



CAPABILITY STATEMENT

TAFE NSW – Illawarra Institute, Hairdressing School

The TAFE NSW – Illawarra Institute has been recognised by the Institute for Trade Skills Excellence as one of Australia’s premier providers, and has been awarded **one gold star** under the Institute’s Star Rating Scheme for its Hairdressing School situated at the Wollongong West campus.

A summary of the TAFE NSW – Illawarra Institute’s strengths against the evaluation criteria are:

Training and assessment which focuses on enterprise and learner needs

Illawarra Institute utilises formal and informal feedback from employers and some students to check the appropriateness of programs and has also led to the development of post graduate courses for qualified hairdressers. Active involvement in industry events and interaction with employers provides valuable feedback to monitor hairdressing programs. The experience of part time staff, some of whom are actively involved in industry, is utilised to choose and develop electives for the hairdressing program. The 95% completion rate attests to sound training and assessment and support from employers.

Excellent trainers and assessors, and contemporary equipment

Illawarra Institute utilises a range of techniques to ensure that the skills of their staff are enhanced and remain aligned with industry changes. Currently about half the Illawarra Institute hairdressing staff members are actively involved in industry providing valuable feedback on the relevance of programs. These staff are frequently utilised to conduct workshops with their peers in their specific areas of experience and expertise. The Hairdressing School also ensures that staff members attend local information and demonstration sessions provided by product and equipment manufacturers. Staff involvement with Worldskills and HIS as judges build skills and is also used to promote the Hairdressing School.

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

Illawarra Institute demonstrated strength in the area of support to enterprises and students. Skills passports have been introduced to track experience gained by the apprentices and must be signed off by employers before apprentices can undertake assessment. The Flexible Delivery model was introduced in 2007 and allows for individual negotiation with employers and 2nd year apprentices to undertake their practical experience in the workplace, rather than off-the-job. Approximately 30% of employers are engaged in this flexible delivery process and this will continue in 2008. Additionally, negotiated individual training with apprentices for one-on-one training outside of set class time has also occurred to assist learners. Individual negotiations are held with employers and apprentices who have previous qualifications to determine the suitable entry point for theory classes.

Hairdressing staff provided additional support to interested apprentices and employers to prepare them for the inaugural HIS Apprentice Competition in 2007. A variety of suppliers are used, providing opportunities for apprentices to compare products and thereby build their knowledge. Additionally, a wide range of promotional activities regarding trades are undertaken on a regular basis in the middle of the year, both on/off campus to raise the profile of the hairdressing profession.

For more information about the TAFE NSW – Illawarra Institute and the Wollongong West Hairdressing School **visit their website at** <http://www.illawarra.tafensw.edu.au>

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.