



TRAINING & EDUCATION REPORT

For presentation to Delegates attending the

48th FAPAA ECM - Penang

July 15-16, 2022

This report covers the period July 2021 - June 2022

Overview and General Information

IFCBAA offers a comprehensive range of regulatory and non-regulatory training for Forwarders, Brokers and other parties in the International supply chain.

Face-to face classroom training will still remain an integral part of our program, however we offer an online internet training program for our Diplomas & short courses. Our goal, however remains unchanged to provide relevant and quality training to assist in the progressive development of our industry.

In terms of aircargo related training, IFCBAA is accredited by the following Australian Statutory and Government Bodies: Civil Aviation Safety Authority (CASA) for the Dangerous Goods by Air courses and the new Shipping Lithium Batteries by Air; the Aviation & Maritime Security Division (AMSD), a division of the Federal Government Department of Dept. of Home Affairs, for the Air Cargo Security course.

IFCBAA is therefore well positioned under its Education and Training Program to meet the needs of our expanding Industry, as we move into ever more challenging times.

IFCBAA ITALC Training Update

Strategic Goal 1 - ITALC Material Redevelopment

- New Diploma Customs Broking expected for endorsement Sept/Oct 2022. If correct we require all new material to be ready for delivery Sept/oct 2023. Propose to aim for July completion to be ready for Semester 2, 2023.
- Mapping completed, further discussions with trainers on 19/05/2022 for timelines

Strategic Goal 2 - Compliance

- External audit was conducted November 2022. Good result, 6 minor issues were detected
- TAS - Training and Assessments Guides will be updated with Volume of Learning (hours)
- All new forms will be updated with Unit Codes/TAS/etc - due date 30/06/2023
- Validation project will continue. It will be managed by Teresa, will require assistance from DCB and DIFF for validation of some units.

Strategic Goal 3 - Develop Trainer Talent Pool

- Ongoing recruitment for both DCB and DIFF. New contract trainer commencing July 2022. Possibility of further contract trainer January 2023.
- Continue to source potential trainers for both DIFF and DCB
- Some trainers carrying heavy load, there is the need to have backup trainers. Cannot delay assessment results if future enrolment dependent on previous result
- Long term trainer due to finish December 2022. Her units have been taken up by another trainer. Also expressed interest in assisting with non-training tasks if required (e.g. validation for units).

Strategic Goal 4 - Marketing

- Drive careers days for 2022/2023. Teresa to select 2-3 schools from key areas in NSW and attend school careers days
- Aim for 8-10 school presentations per year
- IFCBAA Website Google AdWords has been renewed. Results will be monitored and evaluated.
- Social Media (Instagram and LinkedIn) continuing
- ITALC on Demand Knowledge Warehouse continuing as a student resource

Enrolment Updates

Diploma of International Freight Forwarding

- Able to secure new trainer for DIFF units
- Continue looking for others
- Enrolments for DIFF are down by 13% from 2021 Semester 2 to 2022 Semester 1
- Teresa to look at LinkedIn to advertise DIFF. Need to reach employers as well as potential private students

Diploma of Customs Broking

- Mapping underway to get a better idea of the work involved. Aim is to control costs and set achievable timelines. Aim for a smooth transition to new Qualification (Expected to be endorsed Sept/Oct 2022).
- 12 months to train out old qualification
- Enrolments for DCB are down by 22% from 2021 Semester 2 and 2022 Semester 1
- We have current enrolments for 2022 Semester 2 commencing in July.
- Teresa to look at LinkedIn to advertise DCB. Need to reach employers as well as potential private students.

Training Department Update / Staff

- Teresa Giannini, Training Manager commenced March 28, 2022. Has been involved in various tasks to date, (E.g. careers days, budget, NC presentation, RTO Compliance). Knowledge of technology is the major challenge and thorough use, and capability of all systems used.
- Siobhan Peteru, Student Administration Trainee commenced 1 April 2022. Siobhan has taken over majority of Maiya's responsibilities. Very happy with her progress. Challenge for Siobhan is also some of the technology. Also getting more confidence with answering phone calls and email enquiries, she does have a shy personality. Has also commenced her traineeship Certificate III in Business.
- Departure of Katrina Turner. Maiya Matthews has taken over Katrina's responsibilities. She has excelled in managing her new tasks. She is a great asset to the team.
- Team is working well, all tasks for Semester 2 commencement 11 July 2022 is completed (pending updated material from trainers).
- Focus on next 6-12 months is to have cross training with all training department members, RTO compliance, streamlining processes, review service providers, Validation, complete and implement new Diploma Customs Broking, more exposure with strategic schools.
- Team working well, harmonious, positive vibe



General Business

- Email sent to students about extensions and late submissions. Try to reduce the volume of requests
- Semester 2 under way
- 6-12 months plan to have short courses (DG etc) and programs such as CBC, CPD transitioned over to the training department