

STRATEGIC PLAN

2020-2024



OUR VISION Where are we going:

At TAFE Queensland, our vision is to be the leading provider of vocational education and training that is at the heart of community success.

OUR PURPOSE Why do we exist:
















At TAFE Queensland, we deliver quality education and training that enables the careers of our students and the development of the industries and communities we serve.

OUR VALUES

-  **Safety first**
-  **Focusing on our customer**
-  **Taking responsibility**
-  **Showing initiative**
-  **Working together**

OUR CONTRIBUTIONS

-  TAFE Queensland supports the Government's objectives for the community:
-  **Good jobs:** Good, secure jobs in our traditional and emerging industries
-  **Better services:** Deliver even better services right across Queensland
-  **Great lifestyle:** Protect and enhance our Queensland lifestyle as we grow
-  TAFE Queensland respects, protects and promotes human rights in our decision-making and actions.

The Government's Objectives		
 Good jobs	 Better services	 Great lifestyle
 Supporting jobs	 Backing our frontline services	 Protecting the environment
 Backing small business	 Keeping Queenslanders safe	 Growing our regions
 Making it for Queensland	 Connecting Queensland	 Building Queensland
 Investing in skills	 Educating for the future	 Honouring and embracing our rich and ancient cultural history

INDUSTRY EMPLOYER AND STUDENT FOCUS

OUR OBJECTIVES What are we trying to achieve

- TAFE Queensland is the trusted brand with an industry reputation that gives our employers a level of assurance around the skills, knowledge and quality of our students



OUR STRATEGIES How we are going to do it

- Partnering with industry to drive innovation and meet the changing business needs of communities
- Working proactively within our communities to identify the skills required now and for future work
- Providing innovative training solutions that meet industry and employer needs in skilling
- Building service excellence across the business


OUR PERFORMANCE How we will know we are successful

- Recognised as a long-term partner in the economic success of communities and industries
- Recognised as having a strong reputation for our innovative and technology-enhanced training solutions
- Recognised for the role we play in strengthening the quality of the VET sector
- Recognised as easy to do business with
- Recognised for our employer and student satisfaction

OUR PEOPLE MAKE GREAT HAPPEN

OUR OBJECTIVES What are we trying to achieve

- TAFE Queensland staff are at the centre of delivering our vision and purpose



OUR STRATEGIES How we are going to do it

- Building a diverse workforce whose culture embodies the communities we serve
- Building our safety culture and leadership to deliver improved safety performance
- Enabling all of our people to reach their potential and be partners in our success
- Building the capability and capacity of our educator workforce, enabling the delivery of innovative education and training that supports industry and future work
- Attracting and retaining the best people by investing in targeted employment and development practices
- Rewarding and recognising values-based behaviours

OUR PERFORMANCE How we will know we are successful

- Our people, students and visitors are safe every day
- Our workforce is capable, innovative and future focussed
- Our educators are recognised as industry experts
- Our staff satisfaction is consistently high
- Our people and leaders are united and take pride in the contributions they make to the communities we serve

EXCEPTIONAL STUDENT EXPERIENCES

OUR OBJECTIVES

What are we trying to achieve

- TAFE Queensland delivers contemporary skills and training to prepare students for the jobs of today and the required upskilling and reskilling for future work



OUR STRATEGIES

How we are going to do it

- Providing access and equity to training for students from diverse backgrounds
- Building learning environments that enable community-centric training delivery
- Delivering applied learning that enables a seamless transition from learning to the workplace
- Delivering future-focused training that builds, upskills and reskills the workforce throughout their career
- Providing support and positive experiences across the entire student journey

OUR PERFORMANCE

How we will know we are successful

- TAFE Queensland students are sought after for their job readiness
- TAFE Queensland increases student employment and further study outcomes
- TAFE Queensland has outstanding student satisfaction
- TAFE Queensland has a diverse student body
- TAFE Queensland is a career hub for local communities

A SUSTAINABLE AND SOCIALLY RESPONSIBLE TAFE QUEENSLAND

OUR OBJECTIVES

What are we trying to achieve

- TAFE Queensland works collaboratively with governments, industry and our communities to deliver training to support economic growth and community prosperity



OUR STRATEGIES

How we are going to do it

- Leveraging our scale and scope to enhance access to training across our state and target markets
- Using market insights and data to influence the policy agenda
- Investing in digital solutions that engage learners and support contemporary work environments
- Reinvesting in capabilities that support our long-term market positioning
- Provide contemporary and flexible training infrastructure that best supports current and emerging community training needs
- Promoting the distinct benefits of the TAFE Queensland community
- Supporting the social and economic priorities of communities

OUR PERFORMANCE

How we will know we are successful

- Communities have access to quality training supported by contemporary technologies and infrastructure
- Communities recognise TAFE Queensland as a key success factor in their social and economic success

OUR STRATEGIC OPPORTUNITIES

Embracing the opportunities presented to TAFE Queensland will better equip us to meet the needs of our students and the communities we serve:

- Harnessing the potential of emerging technologies and new industries to continue to connect with the skill requirements for current and future workforces
- Leveraging innovation in applied learning to enable training opportunities that meet student and industry needs across our diverse regional footprint
- Continuing to embed a culture of excellence across our people and services that enables high quality training outcomes.

OUR STRATEGIC RISKS

Through active management, we will address strategic risks by:

- Strengthening our partnerships across industry, communities and government to ensure training continues to meet the needs of stakeholders
- Keeping pace with innovation and technology to ensure training continues to add value to students, workforces, industry and the economy
- Focusing on efficient and effective delivery of training services in an environment of finite resources.