasis is on the development of practical skills, strong communication and the customisation of the education to match the Oac Curriculum philosophy.

The traineeship partnership with the Northern Sydney Institute (NSI) commenced in 2009 and continues in 2014, with the introduction of the Oac Academy in 2013.

### Formal qualifications

"We wanted to provide formal qualifications for our employees in the Certificate III and Diploma in Early Childhood Education and Care," Kathryn said.

"Our focus was to collaborate with NSI in providing a learning environment that developed both the qualifications and core behavioural skills to be successful in an early childhood education role. Using both Oac training and TAFE provided facilities, it allowed our trainees to have a more targeted learning outcome."

The Oac Academy Program in partnership with The Northern Sydney Institute provides trainees with a blend of face-to-face training, workshops, workplace visits and mentoring and online learning throughout the duration of their education.

"It is great for classes to have a cohort that they can share the learning experience with, build relationships and provide a development experience that will benefit outside the class," she said.

### Our vision is to be world leaders in early childhood education

Oac's vision is to be a world leader in premium and innovative education and care. The organisation has 31 campuses across Sydney, Canberra and Melbourne and has built up a decade of experience in the early childhood education and care sector.

The organisation's holistic approach focuses on the education, health and wellbeing of the child. Oac has been growing strongly. The comprehensive traineeship programs combine formal education with ongoing mentoring and support.

### The Northern Sydney Institute partnership means vision is becoming a reality

"Providing formal qualifications for our employees allows us to demonstrate that we are a world-leader in premium, innovative education and care," Kathryn said. "By working in partnership with the North Sydney Institute we are one step closer to that vision."

# DELIVER



## **We can deliver anywhere you need us to**

### **Delivery at your workplace:**

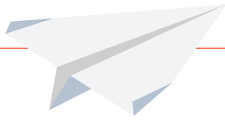
- tailored – full qualification accredited workshops
- part qualifications and skill set workshops
- non accredited workshops, including soft skills courses to maximize your in-house training requirements
- on-site training analysis and consultation.

### **You can also choose off-site delivered:**

- online courses
- blended at campus and online
- correspondence
- weekenders or workshops
- practical demonstration based or online theory.

### **We can also deliver tailored:**

- technical and professional development workshops
- coaching and mentoring workshops
- professional recognition programs
- critical skills initiatives
- one-on-one coaching and professional conversations
- conversations for performance.



## Our first-class learning pathways are recognised and accredited

So you can be assured that we will deliver courses for your business that are world class.

### Workforce development Commercial options – Leadership

- Post Graduate Certificate and Diploma – Charles Sturt University – 2 years Master's program (Australian Graduate Management Consortium at CSU)
- Post Graduate Certificate Project Management – CSU 2014 launch
- Organisations can select minimum of 11 employees and these programs can be delivered at the workplace by our Teachers representing Charles Sturt University.

### Articulation, credit transfer and recognition of prior learning

In addition to specific Northern Sydney Institute arrangements many TAFE NSW courses offer a credit transfer pathway to a university or a higher education qualification through arrangements with university and other higher education providers.

### Partnerships and university degrees

The Northern Sydney Institute has specific agreements with major universities across Australia to help our students gain a university qualification. Students can enrol in TAFE and university at the same time, study university subjects at TAFE to complete a degree or gain credit for TAFE studies towards a degree.

### TAFE degrees

TAFE NSW is an accredited higher education provider and offers higher education programs, including undergraduate bachelor degrees and associate degrees. Degree programs at the Northern Sydney Institute prepare graduates for professional practice, giving both the foundation knowledge and advanced technical skills to excel in today's work environment.

### Higher Education Programs and Pathways

The Northern Sydney Institute's higher education programs and pathways offer students and graduates the opportunity to gain a university qualification.

- Practical, career-oriented learning to prepare for professional practice and enhance employability as a higher education graduate
- Smaller class sizes than traditional university courses, and more personal attention
- Learning environments that simulate real-world industry practice
- Articulation pathways and generous credit transfer arrangements between the Northern Sydney Institute and major universities.

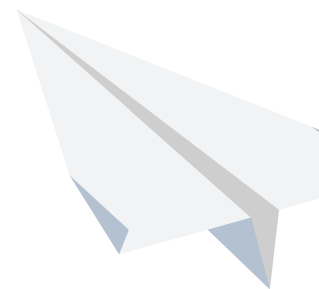
## How can I access quality training and development for my people?

Did you know we have over 600 courses available from registered nurse to Information Technology to project management? We combine the strength of our nationally accredited TAFE NSW courses and programs, with the flexibility of customised training.

We provide education and training programs that are closely linked to industry and cater for different learning preferences – from face-to-face to fully online.

## DELIVER Let us provide access to quality learning programs:

- quality training programs that are nationally and internationally recognised
- courses for apprentices and trainees
- assessment services as part of course delivery or as assessment only pathways
- bundled induction packages tailored to the needs of your business or workplace
- Continuing Professional Development
- industry compliance, regulation and licencing training
- pre-recruitment, pre-employment and entry level on-boarding programs
- targeted workplace foundation skills, digital literacy, employment readiness programs, and workplace language and communications.



# DRIVE RESULTS



## A Model for Lifelong Learning

To help people thrive in the working world, we use a framework for thinking outside the curricula, courses and classrooms mindset. The basis for the 70:20:10 learning model is recognition that there are three key forms of learning — Formal education – 10%, Relationships – 20%, Experiences – 70% (ratios can vary).

**70%**

**Experience**

**20%**

**Relationships**

**10%**

**Formal Education**

## The three E's

### Experience

#### Experiential Learning

Learn and develop through experience

On-the-job experience; practical application of new skills; problem solving; special assignments; review projects; exposure to other sections or departments; stretch projects

### Exposure

#### Social Learning

Learn and develop through exposure to others

Mentoring; reverse mentoring; feedback; internal and external networks; professional associations; professional conversations

### Education

#### Formal Learning

Learn and develop through courses, qualifications

Structured workshops or project based programs; e-learning modules; workbooks; action plans; directed reading



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## How do I guarantee a return on investment?

We understand the importance of maximising the value on your learning and development investment. We can provide your business with ongoing consultation to help measure workforce capability outcomes.

We use a 'return on investment measurement tool' that reviews current performance objectives and measures the output of the programs.

## Drive Results – Let us help you get the results you need:

- align training to meet the current and emerging needs of your business
- coach your employees to ensure learning is applied
- set targets to measure improvement in employee duties
- track performance and make comparisons to previous data

## Case Study: Project Management

**When Taronga Zoo identified a need to develop the project management skills and knowledge of frontline staff they approached the Northern Sydney Institute to investigate existing worker training options.**

Camilla Stewart, Human Resources Advisor said: "By combining learning with workplace integration we've had a more successful outcome than just standard training alone."

### Objectives

The Taronga Zoo Workforce Capability team clearly defined their workforce capability development objectives:

- To develop the skills and knowledge required to work either as a project team member or as a project officer in their front line staff,
- Contribute to the design, implementation, management and successful closure of workplace projects, including animal transport, captive animal care and habitat maintenance projects.

### Method

The Zoo team consulted closely with our Business Capability Specialists, Project Management teachers and program developers to design a blended workplace project based learning and development program custom built to the very specific workplace contexts and project environments in which the participants were employed.

An interactive online learning platform was implemented to support regular project management workshops, facilitated at the Zoo, and real time projects to which training was aligned and assessed.

### Integrating learning and work

Taronga's frontline employee participants used their workplace projects to apply, in a practical real time context, a variety of project management tools, techniques and methodologies.

Processes for effectively utilising and continuously improving existing Taronga Zoo project methodology were integrated into the program

to ensure relevance and enable participants to learn and apply holistically all requirements of their chosen project.

Participants learnt to apply time management techniques; quality management techniques; communications management techniques as well as risk and cost management techniques and contract and procurement procedures.

### Successful outcomes

The Northern Sydney Institute partnered with Taronga Zoo to tailor a program where business benefits were immediately applied to workplace projects. It meant they could justify their training budget with measurable workplace capability outcomes.

"Nine staff members successfully completed the program," Camilla said.

Project managers, managers and frontline zoo keepers were awarded a Certificate IV in Project Management, co-branded as a Taronga Zoo initiative following the successful completion of the program.

### Legacy for the future

The e-learning resources developed for and with Taronga Zoo provide a sustainable workplace learning resource.

# APPRENTICESHIPS & TRAINEESHIPS

## How it works

Our traineeship consultants and facilitation teams will work with your team managers and supervisors to ensure the traineeship program is aligned to the skills requirements of your workplace and enable each individual to improve their skills and achieve success in their respective roles.

We offer a range of flexible training options including workplace based, online, assessment only pathways, classroom, workshop and blended modes combining each of these options.

TAFE NSW Employer e-Services portal allows you to track your apprentice or trainee's progress.

## SUPPORTING YOUR RECRUITMENT NEEDS.

### PRE-RECRUITMENT

- Information Session
- Pre-recruitment training at TAFE NSI
- Work readiness coaching

### INTERVIEW AND OFFER

- Workplace induction and orientation
- Job placement / work experience
- Workplace mentoring support

### EMPLOYMENT

- Certificate III New Entrant training at the Institute (flexible workbased delivery)
- Employment induction

### CareersConnect

Employers are invited to use CareersConnect to advertise all types of positions, such as graduate, full-time, part-time, casual, apprenticeships and traineeships, as well as work experience positions.

### With CareersConnect employers can:

- advertise job vacancies
- target employment opportunities to select student groups e.g. by industry and employment type
- promote employment related events

- add a direct link to your company website
- promote and profile your company
- access online services and support information.

Employers can register and login to CareersConnect by visiting [www.careersconnect.nsi.tafensw.edu.au/employers](http://www.careersconnect.nsi.tafensw.edu.au/employers)

## Traineeships and Apprenticeships

If you're thinking about employing entry-level employees in your business, why not consider a trainee or apprenticeship employment arrangement? Apprenticeships and traineeships offer a convenient, cost effective vehicle for training and developing new and existing employees in a structured workplace learning environment.

A growing number of organisations are using the traineeship employment model as an effective recruitment and induction strategy to drive productivity, improve retention and gain access to government funding to support the cost of training in your workplace.

Apprenticeships and traineeships in NSW are administered under the Apprenticeship and Traineeship Act 2001. To find out more about the ways traineeships and apprenticeships can be implemented in your business call and arrange a conversation with one of our Traineeship Consultants.

If you already employ trainees, you may not have realised the Northern Sydney Institute offers a variety of flexible traineeship options across over 400 vocational and industry qualifications.

## Trainee and Apprenticeships Program (ATTP) Consultants

Our ATTP consultants are vocational education and training experts with an in-depth understanding of the NSW training market and the practical requirements, questions and expectations of many businesses, individuals and enterprise considering a trainee or apprenticeship employment arrangement.

Talk to one of our friendly, responsive ATTP consultants today about the processes a business should take when on-boarding a trainee, introduce an Apprenticeship Centre and manage the internal processes to ensure your employees begin their career journey.

## Traineeship and apprenticeship help is on the way!

We have a team that is training experts with an in-depth understanding of the NSW training market and the practical requirements, questions and expectations of many businesses, individuals and enterprises considering a trainee or apprenticeship employment arrangement.

Talk to one of our friendly, responsive Business Capability Specialists today about the processes a business should take when on-boarding a trainee, introduce an Apprenticeship Centre and manage the internal processes to ensure your employees begin their career journey.

**Contact one of our experienced Business Capability Specialists today:**

Telephone: **131 674**

Email: **[nsi.newapprenticeships@tafensw.edu.au](mailto:nsi.newapprenticeships@tafensw.edu.au)**



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# OUR FACULTIES

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**Five faculties consisting of experienced, first-class teaching staff, who will equip, develop and coach your employees covering twenty-two industry categories.**

We offer nationally recognised courses from certificate to bachelor degree and everything in between. From full-time to part-time, online or face-to-face, we offer flexible programs to suit the needs of your business. If you're looking for a pathway to university for your employees, we have agreements with some of the best.

## **Information Technology, Media and Business**

- Accounting and finance
- Arts and design
- Business administration
- Electrotechnology
- Engineering
- Information technology
- Management and human resources
- Marketing and property services
- Media and entertainment

"Doing my Certificate IV in Small Business Management was one of the best decisions I could have made for both my personal development and the growth of Ultimate Business Solutions. I have been running my business for 15 years and for the first time I have a workable business plan that I can actually use!"

**Lucy Milekovic, Ultimate Business Solutions Pty Ltd**

## **Construction and Engineering**

- Automotive
- Building
- Maritime
- Engineering
- Competitive manufacturing
- Boat and ship
- Building and construction
- Electrotechnology

"The Northern Sydney Institute delivered professional and flexible training solutions on our organisation's behalf to the Royal Australian Navy; developing essential skills for maintenance on board ships and in maintenance workshops."

**Rick Cumming, Scientific Management Associates (Operations) Pty. Ltd.**

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## Tourism, Hospitality and Horticulture

- Environment and conservation
- Horticulture
- Hospitality
- Tourism and event management
- Sustainability
- Commercial cookery

“As the largest Group Employer of Apprentice Chefs in NSW, Hospitality Employment Solutions (HTN) highly recommends the Northern Sydney Institute, Part of TAFE NSW, as a training provider of choice. HTN has enjoyed a successful working relationship with the Northern Sydney Institute, over a number of years that has been based on collaboration, responsiveness to student and host employer needs in conjunction with their exemplary commitment to innovation.”

**Michael Bennett, Hospitality Employment Solutions**

## Health and Community Services

- Children’s services
- Hair and beauty
- Health and community services
- Sport, fitness and outdoor recreation
- Nursing

“Marrickville Council works closely with the staff of the Northern Institute and receives a service above and beyond expectations – it is exactly the kind of service you wish for but can never expect. The Business Capability Specialists dedicate themselves to your organisation’s development. The Institute tailors management qualifications to the Council environment and students produce work of a standard and relevance that is immediately transferable to Council. I can honestly say that in my 20+ years in learning and development I have never experienced a more responsive and flexible, quality service provider.”

**Helen Ferry, Marrickville Council**

## Foundation Education

- Foundation Skills
- Language and workplace communication
- Digital literacy and numeracy
- Mental health for professionals
- Adult Migrant English
- Skills for Education and Employment
- Tertiary Preparation and Work Readiness

“The Northern Sydney Institute strengthened its partnership with The Salvation Army Employment Plus in 2013 to develop customised Job Seeker Programs.

Using the Certificate II in Skills for Work and Training as the program framework we have developed Skill Sets Programs. These programs develop skills across areas including digital literacy, communication and teamwork. Workplace environments such as commercial kitchens are often used so students can practice their new skills under real workplace conditions.

These programs were specifically designed to meet identified needs in the employment market. We are extremely happy with the results.”

**Gayaneh Giragol, The Salvation Army Employment Plus**

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# CAMPUS VENUE HIRE

**We offer a range of venues, services and facilities to external organisations for workshops, conferences, meetings, forums and other activities. With several campuses across the Northern Sydney region, we can offer you flexible training spaces in centrally located areas.**

We have classrooms, conference spaces, auditoriums, gallery spaces and various flexible spaces that are connected with audio-visual equipment and interactive capability. You can take advantage of our onsite catering or bring in your own, and host functions until 9.00pm. Secure on-site parking is available at all locations.

Talk to your Business Capability Specialist about rooms, prices and offers. You can book up to twelve months in advance for your venue needs.

## Dining

- Our dining venues offer variety, quality and the highest standards of cuisine and silver service in a modern fine dining atmosphere.
- We have a number of delightful cafes and award winning restaurants all open to the public and available for hire – The Ambassador Restaurant, Terrace Restaurant, Cafe on 6, Le Cordon Bleu, Fusion and The Pittwater.

## Conferencing

- Not only can we offer quality venues but also access to our quality hospitality teams. Our hospitality students are available for hire in your business or workplace.
- Have your own venue but still service staff? Talk to us about opportunities to book our hospitality and events students as service teams for your next event.

## Accommodation

- Just across the road from the St Leonards Campus the Urban Hotel is chic and intimate with a focus on modern comfort, it is a 4.5 star hotel. A 20% discount when booking at the Urban Hotel St Leonards is offered to all the Northern Sydney Institute customers.





## Cameraygal

- Situated at our St Leonards Campus, the Cameraygal building boasts a modern, spacious auditorium with seating for 100 as well as a range of conference and training rooms, computer labs, and learning centres with well-equipped facilities, comfortable, attractive break out areas and on-site catering.
- You might also be surprised to discover that our St Leonards Campus has the largest broadcast quality Film and TV training studio in TAFE NSW, featuring the latest in digital film and sound technologies. Our Film and TV studios are for available for hire and have been used by all the major television channels and many independent productions.

**To enquire or make a booking please contact 131 674.**

We have special rates for our existing partners. If you would like to participate in an industry networking event, get in touch today.



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# CAMPUS FACILITIES

## Our campus facilities

### St Leonards Campus

As an enterprise incubator, the Learning and Innovation Campus's Cameraygal building incorporates five floors of the latest technology, learning and study practices to provide students with dedicated Centres of Excellence in:

- Health (including aged care and nursing)
- Digital Media
- Information Technology

St Leonards Campus is also home to a number of NSI's Higher Education Products, including Graphic Design and Graduate Certificates in Marketing, Human Resources and Project Management through the Charles Sturt University's Australian Graduate Management Consortium.

### Ryde Campus

Ryde Campus is an internationally renowned specialist training centre for hospitality, tourism, horticulture and environmental management. It is the largest hospitality training centre in the Asia-Pacific region and one of the largest horticulture training centres in the world. Ryde Campus is also home to Le Cordon Bleu and the Ambassador Restaurant

### Hornsby Campus

The EcoSkills training structure is a unique full scale student construction project, designed to demonstrate and integrate environmental sustainability principles into training for students from all faculties, from architectural technology to land management and electrotechnology. Hornsby Campus also boasts a large Art Gallery.

### Meadowbank Campus

Meadowbank Campus is home to the Cisco Networking Academy and a select Cisco Academy Training Centre for the Asia Pacific region. The Academy offers industry certifications including CCNA, CCNP and security and nationally recognised networking qualifications from certificate, diploma and advanced diploma up to a degree in network security. Meadowbank Campus is also home to the See Street Art Gallery.

### Northern Beaches Campus

Our life-sized marine simulator at Northern Beaches Campus provides students with experience in navigation, steering, mooring, radar operations, charting, controlling vessels in poor weather conditions, rescuing a person overboard and braving an eight-metre swell. It's the closest thing to actually being at sea.

The Pittwater Training Restaurant is a multi-award-winning training restaurant offering the highest standards of cuisine and silver service in a modern fine dining atmosphere. The restaurant gives students from food and beverage, hospitality management and commercial cookery the opportunity to cook contemporary dishes, serve fine wines and manage real-life dining situations in a professional restaurant. Open to the public.

### Crows Nest Campus

Crows Nest Campus boasts a specialist training centre focusing on Asian culinary skills, preparing chefs for diverse styles of Australian fusion cuisine. Students prepare meals for the campus' Fusion Restaurant offering menus that range from a 10-course Asian degustation menu to Italian buffet lunch, with a uniquely Australian style.

The campus is home to a comprehensive and well-resourced child studies learning facility that offers an on-campus play session facility to children and parents that creates a simulated workplace experience for students.

**Most campuses offer Counselling and Career Development Services and Libraries.**



**St Leonards**



**Ryde**



**Hornsby**



**Meadowbank**



**Northern Beaches**



**Crows Nest**



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# A CULTURE OF EXCELLENCE



**As a national and international training organisation, the Northern Sydney Institute holds certification that ensures the quality of our products and services.**

**Registered Training Organisation (RTO) (Code 90011)**

The Northern Sydney Institute is registered by the Australian Skills Quality Authority (ASQA) to provide training and assessment services and issue nationally recognised qualifications in accordance with the VET Quality Framework.



**ISO 9001: 2008 Quality Management System**

The Northern Sydney Institute has internationally recognised quality management certification for the design, development and provision of our products and services. We are committed to customer satisfaction through the continuous improvement of all we do.



**AS/NZS ISO 14001: 2004 – Environmental Management Certification (8900)**

The Northern Sydney Institute holds international certification against the ISO 14001: 2004 standard for environmental management systems. This certification guarantees that NSI has met rigorous international requirements to develop and operate a proven management system aimed at controlling environmental impacts and minimising environmental risk.

We bring environmental considerations to our training delivery and equip our students and business customers for a world where environmental issues are becoming ever more important. The Northern Sydney Institute is the only TAFE institute to achieve and maintain (since 2003) this international standard.



**Sustainability Advantage Gold Partner**

The Northern Sydney Institute is a Gold Partner in the Sustainability Advantage Program of the NSW Office of Environment and Heritage.

The Northern Sydney Institute is one of only two organisations in Australia, and the first public sector organisation, to achieve Gold Partner status.

**CRICOS Provider Code: 00591E**

The Northern Sydney Institute demonstrates its commitment to globalisation of education through quality engagement in a diverse portfolio of international education activities. The Institute is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Approximately 100 accredited, CRICOS registered courses are offered to international students and 600 international students study at the institute each year. Our international students from Asia, Africa, Americas and Europe have won Institute and state education awards, promoting the Northern Sydney Institute as a global centre.

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# PARTNERING FOR EXCELLENCE





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## **The Northern Sydney Institute has established and continues to develop and nurture mutually beneficial partnerships with industry.**

Our partners are carefully selected leaders in their fields and through our relationship we give our students access to key industry qualifications and accreditations.

### **Cisco**

Our partnership with Cisco, as a certified Cisco Networking Academy for over 10 years and as a select Cisco Academy Training Centre (CATC), has ensured our Institute is a world leader in network engineering and security. Located at Meadowbank Campus and St Leonards Campus the Cisco Academy Training Centre offers entry, associate and professional level certification courses for workers seeking IT qualifications or opportunities to progress and refresh their qualifications.

### **International**

We offer a broad range of vocational options including higher education degree pathways which are supported with high quality English language training. We have six educational partners in China with 1300 students offshore and 500 International students in Australia.

### **Leadership Management Australia**

Leadership Management Australia has been delivering proven leadership, management, team development, sales and personal development programs for 40 years. They deliver exceptional results, encouraging sustainable behavioural change, identifying measurable results against pre-determined goals and ensuring an identifiable return on investment for each participant.

Through this partnership we can afford you access to the full range of Leadership Management Australia's programs and methodologies to transform your people and organisation.

### **Le Cordon Bleu**

Ryde Campus is proud to be home to the prestigious Le Cordon Bleu Sydney Culinary Arts Institute, the largest Le Cordon Bleu School in the world. We are one of a handful of select hospitality training Institutes around the world to be affiliated with Le Cordon Bleu Paris.

### **Microsoft**

The Northern Sydney Institute is a Microsoft IT academy, offering top quality educational programs in Microsoft technologies in order to help students reach their academic and career potential.

### **Prosell – Sales Training and Coaching**

Prosell and the Northern Sydney Institute offer a program that combines training with workplace coaching, including flexible train-the-trainer programs that will help your people design, deliver and manage training processes.

### **SAP Partnership**

The Northern Sydney Institute has partnered with SAP Australia & New Zealand to provide a self-paced learning program to help address information technology skills shortages in New South Wales. The Institute is the first TAFE in NSW to offer the online courses and aims to equip students with the skills and knowledge in software applications that are in high demand from employers.

### **The Sydney Wine Academy**

The Sydney Wine Academy is a leading provider of nationally and internationally accredited training programs and qualifications for wine professionals, food and wine media and wine enthusiasts. As an approved program provider for the internationally recognised London-based Wine and Spirit Education Trust (WSET®), The Sydney Wine Academy joins with providers in over 47 countries worldwide to offer the highly sought-after WSET qualifications.

# HIRING EMPLOYEES ON A 457 OR 186 VISA



## 457 & 186 Benchmark A&B Visa contributions

### What is the training benchmark?

The Australian Government is encouraging all employers to invest in training for Australian workers. Whilst immigration plays a role in addressing short term skill and labour shortages, the government is committed to training Australians to address longer term skill and labour shortages. The current interim training benchmark requires employers to demonstrate they are investing in training for Australian employees before they are permitted to sponsor overseas workers.

### Training Benchmark B is applied if sponsors employ Australian Permanent Residents

Employers who wish to sponsor overseas workers are required to spend at least 1% of recent payroll to provide training for their employees who are Australian citizens and permanent residents.

The Northern Sydney Institute can help you meet the interim training benchmark requirements under Training Benchmark B.

Training that contributes to the professional development of employees can be counted towards the Training Benchmark. A relevant course of study relates to the business of the applicant, but is not narrowly limited to the occupation of the employees.

### Training Benchmark A is applied if sponsors don't employ Australian Permanent Residents

Applicants can meet Training Benchmark A by paying the equivalent of at least 2% of recent payroll expenditure to an industry training fund for the training of Australian citizens or permanent residents.

### What is an industry training fund?

Industry training funds are statutory authorities responsible for providing funding for training of eligible workers in certain industries. Industry training funds operate in a range of sectors including construction and mining, but are not limited to these industries.

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# OUR COMMITMENT TO QUALITY

## Commitment to Quality

The Institute's quality management system complies with ISO 9001:2008 resulting in recognition of its capability to meet international business management standards. Continuous improvement is a key element of the Institute's approach to reviewing and enhancing our products, services and processes to ensure business sustainability and customer satisfaction through innovation, teamwork, sharing knowledge and learned experience.

## Sustainability

The Institute uses an Environment Management System (EMS) to plan and manage our environmental actions. The EMS is certified to the international standard ISO14001 and provides a consistent approach to conservation and management of water and energy, materials and waste, air and noise, land and biodiversity. EMS procedures and guidelines and staff engagement programs ensure that our sustainability performance targets are obtained

## Environmental Management Policy

The Institute's environmental policy and Environment Management System (EMS) affirms our commitment to environmental management and ensures the environmental impact of Institute activities is managed to mitigate harm to the environment.

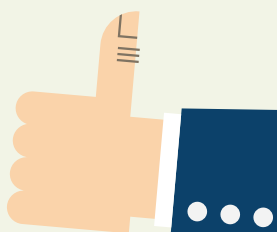
## Corporate Governance

The Managing Director of TAFE NSW is responsible to the Minister for Education for managing and administering the public education and training system. The Deputy Director-General of TAFE and Community Education drives strategic directions and policy across TAFE NSW. The TAFE Commission Board makes recommendations to the Minister on policies, strategic planning, the efficiency and effectiveness of TAFE NSW operations and management.

## Contact one of our experienced Business Capability Specialists today:

Telephone: **131 674**

Email: **[nsi.newapprenticeships@tafensw.edu.au](mailto:nsi.newapprenticeships@tafensw.edu.au)**



**The Northern Sydney Institute offers a number of services to help your business grow.**

**Contact a Business Capability Specialist to find out more.**

Phone: **131 674**

Email: **[NSI.BusinessServices@tafensw.edu.au](mailto:NSI.BusinessServices@tafensw.edu.au)**  
**[nsi.edu.au](http://nsi.edu.au)**

