

## CAPABILITY STATEMENT



**General Construction – Certificate I, II & III  
at  
Industries Services Training**

Industries Services Training, Northern Territory, delivers apprenticeships and associated accredited training in the General Construction Certificate I, II & III qualifications based on the nationally endorsed standards of the BCG03 Training Package.

It has been recognised by the Institute for Trade Skills Excellence as one of Australia's premier providers and awarded **Three Gold Stars** under the Institute's Star Rating Scheme. Its strengths under the Scheme's three criteria are summarised below.

### 1. Training and assessment which focuses on enterprise and learner needs

- *Industries Services Training (IST) is an excellent training provider that provides service throughout the Northern Territory. It has an outstanding working relationship with its industry partners to deliver high quality training in various General Construction qualifications, ensuring each trainee achieves their full potential and local industry benefits with skilled graduate tradespeople.*
- *IST has delivered key cornerstone general construction training projects and initiatives in the Northern Territory's largest infrastructure projects.*
- *IST will work with any employer to assist them to identify their organisation's training needs, access training and employment support services and deliver training on-site.*
- *IST prides itself on developing specialist training programs and delivering these programs at any time and at any place, allowing each employer to establish and maintain a skilled workforce in urban and remote locations of the Territory.*
- *IST applies the full principle of recognition of prior learning and each client only undertakes the training which they require to achieve competence. This flexibility allows multiple entry and exit points in programs to meet the skill demands of each person.*
- *IST has adopted a quality endorsed operational system that respects the personal needs and aspirations of each client. IST's highly individualised approach to each client ensures they are provided every opportunity and support to achieve their final professional development and employment goal.*
- *Structured assessment processes are in place to capture the timely progress of each client. Reporting mechanisms are deployed to keep employers fully in touch with the progress of their employee. Those clients without a current employer are assisted by IST's complementary suite of employment services.*

## 2. Excellent trainers and assessors, and contemporary equipment

- *IST staff are highly trained and committed specialists who are well respected by the general construction industry. They go to extraordinary lengths to deliver training in some of the remotest parts of the Territory, with training focussed on one-on-one work with each client.*
- *The largest portion of training is delivered on site and this is supplemented, as required, at IST's purpose built training centre in Darwin.*
- *IST operates a custom built prime-mover that has been set up as a mobile training room and doubles as accommodation for the training team on the road. This enables IST to bring training to the remotest parts of Australia.*
- *IST has developed a strong and productive relationship with employers, governments, apprenticeship centres, indigenous groups and training authorities, ensuring training services can be readily provided for each individual, on each project.*
- *IST operates a continuous improvement model ensuring all training programs align with the demands of industry and a systematic evaluation process is in place to rigorously test and maintain their accreditation status.*
- *IST has a highly skilled management and support team that offers their own unique blend of training services for employers, students and the broader general construction industry & community.*

## 3. Support to enable enterprises and learners get the most out of the apprenticeship/ traineeship

- *The training staff of IST works closely with each client and their employer to ensure each training activity is relevant to the operations of their employer and the particular project that they may be engaged in from time to time. IST monitors the progress of each client through targeted visits and surveys of all stakeholders and immediately responds to any suggestion for enhancement.*
- *IST has a strong industry presence that provides skill development opportunities for clients with all reasonable additional assistance provided to ensure each client's success.*
- *IST has a built a unique, respected and successful training and employment company that delivers quality programs and services required by stakeholders. A client completion rate of over 90% is testament to its flourishing operation.*

For more information about Industries Services Training – Northern Territory visit their website at

[www.istraining.com.au](http://www.istraining.com.au)

This evaluation was carried out under the management of the Institute's **Building and Construction Industry Reference Group**, by an evaluation team comprised of accredited evaluators and industry experts.

The **Institute for Trade Skills Excellence** is an initiative of Australian industry and Government established to promote the trades and recognise those registered training organisations (RTOs) truly focused on industry's needs and achieving excellent results.

How does it work? ... Under the **Star Rating Scheme**, individual faculties or schools within RTOs are evaluated by the Institute using industry experts and industry designed criteria. Those considered excellent are awarded one gold star, two gold stars or three gold stars by the Institute. The Institute issues a **Capability Statement** for each RTO which it publishes to explain the school or faculty's strengths and the level of service an employer can expect to receive.

Quite simply, where RTOs are doing great things, the Institute wants to ensure industry knows about it, and so an employer looking to select an RTO for their apprentice or trainee, can make an informed choice.