



## CAPABILITY STATEMENT

### TAFE NSW – North Coast Institute, Hairdressing

The North Coast Institute has been recognised by the Institute for Trade Skills Excellence as one of Australia's premier providers, and has been awarded **Two Gold Stars** under the Institute's Star Rating Scheme for its Hairdressing programs situated at their Wollongbar and Kingscliff, New South Wales campuses.

A summary of the North Coast Institute Hairdressing's strengths against the evaluation criteria are:

#### *Training and assessment which focuses on enterprise and learner needs*

North Coast Institute Hairdressing utilises an innovative Skills Checklist process that allows employers and apprentices to take ownership for training and assessment of competencies. A Client Workbook identifies all competencies to be achieved and allows employers to track the progress of their apprentices toward completion of their qualification. Workplace managers are also encouraged to be actively involved in the training and assessment of their apprentices utilising a peer assessment process. Strong employer and stakeholder engagement has led to a 95 per cent retention rate for students.

North Coast Institute staff work with apprentices on a one-on-one basis to assist them to achieve the requirements of the units in their qualification. Training personnel also ensure regular contact with salons to gain feedback and give input to employers. Provision of flexibility of learning models and order of units and timeframes for training, allows early completion (Fast Track apprenticeships) by focussed employers and students.

#### *Excellent trainers and assessors, and contemporary equipment*

North Coast Institute places a strong focus on the development of their hairdressing staff and all teaching staff are currently working in industry on a regular basis. Staff are expected to undertake frequent professional development activities and the Institute utilises its business relationships with product suppliers to actively involve them in the professional development of staff. Informal feedback from employers and apprentices has also been used to guide professional development activities for staff members. This is supported by active involvement in industry associations, their shows and competitions. International affiliation with Pivot Point provides access to industry advancements and frequent training sessions, also supporting the industry focus of staff.

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

North Coast Institute utilise a range of processes to support their learners as demonstrated by their retention rates. Activities such as the Hair Extravaganza Night allow apprentices to showcase their skills to employers with 'demonstrations' by all enrolled hairdressing students. Apprentices can negotiate

with TAFE to attend additional training days on their days off or during holidays to fast track completion of TAFE training, providing additional flexibility and learner support.

**For more information about the** North Coast Institute's Hairdressing programs **visit their website at** <http://www.nci.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.