WODONGA TAFE APPLICATION PROCESS

CLIENT SERVICE/SUPPORT OF THE YEAR AWARD
## Wodonga TAFE Client Service/Support of the Year Award

### Who Can Enter?
Nominations for the Wodonga TAFE Client Service/Support Excellence Award are welcome from Registered Training Organisations, client organisations, colleagues, professional bodies and networks, and students.

### Eligibility Criteria
Nominees for the Wodonga TAFE Client Service/Support Excellence Award:
- must be staff employed in administrative or specialist non-teaching activities by a Registered Training Organisation for all or part of the period 1 July 2015 – 30 June 2016.
- may be individuals, teams or groups of special support staff.

### Preparing Your Application
Your submission must be a Word document and address each of the award criteria outlined below.
Your submission must not include any URL links as part of your supporting documentation as they will not be taken into consideration.

#### Section A
Give an overview of the service/support provided, a description of the environment in which the service/support is provided and specific challenges which may have had to be overcome during the course of providing the service/support.

#### Section B
You will be judged against the following award criteria:
- Excellence and innovation
- Client focus
- Professionalism and commitment to support services for VET
- Understanding and reputation within the industry or community

### Addressing the Award Criteria
When developing your application against the award criteria, you may wish to take into account some of the considerations outlined below, if they are relevant to your experience.

These suggestions are not additional criteria, but are provided to give clarification of what may be relevant to include when writing against the award criteria.

Please use specific examples demonstrating excellence and innovation in developing the application.

#### Criterion 1: Excellence and innovation
Consider things such as:
- examples of how the service/support makes a significant contribution to excellence in the field
- how the service/support addresses the needs of internal and external clients
- what is unique or innovative about the service/support provided
- whether and how the service/support improves teaching and learning for client groups.

#### Criterion 2: Student focus/outcomes
Consider:
- systems and processes for collecting information on client needs and satisfaction
- demonstrated recognition and/or acknowledgement from clients, students, and colleagues
- any specialist support provided for students with special needs, such as Indigenous students, students with disabilities, students from a non-English speaking background, students in remote areas, gifted and talented students.

#### Criterion 3: Professionalism and commitment to VET teaching and learning
Consider:
- demonstrated efficiency, accuracy and timeliness in dealing with customer enquiries
- contribution to performance enhancement efforts such as professional development to other staff, acting as mentors, guides or models for others; and enhanced service/support provision
- contribution to achieving Wodonga TAFE system priorities
- demonstrated ability to work outside area of experience
- how the individual or team engage with other professionals to improve the standard of service/support provided to clients.

#### Criterion 4: Links with industry or community
Consider:
- ways in which the delivery of the service/support helps to form and build new relationships
- how the individual or team contribute in conferences, seminars and professional and industry associations
- demonstrated recognition and/or acknowledgement from industry and community associations
- demonstrated examples of any contributions to knowledge sharing, mentoring and coaching activities.
**ATTACHMENTS**

As a guide, you may also want to attach evidence supporting the claims made in your application addressing the award criteria. Please feel free to attach images of your staff at work.

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**FURTHER INFORMATION**

Contact David Pendleton
Marketing Director
Wodonga TAFE
87 McKoy Street, West Wodonga
Phone: 02 6055 6658
Email: dpendleton@wodongatafe.edu.au

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**CHECKLISTS**

When completing your application, check that you:

- meet all of the eligibility requirements for the award category
- directly address each of the award criterion in your submission
- provide a response to each main heading – ensuring you answer every question
- meet the closing date and time for nomination of 2 October 2015 at 4.30pm; late submissions will not be accepted
- the submission addressing each of the award criterion is formatted to the requirements listed below

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**FORMAT REQUIREMENTS**

- **Page size:** A4 (297 x 210 mm)
- **Margins:** Top, bottom, left and right margins must be a minimum of 2cm.
- **Font:** All fonts (questions, answers) must be 12 point.
- **Pages:** Your submission addressing the award criteria must not exceed 10 A4 pages including attachments. Materials in excess of 10 pages will not be passed onto the judging panel.
- **File size:** The Microsoft Word file submission must be kept below 15MB including embedded images; acceptable per image size embedded into submission must be low resolution, 500KB each.

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**SUBMITTING NOMINATIONS**

Please submit your completed application via e-mail to awards@wodongatafe.edu.au making sure to state in the subject line of the email which award you are nominating for.