Capability development services for business
Helping organisations adapt and succeed

swinburne.edu.au/learningservices
With a progressive culture of innovation, industry engagement and social inclusion built over a rich and varied one hundred-year history, Swinburne University of Technology has grown to become one of Australia’s leading education institutions.

We have a long history of working with industry. Hundreds of businesses – public and private, national and global – have engaged Swinburne to deliver customised learning and development solutions that are designed to achieve results.

We help our partners to continually improve their workforce productivity through capability building and targeted learning and development interventions.

We are well-equipped to meet the challenges and opportunities Australian organisations face. We have an extensive network of industry facilitators and academics with unique experience and capabilities, and we have a comprehensive understanding of the complexities of each sector we operate in.

Our focus is to help you identify the organisational issues that need to be addressed to attain high levels of productivity, employee performance and organisational success.

We collaborate with you to co-create a dynamic work environment where knowledge is transferred and learning and development solutions are delivered to your specific requirements.

**EACH YEAR, WE TRAIN**

**OVER 20,000 WORKPLACE TRAINING PARTICIPANTS**
OUR CLIENTS

**Automotive**
- Mercedes-Benz Australia Pacific

**Financial services**
- Computershare Limited
- National Australia Bank (NAB)
- Superpartners

**Construction and engineering**
- Rutledge Engineering (Aust)
- Siemens Ltd

**Energy and utilities**
- APA Group
- Comdain Civil Constructions Pty Ltd
- Melbourne Water
- Powercor

**Finance and accounting**
- KPMG

**Government and government agencies**
- Australia Post
- Australian Public Service Commission
- Australian Taxation Office
- Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education
- Department of Economic Development, Jobs, Transport & Resources

**Insurance**
- BUPA Australia
- Medibank Private

**Legal**
- Clayton Utz

**Management consulting**
- City Facilities Management

**Manufacturing**
- Arlec Australia
- Boeing Aerostructures Australia
- Dentsply (Australia) Pty Ltd
- Bio CSL

**Media, entertainment and publications**
- Foxtel

**Medical, health and community services**
- Eastern Health
- Epworth Healthcare
- Healthscope Victoria
- St Vincent Hospital
- Vision Australia

**Metals, mining and resources**
- Clough AMEC
- Newcrest Mining
- Queensland Gas Corporation
- Weir Minerals Australia Ltd

**Retail**
- Bunnings Group Ltd
- Converse Australia
- Pacific Brands Ltd
- Target Australia
- Woolworths Limited

**Telecommunications**
- Telstra Corporation

**Transport, storage and logistics**
- City Holdings Pty Ltd
- LeasePlan Australia Limited
- Public Transport Victoria
Working with clients to deliver value

We work in partnership with our clients to provide customised programs and services that will meet current and future business requirements. We use a collaborative approach that focuses on understanding your needs and strategic direction, to build specific solutions for your organisation.

We are responsive, and have robust project management systems that enable us to work efficiently to design, develop and deliver learning services. We are committed to excellence in customer service and provide our clients with dedicated account and project managers.

If you require organisation-wide learning and development programs, or assistance delivering components of your in-house program, we can help you.

We are committed to providing you with excellent customer service and working collaboratively to build specific solutions for your organisation.
70:20:10
We follow the 70:20:10 framework for professional development. We believe this approach is the most effective, relevant and valuable for our clients, and we build our learning and development programs and materials around this model.

We implement the framework by applying learning opportunities directly to workplace-driven projects. This learning is applied based on your processes, systems, tools and templates, to ensure participants learn and follow your way of doing business.

Learning grips best when it is supported by coaching, and we can provide you with expert coaching services and training. We also deliver a large range of formal learning programs that can be customised to suit your organisation.

BENEFITS TO YOU
- Customised learning and development programs to provide a demonstrated return on your learning and development investment
- Access to cost effective, high quality, qualified coaches to support learning and application
- Industry facilitators who are experienced practitioners, academically well qualified, with a passion for excellence in professional practice
- Access to vocational and university qualifications with our dual-sector training capabilities
- Enjoy high-level customer service with dedicated account and project managers who ensure quality in all aspects of our performance
- Utilise our national service delivery

Working with Swinburne is easy and always focused on your business requirements
What do we offer?

We offer industry, business and government consulting services, organisational learning and development programs, coaching services, and accredited and non-accredited courses.

Organisational development and consulting services

Customised program development and design
We have worked across all sectors of private enterprise and government in Victoria and across Australia, with both large and medium-sized organisations, to develop customised and contextualised programs for accredited or non-accredited courses. We are responsive and efficient in meeting your requirements and are committed to providing you with excellent customer service.

Program mapping and accreditation
Many organisations provide their staff with internal development opportunities which are highly contextualised to organisational needs and operating systems. Did you know that these programs can be mapped and assessed to nationally accredited qualifications? We have a proven track record of providing partnership models where you can choose service components as you require them for your in-house program.

Coaching for success
Our development programs are so successful because we deliver them within a coaching model which strongly builds on the 70:20:10 approach. Coaching is one of the most powerful tools for professional development as it is fully personalised to meet an individuals’ needs and goals. It allows participants to experiment with new ideas, seek bold solutions and more confidently deal with challenges.

Individual coaching helps to improve leadership impact and is a sustainable and exciting way to unlock a leader's full potential.
Organisational capability development
Without the right skills and targeted investment in learning and development, an organisation cannot compete successfully. A carefully designed and implemented training needs analysis can prevent critical skills shortages and gaps, and allocation of resources to potentially ineffective learning and training programs. In collaboration with you we can provide the ‘line-of-sight’ of the knowledge, skills and capabilities required for your organisation. Our consulting team has significant experience in all aspects of assessing training needs and reviewing organisational capability.

Leadership development
From the boardroom to the factory floor, we offer a rich range of programs and services to help you manage talent to drive your business forward. Our programs and services are as diverse as the leadership challenges faced by today’s leaders and managers.

We help organisations to focus on critical skills for managers such as strategy, people management and decision-making, and provide an understanding of the drivers of organisational wellbeing, employee engagement, organisational culture and performance.

Health, safety and wellbeing
Swinburne’s Centre for Occupational Health and Safety Training (COHST) is one of Australia’s leading health and safety training providers. A recognised centre of excellence, COHST has earned a national reputation for its quality First Aid and Occupational Health and Safety programs. The Centre offers state and nationally accredited courses, tailored training and a curriculum that incorporates the latest legislation, regulations, industry expertise and research. The Centre can help you to lead a culture of wellness and safety in your workplace.

Psychometric assessment tools
We provide cost-effective access to psychometric assessment services and style indicators to enable your organisation to make well-informed people related decisions. The instruments we provide are valid and reliable, such as the GENOS Emotional Intelligence Inventory that originated at Swinburne University.

Redundancy, recovery and career transition services
Managing redundancies and restructures is a critical part of organisational agility and an important service delivery component for managing the corporate brand. We can assist you with a range of redundancy, recovery and transition services which can be tailored to your specific needs.
What do we offer?

Coaching services
Our coaching services offer you a quality approach and competitive rates for a broad range of coaching needs, including executive and performance coaching. We have an extensive network of qualified coaches with a variety of expertise, experience and qualification levels. We can provide coaches suited to your needs, to service any level of your organisation.

We specialise in training and developing executive and organisational coaches around Australia. We are the only university in Australia who have, through a panel of industry and subject matter experts, developed our own vocational qualification in organisational coaching. Our Graduate Certificate in Organisational Coaching has achieved national recognition as the benchmark program for the development of this capability.

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Testimonial

The Emergency Services Telecommunications Authority (ESTA) entered into a collaborative partnership with Swinburne University of Technology in 2013, to support the organisation’s strategic realignment and organisational transformation initiative.

“Collaboration with Swinburne has been excellent”, says CEO Ken Shymanski.

“It is more of a partnership, than a traditional customer–supplier arrangement.”

Mr Shymanski conveyed that the partnership aimed to shift the organisation’s culture to one of interdependency and leadership values. This shift was achieved through ESTA and Swinburne co-designing a purpose built management and leadership program. The strategy utilised a Diploma of Management and a Graduate Certificate in Applied Business program structure to support development of ESTA’s frontline managers and senior leaders.

“The engagement with Swinburne was a key part of ESTA’s strategic plan to build a united team of highly skilled, flexible and engaged people. The basis of the successful partnership was the co-authoring and development of the program structure and content. This involved a strong working collaboration with Swinburne,” says Susan Young, ESTA’s Corporate Learning and Development Manager.

ESTA reported from the ROI analysis, an overall 12% improvement in a wide range of management and leadership indicators including improved operational productivity and effectiveness, involving people leadership behaviours and improved collaborative relationships.
What do we offer?

Corporate education
Our corporate education programs include accredited and non-accredited courses with workshops, short courses, certificates and diplomas, and graduate programs offered. The programs combine comprehensive training, experienced industry facilitators and practical workplace application. Courses can be customised to meet your organisation’s specific needs, and can be delivered in-house. Subject areas include:

- Agile project management
- Leader as coach
- Business development
- Leadership and team development
- Workplace health and wellbeing
- Innovation and creative thinking
- Change management and leadership
- Lean business and operational excellence

Programs for senior professionals and managers
We offer a range of specialist workshops and graduate programs for senior professionals and managers, targeting core capabilities and broader behavioural change, to enable real organisational impact.

Whatever the career stage, development needs or future ambitions, our programs and integrated pathways will support individuals and teams in their goals. We aim to provide senior leaders with skills and real knowledge that can be immediately applied in the workplace.

Our experienced educators, who are leaders in their field, deliver our programs at the conveniently located Melbourne CBD campus, or customised programs can be delivered in-house.

Graduate programs
A postgraduate qualification provides in-depth learning for professionals moving into senior roles. We offer graduate programs in areas such as leadership, business, project management, coaching and emergency management. Our programs are facilitated by industry leaders, and provide real-world focus, networking opportunities, and pathways to further learning.

Swinburne’s Graduate Certificate in Organisational Coaching was acknowledged by BRW in the article, *Time for executive coaching to come out of the shadows:* ‘Just as the market is awash with coaches, so it is that there is a proliferation of coach training programs from private training providers. The “graduates” vary greatly in quality. Some semblance of order has come into the coaching industry with training offered at a higher and more credible level, such as Swinburne University of Technology’s graduate certificate in organisational coaching …’
Fast-track certificates and diplomas
Advance the knowledge of professionals in your workforce, and consolidate their skills with our fast-track certificates and diplomas. Staff can gain the credentials and confidence they need to succeed in an accelerated learning mode.

A blend of workshops, online and self-study, the courses require part-time hours and can be completed within six months. We recognise skills developed in the workplace and offer learning that builds upon career experience. Assessments are often applied to the current workplace.

Learning and development programs
We offer a range of specialised programs for learning and development professionals to achieve better results in their organisation.

To enhance coaching capabilities we offer courses in executive coaching, and Harrison Assessments Accreditation workshops. Our GENOS Emotional Intelligence Certification program can provide expertise in assessing and applying emotional intelligence in your workplace. We can also increase your facilitation and communication skills to ensure you can effectively design and lead workshops, training sessions and meetings.

Testimonial
“I can honestly say it was the best training session I have ever had. I spoke to all the attendees from our team on the phone on the way home last night and they all got a huge amount out of it. The most important thing is they have learned things that they can actually use and implement immediately back at their branches. A lot of the time on these sessions, you learn a lot about theory and best practices but converting it to day to day operations isn’t always clarified. The course was so effective because it was hands on and dealt with issues they encounter daily and everyone could visualise how they could use it to make their jobs easier and more effective, but also help them develop personally.”

Paul Jukes, State Operations Manager, Hertz
FURTHER INFORMATION

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