Workforce solutions

Specialist skills training to help you recruit, train and retain quality employees.

- Project Management
- Frontline Management
- Carbon Management
- Occupational Safety & Health
- Workplace English Language & Literacy
- Training & Assessment
- Microsoft Office Specialist Certification
- Professional Image Development
West Coast Institute of Training
West Coast Institute of Training is a leading provider of accessible and relevant specialist skill training solutions in the areas of commerce and technology, community services and health, hospitality, tourism and trades.

Providing over 120 nationally recognised courses via traditional face-to-face delivery, online learning, or workplace training, the Institute has established five Academies of Excellence:

- Aboriginal Academy of Sport, Health and Education
- Academy of Digital Technologies
- Academy of Health Sciences
- Academy of Hospitality and Tourism
- Trades North

The Institute also incorporates the Western Australian Institute of Technology (WAIT) as its international face; has collaborated with the WA Police to create the International Academy of Law Enforcement and Security (IALES); and hosts the Business Growth Centre.

The following pages list some of our workforce solutions programs that can be tailored to suit your needs.
We realise that employers in all industry sectors are faced with the challenge of attracting and retaining quality staff. The process of recruitment, induction, training and continued development takes both time and money – two critical elements that can impact on your bottom line.

West Coast Institute of Training can work with you to address these issues by developing a tailored workforce solution that will provide continued skill development for your staff; assist you in decreasing staff turnover; and boost the productivity of your workforce.

West Coast will find your innovative, customised training solution by:

- **Conducting on-site skills assessment and gap-training analysis.**
  Our highly qualified trainers will work in your business to better understand your systems, process and skills requirements in order to identify relevant training solutions that will increase your employees’ capabilities.

- **Developing customised training solutions.**
  West Coast is able to tailor any training program to suit your needs. Whether it’s an in-house group training session, traditional classroom workshops at the Institute, or self-paced online learning, West Coast can create a solution that will seamlessly integrate with your day to day operations.

- **Recognising your employees’ existing skills and knowledge.**
  Through our recognition of prior learning (RPL) process, your employees can earn credits towards a nationally recognised qualification. Through on the job observation, in-depth discussions and/or sighting of formal documentation, West Coast will make this process hassle free.

- **Providing highly qualified trainers who understand your industry because they come from your industry.**
  West Coast Institute of Training partners with Perth’s industry leaders across every sector to share expert knowledge and advice on the training we deliver.
In order for businesses to compete and keep employees engaged in organisational growth or change, they need to operate in a project management environment.

Project Management training develops an individual’s skills in managing all aspects of a project and applying techniques in cost assessment, communications, procurement, human resources, quality, risk, scope and time management.

West Coast is the only training provider in WA that offers a combined Certificate IV and Diploma in Project Management which can be completed in less than six months through customised in-the-workplace workshops, face-to-face group classes at the Institute, or via self paced online learning.

“Doing the course led me to discover that although I was already implementing 75% of the course content, the other 25% I had been missing in my role was, in fact, very important!”

» Stephen Greene, Program participant
Frontline Management

All employees who provide leadership and guidance to others and take responsibility for the effective functioning and performance of a team and its work outcomes will benefit from training in frontline management.

Through West Coast’s customised in-the-workplace training program, participants learn how to provide leadership, implement an operational plan, monitor a safe workplace, promote team effectiveness, implement high customer service standards, report financial activity, make a presentation, establish effective workplace relationships, manage projects and conduct market research.

“Our people have changed their behaviour. They’ve developed skills, become more competent and confident, and that really is the bottom line.”

»Deborah Pearson, 
St John of God Healthcare
Carbon Management

The carbon economy is coming and businesses will need to measure, manage and minimise their carbon emissions. In doing so, you will reduce your energy costs and be able to market your business as socially responsible and environmentally friendly, giving you an edge in a competitive business environment.

Offered as either a two-day workshop or complete Diploma, your staff will gain a comprehensive understanding of how to measure, manage and minimise energy use and carbon emissions.

Participants who complete the course will be able to take their new found skills and knowledge and immediately implement them in the workplace to improve their bottom line.
Occupational Safety & Health

Occupational Safety & Health (OSH) is a key priority in workplaces all over Australia – from office ergonomics to mine site safety and health regulations. OSH training is becoming more popular with companies choosing to have their employees’ skills nationally recognised with the added benefit of strengthening their insurance negotiations.

West Coast has developed an online assessment program to suit the needs of employees and employers alike, particularly those working a FIFO arrangement. Assessed and supported by our highly skilled trainers, employees complete a series of work books which they submit for assessment to gain the Certificate III, IV and Diploma in OSH.

Via a combination of workshops and online distance education, West Coast has delivered the Diploma of OSH to employees of Sefti PNG, the peak national association for OSH, in Port Moresby, Papua New Guinea.
Completion of a Certificate IV in Training and Assessment (TAE) allows individuals to facilitate training and conduct assessment in a range of settings with individuals and/or groups, for example working in: vocational training at TAFE colleges, as coaches and mentors in industry, off-shore vocational training, human resources professional development officers etc.

West Coast offers a 14 week customised program that can comprise of in-the-workplace workshops, face-to-face groups at the Institute, or self paced learning.

“I have recently been employed as a lecturer and am confident that with the knowledge and skills I have gained, I will be able to perform my job to a high standard.”

— Natalie de Vries, program participant
The importance of communicating clearly, concisely and courteously is a priority in all industries. Whether you work in a customer service-oriented environment, supervise staff, write reports, need to understand documents such as operating procedures or policy documents, give presentations or interpret other guidelines, the ability to understand and communicate materials accurately is essential.

The Workplace English Language and Literacy (WELL) program is a flexible, specialised in-the-workplace training program that focuses on improving workplace communication skills. The program operates in a wide range of industry settings and can be tailored to suit your business and the individual needs and competencies of each team member.

“The benefits of WELL training for our employees were considerable. Their computer and communication skills improved, giving them the confidence to go on to study further qualifications and use the new skills to develop their own teams”

» Rachael Williams, Employee Development Officer – City of Wanneroo
Microsoft Office Specialist Certification

Microsoft Office Specialist Certification is the globally recognised performance standard ensuring a high level of proficiency in Microsoft Office desktop computing skills. It is the only Microsoft Office certification that is recognised and endorsed by Microsoft and, as such, it is recognised by employers worldwide.

Qualifying as a Microsoft Office Specialist will help your staff develop advanced skills in Microsoft Word, Excel, Access, PowerPoint and Outlook, utilising their full potential and increasing productivity.

Completing the certification is easy. Comprised of web-based pre-tests and program-specific certification exams, the program can be completed quickly, at your own convenience.

Providing both accredited and non-accredited Microsoft training, West Coast is able to tailor a program to suit your organisation’s needs.
Professional Image Development

First impressions mean everything in business and you only have one chance to make a great one. Whatever the industry, your staff will be in contact with people from outside your organisation and this course will give them the tools to ensure their conduct is professional and appropriate at all times.

This flexible, insightful program covers business protocols, personal and business etiquette, individual corporate branding and the development of strong work ethic principles. It will address the specific needs of your employees and can be delivered in-the-workplace or on-campus.

Be it in the board room or with prospective clients, this training will ensure your employees always present a professional, polished image, improving your bottom line.
Let West Coast Institute of Training customise a workforce solution program to skill your staff.

Contact us today on
(08) 9233 1822

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