

## Performance Panel Structure

Agenda items	Lead
Welcome and Introductions Acknowledgement of Country	Member of TAFE Executive
Actions from previous performance panel	Program Manager
Main business – topic by topic	Program Manager
Reflection on overall performance	Program Manager / Member of TAFE Executive
Feedback on performance panel experience	Team members

## Main business – topic by topic:

### Our Team (People and Culture)

- Team demographics*

Central to our success will be the ability to attract, retain and develop a high calibre and diverse workforce.

Discuss your workforce planning to ensure staffing levels meet operational requirements and demonstrate how you are leading to ensure diversity and inclusion within your Program area.

- PRDP*

Federation is committed to being an employer of choice; a high performing organisation, underpinned by shared values and agreed behaviours.

Discuss how your team is tracking against the various stages of the PRDP process (fixed-term and continuing staff). The requirement is to set, monitor and measure objectives for team members.

Discuss how you are progressing with embedding Living Values within your team.

# Performance Panel Guidelines

- *Performance development*

Technological advances and the changing economy will mean that our teams will need to learn new skills and become proficient in new fields. Our professional development program is aimed at ensuring capability is aligned with the changing requirements of learners, the evolving skills needs of industry, and supports organisational growth and change.

Highlight strategies that are in place to ensure that your team is continuing to develop their skills and competencies as a TAFE teacher and industry professional as per the Standards for RTOs e.g.

- PD compliance (30 hours per year per industrial agreement)
- Industry currency / release
- Attendance at PD week (full attendance, all sessions)

- *Team survey*

The achievement of our vision for the future will be built on the dedication, talent and motivation of our team. The team survey will be a key tool in measuring employee satisfaction, diversity and inclusion, and a range of other measures that are critical to being an employer of choice.

Highlight strategies that are in place to address survey results specific to your Program area and an indication that these actions are working.

- *OH&S*

The safety of our team, students and visitors is a legal (Occupation Health & Safety Act, 2004) and moral responsibility. OH&S performance is not only a measure of how safe the environment is but also contributes to increased staff morale, productivity, enhanced organisation reputation and improved financial performance.

Highlight strategies that are in place to improve OH&S performance in your Program area using data. The aim is to minimise serious incidents and drive a collaborative culture of safety first. Identify actions in the annual OH&S Plan yet to be completed and steps required to address.

## Our Customers – Students / Partners

- *Enrolments / Attributes*

Growing enrolments to support skills development in priority industry sectors and increasing participation from underrepresented groups are core strategic objective for Federation TAFE.

Discuss strategies that are being implemented to grow enrolments in key priority sectors. Identify actions to increase underrepresented cohorts including ATSI, individuals with a disability, and those from low socio-economic backgrounds. Identify strategies and support required to increase enrolments in priority markets such as the Wimmera region.

- *Pathways*

Pathways while providing skilled workers for a changing economy also drives financial performance with repeat business being a key measure for success for most businesses. Being a multi-sector University we are ideally placed to maximise pathways opportunities.

Highlight actions that demonstrate improved pathways from within TAFE; from TAFE to Higher Education; and Higher Education to TAFE. Showcase initiatives with higher education colleagues or with other TAFE Program areas that drive pathway growth.

- *Student and Employer survey*

Delivering an exceptional student experience is central to achieving our objective to become number 1 TAFE in Victoria. As will be assisting more businesses to secure the skills they need to succeed in a changing economy and being engaged and responsive to their needs.

Highlight actions specific to your Program area that will increase student and employer satisfaction as measured by Federation TAFE's annual LQ and EQ surveys and will drive achievement of metrics targeted to become number 1 TAFE in Victoria (as measured by the Department of Education and Training's annual Student and Employer survey).

- *Student complaints*

Central to ensuring high levels of stakeholder satisfaction is not only measuring the number and types of complaints within a particular area but our responsiveness and effectiveness in resolving them.

Identify and discuss complaint trends and actions to address. Highlight successes in dealing with challenging complaints and the learning that has led to new ways of doing things.

## Education (Learning and Teaching)

- *Placements*

Enhancing Work Placements or Work Integrated Learning is a strategic priority for Federation, including for those qualifications that may not have a mandatory work placement component. We know that there is a positive correlation between a student undertaking a work placement and a job outcome once training has been completed.

Highlight actions that demonstrate growth and innovation in work placement opportunities for our students. Highlight partnerships with industry that have resulted in new work placement opportunities. Showcase collaboration with the TAFE work placement team and other internal and external support networks.

- *Missing results*

Timely resulting ensures that our students receive feedback and encourages progression towards completion. Overdue results impact on student satisfaction and retention as well as financial performance and contract compliance.

Use data to demonstrate the status of missing results and identify actions and timeframes to address missing results (e.g. 1 – 15 days, 16 – 30 days and 30+ days).

Discuss how you are leading cultural change, implementing new processes and working within a matrixed management structure to progress timely resulting throughout the year.

- *ASQA compliance*

To become number 1 TAFE it is essential that the Standards for RTOs are not only met but routinely exceeded. They are an enabling framework to achieve excellence in teaching and learning.

Highlight progress against Key Performance Indicators. Identify areas that require attention and have clear actions to address with timeframes. Focus areas include the status of TAS documentation, TSMs, Moderation and Validation schedules, assessment tool development, learner guides and other core curriculum documentation.

- *Student attendance*

Student attendance patterns are a lead indicator for possible withdrawal either at course or unit level.

Discuss attendance, indicate concerns, actions and steps being taken to mitigate students withdrawing.

# Performance Panel Guidelines

- *Completions*

To become number 1 TAFE in Victoria we aim to ensure that all of our students achieve their reasons for study. For the majority of our students this means completing their course and progressing to work or further study.

Review course completion data and identify areas for improvement with actions. Showcase successes. Identify additional support required to increase completion rates.

- *Moodle learning engagement*

Our online, blended learning will be critical in meeting the future needs of students and industry in a fast changing, technology driven world.

Highlight actions to increase Moodle access for learners and showcase successful learning outcomes. Showcase collaboration and engagement with Instructional Designers.

## Operations / Efficiency

- *Financial measures*

Business growth and sustainability is a strategic priority. This includes ensuring we are operating as efficiently as possible, optimising revenue, diversifying income and building self-sufficiency (targeting an operating margin of 28%).

Discuss the Program area's overall financial performance against agreed budget. Explore support required to address underperformance in order to meet expectations. Discuss areas of strong performance and where additional resources may be required.

- *Students at risk*

Identifying students at risk is a lead indicator for possible withdrawal or non-completion. Identifying students at risk and implementing support measures will improve student satisfaction rates, student retention / completions and enhance financial performance.

Identify number and percentage of students who are at risk of not achieving their learning aim at Program and course level. Without talking about specific students, identify potential barriers to success and explore opportunities for wider support, in addition to those already provided.

# Performance Panel Guidelines

- *Retention*

Student retention is critical to improving student satisfaction and financial performance.

Identify and discuss actions that address low student retention rates. Highlight successful initiatives. Highlight impact of collaboration with Student Experience and Administration Services and TAFE Student Support Officers, as examples. Identify additional support that is required.

- *Applications*

The new TAFE Online Applications platform enables us to track progress throughout the enrolment lifecycle. We are able to now monitor progress from enquiry to application, application to enrolment and enrolment to participation stages. This will assist in maximising opportunities and provide a more efficient and customer focused experience.

Discuss actions to convert enquiries and maximise enrolments. Identify actions to address courses that are not meeting enrolment targets e.g. Target 200 Priority TAFE courses. Identify additional assistance required to secure enrolments where interest has exceeded expectations.

# Performance Panel Guidelines

## Expectations

### Purpose

The performance panel culture is a supportive framework within which TAFE celebrates success, identifies and plans to address areas for improvement which together provide high levels of assurance in relation to successful learner completion.

### Attendance

The Office of the Pro Vice-Chancellor and Chief Executive will invite TAFE Executive; Heads of Centre, Program Managers and Curriculum Quality Leaders to attend the performance panel.

- Program Managers will coordinate who will be attending to support and engage in the panel discussions.
- Team members from all levels should be encouraged to attend performance panels even if only available for a limited period of time.
- The Executive Team will be represented at all performance panels.

### Preparation

Program Managers are expected to ensure that their performance panel template is completed in advance of their performance panel. Program Managers are responsible for ensuring that a progress update against actions from the previous performance panel is entered in advance of the performance panel.

### Engagement

During the performance panel the department is responsible for accurately capturing feedback and actions. Everyone in attendance to collaboratively seek opportunities for providing support to aid continuous improvement. At the end of the performance panel, attendees provide feedback on their experience and suggest areas for improvement.

### Follow-up

Following the performance panel, the department is responsible for ensuring that their final document is uploaded onto the shared Performance Panel Teams site.