

CASE STUDY:

Roadways Pty Ltd

Roadways Pty Ltd is Tasmania's largest privately owned and operated specialist bituminous surfacing company. Established in January 1964, Roadways can supply asphalt (hotmix) anywhere in Tasmania from its production facilities located at Burnie and Bridgewater.

Roadways also maintains contract laying crews to assist in the placement of asphalt or application of spray seal utilising trained skilled staff and the latest state of the art plant and equipment.

Our N.A.T.A accredited laboratory and dedicated technical team provide testing and design services for any project specific requirements.

How did you identify the skills needs of your staff?

Training needs are identified and managed by the OHS&E Advisor in consultation with the Roadways Management Group and are categorised into three areas:

1. Legislative requirements
2. Other safety requirements to ensure staff complete all tasks in a safe manner
3. Knowledge and skills to ensure a quality job for the customer

Training needs are reviewed weekly to ensure any renewal of tickets or certificates of competency are organised well before expiry.

Our Occupational Health and Safety Plan also details the training that is necessary for our staff to undertake their work in a safe manner and this plan is reviewed and updated annually.

Besides mandatory training, all staff are given the opportunity to advance their skills, knowledge and careers, through nationally accredited training, in particular Certificate III in Construction (Bituminous Surfacing) and Business qualifications at Certificate III, IV and Diploma level.

What training have you invested in, and why?

The bituminous surfacing industry is very competitive and it is imperative that Roadways can demonstrate to our customers that our people hold the required tickets and licences to work in high risk construction.

Many of our supervisors, leading hands and crew members hold or are working towards a Certificate III in Construction (Bituminous Surfacing). This impresses on our customers that we can and do deliver a quality product in a safe and environmentally friendly manner.

Roadways is third party certified under JAS/ANZ and hold current certification in AS/NZS 4801:2001 OH&S Management Systems, AS/NZS 14001:2004 Environmental Management Systems and AS 9001:2008 Quality Management Systems.

These certifications demonstrate to our customers that we are quality assured. The training of our staff to maintain the necessary tickets and licences as well as continually updating their skills and knowledge in this competitive industry is a major factor when it comes to winning contracts.





Have you experienced any challenges in training staff, and if so how have they been addressed?

We wanted to put our people through traineeships in Certificate III in Construction (Bituminous Surfacing) however discovered that there weren't any Registered Training Organisations (RTOs) in Tasmania or in fact the mainland who could deliver bituminous surfacing units of competency.

However working with TasTAFE (formerly the Skills Institute) we were able to overcome this challenge. By entering into an Agreement for Services we have developed a co assessment model whereby our supervisors provide on the job training and TasTAFE assessors support our staff to gather the required evidence in order for them to be assessed as competent.

Along with the Certificate III in Construction (Bituminous Surfacing) we also utilise the co assessment model for CPCCOHS1001A "Work safely in the construction Industry" (White Card), RIIRIS301B "Risk Management" and RIIRIS201B "Local risk control".

An example of how effectively this works is our ability to quickly organise a White Card for a new employee. It is a legal requirement to have a White

Card before a person can work in the Construction Industry, without our co assessment arrangement Roadways could have to wait several weeks to a month for a training session/assessment to be available and conducted by an external RTO, however with TasTAFE we can have a person working with us within the week.

Have you experienced any successes in training staff ?

Roadways strong training ethos was recognised at the 2013 Tasmanian Training Awards, with our company being awarded the 2013 Small Employer of the Year.

Training is an integral part of our business, and we continuously strive to improve the skills of all staff, not only road crews, but also administration and management staff to ensure all employees have the opportunity to upgrade their skills and knowledge to further enhance their careers.

Simply put *'Training is the lifeblood of our employees to ensure the viability of Roadways into the future in a most competitive market (Bituminous Surfacing)'*.

Why did you choose TasTAFE to conduct your training?

Roadways was seeking an RTO that could:

- ensure the ongoing smooth training and progression of our trainees
- support Roadways to access funding for training
- deliver an assessment model that would suit our needs
- provide one point of contact to manage any issues

"We have had an association with TasTAFE for over four years. At times we have experienced some issues but due to the close working relationship we have with our dedicated Customer & Community Relationship Manager (CCRM) these have been addressed," says OHS&E Advisor Syd Prickett.

"Our CCRM continues to ensure the service we receive is of the highest standard and as a result our close alliance delivers the best outcomes for our trainees, which enables Roadways to maintain a highly skilled workforce that can deliver a quality product to our customers."



For more information regarding training please visit www.tastafe.tas.edu.au or call us on 1 300 655 307.