

INTERNATIONAL CONVENTION CENTRE SYDNEY

CASE
STUDY

MARCH 2018



TAFE^{NSW}

ENTERPRISE





CUSTOMER PROFILE

Company: International Convention Centre Sydney

HQ: Sydney, Australia

Industry: Conventions, exhibitions and events

Number of employees: 1,700

Website: www.iccsydney.com.au

Featuring a striking contemporary design, International Convention Centre Sydney (ICC Sydney) is Asia Pacific's premier integrated convention, exhibition and entertainment space - a tribute to innovation, learning and entertainment that hosts the leading creators of invention, governance, business and the arts.

Located in the heart of Sydney's Darling Harbour precinct on Cockle Bay, ICC Sydney ensures Sydney's position as one of the world's most desirable meeting and entertainment destinations. Matching a superb design and state-of-the-art technology, is the skill and professionalism of their people. A vital aspect in delivering and maintaining service excellence and successful events for their clients, is a world-class, customised training program.





Created all staff food and beverage induction program



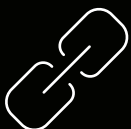
Developed unemployed youth and Aboriginal pre-employment programs



900 team members trained



90% satisfaction rating



Official training partner

THE BRIEF

- To provide relevant, flexible and specific training designed to suit the needs of ICC Sydney.
- To recruit and train students, interns, apprentices and employees to maintain ICC Sydney's gold standard industry service benchmarks and expectations.
- To develop a Food and Beverage Induction Program that ensures all staff have foundation skills and knowledge.
- To develop industry-first training that addresses the gaps in key skills required to strengthen and retain staff and support industry growth.

WHY TAFE ENTERPRISE?

- TAFE Enterprise offers customised training solutions across all industries, to help customers respond to market changes and grow their business through their people. We develop well-skilled employees.
- TAFE Enterprise is Australia's largest training provider, training over 50,000 employees each year. Expert industry trainers utilise the latest industry practices and technology to deliver training wherever, whenever and however.
- TAFE Enterprise has a 98% satisfaction rating amongst business customers.
- Over 25,000 connections from an array of industries.

RESULTS

ICC Sydney selected TAFE Enterprise as their official training partner after:

- TAFE Enterprise and ICC Sydney developed and trained over 900 team members in a range of different training programs, including an industry-leading Food and Beverage Induction Program and Retail Bar Induction training.
- TAFE Enterprise also offered a range of compliance courses to meet the needs of ICC Sydney such as first aid, RSA, food safety, White Card and forklift training.
- Training was developed with ICC Sydney diversity programs in mind, with unemployed youth and Aboriginal pre-employment programs instigated.
- Evening sessions were introduced in Phase Two of the program to better fit with the needs of the participants, resulting in a 90% satisfaction rating on program content, delivery, the trainers and industry presenters.
- TAFE Enterprise also embedded Marie De Bella, a Hospitality trainer recognised in the 2017 Sydney Region Trainer of the Year award for her skills. Marie has been critical to the success of the program, helping the relationship between TAFE NSW and the ICC becoming a benchmark for subsequent industry training ventures.



“ Creating careers for our people, not simply jobs, is core to ICC Sydney’s culture. Our work with [TAFE Enterprise] results in tailored education programs developed for our people, from the moment they commence employment and as they expand their careers at ICC Sydney. The result is a raft of talented individuals, trained to our world leading benchmarks in both capabilities and mindset. ”

Geoff Donaghy (CEO, ICC Sydney)



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GOVERNMENT

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