July 2013 Edition

A West Coast Institute bulletin for industry, government, current and former students, and all supporters of training.

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As the Institute’s new Managing Director, I welcome you to this special edition of West Coast Way where I am pleased to share with you many inspiring success stories.

We celebrated our annual Awards Evening in April, where I had the privilege of witnessing the outstanding achievements of West Coast students and staff. It was a night encompassed with well-deserved recognition and success. A special thank you to those who were involved with the evening such as our sponsors and Parliament representatives and a sincere congratulations to each and every one of our finalists and award winners.

I’d like to make a special mention of our 2013 Student of the Year Aliesje Kolovis who is a fine example of the success that can be achieved with a strong will to make a positive difference in our community. Aliesje is a great role model to other students who want to pave a career in Community Services who like herself, have the passion to make a change.

By being responsive to client’s needs, I will strive to ensure that the Institute continues to transform lives while strengthening business performance.

West Coast Institute has an annual turnover of $40 million and over 350 experienced staff members across four sites in Joondalup, Clarkson and Wangara.

The Institute delivers over 150 nationally accredited qualifications via face-to-face delivery, online learning technologies or workplace training to approximately 7,000 students each year.

Mrs Hoad holds a Master of Psychology (Organisational); sits on the Board for Tuart College and is a member of the Australian Human Resources Institute.

In other news, West Coast has recently developed a partnership with the University of Ballarat to deliver Australia’s only Bachelor of Applied Management degree (pg 16); our Academy of Hospitality & Culinary Arts continues to scoop gold medals (pg 4); and our events students have raised an impressive $130,000 for charities (pg 12).

Lastly, a special congratulations to nursing lecturer Jacky Woods who has been short-listed for the WA Trainer of the Year Award (pg 15); for her dedication to the mental health profession.

In my short time at West Coast, I have been overwhelmed with inspiring student and staff success stories...

Michelle Hoad
Managing Director
Construction students from Trades North have had the privilege of building a Memorial Wall for the Army’s Special Air Service Regiment (SASR).

The project saw five brick and blocklaying and three plastering students build and plaster the six metre long curved wall which was viewed by soldiers at an official opening ceremony at Campbell Barracks on 7 June.

Brick and blocklaying apprentice Steve Foster was proud to be part of the project. “I have done a few live-works projects now, but this one gave me a real sense of achievement,” said Steve.

“We (the students) attended the official opening of the Memorial, and it was then that I realised just how much the soldiers appreciated our work and how much it meant to them. It made us feel proud to be the ones chosen to be part of this project.”

After hearing about the proposed project, the Australian Brick and Blocklaying Training Foundation (ABBTF) organised to have all bricks required for the project kindly donated by Austral bricks.

In appreciation of their outstanding work, the lecturers and students were invited to attend the official opening by Chairman of the SAS Historical Foundation, Major Greg Mawkes.

Major Mawkes said, “Due to limited finances the Memorial could not have been completed without the generous assistance of the Trades North team and Austral bricks. The delivery of the Memorial is a testament to the collaboration between members of the SAS family and friends. The project has delivered a Memorial that befits the contribution of military working dogs to the Australian Defence Force’s operational capabilities.”

The lecturers and students were treated to a special briefing and tour of the SAS Historical Collection and presented with Certificates of Appreciation by the SAS Historical Foundation.

“The architect-designed wall surrounds a larger than life bronze sculpture of a military working dog and was built to commemorate dogs that have died during service,” said lecturer Brad Wickham. “It was fantastic to give our students the opportunity to work on such an important and honourable live-works project.”
West Coast Academy of Hospitality & Culinary Arts’ budding young masterchefs have proven their cooking expertise at this year’s Australian Culinary Federation’s (ACF) Apprentice of the Year finals.

West Coast student chefs went head to head with 30 other finalists selected from a total of one hundred participants during a heat round from right across Metropolitan and Regional Western Australia.

18 year old Fraser’s Restaurant apprentice Chris Malone won the ACF ‘Third Year Apprentice’ category. Chris stated that winning this competition is the pinnacle of his career so far.

“I had no idea that I was going to win, it was a complete surprise,” said Chris. “The competition was really strong, and everyone served up such amazing food.”

This year, participants had to prepare, cook and display four servings of a three course gluten free meal all within the confines of a four and a half hour time frame. The entree had to include Swiss brown and white button mushrooms, the main dish was to feature lamb rump with a jus or sauce, and a dessert that incorporated quinoa.

Although the students did not know of the chosen ingredients for the feature finals until after the heat selections, it was clear to see that the dedication, time, and hard work of both the students and lecturing staff during a three week training period prior certainly paid off. West Coast placed in three out of a total of four medal categories.

Joining Chris was West Coast’s Roxanne Wolley, a second year apprentice who won silver; and Commercial Cookery student Margaret Vanmaris who won gold in her category and was placed second overall in the competition.

“Providing our students with the very best industry experience to prepare them for work in the real world is what we’re all about,” said West Coast Academy Cookery Lecturer Nathan McMurdo.

Both Chris and Margaret will now go on to represent WA at this year’s Australian Culinary Federation’s National Apprentice of the Year in Canberra. Roxanne and Chris will represent Western Australia in the World Skills competition that showcases Australia’s best young apprentices and trainees.
After 20 years in the Royal Australian Air Force (RAAF) and some ongoing health issues, Trevor Passmore decided to leave the force and start a new career where he would remain a valuable member of society.

"After I left RAAF, I fell off a ladder and had to spend two months in Royal Perth Hospital recovering from a bad ankle injury," said Trevor.

"I had a long time in hospital to think about what my future would hold now that I had a permanent disability, and I spoke to a lot of hospital staff about the different jobs available in the health profession."

With double hearing aids and some mobility issues, 54-year old Trevor knew he had to re-train in a profession that was permanent, secure and supportive.

He enrolled in West Coast Institute's Certificate IV in Preparation for Entry into Nursing which taught him the basic maths, English and communication skills he required for the job.

"I was worried I wouldn’t be able to cope with the training, particularly maths which I had feared since school, but the lecturers were so supportive and I was determined to overcome the challenges."

Trevor was surprised to discover that his nursing lecturer Helen Hull had been a student of his in 1988, when he was a weapons instructor for RAAF in South Australia.

“Our roles were completely reversed because I was now the student and she was the teacher,” said Trevor. “It was wonderful that she was able to inspire me after I had inspired her more than 23 years ago.”

Trevor went on to study a Diploma of Enrolled Nursing at the Institute’s Academy of Health Sciences and completed his practical placement at Joondalup Health Campus where he obtained employment as an Enrolled Nurse in the hospital’s graduate program.

"The graduate program gives me the opportunity to work alongside a registered nurse for a year to expand my existing knowledge, learn new skills and get my head around the ins and outs of the hospital."

“The first half of the program has been on the surgical ward where I prepare patients for surgery, provide post-operative needs, transfer patients to other wards and get them ready to return home.”

The second half of Trevor’s graduate program will be spent on the hospital’s Mental Health Unit where he hopes to use his counselling and mentoring skills from the air force to help patients.

Trevor is enjoying the impact he is having on people’s lives every day. “When someone looks me in the eye and says ‘thank you very much’, I know I’ve made a difference and that’s what it is all about for me.”
AND THE WINNER IS...

This year’s finalists have each excelled in their chosen disciplines and stand out as being the most innovative and dedicated amongst their peers.

MANAGING DIRECTOR
MICHELLE HOAD

▲ L-R Aliesje Kolovis (Student of the Year), Chris Stevens (Employee of the Year) and Jacky Woods (Trainer of the Year)
It was another year for celebrating West Coast Institute’s finest students and staff at the 2013 Awards Evening on Friday 19 April. Over 170 guests filled the opulent room to enjoy a night filled with appreciation and success. The evening recognised 30 students and staff across 12 award categories for their achievements, excellence and diligence.

With an official Welcome to Country by Aboriginal Noongar elder Irene Stainton, and welcoming speeches by Governing Council Chair Dr Russel Perry and Institute Managing Director Michelle Hoad, the night got off to a great start.

“This year’s finalists have each excelled in their chosen disciplines and stand out as being the most innovative and dedicated amongst their peers,” said Michelle.

“On behalf of West Coast Institute, I would like to take this opportunity to thank all of our sponsors for their contribution and ongoing support to the Institute.”

Guests enjoyed an indulgent and delicious three course meal prepared and served by the Institute’s very own Hospitality and Culinary Arts students. A live feed into the Institute’s commercial kitchen show-cased the food preparation for the night, exemplifying the Institute’s quality of training.

Turn the page to read about our 2013 award winners.
VOCA TIONAL STUDENT OF THE YEAR
& STUDENT OF THE YEAR

Aliesje Kolovis

At 21, Aliesje has just completed her Diploma of Community Services at West Coast Institute. Following her practicum placement, Aliesje secured a job with United Care West working with 0 – 5 year old children from disadvantaged backgrounds. In September 2012, Aliesje also took on a volunteer role at charity organisation Project Jenny, the only anti human trafficking agency in Western Australia. Aliesje’s general interest, dedication and willingness to help other people in our community is truly inspirational.

WEST COAST WAY INNOVATION AWARD
& TRAINER OF THE YEAR

Jacky Woods

A credentialed mental health nurse, Jacky coordinates the only mental health specific Advanced Diploma of Nursing (Enrolled/Division 2 Nursing) in WA. Jacky’s contribution has resulted in a substantial increase in the number of Enrolled Nursing graduates at West Coast wanting to work in mental health. By working with the Mental Health Commission, Jacky has secured 30 scholarships to the value of $29,000 for prospective students to complete the new qualification. This has influenced an expansion in training across regional areas of WA where qualified mental health nurses are at an even greater demand.

EMPLOYEE OF THE YEAR

Chris Stevens

After joining West Coast in 2011 as a Desktop Support Analyst, Chris has lived and breathed the values and culture of the Institute. In 2012 Chris was appointed to deploy and oversee the implementation of Windows 7 on all Institute PC’s - a project he took on with pride. Chris’s drive and continuous improvement at the Institute has increased efficiencies within the Technology and Services Department. He is well known throughout the organisation for his energy, helpful nature and quirky sense of humour, and above all, his commitment to ensuring that employees receive quality technical support.
Joanne Rayner
Joanne is an inspirational mature age student who at the age of 50 became one of the first students to complete a Certificate III in Health Services Assistance at West Coast’s Aboriginal Academy of Sport, Health and Education. Her hard work and dedication as a nursing assistant is now recognised on the West Wing Medical Ward at Swan District Hospital.

Ashley Quinn
Ashley is currently in the third year of a Certificate III in Carpentry and Joinery where his initiative and leadership skills are often utilised when left to supervise his fellow carpenters. He plans to spend the next seven years completing his Builders Registration part-time so that he can establish and lead his own business as a home builder.

Chris Malone
Chris is currently completing the third year of a Certificate III in Commercial Cookery at one of Perth’s finest restaurants, Frasers. His first-class cooking skills have enabled him to compete in various cooking competitions that have taken him around the world and awarded him a gold medal at Thailand’s International Port Knuckle Competition. Chris is a mentor and inspiration to other budding chefs.

Wayan Lisnawati
Relocating from Bali five years ago, Wayan was inspired to complete a Certificate III & IV in Children’s Services after she was sponsored by an Australian family to be their Nanny for three children, one of whom is severely brain-damaged. Combined with her experience, a field placement at Goodstart Early Learning has seen Wayan employed as a casual child care worker.

Meg Cousins
Meg completed a school-based traineeship at West Coast that has provided her with a pathway into the WA Academy of Performing Arts (WAAPA) to pursue her dream of becoming a Theatre Designer. During her traineeship at the Institute, Meg worked back-stage at the Regal Theatre on shows like Oliver the Musical and for comedy acts John Cleese and Ross Noble.

Carolyn Gerrans
Carolyn is a special needs teacher whose area of expertise is educating children with Autism. In 2012 she lead a team to implement a program for 16 students with intellectual disabilities from three local high schools. As part of this program, Carolyn coordinated the “Blender Gallery Project” with the City of Joondalup which saw students create pieces of art and display them at a local exhibition.

Maureen Hague
Maureen’s 17 year long career with West Coast Institute has seen her implement various strategies to grow the footprint of the Institute’s Workforce Solutions. Maureen offers flexible and sustainable training opportunities to a variety of clients such as Curtin University, St John of God Health Care and The City of Perth to name a few.
This year, West Coast Institute’s relationship with Jinan Vocational College in China has gone from strength to strength. In January, Hospitality Lecturer David Crowley travelled to the College to deliver cocktail making and bartending units of competency.

David provided support to the English language skills programs for both students and lecturers by participating in conversational English sessions conducted by the college.

“Mr Crowley’s humorous style of teaching left an unforgettable impression on our students,” said Associate Professor Li Qi, Dean of the International Exchange School. “The students found the whole learning process easy and enjoyable, and with the hands-on exercises taught by Mr Crowley, their level of understanding was enriched.”

During the months of March and April, Multimedia Lecturer Lindsay Fleay and Management Lecturer Tarlok Sandhu were also busy delivering training in Certificate III of Financial Services and Certificate III in Media at Jinan Vocational College.

In addition to delivering training, both Lindsay and Tarlok were required to assess students on what they had learned so far to ensure that they had developed the required skills and knowledge to go on to further training.

“Mr Fleay has almost 20 years of experience in the multimedia industry,” said Associate Professor Li Qi. “His flexible teaching methods and explanation in simple terms kept the students enthusiastic, thus improving their thinking ability, which achieved a better training experience.”

“Both Mr Fleay and Mr Sandhu took a serious approach towards their teaching that was welcomed by the students. They provided brilliant case analyses and held open group discussions. The classroom atmosphere was both active and positive.”

In May, Executive Director of Trades North, Patrick O’Brien travelled to Mumbai, India. Patrick met with Pipal Tree Ventures Private Ltd to discuss proposed collaborations to provide a skill gap training program in automotive (heavy vehicles). This program will be undertaken by Indian nationals with the objective to train them to a level of skill equivalent to a Certificate III.

Patrick also travelled to Hyderabad, India, to view the Pipal Tree training facilities. During the visit, Patrick determined that West Coast Institute’s due diligence requirements were satisfied, formally signing a contract with Pipal Tree Ventures for the delivery of the training.
Helping Teachers Leaps and Bounds

Two of the Institute's allied health lecturers who are qualified speech and language pathologists have developed a program to help early learning school teachers assist students with language and literacy difficulties.

"Children are screened at kindergarten age and those identified with speech and language difficulties are put on long waiting lists for public speech therapy services. Often teachers are left trying to teach these students whilst their language gaps continue to widen," said Allied Health Lecturer Kelly-Anne Milner.

"This program gives teachers and teachers assistants from pre-kindergarten, kindergarten and pre-primary classes extra training which they can use while children await placement with a speech and language pathologist."

The Language Enrichment and Assisted Practice (LEAP) program provides teachers with an understanding of speech and language skills and common difficulties in children, practical ideas for assisting speech and language development that can be implemented in the classroom; and a resource bag which contains educational materials and a detailed speech pathology activity program.

The program is run as a workshop either at West Coast’s Joondalup Campus or within the school environment. Three workshops have run so far and over 50 teachers have benefitted from the program.

Mandy Rullo who is a teacher at Whitford Catholic Primary School decided to participate in the program so she could learn to help her students awaiting intervention. She is already implementing what she learnt on the program in the classroom.

"The LEAP program is valuable because it helps us as teachers to be more accountable," said Mandy. "I now put my class into groups to do rotational activities every morning whilst I work with a few children using the LEAP program."

Schools or teachers who are interested in the LEAP program can contact Kelly-Anne Milner on 9233 1286 or email kellyanne.milner@wcit.wa.edu.au.

Congratulations to brick and blocklaying apprentice Jon Holland who was recently awarded with the title of Housing Industry Association (HIA) Apprentice of the Year.

At age 16, Jon completed a pre-apprenticeship through Trades North and went on to complete his apprenticeship with HIA.

From the very beginning, Jon’s lecturers knew he was going to succeed in the industry. "Jon has always demonstrated a great attitude during training, no job was ever too big for him," said Brick and Blocklaying Lecturer Kris Schache.

“I gained heaps of experience from really friendly lecturers throughout my course who have given me the confidence and ability to apply the skills I’ve learnt on-site,” said Jon.
Institute events students have raised more than $130,000 for 30 charities over the past eight years after the completion of two recent events.

On Friday 14 June, Exclusive Events hosted a sell-out Las Vegas Gala Gaming Dinner at Woodvale Reception Centre which raised $5,300 for the PMH Foundation. 130 guests enjoyed playing poker, roulette and taking part in quiz activities in a ‘casino’ environment.

On Sunday 16 June, Eventrix hosted a sell-out Vintage High Tea at Caversham House which raised over $5,000 for Breast Cancer Care. 170 guests enjoyed mini markets selling vintage clothing, three fashion shows, a live auction and a speech by an inspiring breast cancer survivor.

“The theme of our event was vintage so we had vintage books, bird cages and milk bottles on the tables and colourful flowers displayed throughout the venue - it was just breathtaking,” said 18-year old events student Megan Clarke.

“At the start of the term, each student group creates an event management company including a name, mission and vision; spends three weeks sourcing venues around Perth; and presents their chosen venue to events lecturers in front of the class. With no budget, students have to raise the initial venue cost by selling raffle tickets and hosting cake stalls, quiz nights and other fundraising activities. Once they have set a ticket price, they start marketing their event through Facebook, Gumtree, direct marketing and their chosen charity.

Diploma students also have to put a call out for volunteers from the Certificate III group to help at the event. They have to create an induction booklet, complete incident and accident report forms and conduct pre-event, onsite and post-event briefing sessions with the volunteers.

“This practical project allows us to assess each student’s skills and knowledge in a live work environment and reinforces how much they have learnt during their 18-month course,” said Events Lecturer Jane Burgess.

“We have highs and lows, tears and laughter, but they all know that it is worth it in the end and they learn so much more by actually doing.”
In collaboration with West Coast, Wanslea Family Services is now able to offer a unique training program to its family support workers and foster carers to help them care for troubled children and youth.

The training program called “Fostering Foundations” was created specifically for Wanslea and comprises of two core units; ‘provide foster care as part of a team’ and ‘promote positive development of children and young people’ in out of home care.

“Introducing this training package to Wanslea staff and foster carers has been highly beneficial,” said Stephan Lund, Executive Manager, Out-of-Home and Specialist Services at Wanslea.

“Our staff and foster carers were able to have their current skills assessed and formally recognised while also gaining new skills to enhance their ability to work with disadvantaged youth.”

Foster carer Teresa Tucker, one of the 24 carers currently completing Fostering Foundations, has found the course highly beneficial.

“I have found the course really interesting and helpful, especially learning about the Department of Child Protection legislation requirements involved with being a foster carer, as well as the indigenous and cultural insight I have gained,” said Teresa.

Teresa has four children of her own, and three children in care who she has looked after for approximately three years. “I have a very busy household and although at times it is challenging, I love what I do and find it really rewarding,” she said.

“Not only am I now being recognised for what I already know, I am addressing the gaps in my knowledge and picking up extra skills which have really helped me strengthen my relationship with my children.”

Wanslea and the Institute plan to build on the fostering foundations training package to offer a broader range of specialised training to staff and foster carers in the future.
Twenty students from Trades North got a taste of life in the fast-lane, acting as pit crew at the V8 Supercars event at Barbagallo Raceway.

The students who are studying a Certificate II in Motorsport and Vehicle Servicing got the opportunity to put what they learnt into practice, by assisting the professional racing teams of fifteen V8 Utes, two saloon cars and a touring car masters vehicle.

“The life and work experience that the students get at a race meeting like this; you just can’t simulate in a classroom,” said Motorsport Lecturer Vaughn Brewer who has participated in the annual V8 event with his students for the past three years.

“West Coast Institute has a reputation for turning out high-quality automotive graduates and this shows with the requests we’ve had from professional racing teams seeking students to join their teams.

“Students get such a buzz out of being amongst the action – networking with professional race car drivers, handling high-quality industry equipment and working alongside the best people in the business – it doesn’t get much better than that.”

After an initial introduction and safety induction, students were given some hands-on tuition in maintenance points and assigned some tasks such as setting up the pit area. They were then assigned their race teams for the weekend and immediately commenced maintenance duties and repairs on the cars.

The students worked under extreme pressure honing their skills in re-fuelling, wheel alignments, brake inspections, cleaning and panel damage. After preparing each vehicle, they got to sit back and watch the races from the pit.

16-year-old motorsport student Matt Crump from St Stephens School in Duncraig enjoyed lending a hand to the pit crew of V8 Ute driver, Ryal Harris.

“This experience is a great opportunity and definitely one of a kind,” said Matt. “From changing wheels, fixing parts and getting the cars ready to race - everything we’ve been taught in the classroom all comes together here that's for sure.”
Academy of Health Sciences Mental Health Lecturer Jacky Woods has been short-listed for the WA Trainer of the Year Award for her efforts in boosting the number of mental health nurses working in WA.

A credentialed mental health nurse herself, Jacky coordinates the only mental health specific Advanced Diploma of Nursing (Enrolled/Division 2 Nursing) in WA.

The new course which is available via flexible work arrangements, classroom simulation and online study, has resulted in a substantial increase in the number of Enrolled Nursing graduates at the Academy wanting to work in mental health.

“I have always had a passion for developing mental health care in Western Australia. My goal is to work towards making strides within the industry to close the gap on shortages of qualified mental health nurses,” said Jacky.

“The course is about Enrolled Nurses gaining advanced skills so they can play a bigger part in mental health care in hospital and non-hospital settings.”

By working with the Mental Health Commission, Jacky has secured 30 scholarships to the value of $29,000 for prospective students to complete the new qualification.

“These scholarships have allowed the Academy to expand its training across regional areas of WA including Geraldton, Broome, Albany and Kalgoorlie where qualified mental health nurses are at an even greater demand.”

22-year old Brie-anne Mauger from Geraldton Regional Hospital was one of the first qualified Enrolled Nurses at the Academy to complete the mental health qualification.

“Mental health nursing is challenging for several reasons,” says Brie-anne. “Resources are short, the stigma surrounding mental health is high, and treatment for mental health conditions can be slower than treatment for physical conditions.”

“Through my experiences working with mental health clients, I realised that mental health truly is a specialised area and I felt I needed to do more to better understand my clients and in turn, better cater for their needs.”

By working with the Mental Health Commission, Jacky has secured 30 scholarships to the value of $29,000 for prospective students to complete the new qualification.

The winner of the WA Trainer of the Year Award will be announced on 20 September 2013 at the WA Training Awards Presentation Dinner run by the Department of Training & Workforce Development.
West Coast Institute has partnered with the University of Ballarat to provide people with an opportunity to complete a Bachelor of Applied Management (BAM) degree from February 2014.

The Bachelor of Applied Management comprises of units in accounting, marketing, HR management, entrepreneurship, applied workplace practice, project management and international business management.

Associate Professor Mike Willis, Dean of the Business School at the University of Ballarat explained that those with a Diploma or Advanced Diploma will be offered a guaranteed pathway into the second or third year of the Degree.

“This is the only applied learning degree in Australia and it is designed to help people apply theoretical concepts to their everyday working environment,” he said.

“The degree is delivered over one or two years through part-time workshops and online by West Coast lecturers and once complete, a student is eligible to apply for postgraduate studies (including a Masters Degree) in their field.

“It provides graduates with the ability to become an innovative strategic thinker, an outstanding leader and a skilled communicator who can embrace change, build teams and manage resources.”

Mike went on to explain that not only does the BAM program recognise previous learning and work experience, it allows students to complete the degree while working full time. As an applied bachelor degree, students will be able to incorporate required learnings of the degree into their daily tasks at work, which is beneficial to both the student and their employer.

“A standard undergraduate degree takes around three to four years to complete at University. By taking the pathway on offer from West Coast Institute, a Bachelor of Applied Management could be completed in as little as 18 months,” he said.

Those interested in West Coast’s Bachelor of Management program can call 9233 1821 or email he@wcit.wa.edu.au.