



Train them... Don't blame them!®

CAPABILITY STATEMENT



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EC Training Pty Ltd T/a
Work Skills
(ACN 094018201)
RTO Code: 31384

Acknowledgement of Country

Work Skills acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respects to Elders, past, present and emerging and thank them for their contribution to community.



THE REVOLUTION OF TRAINING IN AUSTRALIA

Work Skills has built a reputation as a passionate, focused and flexible Registered Training Organisation that delivers nationally accredited qualifications and training across multiple industry sectors such as:



Automotive



Hospitality



Media



Business



OUR SERVICE OFFERING

The well-established and industry embraced learning model at Work Skills engages employers as partners to ensure the student is provided support, communication and is given every opportunity to succeed in their learning journey.

All training is delivered in the workplace, which allows students to receive a customised training plan to suit the employer's needs and resources and the student's preferred learning style and pace.

Learning and assessment in the workplace has become essential to meet the demands of Australian businesses as it drives cost efficiency and productive outcomes.



SYSTEMATIC PROCESSES

To ensure quality and consistency within a business that delivers training across a range of industries Australia wide, Work Skills has developed systems and processes focused primarily on customer-centric solutions. Processes like our unique **Continuous Learning Cycle** and **Stakeholder Checkpoint Meetings**.



The **work SKILLS** Way

Work Skills engages with Customers and Industry on a regular basis for feedback, involving them in validating the learning and assessment processes to ensure we build on the quality systems integrated throughout the business.

THE CHECKPOINT MEETINGS

The Checkpoint Meetings engage the **student, trainer and supervisor** in planned meetings over the duration of the training for the primary purpose of creating an environment for open discussion to achieve the desired outcomes. Each Checkpoint Meeting has a purpose and a set agenda. It is facilitated by the Work Skills Trainer and engages the learner and the supervisor/employer.

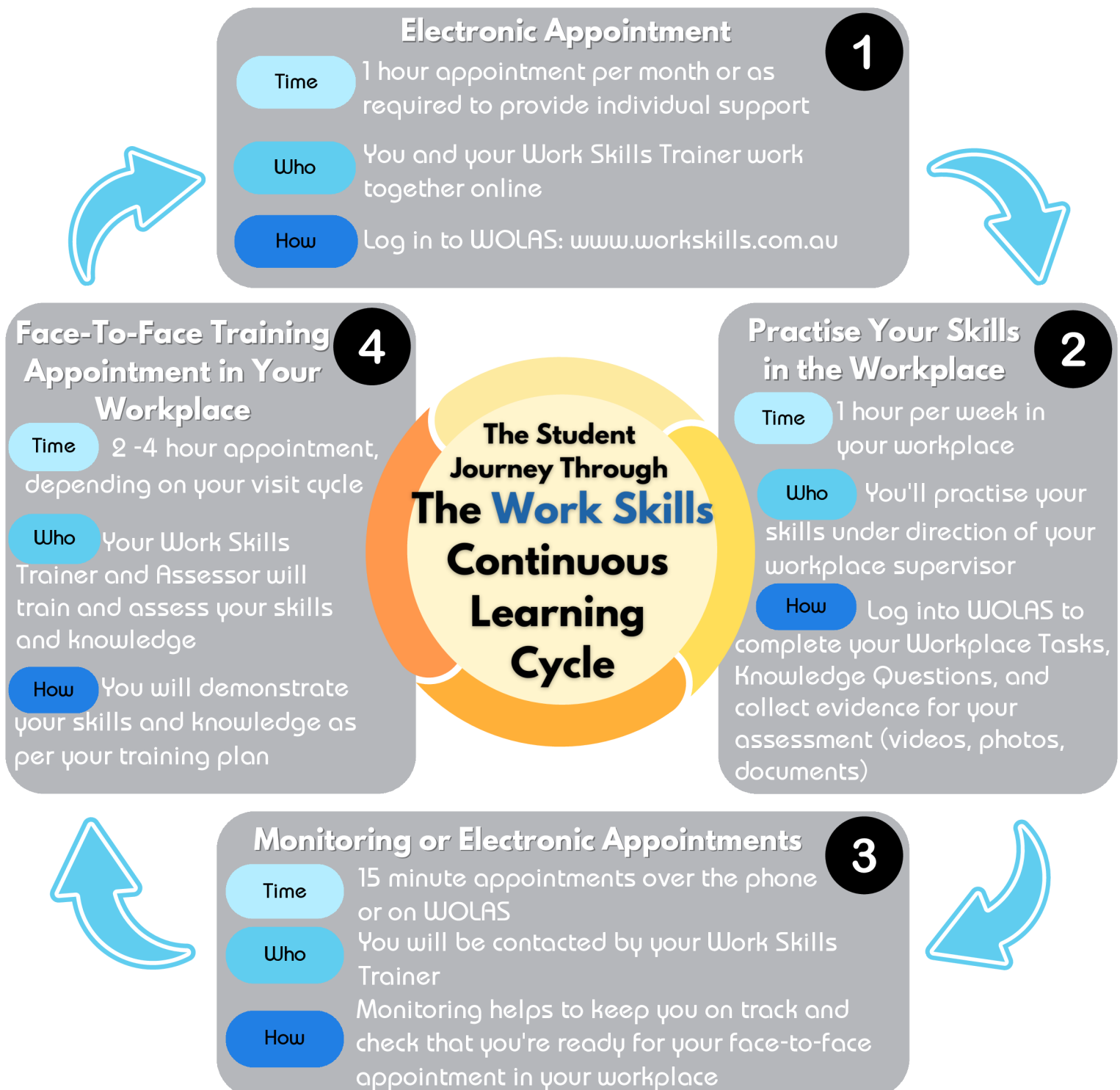
There are three Checkpoint Meetings at the:

- Commencement
- Half way
- Completion of the training



THE CONTINUOUS LEARNING CYCLE

Work Skills delivers training through a planned, systematic approach to ensure every student is supported and engaged consistently, regardless of location throughout Australia. The Continuous Learning Cycle is the perfect combination of workplace, face to face training supported by digital learning & assessment, supported with planned communication contact and feedback points.



WORK SKILLS IS POWERED BY WOLAS REVOLUTION

What powers the pulse rate at Work Skills is the excitement and confidence that comes from having access to a team of Content Developers, Coders and Databases. Since 2009, the team have been developing the purpose-built learning and management platform that is WOLAS Revolution. It is that continuous evolution of ideas without limitations on what is possible, that is at the heart of what we do.



WOLAS supports learning through video, infographics, images, case studies, animations, and so much more. All learning has been designed by us at Work Skills to specifically address assessment requirements and drive the students to seek answers, practice tasks and build portfolios of evidence.

WOLAS is so much more than e-learning. It is a platform that manages student progression through each unit of competency through to completion of their qualification.

WOLAS PROVIDES:

THE STUDENT

- Digital learning from any web enabled device
- Digital assessments
- RPL is an option where evidence is collected and stored in WOLAS
- Workplace task requirements
- Communication and one-on-one support from the trainer (suited to learning difficulties)
- A portfolio portal for collecting student work
- Lifetime access to the learning library that includes new knowledge and technology updates

THE SUPERVISOR

- Viewing of student's training plan and ability to print off if required
- Access to student progression
- Enrolment and completion times and dates for each student
- Access to view student's assessments
- Communication and support from the trainer (suited to learning difficulties)
- Supervisor feedback on each unit practised in the workplace

OTHER STAKEHOLDERS

- Viewing of student's training plan and ability to print off if required
- Viewing of training records
- Viewing of completed and planned appointments
- Management of all students through reports which include:
 - Current enrolments
 - Completed units
 - Date of last login of each student
 - Capacity to generate customised reports if required

THE WORK SKILLS PEOPLE

LEADERSHIP TEAM

Collectively the Leadership Team has over 150 years' experience in the VET sector. Strategic planning, change management and ensuring a customer focused culture is promoted throughout the organisation.

WOLAS TEAM

A team who has developed digital learning that is so much more than words on a computer. Along with the WOLAS platform that allows all students to complete their learning and assessment anytime, anywhere; WOLAS SUPPORT is designed to find solutions to any problems you may have.

CONTROL TOWER

A team of service focused individuals who are skilled at organisational management. Their key role is to ensure the trainers, students and supervisors are organised and all appointments confirmed.

ADMINISTRATION & COMPLIANCE

A dedicated team focused on ensuring the processes and systems of the business are followed from student enrolment through to completion.

In all successful RTOs, compliance is the result of strong and well-managed systems.

TRAINING TEAM

Out on the road, working one on one in workplaces all over Australia, our industry-dedicated training teams are second to none. All qualified in both Trade and Training skills with a passion to transfer information and knowledge, and mentor students to want to learn more.

STAKEHOLDER RELATIONSHIP TEAM

Building and maintaining relationships with employers, students, apprenticeship centres, group training organisations, industry bodies, and government departments is integral to ensuring relationships result in win-win outcomes.

CONTINUOUS IMPROVEMENT & QUALITY ASSURANCE

Work Skills is committed to continually look for improvement opportunities. Our team meets regularly to validate processes, assessments, and review currency, and relevance of learning against qualification requirements.

MARKETING TEAM

News of the Work Skills brand is spreading as students realise we will do everything possible to ensure a student achieves their goals, employers have staff that are educated and competent and stakeholders have access to information with a click of a button.

WORK SKILLS QUALIFICATIONS SCOPE

AUTOMOTIVE

AUR20220 Certificate II in Automotive Air Conditioning Technology

AUR20420 Certificate II in Automotive Electrical Technology

AUR20920 Certificate II in Body Repair Technology

AUR21220 Certificate II in Automotive Underbody Technology (General Underbody Repair)

AUR21920 Certificate II in Automotive Tyre Servicing Technology (Light Vehicle)

AUR21920 Certificate II in Automotive Tyre Servicing Technology (Heavy Vehicle)

AUR30320 Certificate III in Automotive Electrical Technology

AUR30620 Certificate III in Light Vehicle Mechanical Technology

AUR31020 Certificate III in Automotive Sales

AUR31120 Certificate III in Heavy Commercial Vehicle Mechanical Technology

AUR32120 Certificate III in Automotive Body Repair Technology

AUR32420 Certificate III in Automotive Refinishing Technology

AUR32518 Certificate III in Automotive Underbody Technology

HOSPITALITY

SIT20322 Certificate II in Hospitality

SIT20421 Certificate II in Cookery

SIT30622 Certificate III in Hospitality

SIT30821 Certificate III in Commercial Cookery

SIT30921 Certificate III in Catering

MEDIA

CUA31020 Certificate in Screen and Media

BUSINESS

BSB30120 Certificate III in Business

BSB40120 Certificate IV in Business



PRIVACY

Work Skills will always protect privacy and intellectual property. We do not disclose sensitive information or details about your personal information without consent to any other party. Work Skills complies with the [Australian Privacy Principles](#) at all times during its operations.

CONTINUOUS IMPROVEMENT

Work Skills participate in a variety of professional development opportunities and activities to ensure they remain at the top of the industry and compliant in the VET industry. Work Skills collate feedback and analyse the data to identify continuous improvement opportunities.



STATEMENT OF COMMITMENT TO CHILD SAFETY

Work Skills is a National Registered Training Organisation (RTO) that provides a child safe culture by supporting children and young people, their parents, guardians, families and communities, and by ensuring all staff, including volunteers who work at Work Skills are committed to safeguarding children and young people.

Our commitment to children and young people

- **Child abuse** is not tolerated and must not happen
- The **best interests** of the child and their protection from harm is paramount
- Children's **rights** are understood and respected
- Encouraging children to '**have a say**' and participate in all relevant organisational activities where possible, especially on issues that are important to them
- Promoting the cultural safety, participation and empowerment of all **Aboriginal and Torres Strait Islander** children
- Promoting the cultural safety, participation and empowerment of children with **culturally** and/or **linguistically** diverse backgrounds
- All **concerns**, whether raised by adults or children, are treated seriously and acted upon immediately

Our commitment to parents, guardians, families and communities

- Should a student be placed in a position of harm or at risk of harm, the CEO and Child Safety Officer will meet with the **parent/guardian** as soon as practical to determine the range of internal and external support that may be required

Our commitment to being a child safe, nationally recognised training organisation

- Work Skills is committed to providing ongoing **training and professional** development to all staff and volunteers on child safety and wellbeing
- Work Skills takes all reasonable steps to ensure the personnel employed by our organisation are suitable and have an appropriate Working With Children Check (WWCC)
- Reporting any forms of abuse is **mandatory** and encouraged



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