WELCOME TO OUR SECOND EDITION

Welcome to the second edition of the MCIE Industry Connections Newsletter. MCIE is at the forefront of the Industry - engaging with the community, students and stakeholders to deliver the best outcomes. This edition provides you with a fantastic insight into what has been happening at the campus and beyond. Inside, you will read about MCIE team members taking a leadership role in the sharing and creation of knowledge (page 2), MCIE MD - Gary Coonar’s involvement in the panel discussion ‘Fitting Out a New Centre’ as part of the NEAS Conference (page 3) and our case study on Professional Development and Mentoring (page 6). Plus, we explore the importance of creating an enterprise that empowers its employees (page 4) and how we are creating a more responsive training and learning system (page 7). We have shared the fun from the Trentenham SpudFest and even a mouthwatering recipe for Oven Baked Garlic Parmesan Potato Wedges with a Carrot, Orange and Cumin dip by our very own Domenico Tellatin (page 10).

MEET RAVI - Director of Studies

Ravi is an experienced hospitality management and vocational education professional. He has worked in 5 star hospitality properties overseas and locally and has over 20 years experience in leading and managing teams, providing exceptional service to clients from every corner of the globe. He also has over 17 years experience in the vocational education sector in management positions and has in-depth knowledge of curriculum, course design, Training Packages and compliance. Feel free to contact Ravi at ravi.renjen@mcie.edu.au.

MEET DOMENICO - Chef Trainer

We are happy to announce the addition of Chef Domenico Tellatin in our team, to mentor MCIE’s work based students and increase our interactions with the hospitality industry. In this role he will be actively seeking feedback and suggestions from employers and mentoring students to accomplish quality outcomes. Dom is an active member of Les Toques Blanches (LTB), Victoria Chapter and has worked with number of Michelin star chefs including Christian Mouri, Michel Bourdin before achieving his own Michelin and Rosette for contribution to culinary world. In case you would like to place our students in your kitchen, feel free to contact Dom at domenico.tellatin@mcie.edu.au.

MEET NAJAAH - Course Advisor

Najaah has joined the MCIE team as a Course Adviser. In this role, she will be supporting the businesses and their employees to start their learning journey. She takes initial enquires from the students and provides each potential student with all the relevant information from eligibility, course entry requirements through to job outcomes. Najaah holds information sessions at the MCIE campus and if need be in the employers workplace about the various study options. The information session includes a personal consultation with the student and each participant is provided a detailed information pack to take back with them. The students and the employers are invited to take a tour around our facilities especially our simulation rooms where current students are gaining hands-on experience with an experienced trainer before they are sent off to complete their placement. Najaah is passionate about helping others to find their aspired career and creating a pathway to reach their dream by undertaking the course most suited to them. Feel free to contact Najaah at najaah.jafferally@mcie.edu.au.

UPCOMING EVENTS

ACPET 2016 NATIONAL CONFERENCE AND APIEF
Hotel Grand Chancellor Hobart
25 - 26 August 2016
To RSVP, contact acpet2016.com.au

EDUTECH INTERNATIONAL CONGRESS AND EXPO
Brisbane Convention Centre
30 May - 1 June 2016
To learn more, head to edutech.net.au

NATIONAL SKILLS WEEK 2016
Melbourne
RACV Resort, Torquay
1 - 2 September 2016
To learn more, head to vetcentre.vic.edu.au

For a full list of upcoming industry events, please head to mcie.edu.au
How MCIE is Making a Difference in the World of Learning

2016 has seen MCIE team members take a leadership role in sharing and creation of knowledge across the Vocational and Higher Education spheres.

Bryony Dade, Director- Quality & Engagement at MCIE is researching the concept of Powerful Knowledge and its significance for the Early Childhood trainers in Vocational Sector. Her initial submission to the University of Melbourne professors has been around the importance of theoretical concepts and framework in designing the curriculum for the Certificate III and Diploma level qualifications in children services. Bryony contends that Early childhood educational concepts in Australia should be explored intensely and a correct balance between theory and practice of training child care educators, looking after children from 2-5 years age group needs to be achieved.

She believes that “Words can change the way we think, feel, behave and act. They are the fabric of the storyteller and the tool of the educator. Words combined with knowledge become powerful. Powerful knowledge enables people to transcend circumstances and transform lives”. Bryony is in the process of consulting with the directors and educators in Child Care centres to understand their perspective on this important study.

Rajesh Iyer, Coordinator of Business and Community Care qualification at MCIE is presently involved in a Higher Education project with Swinburne University at their Hawthorn campus. The project involves a complete review of their resources for one of the marketing units. Some major aspects of this project include:

• Liaising with students to obtain their feedback on learning resources and assessment tasks
• Coordinating with trainers to obtain their inputs on the assessment process
• Review of all resources to verify the principles of assessment (fair, flexible, reliable and valid)

This project would not only assist in Rajesh’s professional development, but also help in bringing this learning back to MCIE and spearhead the development of our best practices in areas such as validation and continuous improvement.

Speechless Communication: Using Sign Language to Interact

End of last year saw our Disability Trainer, Sue Readman conduct a session for Aged Care and Children Services students.

The invitees attended a story board session, where Sue’s students were provided with the opportunity to teach what they have learnt and for students to learn skills that can be related to their respective industries. The focus was of electronic and non-electronic communication aides, used by people with complex communication needs. It also explored communication without any added aides, such as Key Word Signing.

Some of the learning’s from this session was that there are many ways to send a message without using speech, such as:

**NON- ELECTRONIC:**
- Communication Boards
- Talking Mats
- Choice Boards
- Key Words Signs
- My Day Book

**ELECTRONIC:**
- Pre recorded voice messages that can be activated by the person e.g “I talk 2”
- Ipad communications applications

If you would like to book Sue for this interactive workshop, feel free to send an email to conduct this workshop to rajesh.iyer@mcie.edu.au
NEAS Discussion Panel ‘Fitting Out a New Centre’

MCIE Managing Director Gary Coonar was invited to be a part of the panel discussion on ‘fitting out a new centre’ in recently concluded NEAS (National ELT Accreditation Scheme) conference. The topic of this panel discussion was to explore the important aspects of knowledge building society. The members of the panel believed that it is not only students but educational environments which needs to be evaluated for providing the right educational outcome.

The education landscape has changed significantly in the last fifteen years. We now live in a highly connected world in which students have ubiquitous access to quality educational content and myriad ways to explore, study and interact online. This environment has created new challenges that are driving education design today. MCIE & Explore English campuses in Melbourne have been acclaimed for being modern and providing the right learning environment to gain the 21st century skills and knowledge.

Popular Questions

IS CERTIFICATE III IN EARLY CHILDHOOD EDUCATION BEING PHASED OUT?

The trainers and course developers at MCIE keep a very close eye on the Early Childhood Education industry and changes to training requirements. To allay the concerns about the Certificate III of Early Childhood Education and Care, ACECQA provided the below statement:

“There are no changes planned to require all educators counted towards ratios to have or be working towards an approved diploma qualification. In centre-based services, half of all educators educating and caring for children preschool age and under required to meet the educator to child ratios must have (or be actively working towards) an approved diploma level qualification or higher… Some services may request that all their educators have, or be working towards, an approved diploma level qualification. This is not mandated by the National Regulations and is at the discretion of individual services.”

If you’ve been within the Child Care Industry for a while, you’ll know that students used to have to complete the Certificate III before they could enrol in the Diploma. However, students can now enrol directly into a Diploma. But then, that leads to the common question of, “Why wouldn’t I just do the Diploma qualification right away?” For answers to this and more insight, head to www.mcie.edu.au.

LONG WAIT LISTS FOR CHILD CARE // 15 MARCH 2016

Families are facing waits of up to two years to get child care in some Perth suburbs and one in three of the city’s long daycare centres is booked out. The situation raises questions about how WA’s childcare sector will cope when the Federal Government launches its single-subsidy system next year, which is intended to enable more parents to return to work by using child care. An investigation by The West Australian found the number of Child Care places listed as available on the Federal Government’s online database MyChild is significantly fewer than in reality.

Eighteen months later, the latest investigation shows little has improved. Childcare providers have told of a “ridiculous” level of demand in some areas. Early Childhood Australia Chief Executive Samantha Page said she was very concerned about the over and under-supply of Early Childhood Education and Care.

Source: The West, 2016
Professional Development and Mentoring- A Case Study

Back in 2011, the then head of campus at MCIE had recognised the importance of professional and personal development in our trainers and support staff as paramount to enable high quality outcomes. It was determined that a structured mentoring program with its benefits, is the right approach for MCIE moving forward. Recently we finished a successful mentoring program for one of our team members in Data and Quality. Below is the log of reflective journal kept by the mentee and mentor.

Anchal Kakkar’s (mentee) reflection
Late last year, I had shared with Nicole about my interest in learning more about the functioning of Learning and Development department. Although I work in the Data & Quality team, I felt that having firsthand knowledge about Training and Assessment Strategies, applying for addition to scope and learning about RTO standards and compliance from L & D perspective would be a great learning for me and also help me to perform my job better. Rajesh was assigned as my mentor and I met him for an hour every week for close to 8 sessions and learnt immensely about MCIE’s approach to training & assessment Strategies, creating trainer’s mapping summary. Rajesh patiently explained all of the elements and grounding entailed in making a robust Training & Assessment Strategy. Rajesh also taught me about RPL (recognition of prior learning) and documents associated with RPL Process. Rajesh is full of knowledge and a very good listener. Although he was extremely busy working on numerous projects, he always made himself available and managed to share his knowledge and experience with me. Thank You.

Rajesh Iyer’s (mentor) reflection
I enjoyed sharing my knowledge with Anchal. She was pro-active, on time and eager to learn. I did some initial analysis of her knowledge and realised that she would gain the most by working on some small projects to enhance her knowledge. Some of the key areas which I covered with her were:
• Detailing the steps involved in sending an application to ASQA (Australian Skills Quality Authority) for adding any new qualification to an RTO’s Scope
• Key areas of the Training & Assessment Strategy
• Information to be included in a Trainer’s Competency Mapping document
• Understanding a unit of competency
• Unpacking a qualification
• The RPL process and key documents associated with RPL

“'The most valuable resources that Educators have is each other. Without collaboration, our growth is limited to our own perspectives.”

Robert John Meehan

If your organisation will like to have similar mentoring program to be set up, feel free to contact Rajesh and his team of business management trainers. They will come and speak to your managers, understand your business model and provide you with support in business planning, production planning, inventory management and leadership of small teams, focussing mainly on process improvements.

CONTACT Rajesh.iyer@mcie.edu.au

CONTNETS
Employee Engagement

The way we work is constantly evolving and over the past decade, the workplace has seen numerous changes which have helped to foster a culture within the enterprise that empowers employees.

Creating Engagement

To do so means to encourage a workplace culture that allows for a massive amount of employee involvement and there is plenty of evidence to support this.

Morale is boosted also by employees feeling that they are valued, with gratitude being expressed and given by superiors proving important. Trust amongst colleagues is also hugely important to morale and this is why teamwork and collaboration in the enterprise should be encouraged.

Flexibility in the workplace is also important to increasing morale, as studies have shown that it produces less absenteeism, higher engagement and productivity. Those employees that are given the opportunity for flexible working feel much more trusted and valued than those who don’t. According to Forbes, many enterprises of today view flexibility as a strategy, rather than an outright employee perk, as they recognise its value.

Trust and Control

Those employees that have flexible working plans in place work better due to a sense of control over their own lives and careers. By giving workers options, employers are telling them that they are valued and this is reflected in the bigger investment that an employee will make in work and the company.

What is an Engaged Employee?

According to Tim Rutledge’s publication Getting Engaged: The New Workplace Loyalty, employees that are truly engaged are inspired by what they do. They are committed, love their job and care about what happens to the company they work for. Whilst in years gone by the power has been firmly in the hands of the employer, this is no longer the case and companies have to work harder to gain and retain top talent.

Bearing all of this in mind, in order for companies to create a good working culture that engages employees and boosts morale, they must pay attention to the wants and needs of the employee and use enabling technology to facilitate this. The intranet is an obvious place to start and can be adapted to include social and collaborative features and those that encourage the worker to be actively involved in the company, rather than just thinking of it as 9-5 drudgery.

ASKING THE RIGHT QUESTIONS

At MCIE, we understand the importance of employee engagement and morale. Part of being able to make the workplace as good as possible, is listening to our staff.

Our recent employee survey results have provided us with detailed information regarding our staff’s opinions about our performance, culture, relationships, how we go about our work and where we are headed.

The feedback comes at a time when we are in a challenging business environment and presents concrete views from our staff about how we can work together to realise our vision of MCIE mission for the future.

The survey included 34 core questions and four open ended questions which everyone all contributed to generously.

93%

More than 93% of respondents believe that MCIE cares about their well-being.

98%

More than 98% believe that they feel respected and valued and have a friend at work.

A similar result was recorded for ‘fun at work’ (96%). In addition, nearly 80% of respondents said that they are continually improving the quality of work they do, and that their jobs make good use of their skills and abilities.

We encourage other organisations to ask their staff what they are thinking and to take the feedback on board (good and bad) to improve the working environment. At the end of the day, staff = the bottom line.
DID YOU KNOW

Inadequate training causes 41% of employees to leave within a year vs. 12% of employees who are engaged in a professional training and development program.

Cost of compliance can be 2.65x the cost of non-compliance.

Companies with engaged employees outperform those without by up to 202%!

DATA: SmartBeans Consulting and GALLUP
In 2016, developing and enhancing the skills of the workforce is a critical component of this strategy. A better match between the skills of employees and the skills required in the workplace make for a more productive industry. It is essential that the education and training system meets the needs of employers and their staff.

The revised SIT Tourism, Travel and Hospitality Training Package aligns competencies more closely with industry practices and provides the foundations for an effective qualification framework for the industry. It is imperative that the training package continues to reflect the current needs of industry, which can be achieved through the continuous improvement process, whilst remaining cognizant of the fact that the industry largely comprises small, time-poor, businesses. Better outcomes can be achieved when the VET system and industry collaborate on the future direction of endorsed components of the training package.

Another emergent area where a skills gap has been identified by the Learning and Development team at MCIE is the effective use of social media. Many businesses are still coming to terms with how to manage this area of their operation and industry stakeholders have expressed concern about the negative impact a poor social media strategy can have upon a business. Therefore, there is scope for a skill set to be developed to enable operators to making the most of the opportunities offered by this new marketing avenue. Since the beginning of last term, MCIE has been organising technology at work programs for our students. The industry experts from organisations such as BMW, Spec Savers and Commonwealth Bank have done hands on workshops for our students to give them insight in to running a business and how technology can be used to increase both efficiency and productivity.
MCIE Delivers Food Safety Supervisor Course to ALH Group

Venue Manager Angela Taggiris and Assistant Manager Jordan Nevitt completed the food safety course conducted by MCIE at Oakleigh Junction Hotel on Portman Street. The trainer was very impressed with their knowledge and the method by which all the documents pertaining to food safety were maintained by this “A” team.

According to the participants, “It was a very interactive, fun session and great learning”. We look forward to conducting such sessions in your venues. Do get in touch with sujit.pillai@mcie.edu.au if you need food safety courses held for yourself or your employees.

The Importance of Streamlining Processes

MCIE is currently working with an advisory company - Fast flow Management to Improve customer experience through help desk, complaints system. Some of the issues pertaining to duplication and double/triple entry in data are being recognised and removed.

This will help us to streamline operations to support further growth. The initial brief given by the management team has been to get the right technology to allow executives to have full visibility within the business in real-time and address key KPIs. Including automating quality reports. We believe that once fully implemented, this process improvement exercise will improve HR systems particularly regarding hiring, on-boarding & out-boarding of trainers with minimum disturbance. This will in terms reduce the work caused by trainers and simplify the interaction with them allowing the trainers to focus on most important activity of training our students.

VOCATIONAL Student of the Year 2016

MCIE are extremely proud to have nominated Pauline Margetts for Vocational Student of the Year with the Victorian Training Awards. Pauline is an exceptional Commercial Cookery student, highly deserving of this award. See what her Employer, Matt Copping from the Horsham Special School had to say...

“Our ability to grow this program over the past 12 months has been possible due to the training that Pauline has undertaken through MCIE. We have seen her develop so many professional skills around cookery, serving, food preparation, customer service and so on. As a result, we have been asked to take over and run a local university’s cafeteria, which again, is directly attributable to the work that Pauline has done through both her course and her private study,” Matt Copping, Principal
MCIE supported the annual Great Trentham Spudfest, now in its ninth exciting year. This festival celebrates the spirit of the community and recognises Trentham’s potato-growing heritage. See what Mark Weatherley, President of Les Toques Blanches had to say...

I would like to take this opportunity to thank you and MCIE, for your generosity towards the Les Toques Blanches Spudfest. Your support was instrumental in the day organising the supply and printing of the handouts.

The day gave us a chance to support a country community, which some members were able to come up relax and enjoy the picturesque surrounds of Trentham with family. Les Toques Blanches extends its gratitude for your support of this event and throughout the year. The day would not have been as successful without your contribution. Once again, thank you.

Mark Weatherley
President, Les Toques Blanches

Sarah Maric
LTB - Deputy Secretary
Sarah has been in the Industry from the age of 15. She rapidly grew in the Commercial Cookery space and is now a leading Chef with an impressive history.

What she made @ Spudfest
Sarah whipped up a delicious Mothers Day Breakfast Potato Rosti. Rosti’s are one of the gems of the potato-dish world - so simple to make yet so satisfying.

Markus Werner
Corporate Executive Chef
Markus is a Certified Master Chef in Germany and Australia with over 30 years of experience in the Industry.

What he made @ Spudfest
Markus cooked Yellowtail Kingfish and Potato Chowder. This dish not only looked impressive, but left you wanting more after the first bite.

Domenico Tellatin
Chef Trainer
From working in 3 Michelin Star Restaurants to writing for Harpers Bazaar - this Chef from the Italian Alps has done it all.

What he made @ Spudfest
Oven Baked Garlic Parmesan Potato Wedges accompanied by Carrot, Orange & Cumin Dip. Domenic presented with Gurpreet Bhatia, MCIE Hospitality Coordinator.

Brad French
Cuisine Lecturer
Having launched his career in Melbourne in the 1980’s - Brad has never looked back. A leading Chef, who has been around the world, is now based in Melbourne.

What he made @ Spudfest
Brad cooked a delicious Potato Gnocchi with Pesto Sauce. Surprisingly simple to make and exceptionally delicious.
OVEN BAKED GARLIC PARMESAN POTATO WEDGES
(Accompanied by carrot, orange & cumin dip)

What you need

Ingredients
3-4 large potatoes, sliced into wedges
4 tablespoons olive oil
2 teaspoons salt
2 teaspoons garlic powder
2 teaspoons dried Italian herbs
½ cup shredded parmesan cheese

Equipment required
Roasting trays
Tasting plates
Napkins

How to make it

STEP 1: Preheat oven to 195-200°C.
STEP 2: Lightly grease a large baking sheet and set aside.
STEP 3: Place potato wedges in a large bowl. Drizzle with olive oil and toss to coat.
STEP 4: In a small bowl whisk together salt, garlic powder, and dried Italian herbs. Sprinkle potato wedges with the shredded cheese, tossing to coat, then sprinkle with the seasoning mixture.
STEP 5: Place potato wedges on prepared baking sheet in a single layer with skin-sides-down.
STEP 6: Bake for 25-35 minutes until potatoes are fork-tender and golden.
STEP 7: Sprinkle with freshly chopped parsley and dressing for dipping.

Carrot, Orange & Cumin Dip

Ingredients
3 small carrots, peeled, finely chopped
2 tablespoons extra virgin olive oil
1 brown onion, halved, finely chopped
1 garlic clove, finely chopped
1 teaspoon ground cumin
60ml (1/4 cup) fresh orange juice
Salt & freshly ground black pepper

How to make it
To make carrot, orange & cumin dip: place carrot in a steamer over a saucepan of simmering water. Steam, covered, for 15-20 minutes or until tender. Remove from heat. Heat the oil in a frying pan over medium heat. Add the onion, garlic and cumin and cook, stirring, for 5 minutes or until onion softens. Place carrot, onion mixture and orange juice in the jug of a blender and blend until smooth. Season with salt and pepper, and set aside for 15 minutes to cool.