

T & D QUARTERLY

TRAINING & DEVELOPMENT NEWSLETTER
DECEMBER 2019



The end of the year has very quickly graced us and we are all drawing to a close and trying to get on top of those last-minute priorities and close out any projects in preparation for 2020. While we are all trying to lock out these last minute responsibilities, it may also be a great time to reflect on the year that has been.

Continued implementation of BSB42015 Certificate IV in Leadership and Management saw over 40 participants engaged in the program. Much preparation went into our RTO re-registration which was successfully achieved (see below article).

Throughout the year the T&D team have been busy creating an array of new training programs to service business needs as a whole and also individual client requests. 39 programs have been developed and implemented, with 31 of these being for a specific client or industry need.

Looking forward to 2020, the MSS Training Academy team will continue to focus on providing specialised training and development services to the states, as well as continued development of relationships within the business, that assist us to understand business requirements and increase our service offering nationally.

We are looking to implement a non-accredited leadership program nationally to service supervisory training on a wider capacity, as well as increased client engagement.

On a final note, the TD team would like to wish you all a merry Christmas, and a safe and happy New Year.

RTO RE-REGISTRATION

We are thrilled to announce that our RTO, MSS Training Academy has successfully achieved re-registration for the next seven years. This is largely due to the commitment shown by our training team in striving towards and maintaining a quality outcome, which is often arduous in a regulatory environment. A big thank you and congratulations to Naomi , Warren , Courtney , Sam and Victoria for their ongoing efforts in servicing accredited training needs to our business. The duration of a RTO's registration is based on many factors and can be granted for a two, five or seven year period so to obtain a seven year registration is truly great news.

Sarah Fraser

National Training Manager





ELMO TALENT MANAGEMENT SYSTEM (TMS)

TMS National Completion Rates

Below is a snapshot of the TMS national completion rates from the most recently reported quarter (September – November 2019). As you will see, there has, in general, been a slight decline but an amazing increase throughout the business in November and all business units demonstrated an increase across the nation and we reached our 95% target.

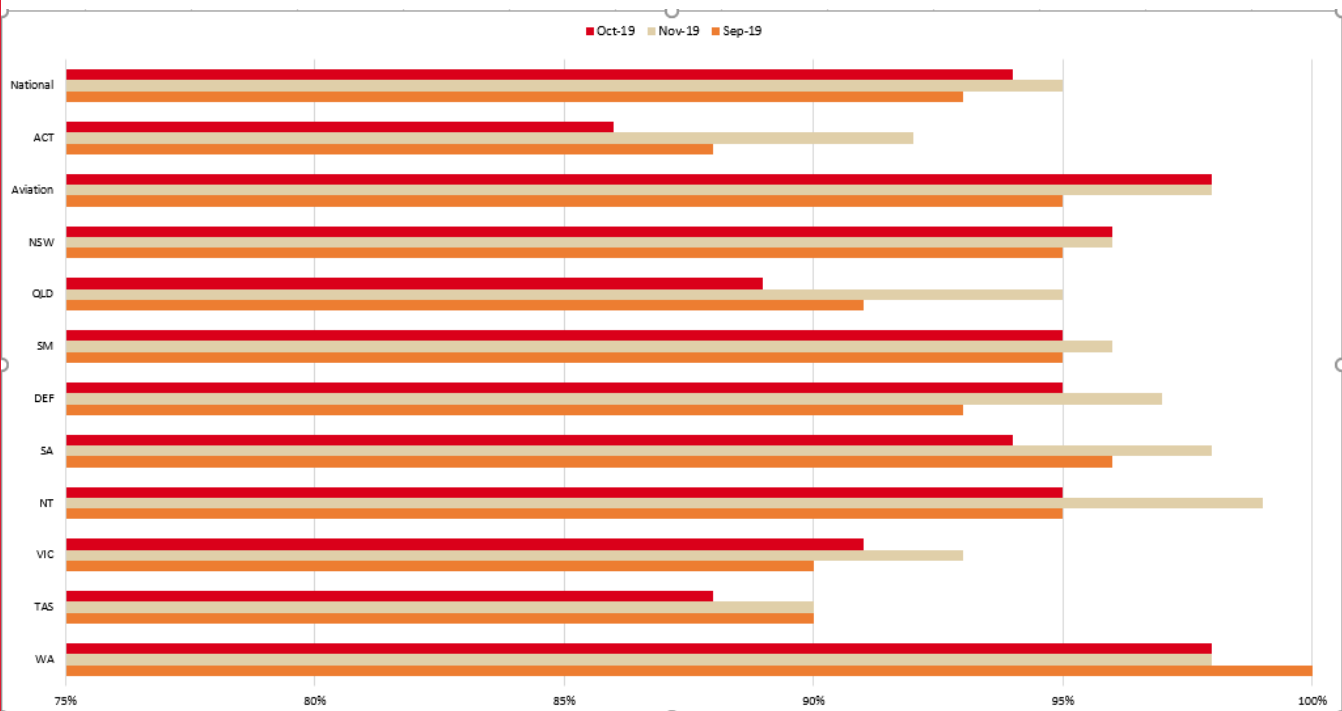
A lot of focus has been making sure our data reflects our current position and this has been demonstrated in our November figures. This will now ultimately assist us to better drive the completion rates moving forward. We expect a consistent increase in completion rates across the business for our first quarter of 2020.



The Training Academy are available to assist our business units on how best to use our ELMO TMS, in particular the reporting functions, to help drive the completion rates. In addition to this, the Training Academy will continue to work closely with ELMO to ensure continuous improvement within the TMS, further ensuring the system meets our business requirements.

Please reach out to Naomi Low if we can help you in this capacity.

	WA	TAS	VIC	NT	SA	DEF	SM	QLD	NSW	Aviation	ACT	National
Sep-19	100%	90%	90%	95%	96%	93%	95%	91%	95%	95%	88%	93%
Oct-19	98%	88%	91%	95%	94%	95%	95%	89%	96%	98%	86%	94%
Nov-19	98%	90%	93%	99%	98%	97%	96%	95%	96%	98%	92%	95%





STEPS TESTIMONIALS



We are always proud to be able to be part of our STEPS development program which is designed to facilitate training solutions to prepare our MSS Security employees for career progression and life long learning across all levels of the business. This is made evident in some of the recent testimonials from our graduates across the nation.

STEVE BROWN (SOUTH AUSTRALIA)

This was the first time I have formally studied since high school, I went into it feeling a little cautious not really sure what to expect, but the encouragement and support I received throughout from my teacher Warren and MSS Security management gave me the belief that I could do this.

The STEPS program has given me a broad understanding of leadership and management, it allowed me to identify how important communication is as a leader and how to make that a strength. One of the topics I really enjoyed was lead a diverse workplace, having diversity in the modern workplace has many advantages and being able to appreciate different perspectives leads to innovative thinking.

Every module has an on the job training section, this allows you to implement what you have learnt in your current workplace, this benefited my workplace by making me a more effective leader in my role as supervisor at AGL.

I believe the future is bright, in the program I had to make a 5 year plan in regards to my career, I now plan to further study next year and I will continue to work towards the goals I have set myself. Thank you to the STEPS program. "Steve Brown—SA"

Pictured—Greg Lange (Business Manager Client Services) and Steve Brown (STEPS graduate)



STEPHEN NASH (NSW)

I am writing to express my gratitude in been able to complete the Certificate IV in Leadership and Management. Online learning content is an excellent way to learn but this takes determination and dedication to stay focused on your studies. The content was always relevant, detailed and current to my work environment. This has invigorated me to think and communicate in a professional manner that help improve my performance. The support and encouragement are vital to keeping on track and your mind on the learning process. I would sincerely recommend this course to my colleagues to assist them to fulfill their desired career endeavours. "Stephen Nash—NSW"