

## **Developing a training program**

This project involves the design and development of a program to train “Authorised Officers”, or ticket inspectors on a metropolitan Public Transport System. The aim of the program will be to provide Authorised Officers with training in customer relations, communication skills and working in a culturally diverse culture. The government department responsible for public transport has issued a Request for Tender (RFT), inviting bids from suitably qualified organisations, including TAFE Colleges and Private RTO's with expertise in Community Service and Public Service training.

The following RFT details, issued by the government department responsible for public transport, provide an outline of what will be expected of the successful tenderer.

### **Background**

In response to the release of a Parliamentary Law Reform Committee Report, the Minister for Transport, commissioned an independent and comprehensive review of the role, responsibilities, operations and functions (including the training) of Authorised Officers (AOs). The Government and the public transport providers have agreed to use the national training framework as the basis for all future training activity.

An agreement was reached to adopt a competency-based approach for AO's training. Stakeholders have identified the particular competencies that are to be used, the structure and content of the training program together with the qualifications to be awarded on successful completion of the total training program.

The course structure consists of three stages:

1. Course development
2. Production of assessment instruments
3. Maintenance of a nationally accredited course

Stage one has been identified as requiring a full time training effort, with stages two and three being interspersed notionally over an eighteen month - two year period involving both on and off job training and assessment.

### **Purpose**

In consultation and agreement with stakeholders, develop a curriculum, teaching materials, assessment tools and a maintenance strategy for a AOs training program. A proposed framework (Attachment A) is included that lists the proposed tasks, actions and outcomes that are required to be completed to meet the requirements of this tender.

### **Key Deliverables**

Development of curriculum for a 420 hour course;

Production of teaching and support materials for 14 units of competency;

Development of a range of assessment tools, and

Development of a strategy that will facilitate course evaluation, review and maintenance.

### **Contractors Proposal**

The proposal submitted by the contractor should detail the following:

- the contractors understanding of the scope and purpose of the assignment and of the key issues which will need to be addressed in its conduct;
- the 'deliverables' from the contractor;
- the name(s) and relevant experience of the contractor;
- the total estimated cost for each stage plus overall cost to deliver the project;
- the availability of the nominated contractor and the potential commencement date; and
- the nature of any information and/or support expected from the Department.

- proposals will be evaluated on the basis of the following criteria:
- understanding of the tasks/appropriateness of the proposed approach/methodology;
- demonstrated expert knowledge and skills in training program development;
- relevant experience of the contractor in training program development;
- extensive national and international knowledge of best practices in the training development field;
- fee rates and estimated total cost for each stage plus overall costs for the project.

### **Project Duration**

Appointment will be considered initially for a period of up to 3 months. The contract management and administration will be undertaken by the Franchise Relationships Branch of the Public Transport Division.

### **Contractor Agreement**

The contractor will be expected to indicate their willingness to execute the standard agreement for the purchase of services (Attachment C). Any proposed departures from these standard conditions are to be identified in the tenderer's response (Attachment D-schedule 13) to the contractor's proposal.

### **Payments**

Payment will be based on total cost for the project. Milestone payments will be made for each stage completed.

### **Intellectual Property**

Material created is Department's Property. The ownership of all Intellectual Property and all Information created as a result of the provision of Services shall vest in the Department

The successful tenderer was a business development unit in a TAFE institute, who proposed a budget of \$240,000 for an eighteen month project. Below is an extract from their initial planning documents.

#### Planning Stage One: prepare course proposal

- Map existing units of competency from (TDT30402) Certificate III in T&D (Rail Operations) to the public transport job analysis and develop draft content clusters
- Identify and collate areas of underpinning knowledge and skill to be included
- Meet with [government department] to:  
*Clarify situation regarding the development of new units and*  
*Identify workplace documents to be used as training materials*  
*Identify any existing preferred training materials*  
*Identify key stakeholders and contact personnel*

#### Planning Stage Two: Scope definition

##### Key tasks for work breakdown schedule

- Document agreed objectives and deliverables
- Finalise timelines and work plans
- Develop scope management plan
- Establish administrative systems
- Confirm and brief project team

#### Planning Stage Three: Establish quality protocols and implementation parameters

- Set up project steering committee
- Convene first meeting to sign off content clusters and learning sequences
- PSG to review WBS, finalise and sign-off