



TRANSPORT & LOGISTICS INDUSTRY SKILLS COUNCIL

**Awards for  
Excellence** 2015

# WINNER

## Innovation & Excellence in Workforce Development - Aviation

### Airservices Australia

Airservices Australia is a government-owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry. Each year, Airservices manages air traffic operations for more than four million flights carrying some 90 million passengers in the Australian flight information region.

Airservices provides the aviation industry with aeronautical data, communications, surveillance and air navigation services over an area which covers 11 percent of the earth's surface.

The organisation has more than 4,000 employees, including over 1,000 air traffic controllers working from two major centres in Melbourne and Brisbane, four terminal control units and 29 towers at international and regional airports.

Its qualified engineers and technicians support more than 440 navigation and surveillance aids and more than 800 aviation rescue and fire fighting staff serve at the nation's busiest airports.

#### Workforce Development Initiative

Airservices faces attraction and recruitment challenges, seeking diverse men and women who have both an interest in aviation and the requisite skills of complex decision-making in a safety critical environment; assessed as only 2 to 3 % of the global population.

Workforce development is further constrained as Airservices is the only provider of civilian Air Traffic Controller (ATC) training in Australia, and complicated by the long lead time to deliver the unique skill set required of a competent and proficient ATC.

Airservices developed and implemented a holistic, integrated, strategic program called 'ATC Initial Training Transformation'. The program provides an agile framework able to respond to current and future workforce requirements.

Flexible, tailored learning solutions are the key to delivering job-ready graduates to the business, in a more efficient and timely manner, using technology which replicates the operational environment, including a \$37m Eurocat training simulator.

Outcomes included:

- Increased overall attraction of quality candidates and attraction rates for females overall (15% attraction and 26% females)
- Increase in course commencements from 90% in FY13/14 to 97% in FY14/15.
- The introduction of targeted training support resulting in 11 trainees withdrawing from the course this period compared to 30 one year earlier.
- A 24% increase for trainees becoming endorsed prior to the planned 16 week period

