AUSTRALIAN PUBLIC SECTOR TRAINING

Capability Statement

Contents

Company Overview 2
What We Do 2
Alignment to Sound Contracting Principles 3
Capacity to Deliver 4
Our Mission 4
Our Vision 4
Our Promise 4
Procurement Panels 4
Example APST Clients 5
Client Testimonial 5
How APST Achieves Learning Outcomes 6

Company Overview

Australian Public Sector Training (APST) is a 100% female, veteran and Australian owned SME and one of Australia's only training providers focussed solely on the capability development of people working in government organisations and was founded specifically to address the unique challenges faced by people working in this sector.

The organisation was established when its founders, having delivered programs to public sector organisations for many years, recognised that there was a distinct lack of training providers that were truly focussed on, and therefore truly understood, the capability needs of people working in/for the public sector.

What We Do

We use our in-depth public sector knowledge and experience to design and deliver in-house programs with the precise needs of government staff at their core - fit-for-purpose, cost-effective, and outcomes-driven capability development solutions. Furthermore, our Client Solutions Managers, Instructional Designers, Workshop Facilitators, and Coaches work closely with our clients to contextualise the delivery of our learning solutions to meet the specific needs of each organisation and their workshop participants at no additional cost. As a result, APST offers some of Australia's leading public sector focussed short courses, as well as nationally accredited Certificate IV and Diploma programs.

Our services include:

- Face-to-face, virtual, and blended Leadership & Management training
- One-on-one and group coaching sessions
- Diagnostics and profiling
- Workforce surveying and skills-needs-analysis
- Competency framework development
- Instructional design
- Learning & Development strategy development

Alignment to Sound Contracting Principles

In addition to the information included in the previous section, there's more information on the reasons so many organisations partner with APST to build their workforce's capabilities in the *'How We Achieve Learning Outcomes'* section at the end of this document. However, relating specifically to the standard sound contracting principles of Australian public sector organisations APST aligns in the following ways:

Principle	APST
Value for Money	In addition to a proven ability to reliably achieve targeted learning outcomes and competitive pricing, APST provides the following cost-free value-adds: • Workshop content contextualised for the public sector • Workshop delivery contextualised to the specific needs of the cohort/organisation • Subject matter expert facilitators with extensive experience of working in/with the public sector • Consultation with our in-house Learning Designer and Organisational Psychologist for program design, development and implementation strategy • Program administration & management • Pre workshop *'Successfully Transferring Your Learning'* module • Individual participant *'Strategy for Implementation of Learning'* at conclusion of each workshop • Program evaluation & reporting • APST Certificates of Attendance
Open & Effective Competition	APST respects the public sector's requirement for open & effective competition when considering potential suppliers and values the opportunity to have its proposed services evaluated against those of other providers in a fair and open manner.
Competitive Local Business & Industry Development	APST has a portfolio of facilitators, coaches, and instructional designers across Australia and, therefore, where possible and appropriate, engages human resources local to the client we're delivering services to. Additionally, where possible, APST utilises other local service providers, such as printers, caterers, couriers, etc.
Environmental Protection	APST is committed adhering to its *Environment Waste & Protection Policy* (available on request).
Ethical Behaviour & Fair Dealing	APST is committed adhering to its various policies related to ethical behaviour & fair dealing, such as our *Diversity Equity and Inclusion Policy*, Modern Slavery, and *Workplace Health & Safety Policy* (available on request).
Female, Veteran, and Australian Owned SME Business	Mindful that public sector organisations across Australia are now prioritising providers owned and operated by females and veterans, APST is a 100% female, veteran, and Australian owned business.
Corporate Social Responsibility	As a part of APST's commitment to the CSR and the Australian Learning & Development community, we: • Provide one day of digital skills training to residents of Australian Aboriginal communities every time we invoice a client. • Provide five days of education for underprivileged children across the globe every time we invoice a client. • Donate lifesaving medical and nutritional supplies, as well as school equipment, annually though UNICEF in lieu of organisational gifting. • Are a platinum sponsor of the Australian Learning & Development Network.

Capacity to Deliver

With staff across Australia, APST offers a national delivery capability to city, rural, and remote locations, meaning we can deliver onsite, regardless of where you are located. However, mindful of some of the geographical challenges Australia presents many organisations for delivering face-to-face, we also offer virtual workshops that can be delivered in isolation or as part of a blended solution. Furthermore, our highly flexible and agile approach enables us to deliver workshops in a format and schedule that aligns to organisational training needs and participant availability.

Our Mission

To provide our clients and workshop participants with the very highest standards in service, experience, value for money, and learning outcomes. When a person attends an Australian Public Sector Training program, it guarantees that they have attended training that ensures improvement in confidence, capability, and performance.

Our Vision

To firmly establish Australian Public Sector Training as Australia's leading provider of Public Sector capability development programs in relation to the number of organisations we deliver to, the number of participants attending our workshops, and, most importantly, the quality of our learning outcomes.

Our Promise

Maintaining our reputation for reliably delivering solutions of the highest standard is of absolute importance to us. As such, we will not propose to deliver programs to clients that are not in our area of expertise and/or that we don't fully believe will successfully achieve the targeted learning outcomes.

Procurement Panels

APST is an approved provider on a number of public sector procurement panels for delivery of training services, including:

- Queensland Local Governments – Local Buy
- Queensland State Government – ICT Registered Vendor Panel 2601
- Federal Government – Digital Marketplace
- Queensland State Government - Department of Education Provider Panel

Example Clients

The APST team has delivered capability development solutions to a vast number of public sector organisations across Australia, at all levels of government. Example clients include (but are by no means limited to) Australia Post, City of Darwin, City of Gold Coast, City of Greater Bendigo, City of Swan, Department of Health, Disability and Ageing, Department of Justice (NSW), Logan City Council, National Indigenous Australians Agency, Southern Downs Regional Council, Queensland Department of Transport and Main Roads, Queensland Treasury Corporation, and Queensland Corrective Services.

Client Testimonial

Southern Downs REGIONAL COUNCIL

'Southern Downs Regional Council engaged APST to design and produce bespoke learning resources around council's Code Of Conduct (COC). The brief was for engaging, focused, accessible and easily navigated online learning. We were thrilled with the result and recently rolled out this training to all staff.

*We were especially pleased that the resources from APST were readily accepted and completed by staff at all levels, and we received very positive feedback about the engaging nature of the presentation from staff in a wide range of job types.'**

Carol Morris, Training & Capability Officer, Southern Downs Regional Council

*Please Note: This testimonial has been shortened from its original/full form for inclusion in this document. The full testimonial is available on request.

How We Achieve Learning Outcomes

Partnership Approach

APST's business strategy focusses on high-quality capability development. To achieve this, we develop a close partner relationship with our clients, working with them to design and develop relevant and highly effective professional development programs for their frontline leaders and staff.

As an integral part of our client-partner approach, programs are managed by one of our highly experienced Client Solutions Managers, who works closely with clients to clarify needs and expectations, oversee the development of course content, select appropriate workshop facilitators, and, if required, enlist any other APST colleagues appropriate to the consultation process. Put simply, the APST Client Solutions Manager is responsible for making sure programs achieve all expectations.

Of course, learning is not simply achieved through the delivery of training, so APST works with clients to ensure that a strategy, built on the 70-20-10 principle, is in place to ensure program participants are well prepared for their training, and have the ability, with support from their managers and co-workers, to fully transfer their new skills and knowledge to their workplace.

Focussed on the Australian Public Sector

We are experts because we focus solely on developing the capabilities of people working in the Australian Public Sector. This focus has meant that, over many years of working with local, state, and federal government (and government owned) organisations, we have gained an in-depth understanding of their leadership and management requirements and, most importantly, what they need to be highly capable, confident, and successful.

Benchmark Training Programs

APST programs are designed and developed to achieve the highest levels in learning outcomes and return on investment. Supporting our position as one of the leading providers of leadership training and management training in Australia are the following statistics:

- A Senior Management Team with over 70 years of combined learning and development industry experience
- Over 90% of clients surveyed state the #1 reason they engage us is due to *'reliability in achieving targeted learning outcomes'*
- Our participant feedback surveys consistently show:
    - an average overall satisfaction rate of over 90%
    - an average self-assessed improvement in confidence and capability of over 50%
    - that they would be keen to attend another APST workshop
    - that they would be happy to recommend us to their colleagues
- Client data that shows an increase in engagement and tenure in staff that have attended one of our workshops

Outstanding Workshop Facilitators

All APST workshop facilitators are not just subject matter experts in their field of expertise but are selected for their in-depth experience of working in and/or with the public sector, plus their outstanding track-record of achieving the targeted capability development outcomes of their clients.

This experience more readily creates credibility and trust with the workshop participants and enables the facilitators to draw on real-world experience when offering information and advice on specific areas of development.

Contextualised Delivery

While the content and structure of all APST workshops has been designed and developed to address the essential capability development needs of public sector managers and staff, we do not assume that one-size-fits-all. Therefore, all workshop delivery is contextualised to meet the unique needs of your organisation/staff at no additional cost.

Participant Preparation

Achieving targeted learning outcomes is not simply about the provision of information but preparing workshop participants for their learning and providing them with strategies for the effective transfer of learning to the workplace. For this reason, participants new to an APST program are provided with the following pre-program *Successfully Transferring Learning* tools to assist in ensuring they are fully prepared for, and get the most from, their learning experience:

- Creating a personal training plan
- How to learn
- Pre-workshop preparation
- Transferring learning

Experiential Workshops

APST workshops are not lectures. They are highly engaging, activity- and discussion-based workshops that draw on the established adult learning principles.

1. Self-directing – adults are autonomous and self-directing
2. Learn by doing – adults learn best through experiences
3. Relevance – adults require learning content that is meaningful and relevant to them, their lives, and their work
4. Experience – adults learn best when drawing upon past experiences, and when referencing case scenarios and examples that they can relate to
5. Sensory learning – adults benefit from multi-sensory learning and teaching methods
6. Practice – the more an adult learner can practise new skills, competencies, or the application of knowledge, the more transformational impact the learning intervention will have
7. Personal Development – adults need their personal desires and ambitions considered when planning and delivering adult learning programs
8. Involvement – effective adult learning programs have planned for learner feedback and consultation

Client Support

From booking facilitators, training rooms, and catering, to enrolling participants, organising workshop materials, and online learning logins, our dedicated Client Support Team ensures the efficient and reliable delivery of programs so that our clients don't need to.

More Information

For more information go to australianpublicsectortraining.com.au or contact us via enquiries@aps-training.com.au or 1300 790 311.