

Central Gippsland Skills Store

Suzanne Jones initially contacted the Central Gippsland Skills Stores to seek some career advice for her 16 year old son, Nick.

During the appointment, Suzanne also mentioned her background in legal administration to the Skills Store consultant. Even though Suzanne had worked in this area for many years, she had never had her skills, knowledge or competencies formally recognised.

The consultant carried out a half an hour pre-assessment of her competencies via the Competency Navigator program to find out what courses Suzanne would need to take to acquire formal qualifications in legal administration.

The pre-assessment found that Suzanne, after undertaking a successful recognition of prior learning (RPL) assessment, would be credited with all required Units for the Certificate III Legal Administration and all of the Core Units and 80% of the Specialist Units for the Certificate IV Legal Services. The pre-assessment also provided a referral to a Training provider that would receive a \$250 grant to help with Suzanne's associated training costs.

When asked Suzanne what she thought of the Skills Stores, she replied, "I just think it's terrific that I access one place to get the information I need with some one there to help take me through the process".

Eastern Skills Store

Christine Parker (not her real name) is a 37 year old mother looking to re-enter the workforce after two years at home.

Although Christine has a background in Information Technology and received in-house training at Telstra, she was concerned that her lack of formal qualifications could hold her back in taking up a new job.

But after using the Competency Navigator at the Skills Store, Christine soon worked out what qualifications she needed and where to get them. Now she is planning to enrol in a Certificate IV in Training and Assessment course at her local TAFE where her previous work experience will be taken into account in working towards the Certificate. Christine also found the \$250 contribution a helpful boost toward her training expenses.

Kristie Smith (not her real name) is a young worker for an international fruit and vegetable distributor but now looking for a career change. However Kristie didn't know how much of her current skills would be recognised in qualifications required for other occupations.

But after talking to the Skills Store consultant and working with the Store's online assessment tool, Kristie was able to quickly and clearly identify several new career pathways and the training they required. Now Kristie is taking the next step by the Skill Store's generated information to choose the right training provider for the new career she is considering.

Rob Jones (not his real name) has spent most his working life in the automotive sector, starting as a mechanic, becoming a dealer and currently arranging car fleet sales.

Rob celebrated his 50th birthday this year and feels it's time to for a change in his career. "I'd like to give something back to the industry that's provided my livelihood over all these years" he explained when asking the Eastern Melbourne Skills Store consultant about becoming an automotive TAFE teacher.

Once Rob had used the online assessment tool at the Skills Store he could see exactly how his experience as a skilled automotive specialist would contribute to getting teaching qualifications. Now Rob is using this information to request a formal assessment of how where his prior learning will be taken into account in gaining a Certificate IV in Training & Assessment.

North Western Skills Store

Kate Christophers (not her real name) has been working full time in an administrative position at an insurance company for the past seven years. Recently a more senior position opened at her work that Kate felt she was ideal for.

While her manager agreed, they realised Kate did not have the particular formal qualification that was required for the new senior position.

Together they contacted the North Western Skills Store to find out how it could help. Mindful of Kate's family and work commitments, the Store was able for Kate to undertake the initial self assessment and then discuss career opportunities and options without having to leaving her work.

Working through the Competency Navigator with the Skills Store consultant, Kate was very impressed with the possibilities identified by the self assessment and by how easy and comfortable it was to carry out.

"It's great how the assessment processed took into account all my work experience - my former bank work, my home duties and the work I'm doing at the moment to give me a range of training options."

Alisha Thomas (not her real name) had been teaching science for five years but she realised she really wanted to pursue a different career path. After meeting with a North Western Skills Store consultant to discuss her interests and skills, Alisha was then able to much better identify and explore in detail career options. The Skills Store consultant arranged an appointment for Alisha with a professionally trained Career Counsellor based nearby.

Now Alisha's well informed and confident about her new work choices and ready to work with the Skills Store to find the training and recognition of skills options that she will need for her new career.

South Eastern Skills Store

Mary Blackwell (not her real name) had last worked in an office environment 23 years ago and now wanted to do so again. Although Mary had completed several short courses to update her skills she still felt she wasn't quite full equipped yet to work in today's office environment.

But after enjoyed working her way through the competency navigator with the help of the Skill Store staff, Mary was able to identify and appreciate the skills she had acquired over the years outside of work and to establish what training was need to complement these skills. This has given her the confidence and direction she was looking for in planning to return to office work.

Craig Metcalf was working as a warehouse foreman for Pryda Solutions, a local Manufacturing company in Dandenong that saw boosting warehousing, engineering and business skills and qualifications as a priority for the company's future.

So Craig and Pryda met with a Skills Store Consultant to carry out a personalised review of his work and training experience which included seven years in retail and a Certificate IV in Warehouse & Distribution.

Through this review they identified Frontline Management as an area of interest for Craig and where he had already acquired relevant prior learning. After completing the full Skills Store review using the web based Competency Navigator program Craig was referred to a local TAFE and undertook a formalised RPL process as the first step towards gaining a Diploma of Frontline Management.