**Group Training Service Excellence Award 2017**

The Group Training Service Excellence Award is presented to a staff member or team/group of staff for a demonstrated outstanding contribution to the success in Group Training.

Group Training Organisations, client organisations, colleagues, professional bodies, and students can make nominations*.*

# Eligibility and Conditions

Candidates for the award:

* must be staff employed within a Victorian Group Training Organisation
* may be individuals, teams or groups of special support staff

# Application Process

|  |  |
| --- | --- |
| Applications Open | Monday 4 September 2017 |
| Applications Close | Friday 13 October 2017 |
| Award Presented | Wednesday 22 November 2017 |

# Submitting Applications

Please complete all parts of the nomination form addressing the selection criteria.

When making your nomination, please provide short statements providing information on how the nominee meets the criteria. Where possible, provide examples to support your statements

Applications must be submitted to the AEN office by email to [penny@aen.org.au](mailto:penny@aen.org.au) or post to Level 3 478 Albert Street, East Melbourne VIC 3002 by COB Friday 13 October 2017.

Nomination Form & Selection Criteria

# Nominees Details (person being nominated for the award)

|  |  |
| --- | --- |
| First name: | Surname: |
| Phone number: | Email address: |
| Group Training Company: | |
| Job title: | |
| Work responsibilities: | |
| Signature: | Date: |
| **Please include a minimum of 2 photos with your nomination** | |

# Nominators Details

|  |  |
| --- | --- |
| First name: | Surname: |
| Phone number: | Email address: |
| Company: | |
| Signature: | Date: |

# Selection Criteria

## Overview

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

## Excellence and innovation

* 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

## Client focus

* 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

## Professionalism and commitment to support services for VET

* demonstrated efficiency, accuracy and timeliness in dealing with customer enquiries
* contribution to performance enhancement efforts such as professional development of other staff, acting as mentors, guides or models for others; and enhanced service/support provision
* contribution to achieving GTO/ VET system priorities
* how the individual or team engage with other professionals to improve the standard of service/support provided to clients

## Understanding and reputation within the industry or community

* 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
* demonstrated examples of any contributions to knowledge sharing, mentoring and coaching activities

**Apprenticeship Employment Network**

Level 3, 478 Albert Street

East Melbourne VIC 3002