TAFE NSW CHARTER



Contents

	Introduction	3
	Supporting students' lifelong learning needs and career aspirations	5
	Aligning Vocational Education and Training with industry needs and Government priorities	10
	Addressing regional, local and community needs	15
	Benchmarking quality and innovation	23
	Governance	29
	Reporting	30



Introduction

TAFE NSW's purpose is to advance the Government's social and economic objectives by delivering vocational education and training to build the skills base of the State and enable rewarding career opportunities for NSW residents. As the core public provider, TAFE NSW has a community service obligation to increase equitable access to lifelong education and training.

The TAFE NSW charter reflects the NSW Government's expectation of TAFE NSW at the centre of the provision of vocational education and training, with a focus on delivering for the public good.

The Charter has been structured around TAFE NSW's stakeholders: students, industry, and local communities. Each chapter of the Charter reflects TAFE NSW's commitments to meeting the vocational education and training needs of each of these core groups. Additionally, the Charter reflects TAFE NSW's unique role in setting the benchmark for quality and innovation in Australia's vocational education and training sector.



Supporting educational outcomes for students

To fulfill its role as a student-centred education provider, TAFE NSW will offer high-quality, accessible vocational education and training. This ensures that individual learners can achieve their educational and career goals, regardless of background or circumstances.

This commitment includes providing lifelong learning opportunities, with a particular emphasis on school students accessing vocational education and training or completing the equivalent of Year 12 with the support of TAFE NSW, school leavers, equity groups and those navigating career transitions.

In line with its legislated objectives, TAFE NSW plays an important role in breaking down systemic barriers so that equity groups can access and fully participate in education and training. This includes Aboriginal and Torres Strait Islander peoples, people living with a disability, migrants and refugees, people in regional and remote communities, and the long-term unemployed.

TAFE NSW is committed to addressing the underrepresentation of women in male-dominated trades and fields by creating supported pathways for women to enter these areas.

Building resilient communities

TAFE NSW supports the NSW Government's commitment to improving social and economic outcomes by ensuring access to, and supporting participation in, vocational and higher education for people living in regional and remote areas.

As part of this commitment, TAFE NSW collaborates with local communities to align its services with local economic and workforce challenges.

Additionally, TAFE NSW ensures its course delivery methods align with the NSW Government's objective of enhancing accessibility for all communities in NSW. Recognising its primary role within the vocational education and training ecosystem, TAFE NSW will focus on innovative and responsive delivery models that support access and participation across all regions.

Meeting the skills needs of the NSW economy

A strong and agile public training provider is essential to meeting the economic objectives of the state, such as building more housing, revitalising local manufacturing, transitioning to renewable energy, ensuring food security, and strengthening the state's care economy. These objectives can only be met if there is a pipeline of highly skilled, job-ready workers.

TAFE NSW will align activity with the NSW Skills Plan, as the comprehensive blueprint for addressing the evolving skills needs of the state.

For industry, TAFE NSW is a trusted partner that addresses skills shortages, supports evolving workforce needs, and equips workers with the skills required to embrace new workplace technologies.

Governance and continuous improvement through the TAFE NSW Charter

The Charter establishes a framework for governance and quality and ensures TAFE NSW vocational education and training programs are directed towards the skills needs of NSW and broader social objectives.

The Charter outlines TAFE NSW's commitment to partnerships and community engagement, ensuring it meets the expectations of students, communities, and employers across the state.

Designed as a living document, the Charter will be updated at least every four years.

Supporting students' lifelong learning needs and career aspirations

The NSW Government is committed to ensuring every person in NSW has access to high-quality vocational education and training, regardless of their circumstances. This means TAFE NSW must deliver its services in ways that help students overcome barriers to participation in, and completion of, education and training.

Whether they are recent school graduates, lifelong learners, or individuals from disadvantaged backgrounds, students are seeking comprehensive learner support to engage in education and to achieve their personal study goals.

TAFE NSW takes a student-centred approach to its delivery. Students need vocational education and training that effectively prepares them for the workforce and participation in their local communities. Students want flexible study options and pathways that accommodate different learning styles and approaches, and which seamlessly integrate school, vocational education, higher education, and workplace experiences. Students value educational programs that meet their personal learning objectives, whether that be enhancing literacy and numeracy skills or obtaining a qualification.



The NSW Government expects TAFE NSW to respond to the needs of students through:

1. High-quality education and training that meets the aspirations of all students

TAFE NSW is expected to deliver high-quality education and training that caters to diverse educational and career aspirations. This encompasses vocational education and training and higher education programs that help students engage in further learning, secure their first job, advance in their current role, or transition to new careers.





The NSW Government expects TAFE NSW to respond to the needs of students through:

2. Support services that are responsive to the needs of individual students

TAFE NSW will provide support services to support the diverse learning needs of students. This includes individuals living with disability, First Nations students, people facing long-term unemployment or cultural or language barriers including migrants, refugees and women aiming to enter traditionally male-dominated industries, acknowledging that some students experience intersecting barriers to participation.

The NSW Government expects TAFE NSW to respond to the needs of students through:

3. Effective communication and access to information

TAFE NSW will ensure effective communication with students, schools and local communities, listen to them to understand their needs and make it easier for people to get in contact with their local campus. TAFE NSW will provide clear and accessible information about local course offerings and make it easier for prospective students to enrol. TAFE NSW will publish predictable and reliable multi-year course offerings to empower individuals to make informed decisions and plan their educational journey with confidence.





The NSW Government expects TAFE NSW to respond to the needs of students through:

4. Quality educational resources and systems

TAFE NSW will provide high-quality curriculum resources and systems to enhance learning experiences and to ensure that TAFE NSW students and teachers have the necessary tools for success.

Aligning Vocational Education and Training with industry needs and Government priorities

Despite high workforce participation rates, nine out of ten businesses across NSW report challenges in finding skilled workers to fill job vacancies.

Skills shortages are particularly acute in sectors experiencing job growth, such as building and construction, manufacturing, information technology, and the care sector. Additionally, regional communities are experiencing particular demand for skilled workers in sectors including hospitality and renewable energy.

With the ongoing implementation of new technology in every workplace across every sector of the economy driving profound changes in job roles and the nature of work, employers need to upskill their existing workforce as well as secure a pipeline of new, job-ready workers who are digitally literate and have a blend of industry-specific and universal workplace skills.

TAFE NSW will offer fee-for-service training to address specific needs that state-subsidised programs may not fully meet. This approach capitalises on TAFE NSW's capacity for innovation, particularly in rapidly evolving industries requiring specialised or bespoke training solutions, without compromising its primary role as the public provider.



The NSW Government expects TAFE NSW to respond to the needs of industry through:

5. Courses aligned with NSW skills priorities

TAFE NSW course offerings will support the state's skills priorities, with a focus on those outlined in the NSW Skills Plan.





The NSW Government expects TAFE NSW to respond to the needs of industry through:

6. Education and training adapted to workforce needs

TAFE NSW will work closely with industry to adapt its education and training programs and teaching resources to meet the evolving skills needs of employers, both now and in the future. TAFE NSW will seek to make it easier for employers to engage with us, both through faculties and directly in their local community.

The NSW Government expects TAFE NSW to respond to the needs of industry through:

7. Partnerships with industry and universities

TAFE NSW will partner with industry to deliver a mix of nationally accredited vocational training, micro-skills, micro-credentials and higher education programs, ensuring work-ready graduates with the appropriate mix of skills and knowledge for workplace productivity. TAFE NSW will partner with industry and universities to improve the alignment between vocational and higher education.





The NSW Government expects TAFE NSW to respond to the needs of industry through:

8. Flexible and convenient training

TAFE NSW is expected to tailor its delivery approaches to ensure training is efficient, flexible, and convenient for employers and students.

Addressing regional, local and community needs

Vocational education and training is an important tool for regional economic resilience and growth. It plays a critical role in supporting local communities and employers to anticipate and navigate economic transitions, and in improving local and regional outcomes.

Education and training that is responsive to regional workforce challenges, and the unique needs of local students and employers, depends on an efficient vocational education and training system that listens to and understands the current and future needs of local communities.

While TAFE NSW strives to meet the unique education and training needs of each community, it acknowledges that it is not feasible to deliver every training program, in every location across NSW.

The NSW Government wants to ensure that training infrastructure, particularly in regional areas, is fit for purpose so that it can be effectively used to meet the education and training needs of local communities. Ensuring these training facilities act as community hubs to facilitate community connections underscores their critical importance in regional areas.



The NSW Government expects TAFE NSW to support local communities to grow and thrive through:

9. Access to public vocational education and training and higher education

TAFE NSW's training models are designed to ensure access to public vocational education and training in metropolitan, regional, and remote communities in NSW. This will be achieved using diverse training methods including blended delivery, face-to-face, virtual, online, and workplace-based options. These varied approaches extend the reach of TAFE NSW's education and training to more people in NSW and offer flexible and convenient study options tailored to accommodate students' individual learning preferences.





The NSW Government expects TAFE NSW to support local communities to grow and thrive through:

10. Engagement with local communities

TAFE NSW will implement a consistent approach to engaging local communities across the State, through a regular consultation and feedback process. This will help to better respond to the specific education and training needs of local communities.

The NSW Government expects TAFE NSW to support local communities to grow and thrive through:

11. Collaboration with local employers

TAFE NSW will work in partnership with local employers, assisting them to identify and address their distinct education and training needs and workforce challenges through customised training solutions. TAFE NSW will provide opportunities to bring together key local stakeholders and educational staff and leaders to explore collaboration opportunities.





The NSW Government expects TAFE NSW to support local communities to grow and thrive through:

12. Creating vibrant community hubs

TAFE NSW is committed to bringing together local communities and supporting cohesion through its network of campuses. Campuses will support educational opportunities and serve as centres for community activity, fostering connections and nurturing the social and economic vitality of the regions they serve.

The NSW Government expects TAFE NSW to support local communities to grow and thrive through:

13. Responsible management of public infrastructure

Acting as the custodian of the majority of public training infrastructure, TAFE NSW will use its facilities efficiently for training purposes through a framework that prioritises public benefit. These facilities will serve as focal points for delivering high-quality vocational and higher education programs in local areas.





The NSW Government expects TAFE NSW to support local communities to grow and thrive through:

14. Educational partnerships

TAFE NSW will establish and nurture collaborative partnerships with schools, other community education providers, universities and industry to address the needs of local students and communities. This includes promoting vocational education and training pathways with high schools in the local area and strengthening arrangements between TAFE NSW and universities for Recognition of Prior Learning and credit transfers. TAFE NSW will also work with governments at all levels to share understanding of community, regional and industry priorities, and partner on the implementation and delivery of education and training solutions.

The NSW Government expects TAFE NSW to support local communities to grow and thrive through:

15.

A commitment to national Closing the Gap targets

TAFE NSW will offer training programs and educational pathways designed to improve economic prosperity, growth, employment opportunities and self-determination for Aboriginal and Torres Strait Islander individuals and communities.



Benchmarking quality and innovation

The NSW Government is committed to ensuring the people of NSW have access to high-quality and innovative vocational education and training that keeps pace with industry and workplace developments.

To achieve this, TAFE NSW is expected to be an employer of choice for vocational education and training experts. The NSW Government envisions a TAFE NSW workforce that excels in both industry knowledge and teaching expertise.

With nine out of ten jobs in the next decade requiring some form of post-school qualification, the NSW Government needs a public vocational education and training provider that is agile and proactive in the way it responds to the education and training needs of individuals, communities, and employers.



The NSW Government expects TAFE NSW to set the benchmark for quality and innovation in the Australian vocational education and training sector by:

16.

Piloting new curricula and teaching methods, leading educational innovation and evidence-based teaching and learning

TAFE NSW will use its scale and trusted position as the NSW Government's vocational education and training provider to pilot innovative curricula and teaching methods that effectively address the emerging skills needs of students and employers. TAFE NSW should lead the sector in piloting educational models that enhance both technical proficiency and knowledge, preparing students to meet the dynamic demands of a modern, adaptable workforce.





The NSW Government expects TAFE NSW to set the benchmark for quality and innovation in the Australian vocational education and training sector by:

17. Collaborating closely with industry

TAFE NSW will collaborate with industry stakeholders to ensure its vocational education and training and higher education programs are relevant, efficient, and forward-thinking, and effectively prepare students for the world of work.

The NSW Government expects TAFE NSW to set the benchmark for quality and innovation in the Australian vocational education and training sector by:

18. Adapting courses for local needs

Where necessary, TAFE NSW will work with industry to adapt nationally accredited courses to meet specific local economic and workforce requirements, employing a considered approach to curriculum development, while upholding the highest quality standards.





The NSW Government expects TAFE NSW to set the benchmark for quality and innovation in the Australian vocational education and training sector by:

19. Continuous improvement in educational methods

TAFE NSW will dedicate resources to continuously improve educational methods, developing new approaches in vocational and higher education to equip students with the skills essential for navigating 21st-century job markets.

The NSW Government expects TAFE NSW to set the benchmark for quality and innovation in the Australian vocational education and training sector by:

20.

Attracting, retaining, and developing skilled educators

TAFE NSW will focus on attracting, retaining, and developing quality educators who are industry-current, possess the teaching expertise to educate a professional, digitally adept workforce and reflect the diverse communities that TAFE NSW serves. TAFE NSW will foster a workplace culture that treats all employees with dignity and respect, ensuring educators feel valued, supported, and empowered to excel in their roles, including through genuine collaboration with staff and their industrial representatives.



Governance

TAFE NSW has established governance arrangements, which will be leveraged to support delivery of the commitments outlined in the Charter.

TAFE NSW is established as a statutory agency by the *Technical and Further Education Commission Act 1990 (the Act)*. The Act also sets out the functions and objectives of TAFE NSW. The Act regulates the constitution, functions, and management of TAFE NSW.

The Minister for Skills, TAFE and Tertiary Education (the Minister) is responsible for TAFE NSW. The Managing Director of TAFE NSW has statutory responsibility for managing the affairs of the NSW TAFE Commission, subject to direction from the Minister.

The TAFE Commission Board (the Board) is established as an advisory board under the Act. The Minister may seek the Board's advice on a range of matters including TAFE NSW's annual corporate plan, the efficiency and effectiveness of operations, and key decisions relating to risk management. The Minister may seek advice from the Board about TAFE NSW's performance or progress reporting.

The Board will oversight the implementation of the Charter and provide advice to the Minister on TAFE NSW's delivery of commitments under it.

The commitments under the Charter will inform TAFE NSW's activities, including its Strategic Plan. TAFE NSW's Strategic Plan provides the roadmap for advancing and evolving TAFE NSW and its operational performance.



Reporting

Annually, TAFE NSW will report on its performance under the Charter, as well as its contributions to the NSW Skills Plan Performance Outcomes Framework and the NSW Government's Performance and Wellbeing Framework.

TAFE NSW is required to enter into funding and performance agreements that reflect the NSW Government's priorities for it as an efficient public vocational education and training provider.

TAFE NSW will also provide the Minister with bi-annual progress reports on Strategic Plan initiatives.




STAFF