



Employers Say Staff Skill Levels Too Low

Did you know that, in Victoria, employers rated their employees' skill level relative to these organisation needs at only 49.6%? But, it's important to realise that the continued success of your business is dependent upon friendly, efficient service and satisfied customers. So, the question is, how do you achieve the latter while the skill levels are less than satisfactory?

Trained and qualified staff is an obvious answer. Next question, how can this happen?

In the past, cost, time, or lack of knowledge may have gotten in the way of training your staff, but what was once a barrier to get this training and qualification for your employees, it is now easier and more affordable.

State and Commonwealth Government are

tackling the affordability issue by providing funding to train, develop and increase students' skills and knowledge in order to contribute to industry.

In addition, Ascet Tafe is helping to make it easier to do this training by making it more flexible. With minimal class time required, students are able to complete the course work on the job and/or at a self-directed level. Students also have access to online support from a qualified trainer.

Having trained and qualified staff will benefit your business and lead to increased profitability. Your staff will then contribute to increased productivity, improved work quality, word-of-mouth advertising and will raise the level of customer satisfaction.

Why not think about it this way?

Front-line retail staff in bottle shops can now be trained to run the floor without supervision. They will be able to maintain and order stock, track finances, work with customers, apply security procedures and operate retail IT programs.

Bookkeepers and account managers behind-the-scenes will be able to organise schedules, process payroll, maintain a general ledger, process accounts payable and

receivables, and create a variety of business documents. These employees will have a better understanding of your workplace and thus will work smarter not harder.

Managers and Assistant Managers will be able to manage all aspects of your business more efficiently and effectively. They will be able to implement quality customer service, facilitate continuous workplace improvement, manage a team, ensure workplace safety, and manage personal work priorities and professional development.

Your staff will be better trained in their position and an asset to your business. So why not contact your AHA representative, Ken Billman, to discuss your access to the Government training funding arrangements on 1300 655 544?

For over 16 years, Ascet Tafe has been a leader in providing innovative training solutions to industry. Ascet Tafe is a "boutique" training company focused on flexible learning solutions to improve productivity for industry and their people.

For further information on all training courses available, please contact Ascet Tafe on 1300 655 544 or visit www.ascet.edu.au.